

Establishing an ECAS Access and Register at the Union Registry



IMPRINT

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1 UNION REGISTRY

Emissions trading registries are at the core of the European Emissions Trading Scheme (EU ETS). This is where emission allowances are generated and transferred and evidence is produced that a company complied with its obligations within the EU ETS.

The EU Emissions Trading Scheme has been in place since 2005 and has been extended to include aviation from 2012. The plan was to replace all existing national registries of EU Member States by one registry covering the entire EU, the Union Registry, from 2012.

Accounts are opened and submitted documentation checked by the responsible Member States.

Each Member State has a dedicated area in the Union Registry to administer these accounts.

In the area of the Union Registry administered by Germany, applications for an account must be submitted online. The relevant form can be accessed through the following link: https://ets-registry.webgate.ec.europa.eu/euregistry/DE/index.xhtml

Before you begin filling in the online form, please make sure all data required are at your disposal, as there is no temporary saving option in the online form. Which information these is is different depending on account type applied for. Please look at the relevant documents which are available at the <u>DEHSt website</u>.

One of these data is the authorised representatives' Union Registry user ID (URID). The following pages describe how to proceed to generate a URID.

2 ECAS

The acronym ECAS stands for European Commission Authentication Service. All Union Registry logins are managed by this service. The EU Commission uses the authentication system primarily to give its employees access to internal IT systems.

Authorised representatives must generate their own ECAS login, which requires a valid e-mail address. A mobile phone number must be entered in order to get access to the Union Registry. The chapters below will explain how an ECAS login is created.

Existing ECAS users

If users already applied for an account in another member state's area of the Union registry they already have an ECAS login.

The existing login can be used to generate an URID in the German area of the Union registry. In order to do so users need to log into the Union registry as described in chapter 9 and create the URID.

One ECAS account is adequate to create additional URIDs for parts of the registry managed by other member states.

Whenever an ECAS-registered user logs in at the Union Registry for the first time, he or she will be directed to the ECAS login page. If the ECAS login has been successful, users will be automatically redirected to the Union Registry.

Once they have entered their personal data, they are registered and assigned a URID (Union Registry Identification Number).

The URID is needed for the opening of an account. An account holder applying for the opening of an account in the Union Registry must enter a URID for each of the authorised representatives nominated.

When submitting documentation for opening the account to the Registry Administration of the German Emissions Trading Authority (DEHSt), proof of identity for the authorised representatives must be included. Upon confirmation of the opening of the account by the Registry Administration, an enrolment key is generated, which is sent to the authorised representative nominated. The user must enter the enrolment key on the Union Registry website in order to get access to the newly created account.

The enrolment key is only required for first-time nominations as authorised representatives.

Here is a summary of the first-time registration procedure:

- 1. Each authorised representative must register with ECAS and provide a mobile phone number.
- 2. Registration with the Union Registry (separately for each authorised representative)
- 3. Automatic redirection to ECAS
- 4. Log into ECAS
- 5. Automatic redirection to the Union Registry
- 6. Authorised representatives must enter personal data
- 7. A user-specific URID is generated for each authorised representative
- 8. Authorised representatives must confirm their function by entering their URID in the account application.
- 9. An enrolment key is generated by the Registry Administration and sent to the authorised representatives upon opening the account.
- 10. Authorised representatives enter their enrolment keys

Please note that although several mobile phone numbers can be saved at ECAS, you can only log in using one mobile phone number which has been confirmed by the Union Registry. The Union Registry only allows confirmation of one mobile number. If a confirmed mobile number has been changed, it must be re-confirmed by the DEHSt.

3 REGISTER WITH ECAS

In your browser, activate JavaScript, permit cookies and switch off pop-up blockers. Entering the address <u>https://webgate.ec.europa.eu/cas/login</u> will take you to the ECAS login page. Choose your language using the drop-down menu **1**.

Make sure the blue button **2** is set to "External". Otherwise, use the "Change it" option **3** which opens a new window (see bottom screenshot below). Authorised representatives of account holders are considered to be external users and should use setting **4** : "Neither an institution nor a European body." Click "Select" to return to the window shown in the top screenshot.

When you register for the first time, you do not have a username or password and should therefore click the "Sign up" ⁽⁵⁾ button in the top bar.



Clicking on the "Sign-up" button in the top menu **1** will take you to the window shown in the screenshot below. You can choose any username in the first line **2**, provided it has not yet been claimed by another ECAS user. In that case, you would be asked to choose a different username. Now enter your first name **3**, last name **4** and e-mail address **5** (to be re-typed for confirmation underneath). The Captcha figure in area **6** shows a sequence of characters that must be entered at **7**. Should the characters be difficult to read, you may either generate another Captcha picture or have your computer read the sequence out to you. Remember to tick the box to acknowledge that you have read the privacy statement **3** and click the "Sign up" button **9**.

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	8 Privacy statement: by checking this box, you acknowledge that you have read and understood the <u>privacy statement</u> *
* Required fields	9 Sign up

4 CONFIRM E-MAIL AND CHOOSE PASSWORD

Upon clicking the ,Sign Up' button on the previous page, ECAS will send a message to the e-mail address entered and ask you to confirm registration and choose a password for future logins.

The confirmation e-mail from ECAS may take 10 to 20 minutes to arrive in your mailbox. Please note that the link **1** it contains is valid for 1.5 hours only.

We therefore advise you to set aside sufficient time for the entire ECAS registration process so once you receive your confirmation e-mail you can immediately use the link to set your password. You should also enter your mobile phone number straightaway, as described under "7 Enter Mobile Phone Number" on page 11.

Here is a sample e-mail:

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Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.				
Sent to you by ECAS - European Commission Authentication Service				
			*	

Click on the confirmation link **1** to complete the registration process. In case the link does not work, copy the address line **2** into your browser.

5 CONFIRM ECAS REGISTRATION AND CHOOSE PASSWORD

The link takes you to a page where you are asked to choose your password. Please ensure that the blue field **1** is set to "External". Otherwise click on "Change it' to set it to "External" (see also Chapter "3 Register with ECAS" on page 6).

Enter either your chosen username or your e-mail address at **2**. Both will be accepted. Then enter your chosen password at **3**. The password must contain at least three of the following character types

- Upper-case characters
- Lower-case characters
- Digits
- Special characters

The password must be at least 10 digits long. The longer the password, the more secure it will be. Please do not use names or words that can be found in dictionaries.

Before clicking the "Login" button ⁽⁶⁾, make sure you go to the "More options" menu ⁽⁴⁾ and select ,View my ECAS account details after logging me in ⁽⁶⁾. This gives you the option at the next stage to enter the mobile number that will be required to connect to the Union Registry.



6 SHOW ACCOUNT DETAILS IN ECAS

When selecting ,View my details...', as described on the previous page, you will see the screen shown below. Otherwise click on 1, Account information'. This should give you the option of editing your account details. In particular, you can enter at least one mobile phone number at 2 - indispensible for your registration at the Union Registry.

Please be aware that the Union Registry does not accept identical mobile phone numbers for several authorised representatives of the same account holder.

3 shows the name of the user currently logged in, here the chosen username ,Mustermann99'. ECAS also assigns an additional ECAS username to each user, shown below as ,nmustefr' 4. This username can also be used to log in, which gives each user a total of three usernames for their ECAS login – the chosen username, the ECAS-assigned username and the e-mail address.

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7 ENTER MOBILE PHONE NUMBER

To enter a mobile phone number, click on ,Manage my mobile phone numbers', as shown under 1 on the previous page. This takes you to the screen shown below.

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Click on ①, Add a mobile phone number' to enter your mobile phone number with international code (e.g. +49 for Germany) and without the first zero (0), into field ② on the screen. To finish, click on ③, Add' to save the mobile phone number.

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8 CONFIRM MOBILE PHONE NUMBER

You will then receive a text message sent to the mobile phone number you entered **1**. It contains a challenge code that must be entered into **2**, as shown on the screenshot below. Click on ,Add' **3** to complete the confirmation process.

The text message reads:

,Your challenge to authenticate to ECAS is XXXX-YYYY'.

Once you have entered the character sequence correctly the message below will appear:

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	Last update: 25/01/2012 (2.3.0-b) 1014 ms Tep /		
	Last update: 25/01/2012 (2.3.0-b) 1014 ms Top /		
	Last update: 25/01/2012 (2.3.0-b) 1014 ms Tap		

9 FIRST LOGIN AT THE UNION REGISTRY

Now use the following link to access the Union Registry homepage:

https://ets-registry.webgate.ec.europa.eu/euregistry/DE/index.xhtml

Make sure you have selected the area of the Union Registry that is administered by Germany. This is indicated by the German flag in the top left-hand corner. If you see a different flag, use the ,Open another registry' button 1 and select ,Germany'.

Even when logging in for the first time, please select ,Login '2' and not ,First time user '3'. Clicking on ,Login '2' will redirect you to ECAS. For the redirection to work properly, you may have to switch off the pop-up blocker in your browser.

			About this site Contact Legal notice English 🗨
	Deutschland	European Commission Climate Action Energy for a Changing World	
5	Open another registry		
	Enrolment	You are here : DE	
2	Login or First time user 3		
	Home page		
	✓ Accounts		
	Account Request		
	★ Mandatory Fields		
	Help		
			version 3.1.3#701 build on 2012-01-27_12-19-50. Page ref. #001

10 AUTOMATIC REDIRECTION TO ECAS

Whenever you log into the Union Registry, you will be redirected to ECAS. In the screenshot below, ECAS recognizes the user, as the username is displayed in **1** and **2**. This is because the user has remained logged in with ECAS (see Chapter "4 Confirm E-Mail and choose Password" on page 8). Click on link **1** to complete the login. If link **1** does not work, try and copy the link from **2** into the address bar of your browser.

When logging out of the Union Registry, you still remain logged in at ECAS.

Your logout will only be complete once you have also logged out of ECAS via the logout button ③. Only then will a different user be able to log in at ECAS and the Union Registry from the same computer.

Enter your password at ⁽⁴⁾ and the mobile phone number you entered during registration at ⁽⁵⁾. International code (e.g. +49) followed by the number without the zero, e.g. +49163123456789. A text message will be sent to this number only if it is the same number that was previously entered. The message contains a sequence of characters to be entered during login (see next page).

Make sure 6 is set to ,External'; otherwise click on ,Change it' before login.



11 ECAS 2-FACTOR AUTHENTICATION

Whenever you log into the Union Registry, ECAS will send an SMS message to the activated mobile phone number. The message contains a character sequence that must be entered to complete login. With each login, the entire mobile phone number must be re-entered at ECAS. This is a security measure, as ECAS is a publicly accessible site and the registered mobile phone numbers cannot be displayed for obvious reasons. Once the character sequence (challenge) has been entered correctly, the user will be authenticated and redirected to the Union Registry. Enter the SMS challenge at **1** and click on ,Login'.



Please note that although several mobile phone numbers can be saved at ECAS, you can only log in using one mobile phone number which has been confirmed by the Union Registry. The Union Registry only allows confirmation of one mobile number. If a confirmed mobile number has been changed, it must be re-confirmed by the DEHSt.

12 ENTER PERSONAL DATA INTO THE UNION REGISTRY

The user has now logged into the Union Registry for the first time. The username is displayed under **1**. In order to continue the registration process, please click on **2**, Fill in your personal details⁴.

	Deutschland	European Commission Climate Action Energy for a Changing World	Logged in as Mustermann99 logout About this site Contact Legal notice English
1	Open another registry		
	Enrolment	You are here : DE	
2	Fill in your personal details		
	Home page		
	 Accounts 		
	Account Request		
	★ Mandatory Fields		
	Help		
		1	version 3.1.3#701 build on 2012-01-27_12-19-50. Page ref. #001

Fill in the relevant fields. Those with a green star are mandatory. The secret question and secret answer are used for authentication in case you contact the Registry Administration by phone.

		Logged in as Mustermann99 logout About this site Contact Legal notice English 🚽
	European Commission	
	Climate Action	
Deutschland	Energy for a Changing World	
Open another registry		
Enrolment		
Fill in your personal details	Registration	
Fill in your personal details	* First name:	
Home page	Franz	
 Accounts 	* Last name:	
Assount Deguast	MUSTERMANN	
Account Request	Title:	
* Mandatory Fields		
Help	* Date of birth:	
1	09/09/1962	
	* Place of birth:	
	München	
	* Country of birth:	
	Germany	
	* Type of identity document: National ID card -	
	For 'Other' type of identity document, indicate the type:	
	* Identity document identifier:	
	x00301683	
	Identity document expiry date:	
	21/09/2013	
	* Preferred language: English →	
	Default email address:	
	franz.mustermann1@liwa.de	
	* Secret question:	
	Sinn des Lebens?	
	* Answer to the secret question:	
	42	
		Cancel Next
		version 3.1.3#701 build on 2012-01-27 12-19-50 Pane ref #031

13 GENERATE A URID

Once you have entered your data and clicked on ,Submit', your URID or Union Registry ID, will be generated. It will be displayed in the message highlighted in green 1 as well as next to your name 2 in the left-hand menu bar 3.

Make a note of your URID and pass it on to the person who will make the application for the account. At least two URIDs are required for the account application because at least two authorised representatives must be named for each account. For verifier accounts only one authorised representative must be named.

In order to open an account in the German area of the Union Registry, you are allowed only to enter URIDs generated in the German part of the Union Registry. These always begin with ,DE⁴.

The account application can then be generated by clicking on ,Account Request ⁶ with or without logging into the Union Registry. The account application must be printed out, signed and sent to the Registry Administration per surface mail or transmitted in PDF format via the VPS to the DEHSt.

Once the data entered into the online application have been confirmed by the Registry Administration, the account will be opened and an enrolment key generated for the authorised representatives. The enrolment key is sent by surface mail to their addresses entered during enrolment process. Once the enrolment key has been received it can be entered by clicking on ,Enter your enrolment key' ⁴ link.

1		Logged in as Mustermann99 logout About this site Contact Legal notice English 🚽		
	Deutschland	European Commission Climate Action Energy for a Changing World		
	Open another registry			
92	Enrolment Franz MUSTERMANN	Registration		
Z	Enter your enrolment key Home page	You have now been enrolled. Your unique Registry Identifier is DE797628058465. Please communicate this identifier to your account holder(s) for use in account opening requests.		
G	Accounts Account Request	Name: Franz MUSTERMANN		
	★ Mandatory Fields	Place and date of birth: München, Germany on 09/09/1962 Identity document		
	Υ Heip	National ID card, ID x00301683, expiring on 21/09/2013 Default email address: franz.mustermann1@cin.de Preferred language: English Secret question: • Sinn des Lebens? • 42		
		version 3.1.3#701 build on 2012-01-27_12-19-50. Page ref. #032		

14 ENTER THE ENROLMENT KEY

Once an account has been opened, an enrolment key is generated for each authorised representative and sent out by surface mail to the addresses previously entered. Clicking on the link on the previous page will take you to the page shown on the screenshot below.

Enter the enrolment key at **1** and click on ,Submit' **2**. You should then be given access to your assigned account.

	Logged in as Mustermann99 logout About this site Contact Legal notice English 💽
Deutschland	European Commission Climate Action Energy for a Changing World
Open another registry	
Enrolment	Enrolment key entry
URID:DE797628058465	Enter the enrolment key that you have received from your registry administrator to fully activate your access to the registry.
Enter your enrolment key	Please note that you will receive this key only after the validation of your personal details when you become representant of an account for the first time.
Home page	
 Accounts 	
Account Request	Cancel Submit 2
* Mandatory Fields	
Help	
· · · · · · · · · · · · · · · · · · ·	version 3.1.3#701 build on 2012-01-27_12-19-50. Page ref. #132

15 FURTHER INFORMATION ON ECAS AND THE UNION REGISTRY

- In ECAS, an e-mail address can only occur once.
- The role of the e-mail registered with ECAS is pivotal, as it serves not only as username as previously mentioned – but also as the address to which the link for modifying the ECAS password is sent.
- An ECAS access cannot be de-activated, but only be deleted. Once the ECAS access has been deleted, the e-mail address can be re-used. If an ECAS access has been deleted, the whole procedure for establishing a new ECAS access must be adhered to, including submitting documentation, generating a URID and entering an enrolment key.
- If an enrolled user un-enrols from the Union Registry, the URID will be deleted, but the ECAS access remains active. In other words, the entire registration process at the Union Registry must be re-initiated. This includes generating a URID, naming authorised representatives, submitting account documentation, confirming the authorisation of the "new" representatives by the Registry Administration, sending out an enrolment key and entering the enrolment key.
- To use the Union Registry, JavaScript must be activated, cookies permitted and pop-up blockers switched off.
- One single ECAS access is sufficient to generate several URIDs in parts of the Union Registry administered by other Member States. In each of the parts of the Union Registry administered by a Member State, only one URID can be assigned to one ECAS access.
- If a user has an ECAS access, which has not yet been linked to the Registry, the steps from Chapter "5 Confirm ECAS Registration and choose Password" on page 9 must be followed.
- A confirmation by the DEHSt of a new mobile phone number will be necessary. You will be notified when logging in to the Union Registry. Please then click on "Update my number" and confirm the change. The Union Registry creates an identifier which you should note down and use for any queries with DEHSt. DEHSt will process the amendment applications submitted as soon as possible. It is not necessary to submit the change in writing or by VPS.

16 CHECK THE AUTHENTICITY OF THE UNION REGISTRY

You can check to which website you are connected by clicking on the favicon **1** in the address bar of your browser. By clicking on ,further information **2**, you can see how often you have visited the site before. Clicking on ,Show certificate **3** gives you details on the site certificate. The only absolutely sure way of establishing the authenticity of a certificate is to use an SHA1 fingerprint. The fingerprint must remain exactly as shown on the screenshot **4** until the certificate is renewed.

Firefox *	
+ https://ets-registry.webgate.ec.europa.eu/euregistry/DE/index.xhtml	👷 マ C 👌 - netzvorwahlen 🔎 🏫 💽 -
E BOCKY DE	About this site Contact Legal notice English
Diese Wehsite wird hetriehen von	
(unbekannt) uing World	
Verifiziert von: GlobalSign nv-sa	
Open	J J
Enrolment Inre Verbindung zu dieser Website ist verschlüsselt, um das Abhören zu verhindern.	
Home page	
Accounts	
Account Request	
Mandatory Fields	
Help	
\uparrow	
	version 3.1.3#701 build on 2012-01-27_12-19-50. Page ref. #001
Seiteninformation - https://ets-registry.webgate.ec.europa.eu/euregistry/DE/index	Zertifikat-Ansicht: ets-registry.webgate.ec.europa.eu
	Allgemein Details
Allaemein Medien Berechtigungen Sicherheit	
	Dieses Zertifikat wurde für die folgenden Verwendungen verifiziert:
Website-Identität	SSL-Server-Zertifikat
Website: ets-registry.webgate.ec.europa.eu	Ausgestellt für
Besitzer: Diese Website stellt keine Informationen über den Besitzer zur Verfügung.	Allgemeiner Name (CN) ets-registry.webgate.ec.europa.eu
Valuet von. Giobalsign nv-sa	Organisation (O) European Commission
	Seriennummer 11:21:3F:87:00:56:0A:36:B5:5D:F0:A3:4A:34:22:B3:DD:A5
	Ausgestellt von
	Allgemeiner Name (CN) GlobalSign Organization Validation CA - G2
	Organisation (O) GlobalSign nv-sa
Datenschutz & Chronik	Organisationseinheit (OU) <kein des="" teil="" zertifikats=""></kein>
Habe ich diese Website früher schon einmal	Validitāt
besucht? Ja, 57 Mal	Ausgestellt am 30.11.2011 Läuft ab am 30.11.2013
Speichert diese Website Daten (Cookies) auf meinem Computer? Ja Cookies anzeigen	Fingerabdrücke
Habe ich Passwörter für diese Website	SHA1-4 erabdruck CA:BC:37:93:18:45:C7:B4:11:AF:36:16:8B:BA:32:AD:09:73:DC:5A
gespeichert? Nein Gespeicherte Passwörter anzeigen	MD5-Fingerabdruck 5B:D3:32:FD:22:EB:93:8D:20:48:43:34:A7:22:D9:07
Technische Details	
Verbindung verschlüsselt: Hochgradige Verschlüsselung (AES-256, 256-bit-Schlüssel)	
Die Seite, die Sie ansehen, wurde verschlüsselt, bevor sie über das Internet übermittelt wurde.	
Verschlüsselung macht es für unberechtigte Personen sehr schwierig, zwischen Computern	
gelesen hat, als sie über das Netzwerk gesendet wurde.	
	C-HE-D
	Schießen

17 CHECK THE AUTHENTICITY OF ECAS

Since authentication is not carried out by the Union Registry itself, but by a separate service, not only the authenticity of the Union Registry, but also of ECAS must be verified at regular intervals. Just follow the procedure described above for the Union Registry. You can check to which website you are connected by clicking on the favicon 1 in the address bar of your browser. By clicking on ,further information 2, you can see how often you have visited the site before. Clicking on ,Show certificate 3 gives you details on the site certificate. The only absolutely sure way of establishing the authenticity of a certificate is to use an SHA1 fingerprint. The fingerprint must remain exactly as shown on the screenshot 4 until the certificate is renewed.



18 GUIDANCE ON HOW TO USE THE UNION REGISTRY SAFELY

Users have a key role to play in keeping the Union Registry safe.

Keeping your IT Equipment and Settings up-to-date

- Many threats from the Internet, from extranets and intranets can be effectively averted by a few straightforward precautions. First of all, your web browser should be configured to protect your data and applications. The Federal Office for Information Security has more information at https://www.bsi.bund.de/EN/TheBSI/thebsi_node.html
- Update your browser, network and operation system software regularly.
- Use antivirus and anti-spyware software and a firewall.
- Use the most recent virus definitions (signatures).
- If you connect to the Internet via a wireless connection, use at least WPA2 encryption, as WPA and WEP encryption is insecure.

E-Mail Precautions

- Do not trust sender addresses in e-mails, as it is very easy to falsify any kind of e-mail address.
- Whenever possible, do not open mails from unknown senders and if you do, do not click on any link contained in such e-mails.
- Never confirm account numbers, passwords or other sensitive data if prompted by e-mail. The DEHSt or the Registry Administration would never ask you to do so for security reasons.
- If necessary, check on suspicious e-mails by phoning the putative sender.

Browsing Precautions

- Never access the Registry login page via a link provided by a third party (either by e-mail or a third-party website). Such a link could take you to an identical-looking website. If you then enter your username and password, your access data are compromised. Bookmark the URL of the Union Registry and always access the login page via your bookmark.
- Never log into the Registry from Internet cafés or other public wireless connections without encryption. Otherwise, all your data entered, such as username and password could be seen by other users.
- For BSI advice on security aspects of wireless communication please visit <u>https://www.bsi-fuer-buerger.de/BSIFB/DE/MobileSicherheit/mobileSicherheit_node.html</u> (in German only).

Precautions in the Union Registry

- Always leave the protected area of a secure website by clicking the ,Logout' button in the open browser window. Closing the browser window before logging out could give other people access to your account. In a next step, log out of ECAS as well.
- Regularly check the security certificate on the websites of the Union Registry (see Chapter, 17 Check the Authenticity of the Union Registry" on page 21) and ECAS (see Chapter , 18 Check the Authenticity of ECAS" on page 22)
- Check if the website is secure. The address in the browser must always begin with "https://", not with "http://" when you log in or are in the non-public area of the Registry.
- At ECAS, regularly check the data referring to your last login and the number of aborted logins. This will give you a clue to whether somebody else has been trying to use your username and password or may even have successfully done so.
- Keep your password secret.
- Do not save your ECAS access data (username and password) in the password manager of your browser, in your computer or your mobile phone.

Precautions for a secure TAN Procedure

- Do not use the same device (e.g. a smartphone) for logging in to the Union Registry and receiving the confirmation TAN. The TAN procedure is only secure if different devices, such as a computer and a mobile phone, are used.
- Do not save username and password on the mobile phone you are using for the TAN procedure. If the phone were lost or stolen, the finder or fraudster would find all the information to log in with your ID and carry out transactions.

- Be particularly vigilant when synchronising your mobile phone or smartphone with data on your computer. Malware could infect both devices and compromise the security of the TAN procedure.
- MMS messages are commonly used to spread viruses on mobile phones. Delete MMS messages from unknown senders unopened.
- For more information on the secure use of mobile phones and smartphones please visit <u>https://www.bsi-fuer-buerger.de/</u> (in German only).

Cyber Crime

Malware is an umbrella term for hostile, intrusive respectively unrequested malign software.

Phishing is a form of Cyber Crime. By use of seemingly official e-Mails pretending to be sent from a trusted source recipients will be asked to provide their username and password to a seemingly familiar fake website the e-mail links to.

Denial of Service (DoS)-attacks use a multitude of computers to create a number of requests that will overload and ultimately crash a computer system.

Pharming is the redirection to a counterfeit website in order to gain credentials as username and password.

Keylogging means secretly collecting a user's keyboard inputs to gather confidential data.

A Trojan Horse secretly sends confidential data (possibly recorded by a keylogger) via the internet.

At a Man-in-the-Middle-attack an attacker intercepts the connection between two computers impersonating an endpoint in order to receive confidential data. A malware infected Computer can lead to this type of attack.

19 CUSTOMER SERVICE AT THE GERMAN EMISSIONS TRADING AUTHORITY (DEHST)

If you have further queries regarding the Union Registry, please contact our Customer Service. We are available on Mondays to Thursdays from 9:00 to 17:00h CET and on Fridays from 9:00 to 14:00h CET.

Contact:

Phone:	+49 (0)30 8903-5050
E-Mail:	emissionstrading@dehst.de

20 DISCLAIMER

Great care must be taken in dealing with access data, requesting accounts and carrying transactions. If a transaction has been initiated erroneously and cannot be reversed, the individual or individuals who initiated the transaction must negotiate a solution with the recipient. The DEHSt is not liable for any damage or resulting costs due to erroneous instructions or inappropriate use of sensitive access data.

This document has been compiled by the German Emissions Trading Authority (DEHSt) with due diligence for the benefit of users of the German part of the Union Registry. The Union Registry has been developed and is operated by the EU Commission. The DEHSt is not liable for the content of this document, which provides technical support. The document has no effect of prejudging what law applies and does not create any legal rights whatsoever.



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