



# MYEPO PORTFOLIO SEMINAR FOR THE PFO

CUSTOMER JOURNEY AND KEY ACCOUNT MANAGEMENT | MYEPO SERVICES TEAM | 25 MAY 2023

epo.org



# **WELCOME**Today's presenters

**Niclas Morey**, Principal Director Customer Journey and Key Account Management

Ulrike Engels, Key Account Manager

**Sonia Pérez Díez**, Director BIT and Programme Manager for New Online User Engagement

**Kieran Donnelly**, Business Change Manager for New Online User Engagement





Online Filing 2.0

MYEPO MyEPO Portfolio

Central Fee Payment

A single integrated suite of online services for EP and PCT procedures, providing:

- Easier access to digital information and exchange of structured data
- Simplified procedures with self-service options and procedural guidance
- More direct interaction with the EPO on files





### **MYEPO PORTFOLIO**

MyEPO Portfolio is a place where users can interact with us on their customer journey

### Now available! Launched on 1 June 2022

- View your applications and documents
- Receive EPO Mailbox communications
- Reply to select EPO communications
- Administer your EPO Mailbox and users

### **Exciting new features being delivered in 2023**

- Mailbox for international agents (PCT)
- A first B2B technical interface (API)
- Alternatives to the smart card
- A shared area allowing more direct interaction



- How to sign in to MyEPO services: new options
- How to administer your EPO Mailbox and users
- The improved EPO Mailbox
- Downloading information: manual and APIs
- Best practices in managing access rights
- Portfolio viewer and access to your digital files
- A novel way of replying to communications
- Roadmap: other features coming soon
- Questions and answers



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### ALTERNATIVES TO THE SMART CARD FOR SIGNING IN

Today you sign in to MyEPO services using your EPO smart card.

From July 2023, alternative authentication methods based on two-step verification (2FA) will be available for all users of Online Filing 2.0, MyEPO Portfolio and Central Fee Payment.

- Okta Verify app with push messages (press Yes / No)
- Google Authenticator app with one-time passcode (six-digit codes)
- SMS-based one-time code
- Email with one-time code or direct link

Later in 2023, these alternative methods will also be available for our legacy Online Filing tool.

The EPO is also investigating methods based on the Webauthn/FIDO protocol.

### ALTERNATIVES TO THE SMART CARD FOR SIGNING IN

Benefits for users of alternative authentication methods:

- No need to install hardware and associated software on company systems
- No need to worry about smart card software upgrades and compatibility
- Immediately available no waiting for the smart card to arrive by post
- State-of-the-art alternatives using technology that will stay abreast of developments





# YOU WILL NO LONGER BE ABLE TO USE • SMART CARDS FROM JANUARY 2025

No new smart cards will be issued from January 2024

Two-step verification alternatives are already available for pilot participants

They will be available for all users from July 2023

- Existing smart card users will be able to add two-step alternatives to their account New users will be able to create a new EPO account and add two-step alternatives

Start using the alternative two-step verification methods as soon as possible



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### HOW TO ADMINISTER YOUR EPO MAILBOX AND USERS

Company administrators administer your EPO Mailbox and user rights in MyEPO Portfolio

### In the **Admin Area** you can

- Assign rights to users from your company for mailbox access, fee payment and administration
- Request mailbox recipients (representatives and associations) for electronic communications
- Request mailbox PCT Links for PCT applications where the EPO is (S)ISA or IPEA
- Activate and deactivate the EPO Mailbox for your company



Applications and patents

Mailbox

Actions 2

Admin area

Preferences

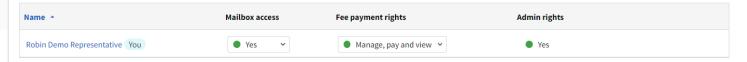


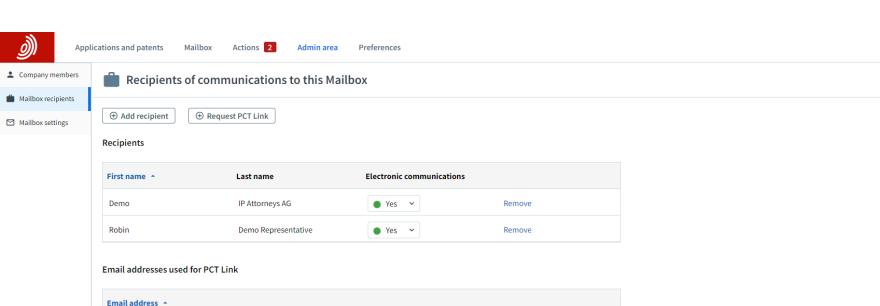


Mailbox recipients Mailbox settings









No PCT Link requested



Applications and patents

Mailbox Actions 2

Admin area

Preferences

Company members

Mailbox recipients Mailbox settings

☑ To have communications addressed to a specific person sent to this Mailbox, you need to:

- Turn on this Mailbox, if you haven't done so already
- Add that person as a recipient, if you haven't done so already
- Select Yes in the column Electronic communications

The Mailbox for Demo IP Attorneys AG is activated

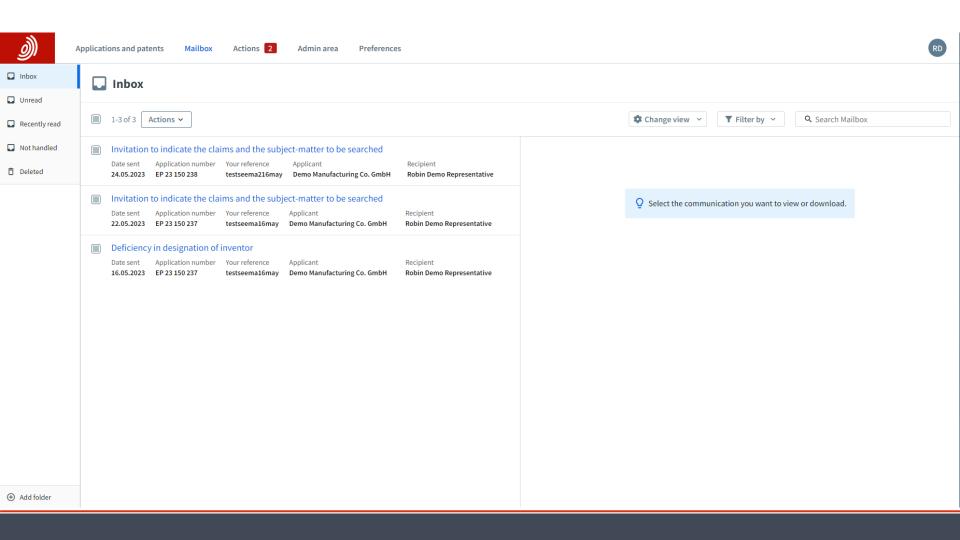


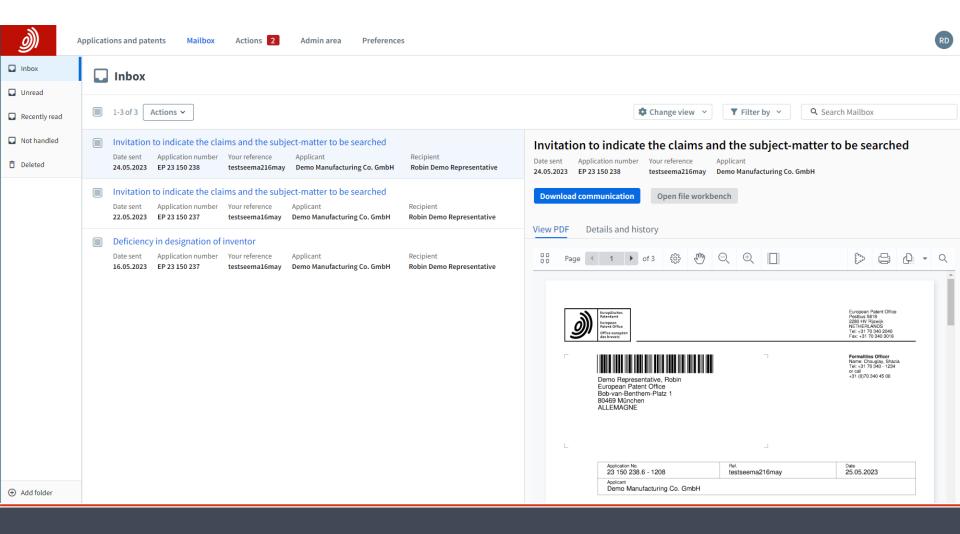
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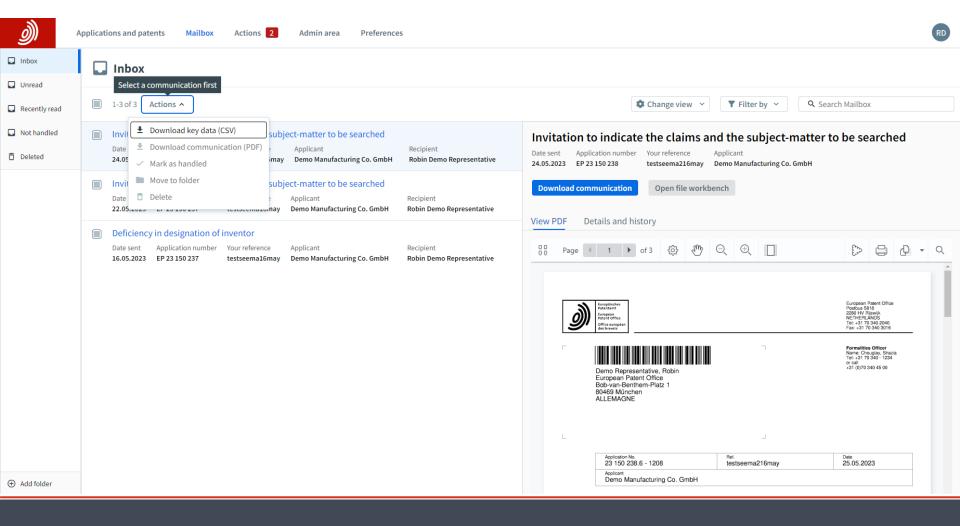
### KEY FEATURES OF THE IMPROVED EPO MAILBOX

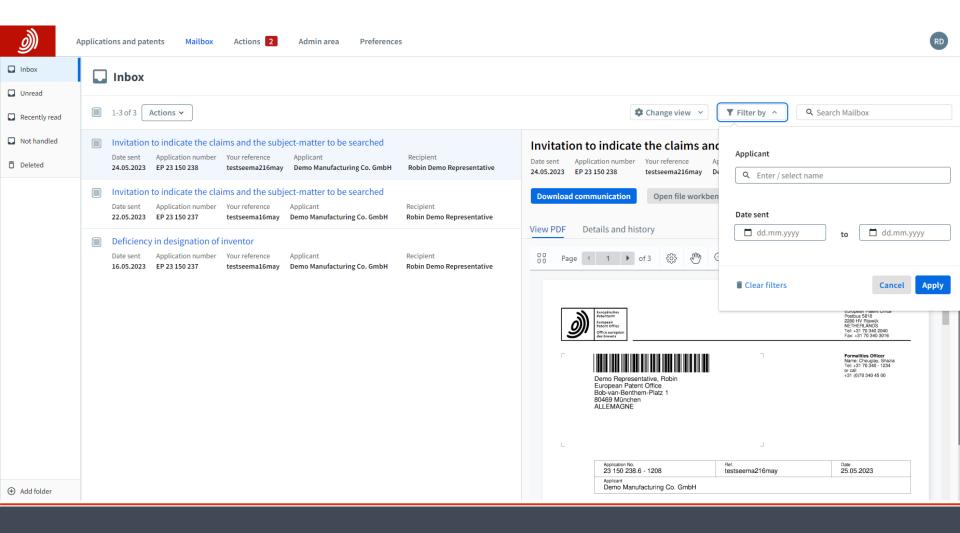
Guided by our MyEPO user focus group, we offer an improved mailbox experience in MyEPO Portfolio:

- cleaner design with usability and navigation improvements
- a new "PCT Link" allowing PCT electronic correspondence when the EPO is ISA/IPEA
- high-quality, colour versions of non-patent literature citations in search reports
- optional e-mail alerts to notify you of new EPO mailbox correspondence, new pending actions, approaching deadlines













# WE WILL DECOMMISSION THE LEGACY MAILBOX TOOL IN JUNE 2024

MyEPO Portfolio is a fully operational substitute for the legacy Mailbox tool.

Do not leave it to the last moment: start using MyEPO Portfolio for handling your EPO Mailbox correspondence today!

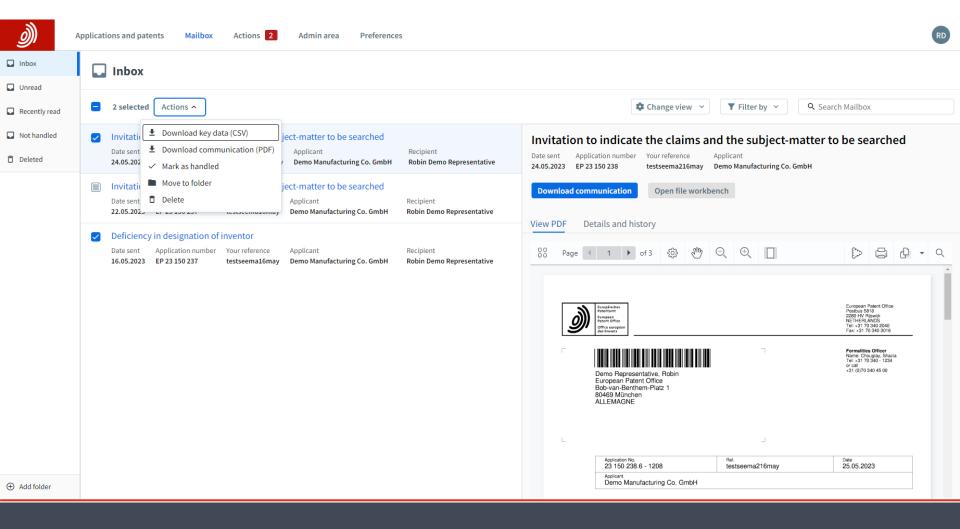


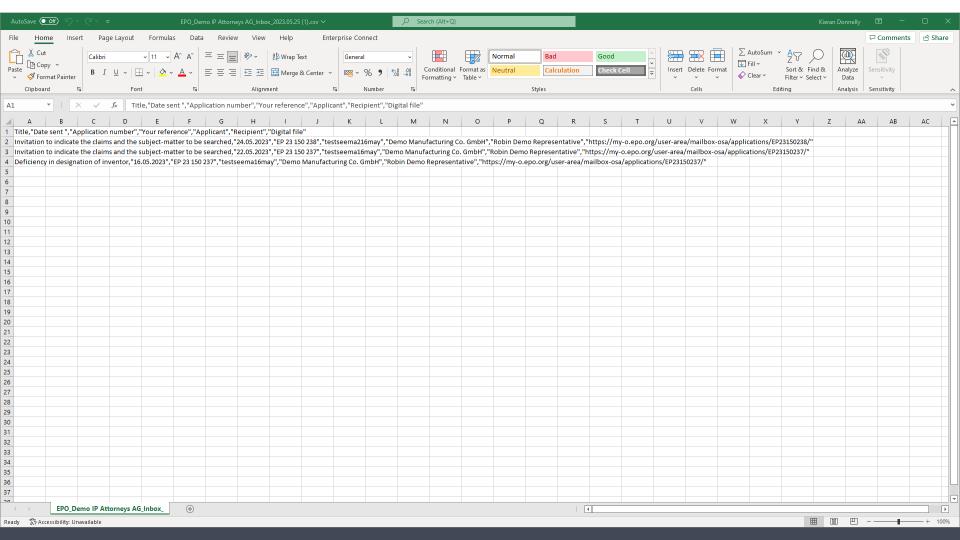
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### OPTIONS FOR DOWNLOADING DATA IN MYEPO PORTFOLIO

#### You can

- simply select records in MyEPO Portfolio screens and manually download to .csv files (data) and .zip files (documents)
- use MyEPO business-to-business technical interfaces (APIs application programming interfaces) to exchange data and documents with your IP management and docketing systems without the need for human intervention





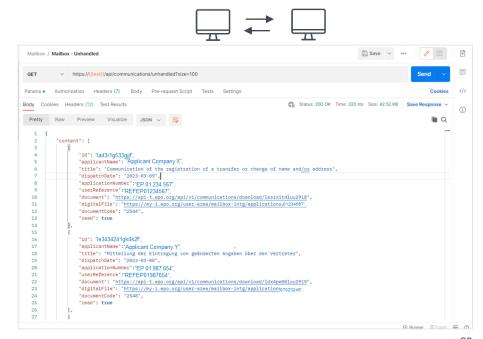
### APIS FOR EXCHANGING DATA WITH IP MANAGEMENT SYSTEMS

First API: download EPO Mailbox communications (both documents and metadata)

Our APIs are in line with World Intellectual Property Office recommendations for processing and communicating Intellectual Property data using Web APIs

WIPO Standard ST.90

If you are interested, contact us at <a href="mailto:support@epo.org">support@epo.org</a> or through your key account manager.





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# YOUR COMPANY ADMINISTRATOR IS RESPONSIBLE FOR ENSURING THAT ACCESS TO MYEPO PORTFOLIO INFORMATION IS ONLY GRANTED TO THOSE MEMBERS OF STAFF WHO SHOULD HAVE ACCESS

This means the company administrator should regularly enter MyEPO Portfolio to:

- check that your users still have correct access to portfolios of applications and to the mailbox
- remove access immediately when users leave the company, an association or change roles
- manage changes to recipients linked to the company mailbox

When a company administrator changes role or leaves the company, it is essential that they assign administration rights to other users, who should then remove rights from the departing company administrator.

### BEST PRACTICE: CHECKLIST WHEN SOMEONE LEAVES THE COMPANY

### Check list for the company administrator

- In MyEPO Portfolio, remove the user's access rights **immediately** in the **Admin Area** ("company member" option) and in **Applications and Patents** ("Manage Permissions") for any application portfolios that they had access to.
- Reallocate files of a departing professional representative **immediately**, by contacting clientdatareg@epo.org. Note: the EPO does not automatically re-allocate files without specific instructions.
- Submit a request to the EPO to change the association of professional representatives so that a departing professional representative is removed. https://www.epo.org/applying/onlineservices/representatives/change-association.html
- In MyEPO Portfolio **Admin Area**, check that the list of users with administration rights is up to date, especially when the departing person was a company administrator. 29

### BEST PRACTICE: CHECKLIST WHEN SOMEONE LEAVES THE COMPANY

### Checklist for the person leaving the company

- If you wish to continue using your smartcard or the same EPO account, contact <a href="mailto:support@epo.org">support@epo.org</a> to update the company and deposit account linked to your account.
- Update your EPO account settings to change the email address associated with your EPO account.
- If you are a departing professional representative inform the EPO's Legal Division of the change of business address. Note: the EPO does not automatically change user details without specific instructions.

In case of questions, please contact <a href="mailto:support@epo.org">support@epo.org</a> or your Key Account Manager



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### MAKING IT EASY FOR YOU TO VIEW YOUR APPLICATIONS AND FILES

In the **Applications and patents** area of MyEPO Portfolio, representatives, paralegals and other IP support staff can view portfolios of applications with the EPO and the corresponding digital files.

You can grant access to individual portfolios according to your team's needs – both individual representatives' portfolios and portfolios of associations.

#### You can

- download data about the portfolio in .CSV format
- view the EPO's digital file for each application and download documents
- See information about pending procedural actions and due fees
- use direct links to this information in your IP management systems

There are smart filters that prevent unauthorised users from seeing non-public applications and documents.



Applications and patents

■ 1-3 of 3 Actions ∨

Mailbox

Actions 2

Admin area

Preferences

Demo IP Attorne... Demo Represent... 

	Application number	Your reference	Applicant	Date of filing ^	Procedure	IPC code	PCT number	PCT publ. date	EP publ. date
	EP 23 150 237	testseema16may	Demo Manufacturing Co. GmbH	16.05.2023	Search/Examination	H01L 2702	No data	No data	No data
	EP 23 150 238	testseema216may	Demo Manufacturing Co. GmbH	16.05.2023	Search/Examination	C07C 4312	No data	No data	No data
	EP 23 150 239	test3seema16may	Demo Manufacturing Co. GmbH	16.05.2023	Search/Examination	F16D 6502	No data	No data	No data

Change view 🗡

▼ Filter by ∨

Search applications



Applications and patents Mailbox

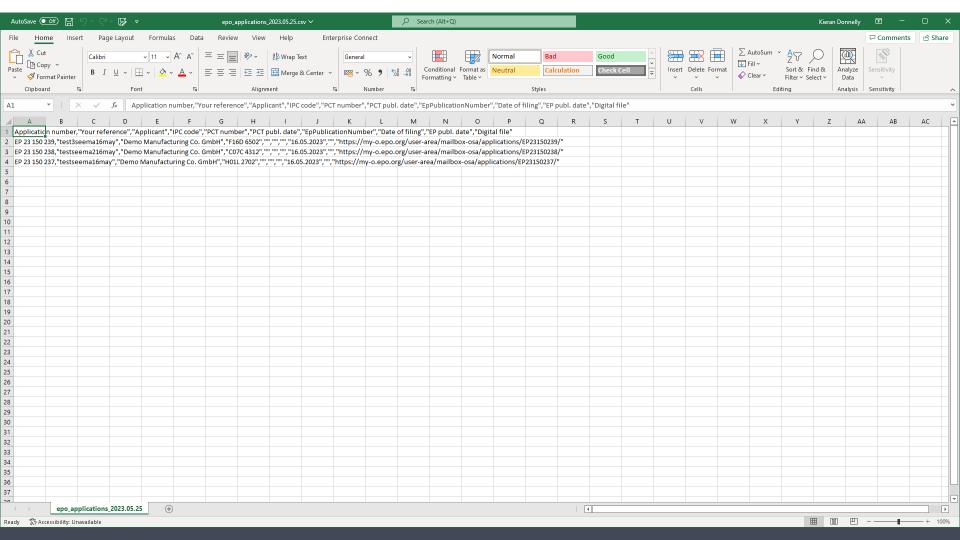
Actions 2

Admin area

Preferences

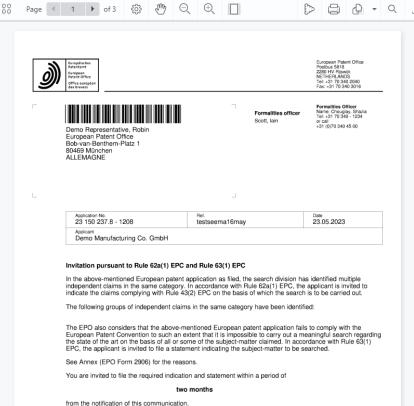








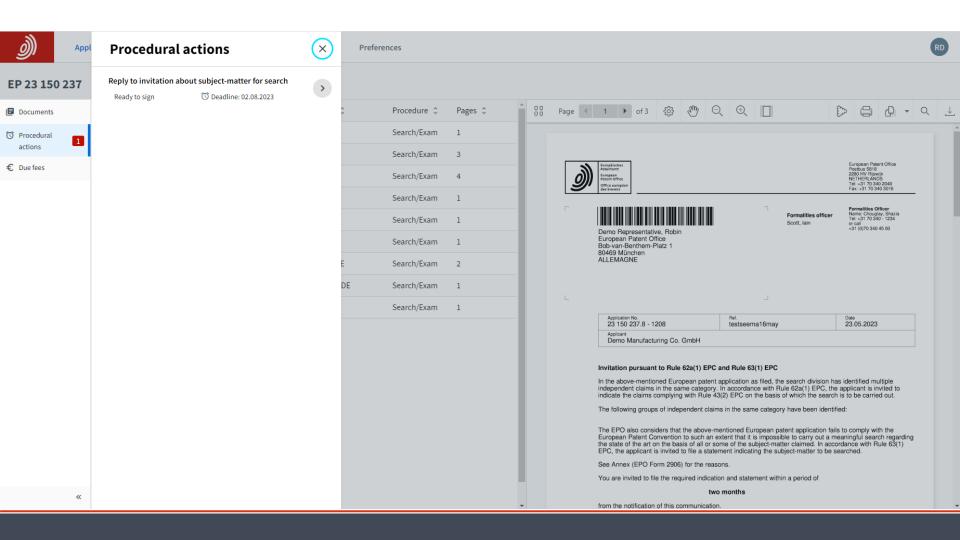
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Date	<b>\$</b>	Title \$		Code \$	Procedure \$	Pages 🗘 👚	6
22.05	5.2023	Annex to the comm	nunication	2906	Search/Exam	1	
22.05	5.2023	Invitation to indica	te the claims and the	1056C	Search/Exam	3	
16.05	5.2023	Request for grant o	f a European patent	1001P	Search/Exam	4	
16.05	5.2023	Description		DESC	Search/Exam	1	
16.05	5.2023	Claims		CLMS	Search/Exam	1	
16.05	5.2023	Abstract		ABST	Search/Exam	1	
16.05	5.2023	Acknowledgement	of receipt of electron	1001-6E	Search/Exam	2	
16.05	5.2023	Information regard	ling access code	DASCODE	Search/Exam	1	
16.05	5.2023	Deficiency in desig	nation of inventor	1045	Search/Exam	1	



<

Procedural actions

€ Due fees





Applications and patents Mailbox

Actions 2 Admin area

Preferences



#### (S) Pending procedural actions

() Pending Performed

2 pending actions for your applications

◆ Download data

Action type	Stage	Application number	Your reference	Applicant	Deadline ^
Reply to invitation about subject-matter for search	Ready to sign	EP 23 150 237	testseema16may	Demo Manufacturing Co. GmbH	02.08.2023
Reply to invitation about subject-matter for search	Not started	EP 23 150 238	testseema216may	Demo Manufacturing Co. GmbH	04.08.2023





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## A NOVEL WAY OF SIMPLY REPLYING TO EPO COMMUNICATIONS

In the **Actions** area you can initiate replies to select EPO communications.

This is a novel alternative to filing a generic 1038 form, that reduces the likelihood errors - particularly for newly qualified attorneys or IP support staff

- you can see the deadline by which the EPO expects a reply and set up email alerts as deadlines approach
- you are guided through each step with easy access to procedural support information
- due fees are clearly indicated so you don't overlook them
- you don't have to draft so many letters, and forms are automatically generated



Applications and patents Mailbox Actions 2 Admin area Preferences

RD

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#### EP 23 150 237

■ Documents

Procedural actions

€ Due fees

Reply to invitation about subject-matter for search





#### Reply to invitation about subject-matter for search

We invite you to file a statement indicating the subject-matter to be searched (Rules 62a and/or 63 EPC). Statements consisting of reworded claims are not considered as amended claims in view of Rule 137(1) EPC but merely as explanations in respect of the set of originally filed claims (Guidelines B-VIII, 3.2.2).

Rule 62a EPC | Rule 63 EPC | Rule 137(1) EPC | Guidelines B-VIII, 3.2.2

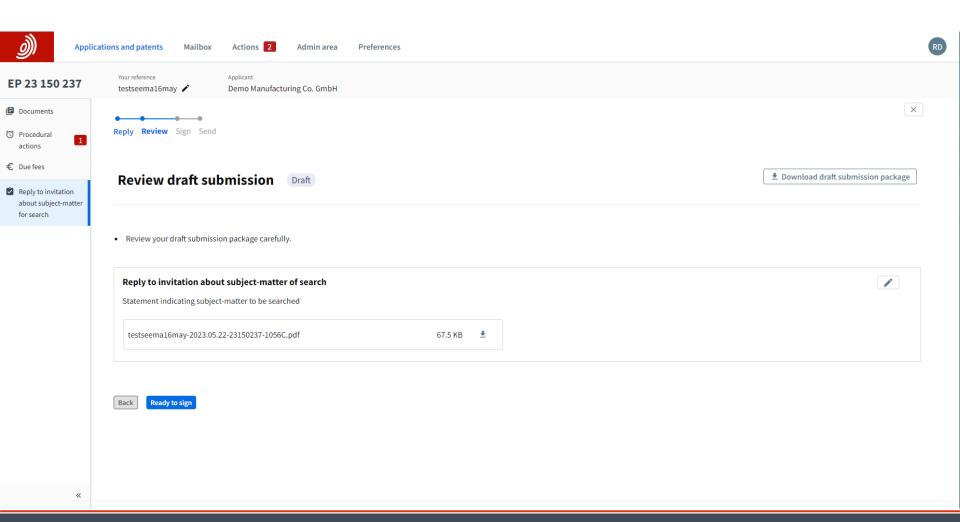
Upload your statement:

#### Statement indicating subject-matter to be searched

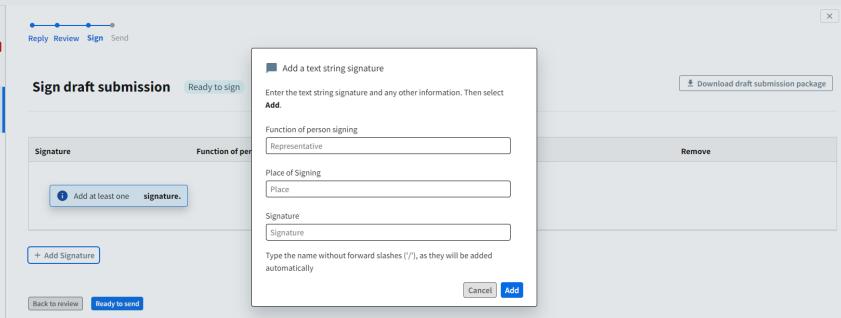
+ Upload

Drag and drop to upload

Next







€ Due fees

Reply to invitation about subject-matter for search

epo.org

### A NOVEL WAY OF SIMPLY REPLYING TO EPO COMMUNICATIONS

Communication to which you can already submit a reply in MyEPO Portfolio:

- reply to a communication about intention to grant Rule 71(3) EPC
- reply to a communication in examination Article 94(3) EPC

Further replies that will be available in July 2023 (already available to pilot participants):

- reply to the extended European search report Rule 70a EPC)
- reply to invitation about subject-matter for search Rules 62a and 63 EPC

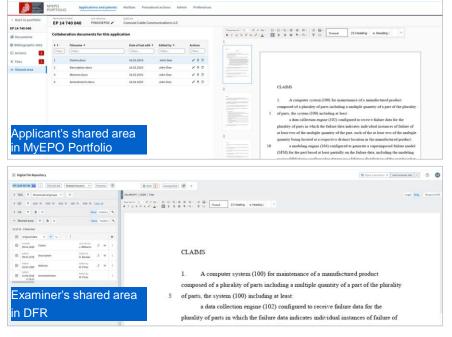


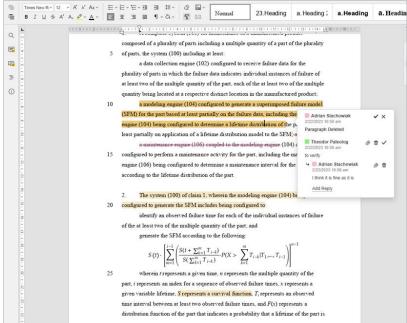
# **AGENDA**

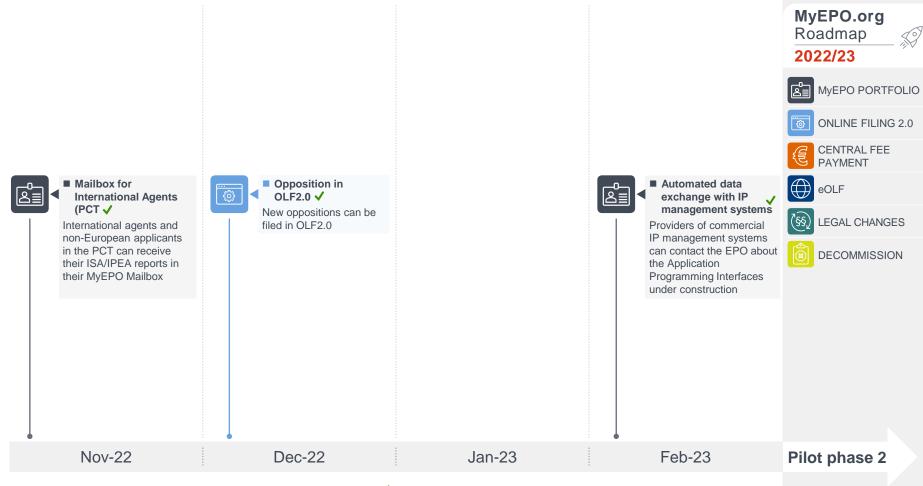
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## A NEW SHARED AREA FOR EXAMINERS AND APPLICANTS TO INTERACT







Note: the roadmap information shared here is tentative and subject to change. ✓ indicates that the activity has been implemented for pilot participants.



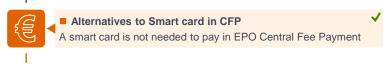




■ Reply to European Search Report & Clarification Request

Next set of self-service procedural actions: Reply to an extended European Search Report and Reply to an invitation about subject matter for search

- Allow paralegals and IP support staff to send submissions ✓ Paralegal teams can now send replies in MyEPO Portfolio
- Workshop with providers of IP management systems IP management software suppliers can learn how to connect technically to the EPO's new mailbox API
- Alternatives to Smart card in MyEPO Portfolio A smart card is not needed to access MyEPO Portfolio. Users will be provided with other means of logging in securely including mobile authenticator apps



1 March: Outgoing faxes discontinued EPO no longer issuing communications by fax in relation to the patent grant process



■ Payment with deposit account

In MyEPO Portfolio, users can pay with their deposit account directly without going through CFP

#### ■ Interaction with examiners

Via MyEPO Portfolio users can interact with examiners and adjust application claims and descriptions in real time

Opposition cases visible in the portfolio

In MyEPO Portfolio, representatives will be able to see in their portfolios the applications for which they are appointed to represent the opponent, with access to the digital files

■ B2B: API to download MvEPO mailbox communications ✓

A first set of business-to-business (B2B) technical interfaces ("APIs") will be launched allowing users to download and process mailbox communications



MvEPO PORTFOLIO



**ONLINE FILING 2.0** 



**CENTRAL FEE PAYMENT** 





LEGAL CHANGES



DECOMMISSION

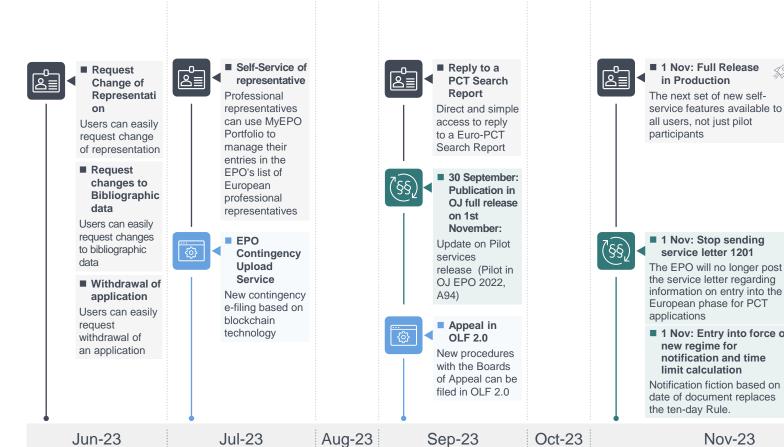
Mar-23

Apr-23

Pilot phase 2



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MyEPO.org Roadmap 2023





MvEPO PORTFOLIO



**ONLINE FILING 2.0** 



**CENTRAL FEE PAYMENT** 



eOLF



LEGAL CHANGES



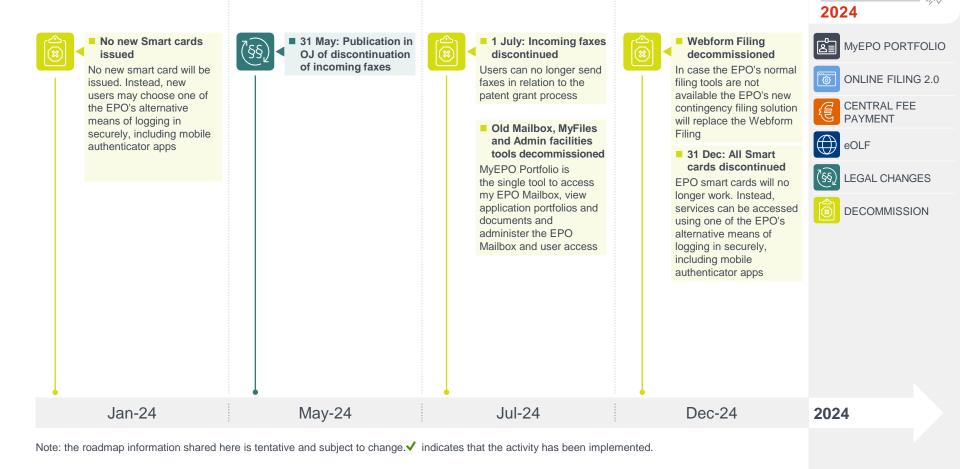
**DECOMMISSION** 

the service letter regarding information on entry into the European phase for PCT

■ 1 Nov: Entry into force of notification and time

Notification fiction based on date of document replaces

Pilot phase 3



MyEPO.org Roadmap



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# **THANK YOU!**

For more information, visit our website

https://www.epo.org/applying/onlineservices/myepo.html

