EUROPEAN COURT OF HUMAN RIGHTS
COUR EUROPÉENNE DES DROITS DE L'HOMME

User Manual

Electronic Communication (eComms) for Representatives

Table of Contents

COUNCIL OF EUROPE

CONSEIL DE L'EUROPE

1. eComms - Introduction

How does this User Manual work?
The User Manual is composed of separate sheets with each sheet describing one task. In this way, you will find all information on how to do a task on one sheet which you can either print or consult on the screen (recommended).

When do we use Electronic communication (eComms)
The Court will contact the representative once an application has been communicated to the Government or when a legal division decides that it is clearly going to be and that electronic communication should be set up.

Terms and Conditions
Please read and agree to the Terms and Conditions which can be found on the top right of the eComms page.

2. Account validation (First connection)

1. Click the **link** provided in the account validation e-mail to connect for the first time
2. Enter a **password** (minimum of 7 characters) and repeat it
3. Confirm with **Submit**

   You will be now redirected to the eComms login page. Please continue with Chapter 3 step 2.

4. Click **Logout** if you want to end your session

When you connect for the first time, you will need to **validate** your account first**.**

ⓘ Did you know?

The **Court** will contact the representative once an application has been communicated to the Government or when a legal division decides that it is clearly going to be and that electronic communication should be set up.

ⓘ Did you know?

You can find the **Help** function on the top right of the page.

You can find the **Terms and Conditions** on the top right of the page as well.

You can switch to the **French interface** by clicking **Français** the top right of the page. **Strasbourg local time** is displayed for your information on the top right of the page too.
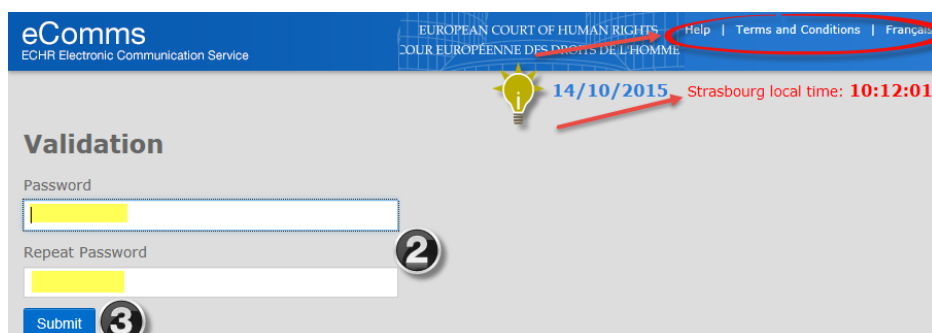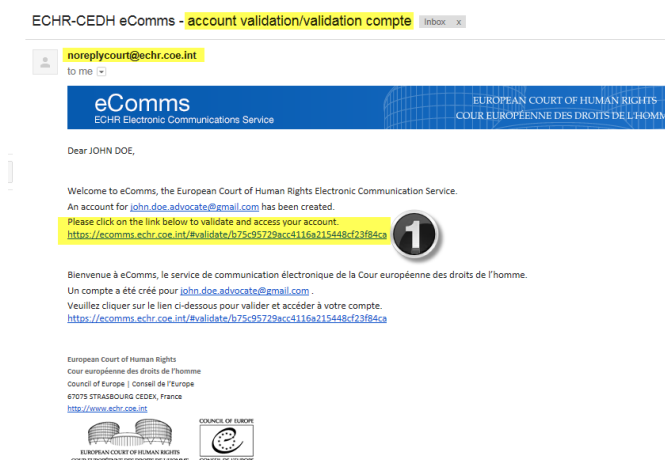
ⓘ Did you know?

By typing your password and repeating it you allow the system to **check** if the password is spelled correctly.

ⓘ Did you know?

Please check your **spam** or **junk e-mail** folder if you cannot find the Court's e-mail because sometimes even legitimate e-mails are redirected to the spam/junk e-mail folder.

🔖 See also!

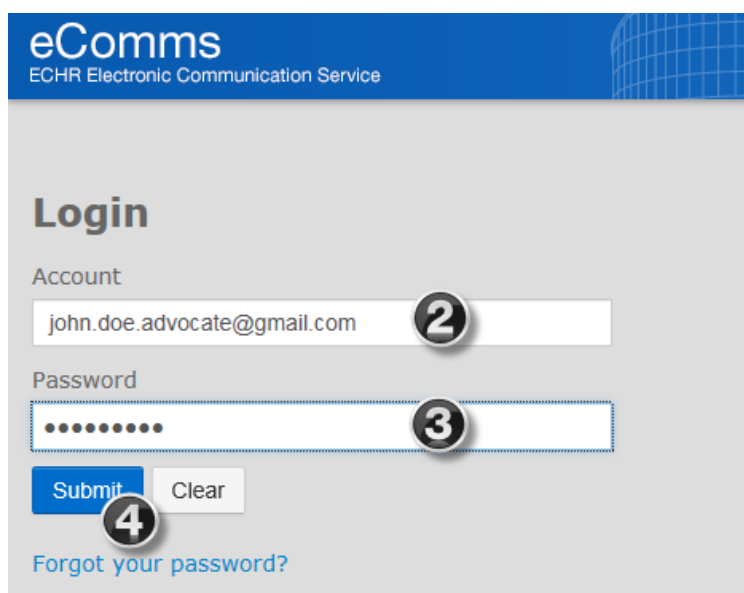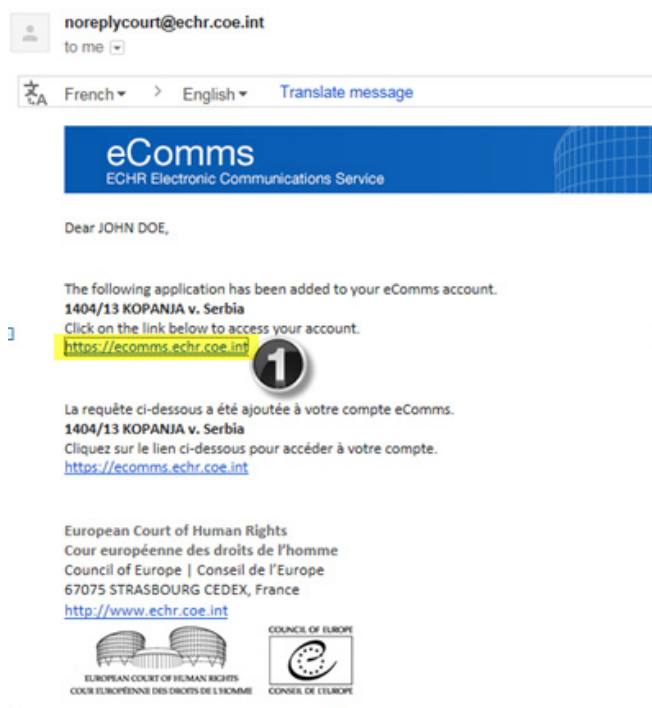Chapter 3

3.   Connecting to eComms (Login)

You will receive an e-mail from the Court with a link to **log in** to your account once it has been set up, a new application has been added or a new document has been sent.

You have received an e-mail from the Court that an application has been added to your list of applications in eComms or a new document is now available in eComms.

1. Click the **link** in your e-mail
2. Enter your **Account identifier** (= e-mail)
3. Enter your **Password**
4. Confirm with **Submit**

You will be now redirected to the eComms page.

ECHR-CEDH eComms - new application/nouvelle requête :1404/13

noreplycourt@echr.coe.int
to me

French   >   English   Translate message

eComms
ECHR Electronic Communications Service

Dear JOHN DOE,

The following application has been added to your eComms account.
1404/13 KOPANJA v. Serbia
Click on the link below to access your account.
https://ecomms.echr.coe.int ①

La requête ci-dessous a été ajoutée à votre compte eComms.
1404/13 KOPANJA v. Serbia
Cliquez sur le lien ci-dessous pour accéder à votre compte.
https://ecomms.echr.coe.int

European Court of Human Rights
Cour européenne des droits de l'homme
Council of Europe | Conseil de l'Europe
67075 STRASBOURG CEDEX, France
http://www.echr.coe.int

EUROPEAN COURT OF HUMAN RIGHTS
COUR EUROPÉENNE DES DROITS DE L'HOMME

COUNCIL OF EUROPE
CONSEIL DE L'EUROPE

eComms
ECHR Electronic Communication Service

Login

Account

john.doe.advocate@gmail.com ②

Password

•••••••• ③

Submit   Clear
④

Forgot your password?

🛈 Did you know?
You can also access eComms anytime via this link directly https://ecomms.echr.coe.int

🛈 Did you know?
Your **account identifier** is your e-mail address.

🛈 Did you know?
You can **reset** your password by clicking on **Forgot your password?** and follow the steps as described in Chapter 6.

🔖 See also!
Chapter 2, 4, 5 and 6.

4. Receiving a document from the Court

You will be notified by e-mail if a new **document** has been **received** in a specific application which has been added to your eComms account beforehand by the Court.

You have received an e-mail from the Court that a new document is now available.

1. Click the **link** in your e-mail to connect to eComms and follow the steps as described in Chapter 3

2. Click and select the **application** in question from your list of applications

3. Click the new **document** in the Inbox tab

4. Save the **document** to your computer

You can now open the document to read or print it.

ⓘ Did you know?

Electronic communication is only possible in **selected applications** after their communication to the Government.

The **Court** will contact the representative once an application has been communicated or when a legal division decides that it is clearly going to be and that electronic communication should be set up.

The **application** will be then added to the list of applications in your eComms account by the Court in order to be able to receive or send documents concerning a specific application. You will be notified by e-mail of each application and document which has been added. New documents will appear in bold in the application inbox.

ⓘ Did you know?

Documents received **from the Court** can be found in the **Inbox tab**. Documents **sent to the Court** can be found in **Sent items**.

🏷 See also!

Chapter 2, 3 and 5.

5. Sending a document to the Court

You can **send a pdf document** concerning a specific application provided that this application has been added to your eComms account beforehand by the Court.

1. Connect to eComms (no illustration)
2. Click the **application** in question from your list of applications
3. Click **Send a document**
4. Click **Add a document**
5. Browse your local system for your **pdf document** to be sent to the Court
6. Double-click your **pdf document** (or click Open or drag and drop it) and wait until it has been fully uploaded
7. Select a **document type** from the drop-down menu which you expand by clicking on the drop-down arrow
8. Click **Send**
9. Confirm by entering your **password** and hit the **Send button.**

   A confirmation message will be displayed.

10. **Log out** if you want to end your session

ℹ **Did you know?**

Documents will be **time stamped** with the local Strasbourg time when they are sent to the Court. This allows monitoring time-limits.

ℹ **Did you know?**

Documents **from the Court** can be found in the **Inbox tab**. Documents **sent to the Court** can be found under **Sent items**.

ℹ **Did you know?**

The **Upload status bar** shows if your document is still being processed. Once this is **completed**, you can continue with step 7.

ℹ **Did you know?**

In order to add **multiple documents** in step 5, you can **select** a **consecutive** group of files: Click the first file, press and hold down the Shift key, and then click the last file. Alternatively, to **select non-consecutive** files, press and hold down the Ctrl key, and then click each file that you want to select. Then click **Open** and wait until all selected documents are fully uploaded. Alternatively, drag and drop your selected files. Continue then with **step 7**.
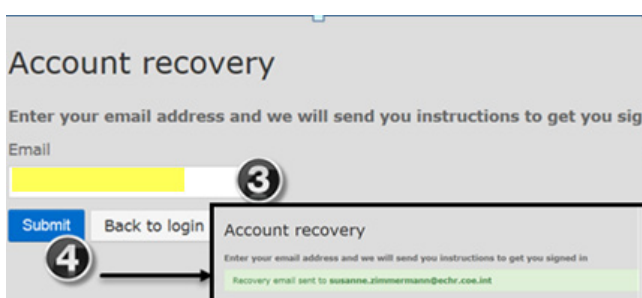
🔖 **See also!**

Chapter 3 and 4.

6. Resetting your password

You can **reset your password** at any time in case you have forgotten it or need to change it.

1. Connect to **eComms** (no illustration)
2. Click **Forgot your password?**
3. Submit your **e-mail** address
4. Confirm with **Submit**

   An account recovery message will be displayed and an e-mail will be sent to you. This might take a few minutes.

5. Click the link to **reset your password** in the e-mail you have just received
6. Enter your **new password** (minimum of 7 characters)
7. Repeat your **new password**
8. Confirm with **Submit**

ⓘ Did you know?

Please note that you can only reset the password for an **existing** account.

◆ See also!

Chapter 3.

7. FAQ – Frequently Asked Questions

What type of documents can I send?
You can only send pdf files of a maximum of 50MB.

What happens if my pdf file is not sent immediately due to a technical problem but I have to respect a time-limit?
Each document is time-stamped in order to identify when it was sent indicating Strasbourg local time.

If you cannot access eComms or if receiving or sending documents fails, if possible, please try to access the site from another computer.

Can I send documents in Rule 39 cases?
No, electronic communication is only possible in selected applications after their communication to the Government. *eComms should not be used for Rule 39 correspondence.*

Can I send multiple documents concerning one application?
In order to add multiple documents to one application, you can select a **consecutive group of files**: Click the first item, press and hold down the Shift key, and then click the last item. To select **non-consecutive files**, press and hold down the Ctrl key, and then click each item that you want to select.
Then click Open and wait until the upload of all selected files is completed. Alternatively, you may drag and drop your selected files. Continue with step 7 in Chapter 5.

Do I need to name documents in a certain way?
The Court will ensure that the document names are prefixed with the application number and have an indication of the type of document. The representatives' documents will automatically be prefixed with the application number and the document type will be defined when they send a document.

The file names should be composed of characters drawn from the ASCII Character set (i.e. characters from the Cyrillic character set or other extended character sets should not be used), please see: https://en.wikipedia.org/wiki/Extended_ASCII.

Who can I ask to launch eComms for me?
The Court will contact you in order to initiate the electronic communication. Please note that the Court will only communicate electronically with the parties once an application has been communicated to the Government or when a legal division decides that it is clearly going to be and that electronic communication should be set up for a specific application. The Court does not offer electronic communication in applications which have not yet been communicated to the Government.

You can only send documents concerning applications which are listed in your eComms account. The Court will contact you by e-mail when an application has been added to your list of applications in your eComms account.

Please note that if you decide to send a document which does not concern one of the applications listed in your eComms account, such document will not be taken into consideration and therefore not included in the case file!

How long are the files kept in my account?
Documents sent to eComms are only available in eComms for one year. Once a case is finished by the Court all documents will be deleted from eComms.

It is the representatives' responsibility to download and save the documents the Court sends to the eComms into their own IT or filing system before this one-year limit.

Is there a direct link which I can use to connect to my account or do I have to use the link in the e-mail sent by the Court?
Yes, you can use the direct link https://ecomms.echr.coe.int and add it to your favorites. Please note that you can only send files related to applications available in your account.

Which internet browsers can I use for eComms?
Please see the terms and conditions on the top right of the eComms web page for a full list of recommended browsers.

I tried to initiate my password but it does not seem to be accepted?
Please bear in mind that the minimum length of your password should be 7 characters long.