



SYNERGRID C10/26-WEBTOOL

User guide for registration

User guide for processing applications

Tips and tricks & Frequently Asked Questions

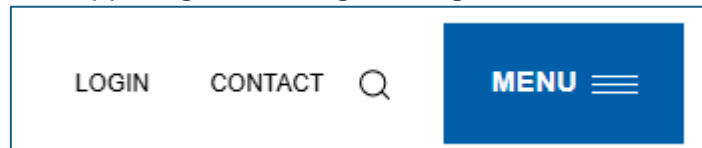
USER GUIDE FOR REGISTRATION ON THE C10/26 HOMOLOGATION TOOL

Synergrid provides an online application webtool for the submitting and follow up of C10/26 homologation requests.

This document provides a short guideline for how to use this tool for the first time.

STEP 1 – create an account on the public Synergrid website

On www.synergrid.be, upper right corner, go to “login”



Create an account, choose a user name, and register your email.

- You will receive an email with a link to activate your account.
- If you're not using a Microsoft account, you can login with your username or email address

Multifactor authentication is mandatory. You will be asked to create a multifactor authentication with a code to gain access.

- Scan the QR code with your authenticator app, or use the code.
- Confirm your account with the authenticator app.

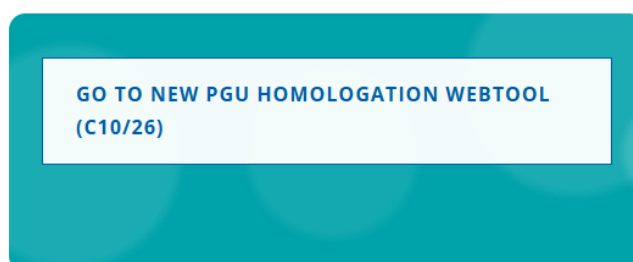
STEP 2 – Request access to the C10/26 webtool

Once you are successfully logged in to the Synergrid website

- Either use the menu and go to “homologation requests”



- Or use the shortcut button on the main page



You will be asked to fill in a **registration form** with some basic information about yourself and your company.

Synergrid will receive a notification, check the registration form, and then grant access. You will be notified by email when your access to the tool is approved.

If you have previously introduced a C10/26 homologation request to CE10@synergrid.be (finished and ongoing requests), your email will be known in our system. Your email will be used to give you access to your ongoing requests, if there are any.

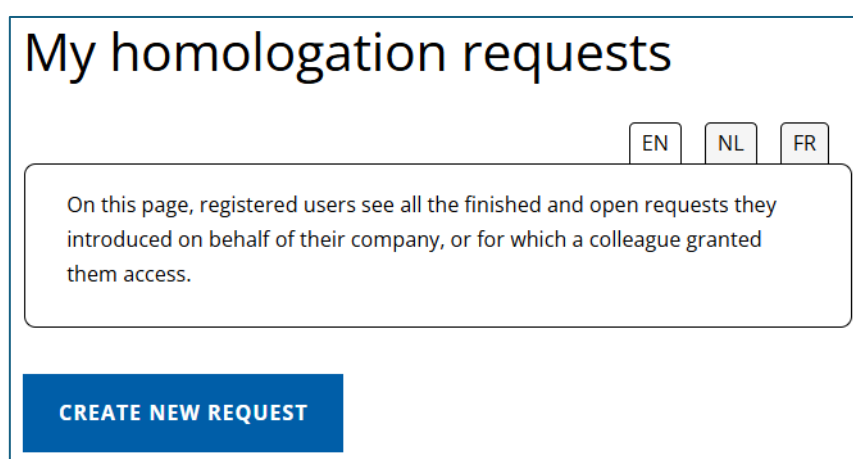
USER GUIDE FOR PROCESSING APPLICATIONS IN THE C10/26 HOMOLOGATION TOOL

Create a new C10/26 homologation request

C10/26-homologation webtool

Once you are logged in to the Synergrid website and the C10/26 webtool, you will see:

- A button to create a new request
- A list with your ongoing requests, if there are any



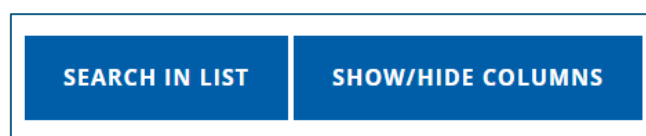
The tool is in English, but the explanations for each step are available in 3 languages. You can toggle between them using the buttons.

The tool should be self-explanatory.

In case of difficulties, you can contact Synergrid by email on CE10@synergrid.be

Follow-up on a C10/26 homologation request

When you log in to your web space in the tool, you will see a list of your, together with some basic information. You can personalize this view to your convenience using the buttons below.



- You will receive an automated email for every status change of a request.
- You can leave a message to Synergrid in the comments section, and Synergrid can inform you through the same channel.
- You can check the status of your request at any time, as well as the planned week in which the start of the study is scheduled.

Tips and tricks & Frequently Asked Questions

Brand name ↔ manufacturer's name

In most cases these names are identical.

- If you registered for a rebranding of an existing brand, you will see the name of the OEM manufacturer and not the name of your company. [Choose the correct brand in the list.](#)
- If your company wants to launch a new brand that is not yet in our list, please contact us at CE10@synergrid.be with the brand name. We will add it to the system.

Save a request ↔ introduce a request

When you work on composing a request, you can save a draft with the already uploaded documents without submitting it, and come back later to finish it. Don't forget to actually [submit the request](#) when all necessary information is uploaded.

Give access to a colleague for an ongoing request

If you want to give full access to a request to a colleague, you can indicate this at the bottom of the page.

- Your colleague must first register to the website and then create a Synergrid-approved account for the C10/26 webtool, otherwise his/her name will not appear in the list of people you can add.
- The person who signs an approved homologation request does not need an access neither to the webtool, nor the request. The Penneo signing application is not part of the webtool.

Ask questions about an ongoing request

A [comments field](#) is available for this purpose. All comments and replies remain visible within the, even after approval of the request.

Questions to CE10@synergrid.be that apply to a request will be redirected to the tool.

Planning and follow up. Planned date ≠ approval date.

Once a request is complete, it is added to the [waiting list](#). The week the study is due to start can be consulted at any time on your personal home screen withing the webtool (list of your requests).

The current status of a request is also available there.

Reminder: In the planned week, the study is scheduled to be [started](#). When an actual approval can be obtained, is often unpredictable, as it depends on many factors.