

Factsheet

ECHA-14-FS-01-EN

Improving communication through REACH-IT

The new version of REACH-IT (2.7) will improve the communication between ECHA and companies. Some of these changes require action from company users before you can access your REACH-IT account.

NEW TERMS AND CONDITIONS

When logging into REACH-IT for the first time after the mid-April update, every user will be asked to accept the new Terms and Conditions. Please read them carefully - they clarify how ECHA will communicate with you in future:

- ECHA will use REACH-IT to send you decisions and other communications. It is the only route used;
- You will find the message in your REACH-IT message box;
- When the message has been opened by one user in your company, it has been legally received;
- All messages are considered received seven calendar days after they were sent —even if they have not been opened — and can set deadlines in motion;
- Exceptionally, some deadlines are set in motion as soon as the message is sent. This is the case for:
 - decisions on incomplete registration and PPORD dossiers;
 - ECHA objections to an alternative chemical name for the label or Safety Data Sheet;
 - requests for information on data sharing disputes;
 - requests for comments following on from a proposal to amend a draft decision;
 - consultations in response to requests for access to documents that may concern your company.

Given these implications for your company, ECHA strongly recommends that you login regularly to REACH-IT to check your message box.

SET YOUR EMAIL ADDRESS

After accepting the Terms and Conditions, your email address needs to be validated. You can choose either to use your REACH-IT email address or another one. This enables you to make sure that email alerts and password reset messages are sent to your preferred email address.

It is a good idea to review your company's user management and delete obsolete user accounts to make sure that messages are received and can be acted upon quickly.

HELPING YOU MANAGE YOUR MESSAGES

In the new version of REACH-IT, the message box is divided into two: one for important messages requiring action from your company, and one for more general information. The 'important' message box gives information on the message status (unread, read or considered read) and the date the message was read (or considered read) by someone in your company. A reading history is also provided, showing which users in your company have read the message.

REGULATORY CONTACT

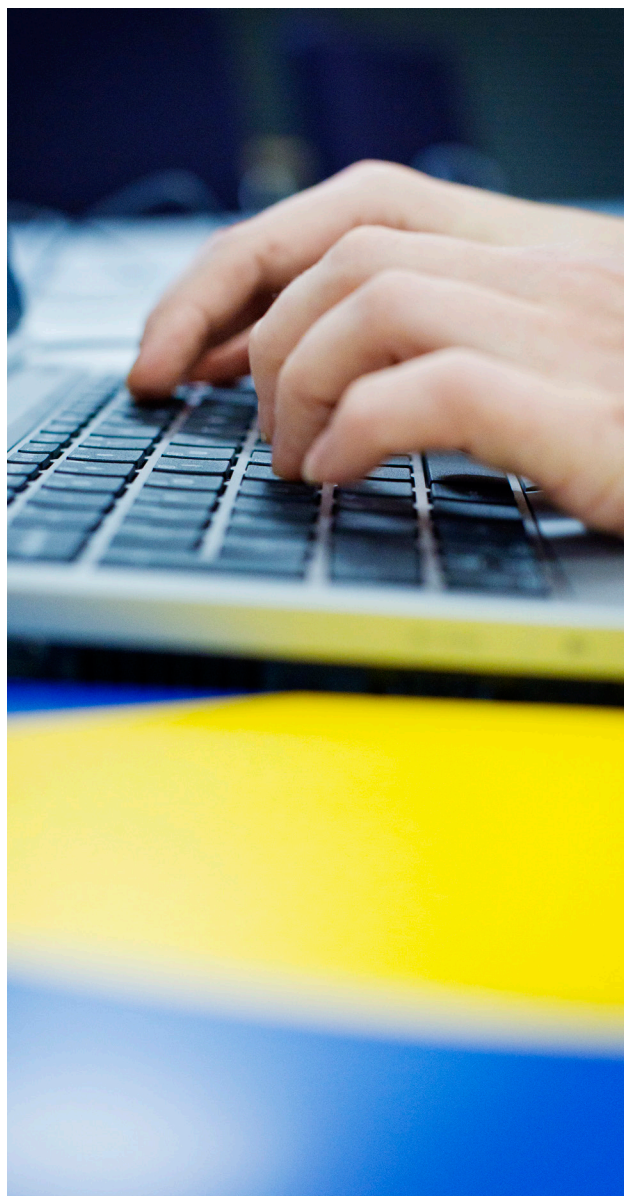
ECHA recommends that your company identifies a main contact person who will initiate the follow-up actions required by any important messages from ECHA. This person should be identified in REACH-IT as the "ECHA Regulatory Contact". When a message arrives in the 'important' message boxes, an email alert will automatically be sent to the regulatory contact person.

EMAIL ALERTS

After the April release of REACH-IT, all users will receive an email alert for every 'important' message. You can disable this alert only if a regulatory contact person has been identified for your company. If you are submitting dossiers, ECHA recommends to keep the email alert activated.

UNBLOCKING YOUR ACCOUNT

If you can't login, you can now unblock your own account by answering the security question you have defined. If you need more support, you can contact ECHA through the REACH-IT user management web form.



FOR FURTHER INFORMATION AND SUPPORT

Full text of the Terms and Conditions

» <http://echa.europa.eu/support/dossier-submission-tools/reach-it>

REACH-IT user management web form (as of mid-April)

» <http://echa.europa.eu/support/helpdesks/echa-helpdesk/reach-it-user-management>

REACH-IT Industry User Manual – Part 02 – Sign-up and account management and Part 03 – Login and message box (as of mid-April)

» <http://echa.europa.eu/support/dossier-submission-tools/reach-it/data-submission-industry-user-manuals>