# CEN/AG Electronic balloting application

# User Guide for the BallotOwner

**Revision history**

The following revisions have been made to this document:

| Date | Version | Person | Summary of changes |
|------|---------|--------|--------------------|
| 2006-09-11 | 1.0 | CC | Initial version |
| 2006-09-28 | 2.0 | CC | Updated with the automatic data picker at ballot creation |
| 2006-10-13 | 2.1 | MB | Info on Livelink folders and Procedure to add votes in closed ballot |
| | | | |
| | | | |

**Table of contents**

# 1. Introduction

The BallotOwner is responsible for the initiation and running of the balloting process. This role is assumed by CCMC for CEN/AG ballots. The BallotOwner has the highest access rights.
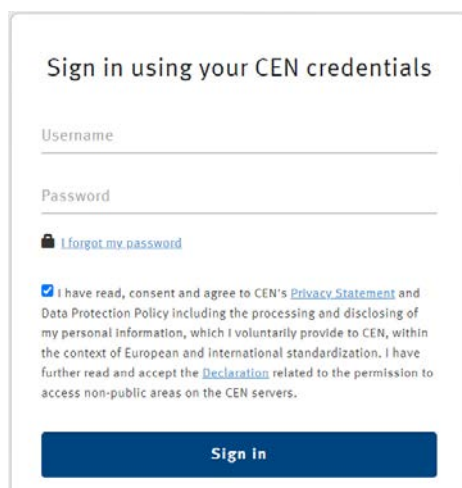
# 2. Accessing the eB3 environment

The CEN/AG balloting application is hosted at ISO on the new EB3 environment. For the *CEN/AG resolutions/recommendations*, a single sign-on procedure is implemented: users have to log in the LiveLink environment (CENTC server) before using the EB3 Balloting application. The link between the two environments is based on the unique login name (i.e. the user mail address).

Use the following URL: **https://cen.iso.org**.

# 3. Login to the server and logout

After having entered the above-mentioned URL, the login screen of the server is displayed.



The application can only be accessed by administrators, balloters and other authorized users, who have been appointed by their member bodies and are registered on the CENTC Livelink server.

Each balloter must login to the server entering the user name and password provided by CCMC or their NSB Administrator in exactly the form specified. For BallotOwner, the user name and password is provided by CCMC. (**Note:** the user name and password are both case-sensitive).

To logout, please choose the option *Log-out* from the dropdown menu **Tools**. This menu is only visible after successful log-in.
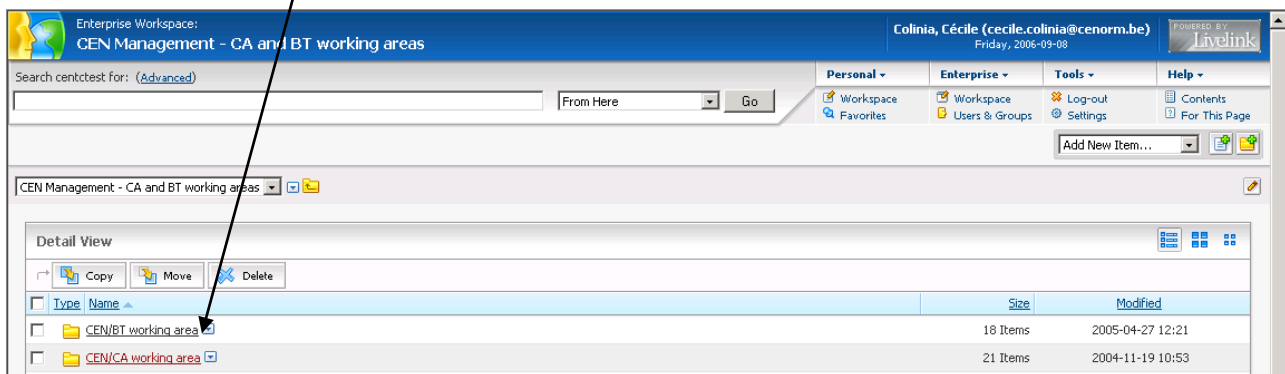
# 4. Accessing the balloting application

After having logged onto the server, click on *'CEN Management – CA and BT working areas'*.
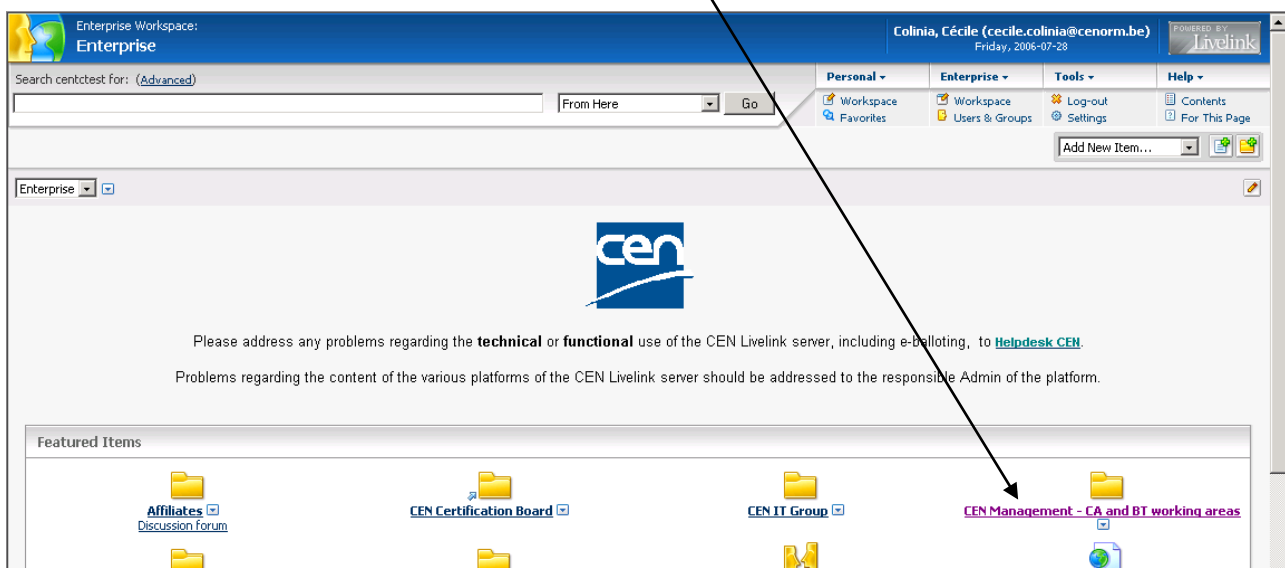


## 4.1 Accessing the CEN/AG balloting application

Click on *'CEN/CA working area'*.



Click on *'CEN General Assembly and Annual Meetings'*.
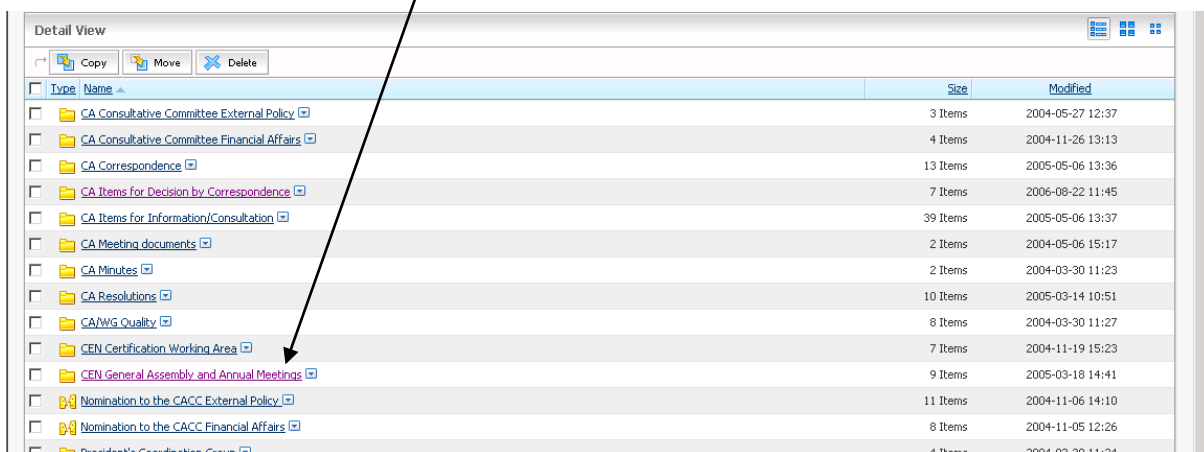
Click on **'AG Items for Approval'**.
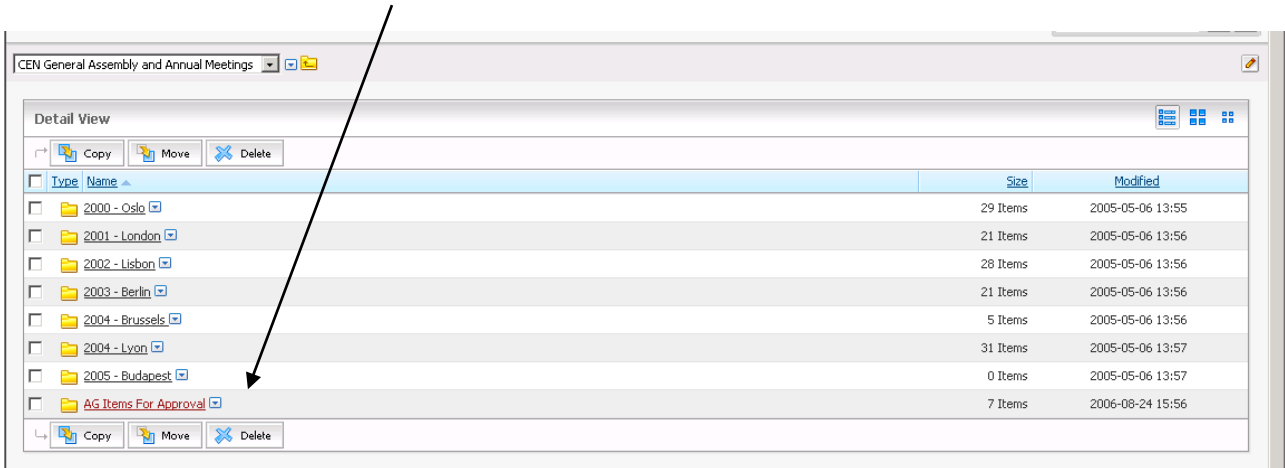


Click on **'CEN/CA/AG Balloting'** to access the electronic balloting application.



**Tip:**   If you want to be able to keep an open window for information on the Livelink platform, you may open the balloting application in a new window (by right-clicking on the link and choosing the **"Open in New Window"** option).

The AG electronic balloting application is opened.



**Note:** If you also have another role for another ballot type in the same "Vote Group" (e.g., CEN/BT…), you will also have access to these ballots from this screen.
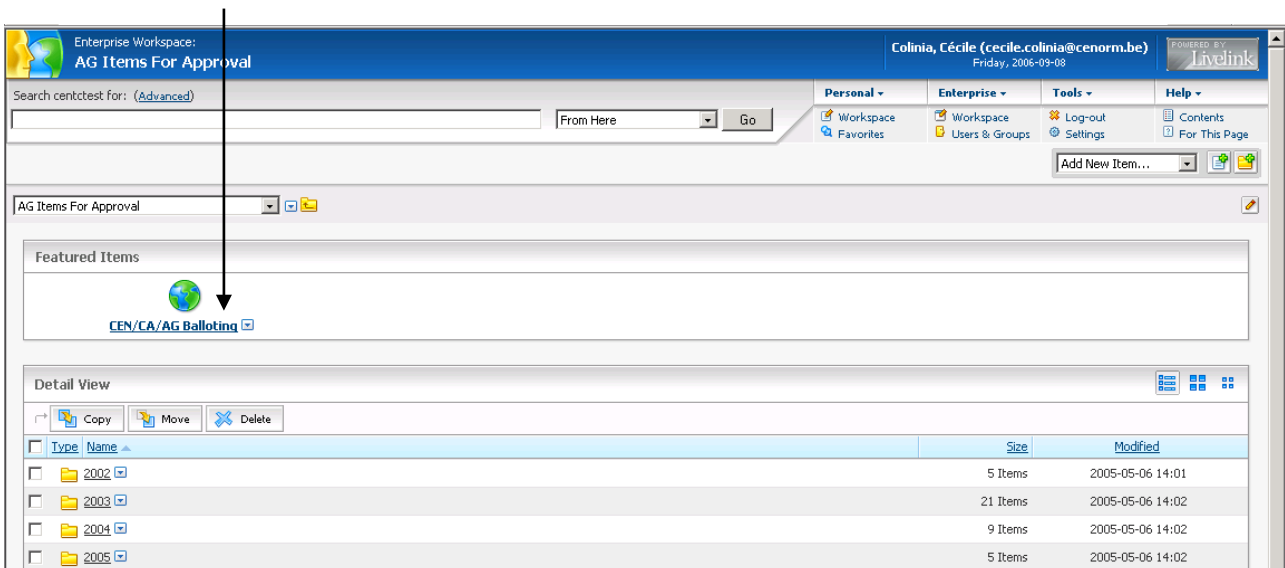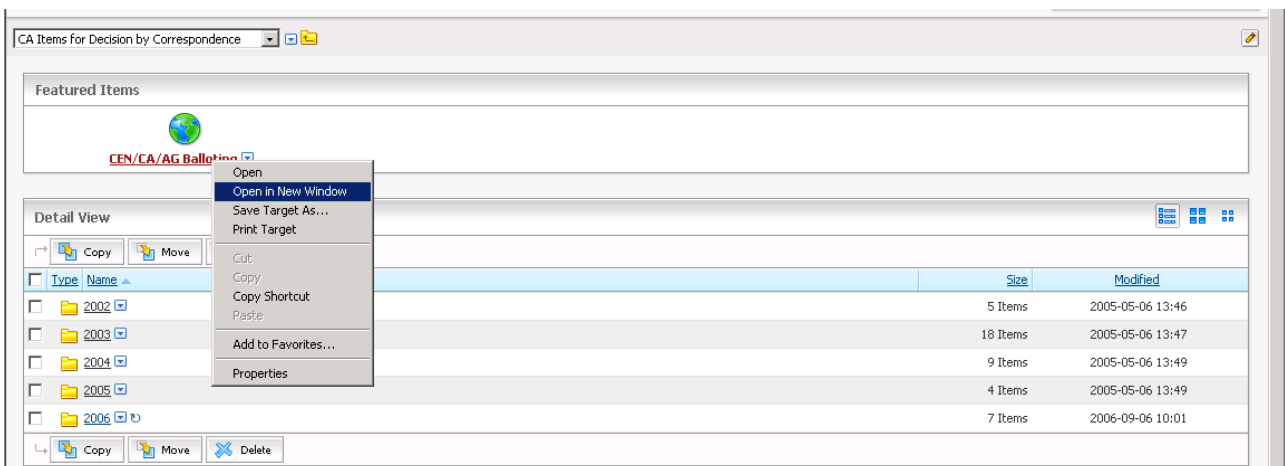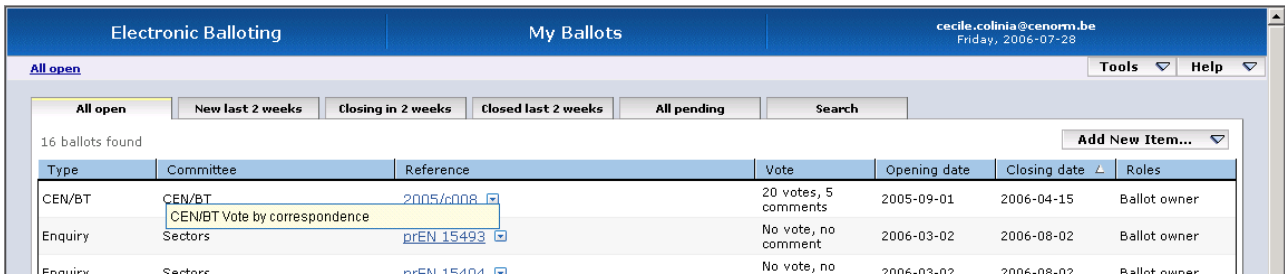
In order to only display the CEN/AG ballots, you can use the ***Search*** option to select on ballot type (see **§ 9**), or temporarily disable the other roles (see the ***Manage my roles*** option in **§ 7.1.1.** of the **CEN Electronic Balloting Application User Guide**, which is available through the Help option of the software).

**Alternative access to the balloting application**

You can also use the following link to directly access the balloting application:

http://cen.iso.org/livelink/eb32/part/viewMyBallots.do?method=doAllOpen&ballotTypes=typeGroupCAAG

**Attention:** If you are not yet logged on the CENTC server, the system will ask you to log in first. After logging in, you will directly access the eB3 balloting application.

# 5. Creation of the CEN/AG ballots

To create a CEN/AG ballot, open the menu ***New Ballot***.
Click accordingly on ***CEN/AG Decision by correspondence***.
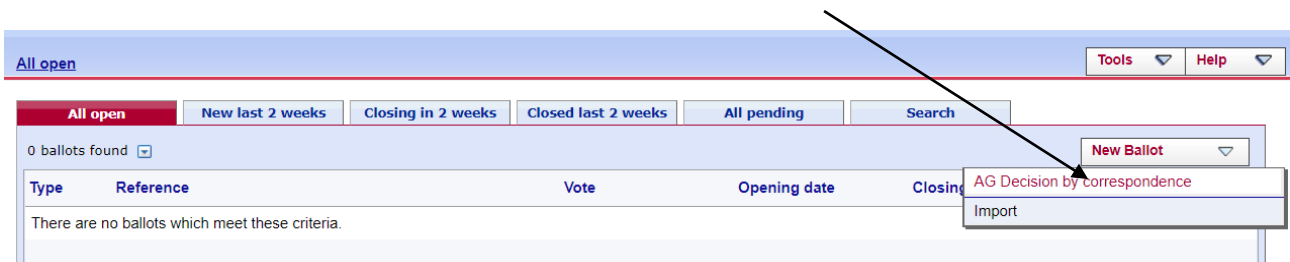


You have then the possibility to:
- either automatically retrieve the ballot data from Livelink (if there is already a source document in Livelink)
- or manually create the metadata of the ballot

## 5.1 Automatic ballot data picker

Once you have selected the ballot type you want to create, the tab **Selection of reference** allows you to automatically retrieve all the data available in Livelink.

You may enter the reference of the document you want to retrieve (in the form "**AG Resolution nn/yyyy**"), then click on *Pick from Livelink*:



If the syntax is correct, the system will automatically open the corresponding Livelink folder. Otherwise (or if you left the "*Reference*" field blank), it will show all the yearly folders and allow to select the appropriate folder by clicking on its icon:

In the resulting document list, you may then select the appropriate document and click on **Load**.



The title, AG number and the opening and closing dates are then displayed.



Note : If some data is missing in Livelink, the system will display a warning message :



You may then correct the data in Livelink and restart the Picking operation or you may go forward and add the missing data in the next Balloting screen.

Click on **Next>>** to continue the creation of the ballot.

An interactive form containing the ballot information is displayed. You have the possibility to add a Note or to modify the data (see **§ 5.2** below for detailed explanations on the modification of Ballot data).

Clicking on [Create] will create the ballot. In the next screen [**Reference Documents**], you can then check that the Reference Document was correctly fetched from Livelink. If needed, you may also upload additional documents, as described in **§ 5.2.2** below.

## *5.2    Manual ballot creation*

If you want to manually create a ballot, simply click directly on *Next>>* in the **Selection of reference** tab.

An interactive form is then displayed. You have to enter the metadata in the different fields.



| Metadata | Explanation |
|---|---|
| **Reference** | Reference of the draft AG resolution by correspondence (e.g. AG Resolution 01/2006) |
| **Title** | English title of the draft resolution by correspondence |
| **AG number** | Reference number of the draft resolution by correspondence (e.g. AG N 695) |
| **Opening date** | Issue date of the draft resolution by correspondence |
| **Closing date** | The real vote target date (taking into account an eventual extension) |
| **Note** | Ad hoc information to balloters |

**Note:** You will always be able to modify these metadata while the ballot is open (see **§ 6**).

**Tip:** You can copy/paste the title of the draft resolution from the AG platform, if you have kept an open window on the corresponding page (see tip on page 6).
In this case, you have to be careful and avoid special formatting of text (like tables or icons, as explained in **Annex 4** below).

### 5.2.1 Ballot Information



The fields **Title** and **Note** are in Rich Text i.e. you can use some formatting features similar to those used in MS Word (e.g. alignment, numbering, bullets, indent…).

Clicking on the icon will open a calendar. Simply click on the appropriate date.



After having entered metadata, click on **Create** to confirm them and to continue the ballot creation by adding the Reference document(s).

Click on **Cancel** to come back to the ballot screen.

## 5.2.2 Reference document(s) and links

**Note:** The balloting documents shall be copied to the balloting folder, not linked or referenced.



Click on the function button and select the appropriate option:

### 5.2.2.1 Add new reference document





Click on **Browse** to select a document from your local environment.

Double-click on the appropriate file. The system brings back the file. You also have the possibility to put a **Document Name to display**. If you want to use the name of the uploaded file, please simply leave this field blank.

Then click on *Upload* to add the document.



Click on *Finish* to confirm the reference document.

## 5.2.2.2 Add new reference document from Livelink



Select the appropriate document in the following screen. This screen displays the content of the corresponding folder on the Livelink AG platform.



Click on *Load*.

**Note:** If the system can not find the correct folder on the basis of the ballot reference you specified, it will display the root folder for "AG Items for Approval" accordingly. You have therefore to check if the reference is correct and/or check that the corresponding resolution documents are stored in the correct folder on the AG platform.
You may also navigate through the folder structure in order to find your document.

**Reminder:** **(see Annex 3)**

- Document references are in the form **<AG Resolution nn/yyyy>** where
  - o **<nn>** is the resolution number
  - o **<yyyy>** is the year
- Folders follow the following naming syntax: **<yyyy>**
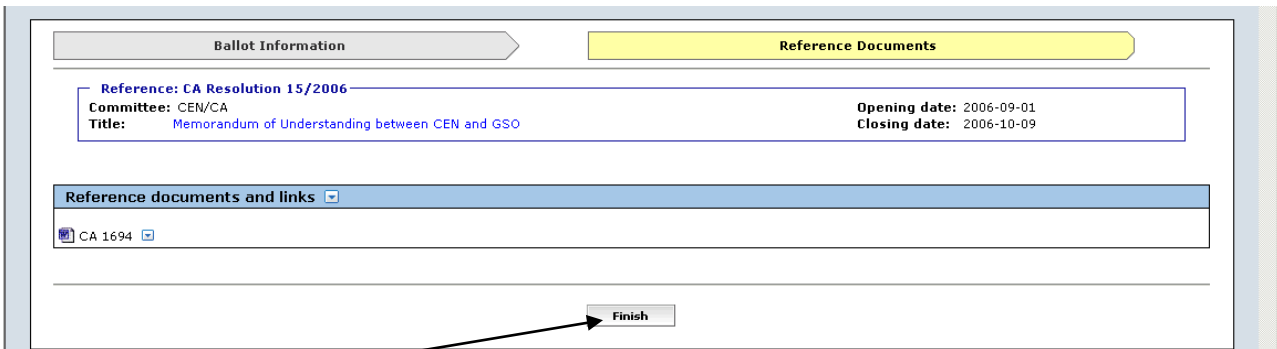


Click on **Finish** to confirm the reference document.

### 5.2.2.3    Add new link

In addition to the reference documents, you also have the possibility to add URL links to complementary information.
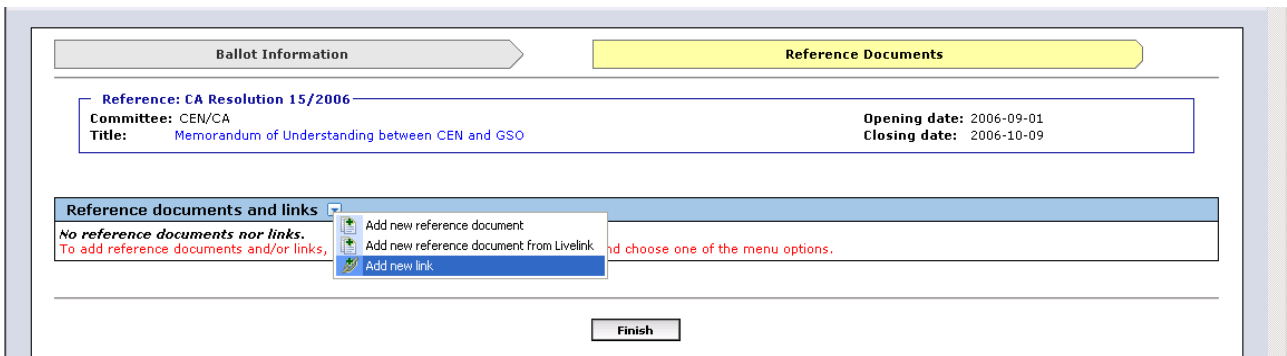


Enter the **URL Name** and the **URL**.
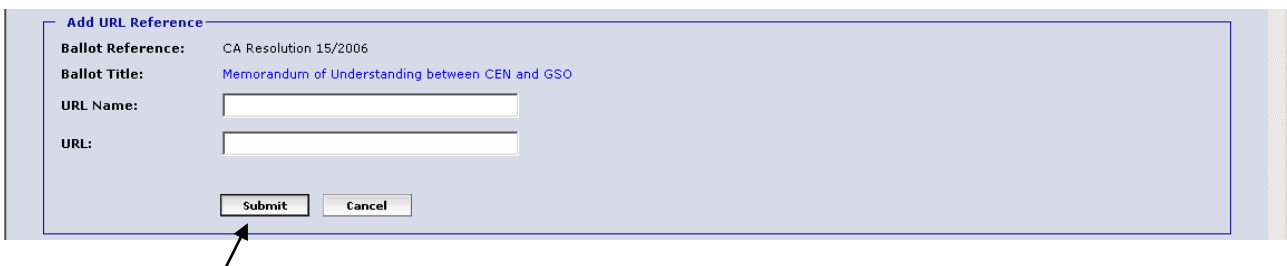
Confirm with **Submit**.



Click on **Finish**.

# 6. Modification of the ballot

## 6.1 Modification of the metadata

To modify the metadata, click on the function button next to the ballot reference and select **Edit**.



The interactive form is opened and you are able to modify all the metadata.

Click on *Submit* to confirm the modification.
Click on *Reset* to restore the original metadata.
Click on *Cancel* to come back to the ballot screen.

## 6.2 Modification of the Reference document(s) and links

### 6.2.1 Modification of reference document

To simply modify the document name, click on the function button next to the document reference and select *Edit*.



You will then be able to modify the document name.



Click on *Submit* to confirm the modification.
Click on *Cancel* to come back to the ballot screen.

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To modify the document content, you have to replace the existing document by a new one.

Click first on *Delete*.
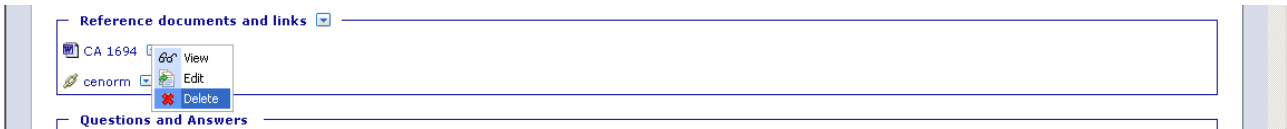


The system will ask you to confirm the deletion.
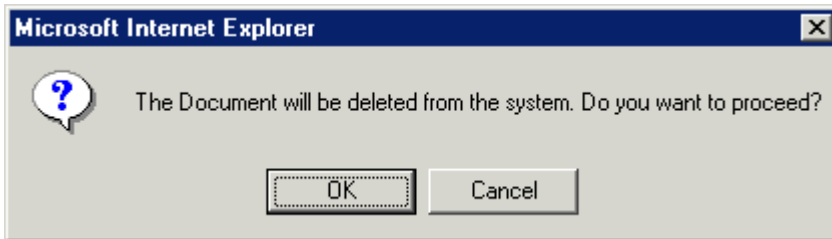


Click on *OK* to confirm the deletion.
Click on *Cancel* to come back to the ballot screen.

Once deleted, you simply have to add the new reference document (see § 5.2.1 and 5.2.2)

### 6.2.2  Modification of links

Click on the function button next to the link and select *Edit*.
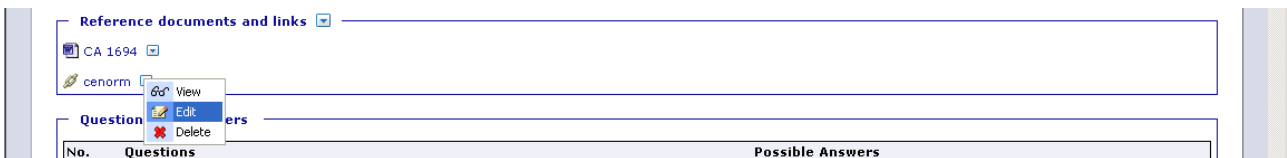


You are now able to either modify the *URL Name* and/or the *URL* itself.
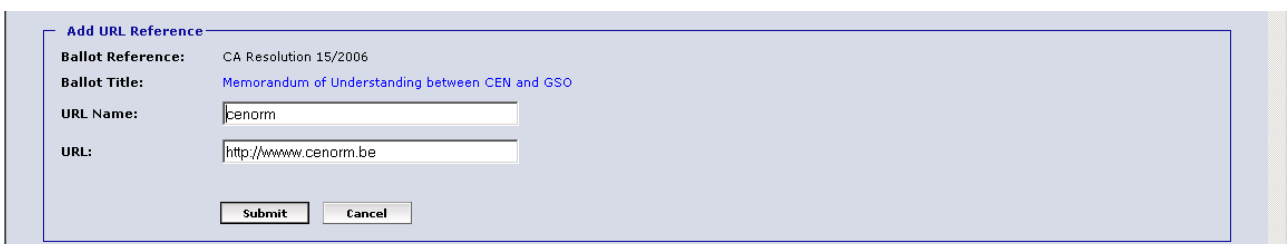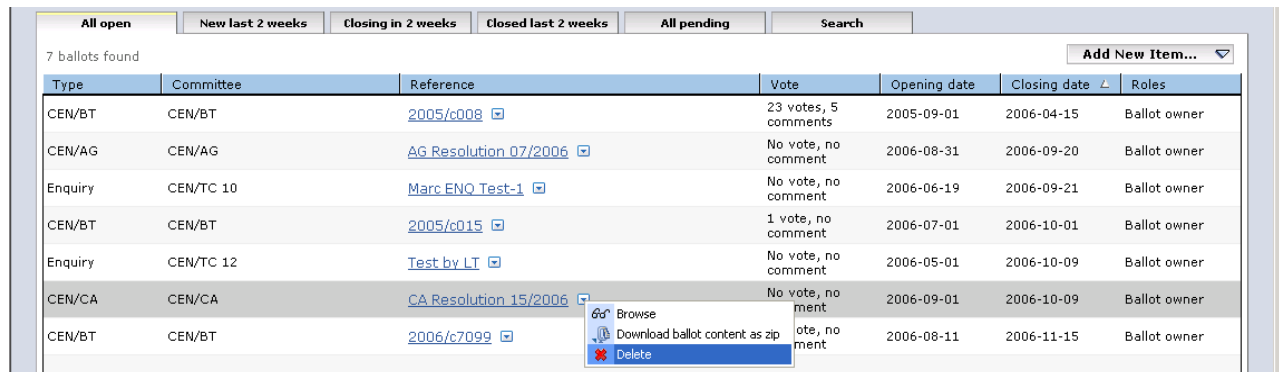


Click on *Submit* to confirm the modification.
Click on *Cancel* to come back to the ballot screen.

# 7. Deletion of ballot

To delete a ballot, go to the ballot selection screen and click on the **Function**-button of the appropriate ballot. Choose the option *Delete*.



The system will ask you to confirm the deletion.



Click on *OK* to confirm the deletion.
Click on *Cancel* to come back to the ballot selection screen.

# 8. Ballot Participation and audience

## 8.1 Participation

You can see the ballot participants by selecting the *Participation* tab of the ballot.

The *participation* of CEN members is fixed at ballot creation, and shall not be subject to modification. This means that e.g. new CEN members should not be allowed to vote on existing open ballots. They will be added to the participation of ballots opened after their official reconnaissance as CEN members.

The following information is displayed on the Ballot Participants screen:

  ➢ **Secretariat:** Country name + Organization acronym of the organization holding the "Committee" secretariat (not relevant for CEN/AG)

  ➢ **Member:** Country name + Organization acronym of the organizations participating to the ballot and entitled to vote on the draft AG resolutions

  ➢ **Liaison:** Country name + Organization acronym of the external organizations authorized to cast comments on the draft resolutions (not relevant for CEN/AG)
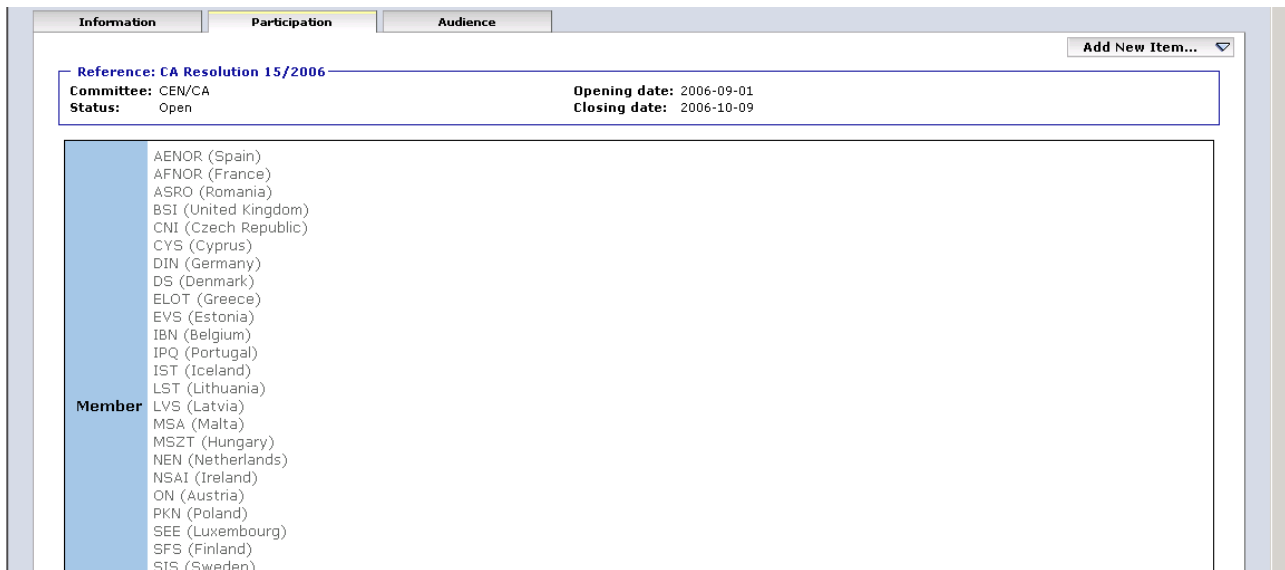
## 8.2 Audience

You can see the ballot audience in the **Audience** tab of the ballot.

The **audience**, i.e. the individuals representing the CEN members as voters, may change while a ballot is open, and also when it is closed.

The following information is displayed on the Ballot Audience screen:

> **Ballot Owner:**      User Name + Role and Organization represented

> **Voter:**      User Name + Role and Organization represented

**Note:**  See Annex 2 for detailed information on the 2 roles.
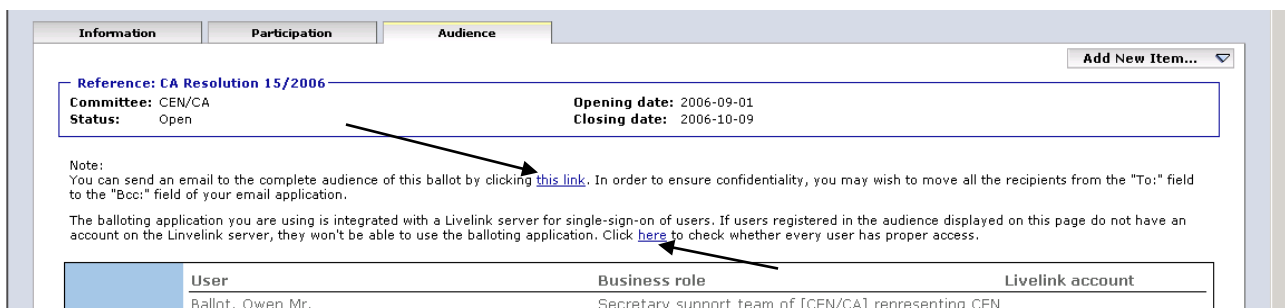


**Note 1:**      You have the possibility to send an email to the complete audience of this ballot by clicking on "this link". In order to ensure confidentiality, you may wish to move all the recipients from the "To:" field to the "Bcc:" field of your email application.

**Note 2:**      The balloting application you are using is integrated with a Livelink server for single-sign-on of users. If users registered in the audience displayed on this page do not have an account on the Livelink server, they won't be able to use the balloting application. Click on the "here" link to check whether every user has valid access.

# 9. Searching for particular ballots (Ballot search screen)

The **Search screen** allows you to enter parameters into the search fields and retrieve the ballots which match these criteria. This functionality is useful for specific requests, e.g. to find a ballot based on its reference number, on its opening or closing date etc. It is the only possibility to find ballots, if they exceed the scope of the queries implemented via the Tabs in the *Ballot Selection screen*.

On the ballot selection screen, click on the **Search** tab to open the **Ballot Search screen**. You may also use the '**Search'** option in the '**Tools'** menu.



To initiate a search, click on **Search** after having entered the search parameters.
To clear the screen and remove the search parameters, click on **Reset**.

The **Search screen** allows to enter or select parameters in the following search fields:

| Fields in the Search screen | Explanation/Function of the field |
|---|---|
| **Type** | Selecting a ballot type (possible values are: **CEN/AG**) will retrieve the ballots of this type. You can then define additional search criteria (e.g. status, closing date…) to refine your query. |

| Fields in the Search screen | Explanation/Function of the field |
|---|---|
| Status | Selecting a ballot status (*Open, Pending, Closed*) will automatically retrieve all the ballots which are currently under this status. You can then define additional search criteria (e.g. opening date, closing date…) to refine your query. |
| Reference or Title | You can enter a string of characters that is part of the ballot reference or title. (Note: this is not case-sensitive). |
| Committee | Selecting a ballot committee will automatically retrieve all the ballots of this committee. You can then define additional search criteria (e.g. status, closing date…) to refine your query. |
| Opening date | Specifies that the date in the range between "From" and "To" is an opening date |
| Closing date | Specifies that the date in the range between "From" and "To" is a closing date |
| From | Range start date |
| To | Range end date |

**Note:** Like in the Tab lists above, these Search lists may be sorted by clicking on column headers and you may navigate from page to page when the number of ballots present in the search results is superior to 20.



# 10.   Voting on behalf of an Organization

Once the vote is open, the BallotOwner can cast a vote on behalf of an Organization.

## 10.1  Ballot selection

Go to Tab **All Open** and select the ballot for which you have to cast a vote by clicking on its **Reference**.



**Note:**  In the column *Roles* you see your own status in this ballot.

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## 10.2  Casting vote on behalf of an organization

Open the **Add New Item** dropdown menu and choose the option *Cast Vote as*.
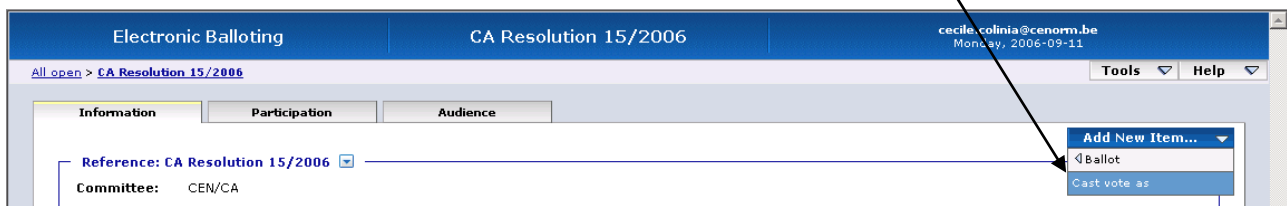


The **Vote** screen is displayed.
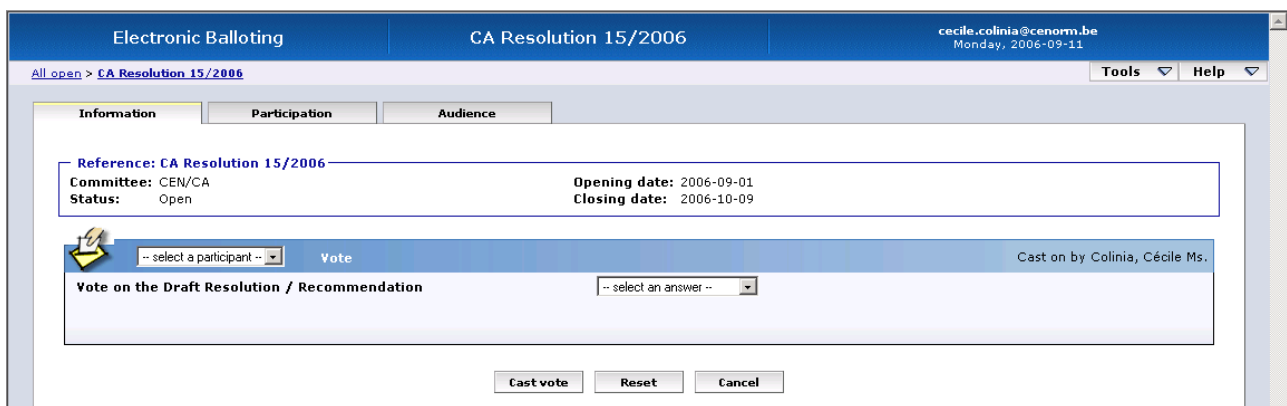


Select first the organization on behalf of which you are voting.
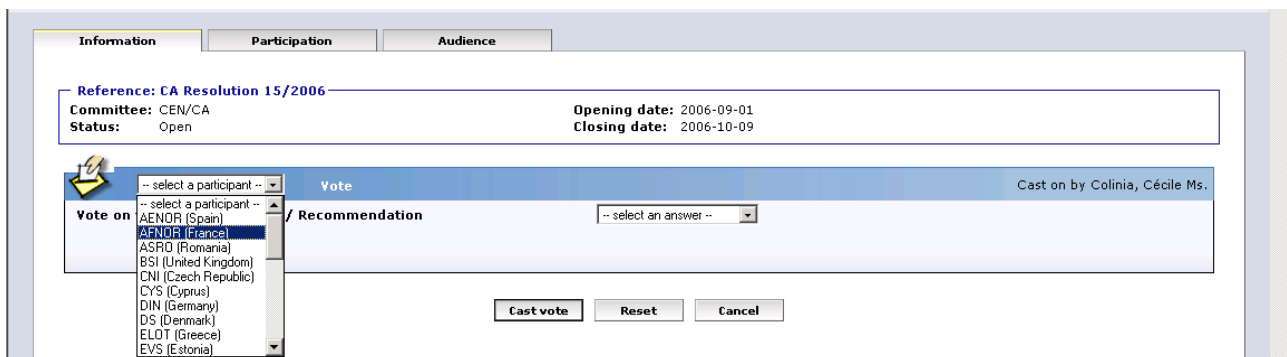


Then select an answer.
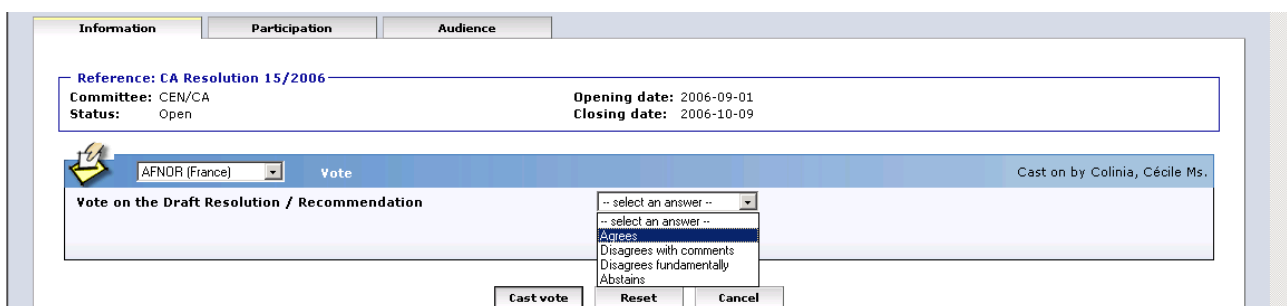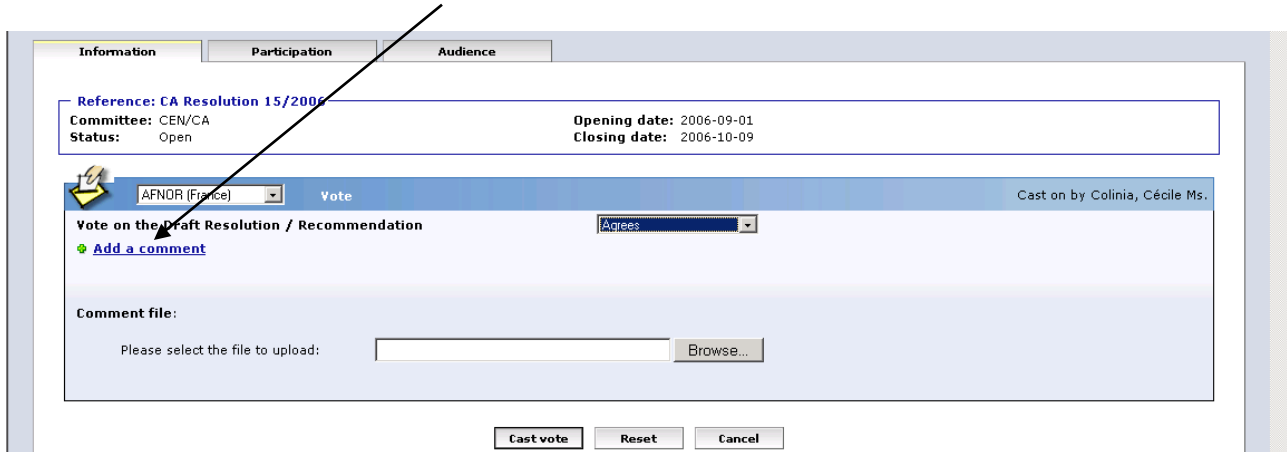


For each type of ballot, a number of defined vote options exist. Choosing a certain vote option may require that you submit comments in conjunction with your vote.

A list of permitted vote options and the requirement to submit comments is given in **Annex 1** of this User guide.
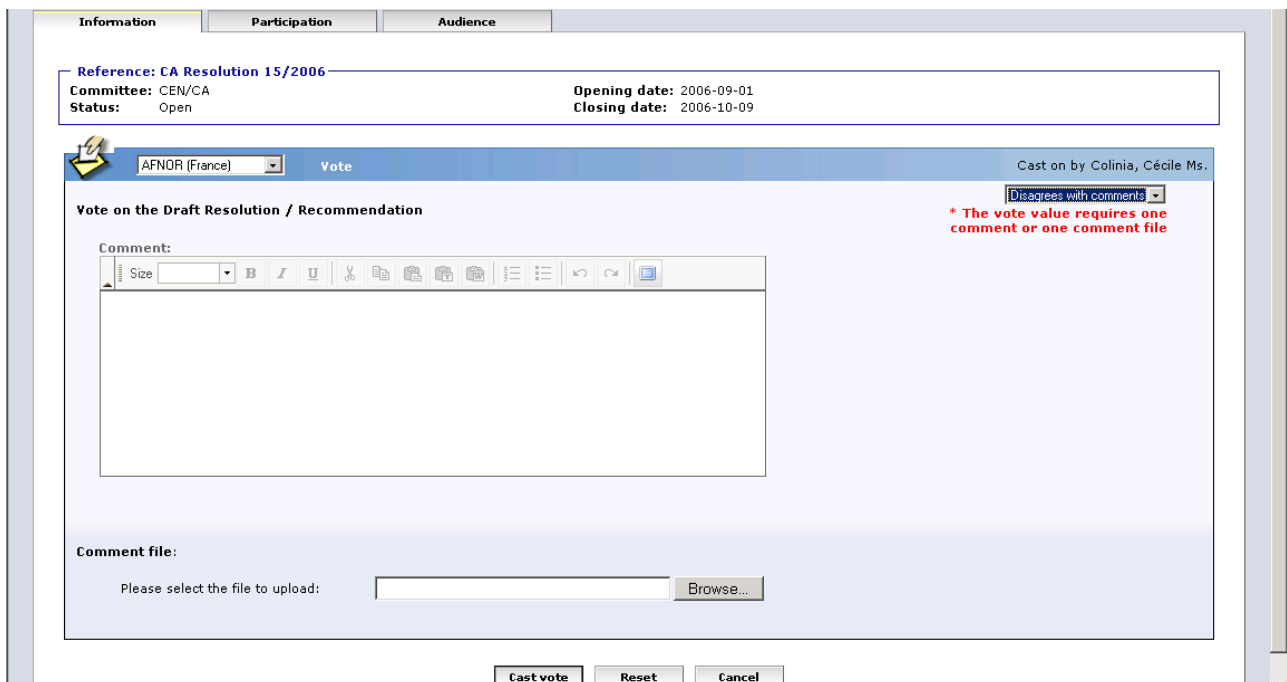
Selecting an answer will give the possibility to add a comment (text and/or file):

If you want to add a comment text for an answer not necessarily requesting one (e.g. 'Agrees'), you first have to click on **Add a comment** in order to be able to introduce your comment.



For options requesting one comment (or comment file), the comment box is automatically opened once you have selected one of these options.



You have the possibility to either enter a comment text and/or add a comment file (there is only one comment file per vote and ballot).

> **Comment text (preferred method to use)**
> Enter your text in the box. You also have the possibility to format your text (bold, italic, bullets…).
>
> This method is preferred because comments input in this field are automatically collated by the system when generating the Results file at ballot closure.

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See **Annex 5** for detailed information on the capabilities and limitations of these Rich Text fields.

➢ **Comment file (only use this option for long documents)**
To add a comment file, click on ***Browse…*** and select your file (the preferred format for these files is Microsoft Word .DOC).

Once you have voted (+ added comments if required), click on **Cast vote** to confirm the vote.

If you click on **Reset,** the Vote options you have just entered will be removed.

If you click on **Cancel**, you come back to the ballot screen without validating the vote.

After having cast a vote, the name of the balloter who cast the vote, is displayed in the list of the *Ballot Information Tab*, together with the date and time of this action.
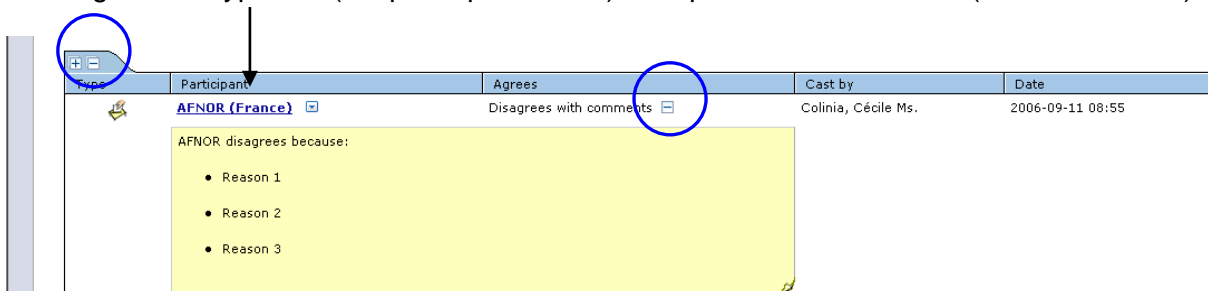
| Type | Participant | Agrees | Cast by | Date |
|---|---|---|---|---|
| 🗳 | **AFNOR (France)** ▼ | Disagrees with comments ⊞ | Colinia, Cécile Ms. | 2006-09-11 08:55 |

**Note:** If the vote is modified, the name of the person who has last modified the vote is displayed.

**View comments**

Clicking on the hyperlink (i.e. participant name) will open the comment file (in HTML-format).

| Type | Participant | Agrees | Cast by | Date |
|---|---|---|---|---|
| 🗳 | **AFNOR (France)** ▼ | Disagrees with comments ⊟ | Colinia, Cécile Ms. | 2006-09-11 08:55 |

AFNOR disagrees because:

- Reason 1
- Reason 2
- Reason 3

The [+] and [-] buttons next to the Answer allow to Open/Close textual comments associated with this answer.

The [+] and [-] buttons above the column 'Type' allow to Open/Close all the textual comments in one go.

## 10.3  Error messages

If you input incorrect values (missing vote value, missing comment…), the system will display the following error messages:

## - Missing participant:

-- select a participant -- **You need to enter a participant**    **Vote**    Cast on by Colinia, Cécile Ms.

**Vote on the Draft Resolution / Recommendation**    Agrees

⊕ **Add a comment**

**Comment file:**

Please select the file to upload:    [ Browse... ]

[ Cast vote ]   [ Reset ]   [ Cancel ]

## - Missing vote value:

**CNI (Czech Republic)**    **Vote**    Cast on by Colinia, Cécile Ms.

**Vote on the Draft Resolution / Recommendation**    -- select an answer --
**You need to answer this question**

[ Cast vote ]   [ Reset ]   [ Cancel ]

## - Missing comment:

| Information | Participation | Audience |

┌ **Reference: CA Resolution 15/2006** ────
**Committee:** CEN/CA      **Opening date:** 2006-09-01
**Status:** Open      **Closing date:** 2006-10-09

**CNI (Czech Republic)**    **Vote**    Cast on by Colinia, Cécile Ms.

Disagrees with comments

**Vote on the Draft Resolution / Recommendation**    **\* The vote value requires one comment or one comment file**

**Comment: The answer requires an inline comment or a comment file**

Size   B   I   U   ✂   ▢ ▢ ▢ ▢   ▤ ▤   ↺ ↻   ▢

**Comment file:**

Please select the file to upload:    [ Browse... ]
**The answer requires an inline comment or a comment file**

[ Cast vote ]   [ Reset ]   [ Cancel ]

## - Formatting errors :

When pasting text from other applications, the following messages warn the user of conversion problems :

- **Input contains disallowed formatting (i.e tables or images) - please modify your input**
- **Input contains formatting errors - please modify your input**
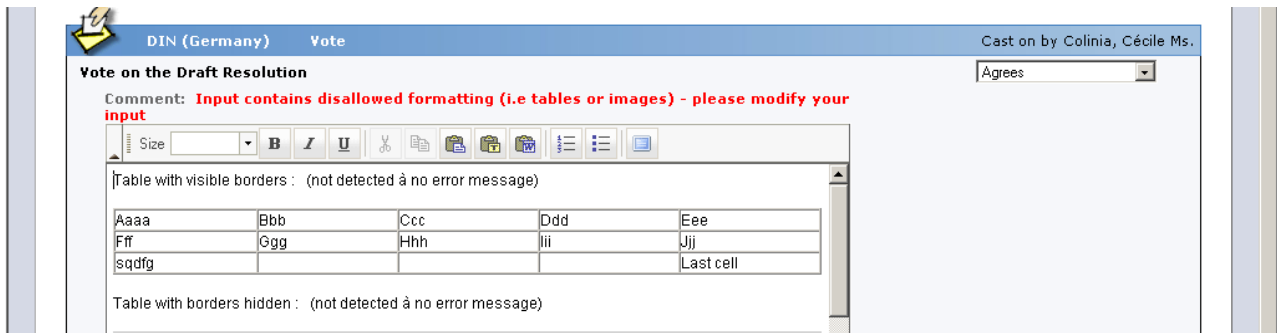
See **Annex 5 : How to use Rich text input fields** for information on these messages and the handling of Rich Text fields.

## 10.4 Display of vote

As BallotOwner, after having cast a vote, you will be able to see all the votes cast (by you or by the different voters) during the balloting period.



The following information is displayed on the *Ballot screen*:

- o **Type:** Vote or Comment

- o **Participant:** Country name and organization name of the voter. If a comment file has been added to the vote, the country name is underlined. Click on the country name to have access to the comment.

- o **Agrees:** Displays the answer to the Question.

- o **Cast by:** Login-name of the balloter who has cast the vote. If the vote is modified, the login-name of the person who has last modified the vote is displayed.

- o **Date:** Date of the last modification.
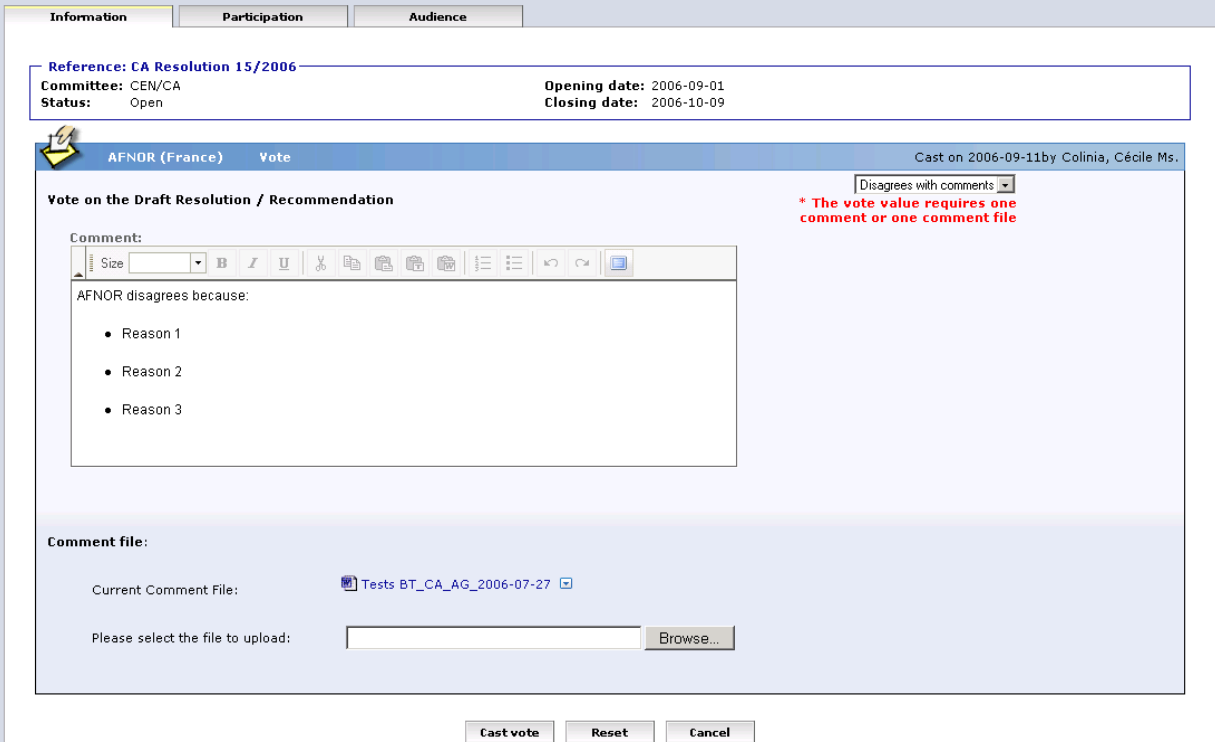
## 10.5  Modification of votes

If you wish to modify a vote already cast, click on the **Function**-Button for the vote and choose the option **Add version**. This will display the **Vote screen** and you can choose another vote option and/or you can modify your comment (text and/or file).



The **Vote** screen is displayed and you are able to modify the vote.



If there was not yet a comment text before, click on **Add a comment** to add one now.
If there was already a comment text, you will be able to modify it directly.

Click on **Cast vote** to confirm your modifications.
Click on **Reset** to restore the initial value.
Click on **Cancel** to come back to the ballot screen.

To modify the comment file, simply browse on your local system to upload the new version of your comment. It will automatically supersede the previous version.

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Reference: CA Resolution 15/2006

Committee: CEN/CA
Status: Open

Opening date: 2006-09-01
Closing date: 2006-10-09

AFNOR (France) Vote

Cast on 2006-09-11by Colinia, Cécile Ms.

Disagrees with comments

Vote on the Draft Resolution / Recommendation

\* The vote value requires one comment or one comment file

Comment:

Size | B I U | ... |

AFNOR disagrees because:

- Reason 1
- Reason 2
- Reason 3

Comment file:

Current Comment File: Tests BT_CA_AG_2006-07-27

Please select the file to upload: | | Browse...

Cast vote    Reset    Cancel

To delete the comment file, click on the function button next to the comment file and choose the option *'Delete'*.

Comment file:

Current Comment File: Tests BT_CA_AG_2006-07-27
Delete
Undelete

Please select the file to upload: | | Browse...

Cast vote    Reset    Cancel

The following message will be displayed:

Comment file:

Current Comment File: Tests BT_CA_AG_2006-07-27 ⚠will be deleted when you cast vote! (If you want to save the document, please download it using the given link)

Please select the file to upload: | | Browse...

Cast vote    Reset    Cancel

Click on *Cast vote* to delete the file (you also have the possibility to first save the comment by downloading it before deleting it).

The comment file is deleted and the system comes back to the ballot screen.

**Attention:** If you delete a comment file for a vote value requesting a comment and that no comment has been entered, the system will display the following error message:



Simply click on *'Browse'* and select the new file. Confirm with *Submit*.

**Note:** To browse the different versions of a vote, select the "*Versions*" option in the function menu of the vote.
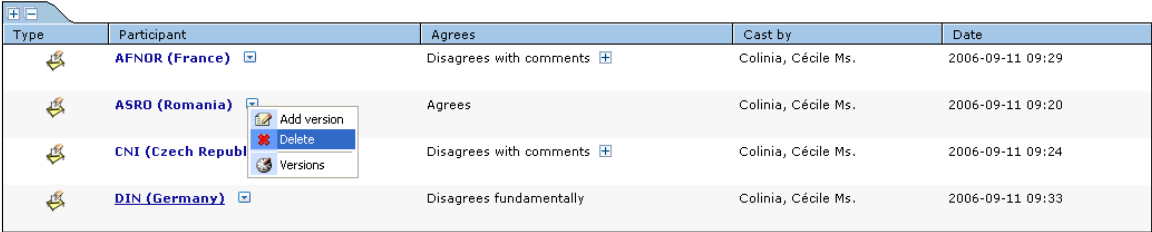


The screen will show all the successive versions, with a behaviour similar to the Voting section of the ballot "*Information*" tab: clicking on the Participant name opens the Comment file, if it exists.

## 10.6  Deletion of votes

If you need to delete a vote, click on the **Function**-button for the vote and choose the option *Delete*.



The system will ask you to confirm the deletion.



Click on *OK.*

**This option should be used with caution, and only in exceptional circumstances, as it completely destroys the existing Vote object.**

> **Note that a vote and an accompanying comment (text and/or file) can be modified and/or deleted as long as the status of the ballot is open.**
>
> If there is more than one balloter authorized to cast a vote on behalf of an organization, any other balloter of that organization with the same permission can modify or delete a vote or a comment which had been submitted by the previous balloter.

# 11.  Pending stage

## 11.1  Access to ballots during the Pending stage

In this stage, only the BallotOwner can modify a vote on behalf of a balloter.

Other users (ObligatedVoters) are only able to see the votes cast by their own organization, but not those cast by other CEN members.

## 11.2 Closing the ballot (manual)

During the Pending stage, the BallotOwner decides the final outcome of the ballot by manually entering the final result value. This operation triggers the transition to the next stage (i.e. Closed).

Select the ballot (either using the *All pending* tab or the *Search* facilities).



Go to tab **Pending Result**.



This screen displays the votes cast by each member body (+ a summary of the ballot results, e.g. total of votes cast, total of positive votes…).



Comments submitted in conjunction with a vote are also displayed on that screen.

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Go to the bottom of the screen in order to manually close the ballot. You also have the possibility to add an explanation.



Select the appropriate **Ballot Result** (either *Approved* or *Failed*) and if necessary add an explanation. Click then on **Close Ballot** to confirm the closure of the ballot.

The system displays a **Close Ballot Report**.



If all the different tasks succeeded, click on **OK** to continue to close the ballot.

In certain cases, the ballot will not be closed and the report will give you the reasons.

**Example:**



# 12. Accessing the results of closed ballots and comments

To access the result of closed ballots, you have two options:

a) If the ballot was closed within the last two weeks, click on the tab **Closed last 2 weeks** from the *Ballot Selection screen*. This results in a list of those ballots, to which a balloter has access and which were closed within the last two weeks.



> **Note:** for closed ballots, the info displayed under the column Vote is the total of votes received and not only the vote of your own member body.

b) If the ballot was closed longer than two weeks ago, you need to use the *Ballot Search screen* (see § 9). Change the setting for **Status** to *Closed*. To limit the number of ballots displayed in the list, you may enter a time range for the start or the end date of the ballots.



Clicking on the **Ballot Reference** of any of the listed ballots will open the *Ballot* and give you the possibility to access the vote result screen.

## 12.1 The Vote result screen

After a ballot is closed, the balloters can access the *Vote result screen*. This screen displays the overall ballot result for the document, including the votes by each member body. Comments submitted in conjunction with a vote are also displayed in that screen.

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Closed last 2 weeks > **CA Resolution 15/2006**

| Tools ▽ | Help ▽ |

| Information | Result | Participation | Audience |

Add New Item... ▽

**Reference: CA Resolution 15/2006**
Committee:     CEN/CA
Status:        Closed                                      Opening date: 2006-09-01
Voting results: go to CEN/CA results folder               Closing date:  2006-09-08

## Results of voting:

| Member | | Date cast | Agrees | Disagrees with comments | Disagrees fundamentally | Abstains |
|--------|------|-----------|--------|-------------------------|-------------------------|----------|
| Spain | AENOR | 2006-09-11 09:37:57 | X | | | |
| France | AFNOR | 2006-09-11 09:29:10 | | X | | |
| Romania | ASRO | 2006-09-11 09:20:40 | X | | | |
| United Kingdom | BSI | No vote received | | | | |
| Czech Republic | CNI | 2006-09-11 09:24:05 | | X | | |
| Cyprus | CYS | No vote received | | | | |
| Germany | DIN | 2006-09-11 09:33:28 | | | X | |
| Denmark | DS | No vote received | | | | |
| Greece | ELOT | No vote received | | | | |
| Estonia | EVS | 2006-09-11 09:38:42 | X | | | |
| Belgium | IBN | No vote received | | | | |
| Portugal | IPQ | No vote received | | | | |
| Iceland | IST | No vote received | | | | |
| Lithuania | LST | No vote received | | | | |
| Latvia | LVS | No vote received | | | | |
| Malta | MSA | No vote received | | | | |
| Hungary | MSZT | No vote received | | | | |
| Netherlands | NEN | No vote received | | | | |
| Ireland | NSAI | No vote received | | | | |
| Austria | ON | No vote received | | | | |
| Poland | PKN | No vote received | | | | |
| Luxembourg | SEE | No vote received | | | | |
| Finland | SFS | No vote received | | | | |
| Sweden | SIS | No vote received | | | | |
| Slovenia | SIST | No vote received | | | | |
| Norway | SN | No vote received | | | | |
| Switzerland | SNV | No vote received | | | | |
| Slovakia | SUTN | 2006-09-11 09:38:14 | | | | X |
| Italy | UNI | 2006-09-11 09:39:30 | | | X | |

## Ballot results:

| | |
|--|--|
| **Total number of votes cast:** | **8** |
| **Total number of votes not received:** | 21 |
| **Agreeing:** | 3 |
| **Disagreeing with comments:** | 2 |
| **Disagreeing fundamentally:** | 2 |
| **Abstaining:** | 1 |
| **Ballot result:** | **Adopted** |
| **Result explanation:** | |
| Explanation of result of CA Resolution 15/2006: bla bla bla bla... | |

**Comments from Voters:**

| Member | Comment | Date |
|---|---|---|
| **France** (AFNOR) | *Short comment* | 2006-09-11 09:29:10 |

AFNOR disagrees because:

- Reason 1
- Reason 2
- Reason 3

| | | |
|---|---|---|
| **Czech Republic** (CNI) | *Short comment* | 2006-09-11 09:24:05 |

gdfg dffdg fdg fd

| | | |
|---|---|---|
| **Germany** (DIN) | *Comment File* | 2006-09-11 09:33:28 |
| | DIN(Germany).doc | |
| **Estonia** (EVS) | *Short comment* | 2006-09-11 09:38:42 |

EVS ... ... ... ... ... ....

| | | |
|---|---|---|
| **Slovakia** (SUTN) | *Comment File* | 2006-09-11 09:38:14 |
| | SUTN(Slovakia).doc | |
| **Italy** (UNI) | *Short comment* | 2006-09-11 09:39:30 |

UNI completely disagrees with the following:

1. fdsfj kjfksdqjf ldsjfkdsj fdmj dfjfdj lds
2. f sfldf kqdfjdjkjf
3. fj qfjidsf oisdfu iosdfu dfuiosduf iodufiodsu fidsufoidsu fkdfkjdhccxiosqi ,cxvjwxh vjcxh jchvh ckvhdkjh dfh dklvh fjvh djkhshds

And kfvjwxkv jcvjk cv j cjv kfdjvjkfdv jkfdg fkdw vwkjfv jw

## 12.2   Go to CEN/AG results folder

In the **Result** screen header, clicking on **'go to CEN/AG results folder'** (Voting results) will open the related folder in the CEN/CA Working Area.

| Information | Result |
|---|---|

Add New Item...

**Reference: CA Resolution 15/2006**
**Committee:** CEN/CA
**Status:** Closed
**Voting results:** go to CEN/CA results folder
**Opening date:** 2006-09-01
**Closing date:** 2006-09-08

Enterprise:CEN Management - CA and BT working areas:CEN/CA working area:CA Items for Decision b - Microsoft Internet Explorer

File  Edit  View  Favorites  Tools  Help

Address  http://centctest.iso.org/livelink/livelink?func=ll&objId=773899&objAction=browse&sort=name

Enterprise Workspace:
**Voting Results**

Colinia, Cécile (cecile.colinia@cenorm.be)
Monday, 2006-09-11

POWERED BY Livelink

Search centctest for: (Advanced)     From Here     Go

Personal ▾ | Enterprise ▾ | Tools ▾ | Help ▾

Workspace | Workspace | Log-out | Contents
Favorites | Users & Groups | Settings | For This Page

Add New Item...

Voting Results

**Category View**

Copy   Move   Delete

| Type | Resolution | Functions | Name | Issue date | Target date | Status | Size |
|---|---|---|---|---|---|---|---|
| | Resolution 99/2006 | ▾ | CA N 1234 A valid CA number | 2006-07-26 | | Adopted | 91 KB |
| | Resolution 99/2006 | ▾ | CA N 1234 JHTEST CA | 2006-08-24 | | Adopted | 3 KB |
| | CA Recommendation 02/2006 | ▾ | CA N 1655 | 2006-08-31 | | Adopted | 22 KB |
| | CA Resolution 15/2006 | ▾ | CA N 1694 | | 2006-09-08 | Adopted | 569 KB |
| | Recommendation 01/2006 | ▾ | CA N 2605 | 2006-07-25 | | Adopted | 269 KB |

Copy   Move   Delete

Results from balloting are combined in a Zip file (e.g. **AG_N_695.zip**) containing the different comment files as well as the ballot result document in RTF format (see example in Annex 4).

By clicking on the **Resolution** reference, you have the possibility to open or save the zip file.
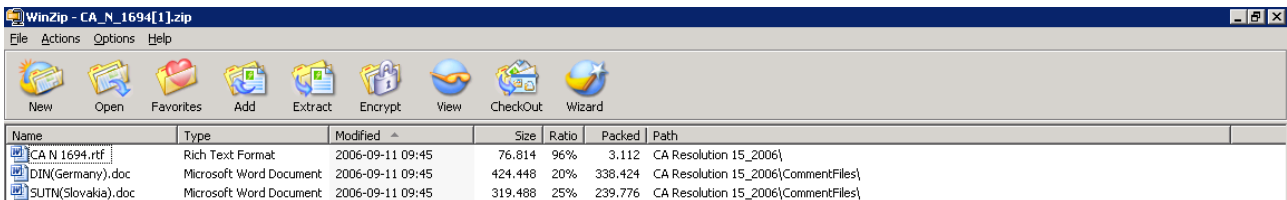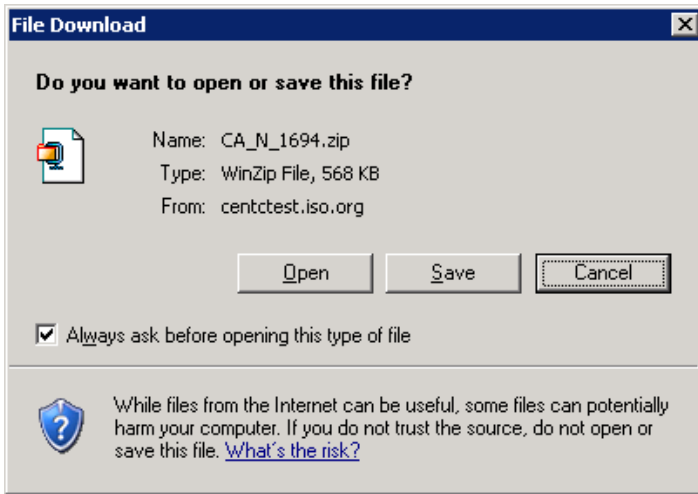




The zip file contains:
- A document called "AG_N_xxxx.rtf" containing the ballot result (same content as the ballot result page in the balloting environment).
- The different comment files.

Extract the content of the zip file to your local environment.
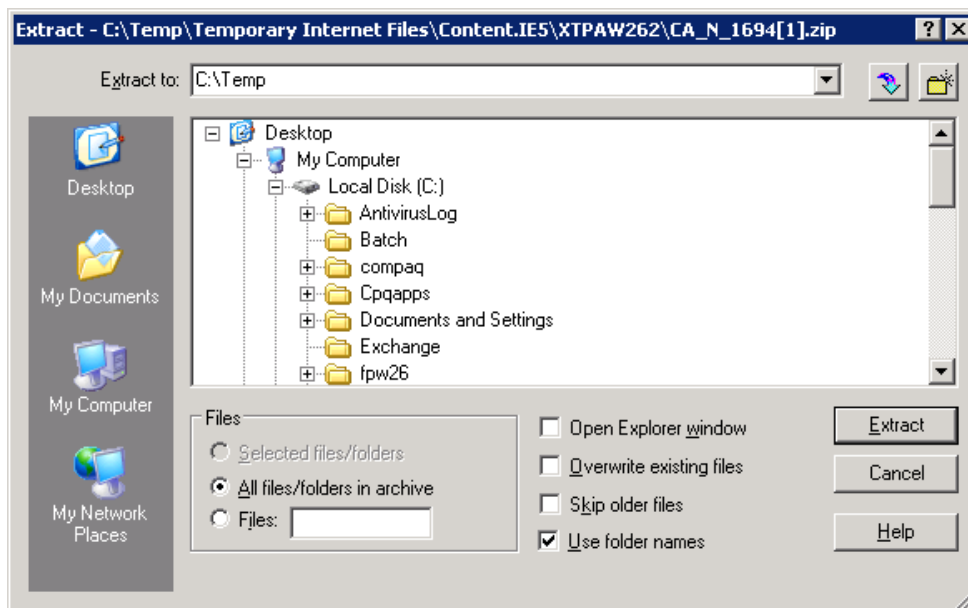
The system will save the **.rtf** document on that drive (e.g. c:\temp) and will create a folder (named e.g. AG Resolution 06/2006) containing 1 sub-folder : **CommentFiles**.
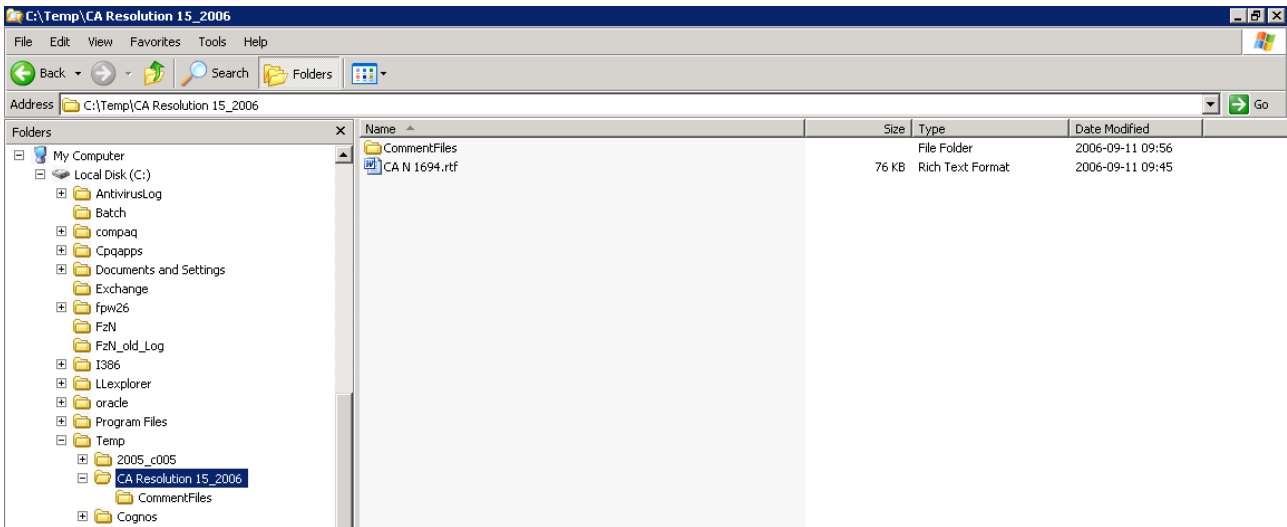


Open the .rtf results file in Word. The associated documents will appear as links and it will be easy to navigate to the text of every comment from this page.

# 13.  Exceptional cases – Modification of ballot status

In exceptional cases you might need to manually modify a ballot status, e.g. to re-open a pending or closed ballot, or to put back a ballot opened by mistake in status "Created"…

Select the ballot.



*Edit* the ballot.

Modify the **Status** and if necessary, the **Opening/Closing date**.



Confirm with *Submit*.

**Note 1:** Normally, the system performs automatic transitions from *'Created'* to *'Open'* and from *'Open'* to *'Pending'* on the basis of the opening and closing dates given in the ballot metadata. These automatic transitions can only be triggered once. It means that, if the BallotOwner changes the state of a ballot from *'Open'* to *'Created'* in order to correct some data, he/she will have to manually change the state from *'Created'* to *'Open'* afterwards. The system will not perform the state change automatically, even if the opening date is due.

**Note 2:** In these exceptional cases the ballot status displayed on the CEN/AG platform on Livelink (under folder *"Voting results"*) won't be updated automatically. You will have to update it manually.



Click on the function button of the voting result and then select **Info – Categories**.

Click on **CENManagement**. Then modify the **Status** and confirm with *Submit*.



# 14.  Notifications

## 14.1  Opening and closing notifications

E-mail notifications about newly opened and closed ballots are sent on the open and close date to all balloters for the ballots they are registered for. The notifications are sent every working weekday at 10:00 in the morning.

Notifications are personal and only contain ballots relevant to that person. If there is more than one ballot opened or closed at the same time, information about all relevant ballots is included in the same e-mail.

## 14.2  Important notice

We cannot guarantee at 100 % the correct delivery of notifications. It is the NSB's responsibility to check the ballots present in the e-Balloting environment on a regular basis, every week for example (same policy as in ISO).

# ANNEX 1 : Vote options and comments required

**Ballot type = CEN/AG**

| Vote options | Comments required | Communication of comments |
|---|---|---|
| Agrees | May comment | Text field (preferred) or Word file |
| Disagrees with comments | Must comment | Text field (preferred) or Word file |
| Disagrees fundamentally | Must comment | Text field (preferred) or Word file |
| Abstains | Must comment | Text field (preferred) or Word file |

# ANNEX 2 : Terms used in the application related to different roles in balloting

On various screens, some terms are used related to roles in the balloting process with which you may not be familiar. The table below gives an overview and explanations of these terms and relates it to business functions in CEN. Note that each role can be assumed by more than one individual for any ballot.

| Terms related to balloting roles | Explanations of the roles & Corresponding business function in CEN |
|---|---|
| **BallotOwner** | Responsible to initiate and run the balloting process. This role is assumed by CCMC for CEN/AG ballots. |
| **Voter** | Member of the CEN AG, authorized to vote on behalf of his/her national member organization, or some other person(s) appointed by him/her. |

# ANNEX 3 : Operation of the AG Livelink folders.

## A3.1 AG Items for Approval

The aim of the folder "**AG Items for Approval**" is to support the operation of the AG resolution balloting work.

The folder is made of yearly subfolders for AG Resolution and / or Recommendation documents subjected to the balloting process.
Besides the names and descriptions of the draft resolutions / recommendations contained in these subfolders, the view displays for each document :

- the **Issue Date** for the vote

- the **Target Date** for the vote

- the current Resolution **Status** of the Document :
  - **Draft** : before and during the Voting period
  - **Pending** : voting is closed, but final outcome not input by CCMC yet
  - **Adopted** : CCMC has closed the ballot with an Acceptation
  - **Failed** : CCMC has closed the ballot with a Failure

- its **Size**
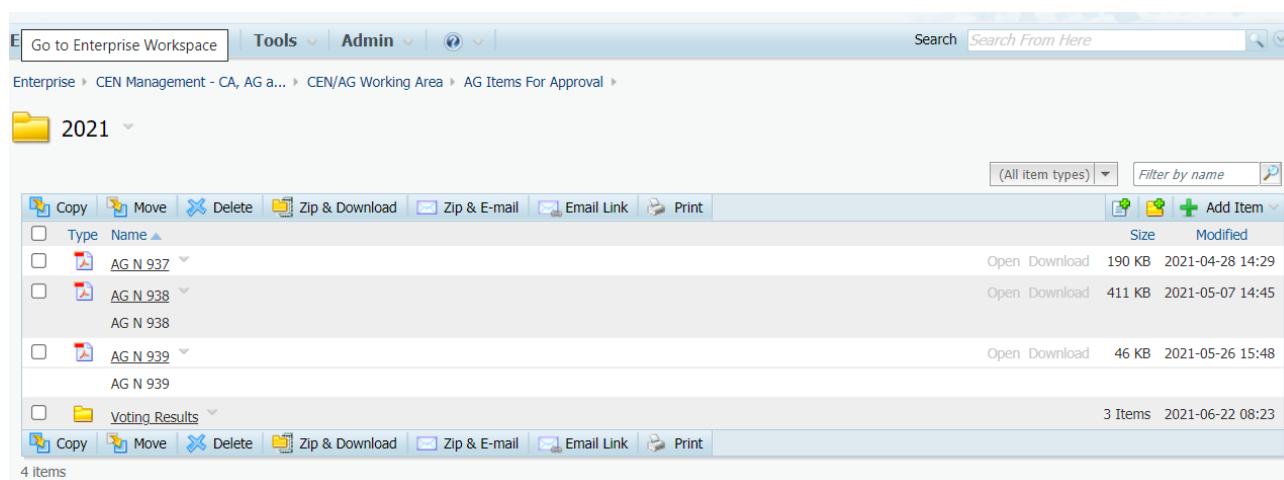


Each of these subfolders also contains a **'Voting Results'** folder where a list of voting results and related comments are stored as soon as voting is closed.

**Note** : It is important to respect the exact wording of the name of this folder (Including Capital letters) to allow the automatic copy of ballot results when the ballot is closed by the Ballot Owner.
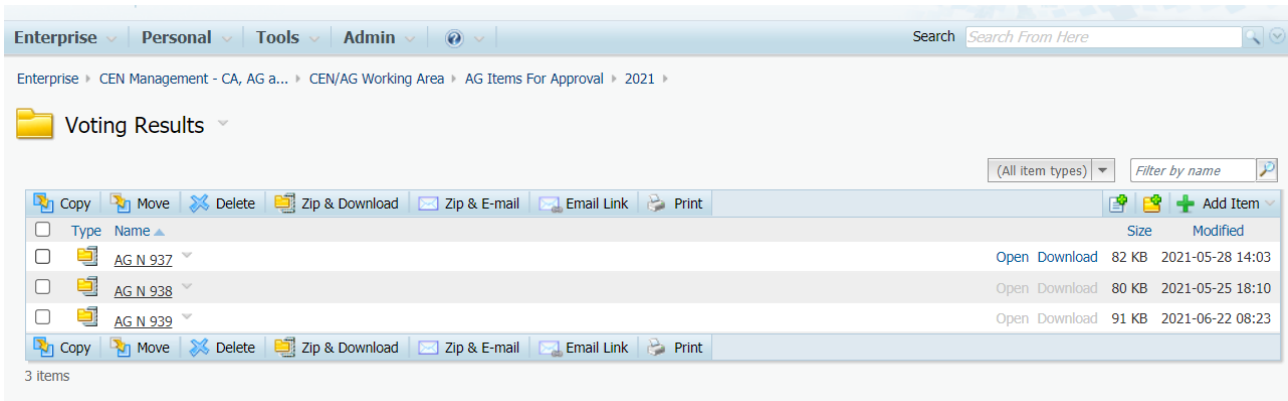
**IMPORTANT**: Please note that once a resolution has passed the voting deadline and the voting result is available, the **'Status'** attribute in both lists will indicate the voting result (*Adopted* or *Failed)*.

## A3.2 Procedure and Naming Conventions

To ensure a correct working of the link between the AG Livelink platform and the CEN/AG e-Balloting software, some naming conventions and constraints must be respected when adding documents to the Folders described above.

- A new Folder is created for every new year and named after the year value :
  - **<yyyy>**

Examples :
  - **2005**
  - **2006**
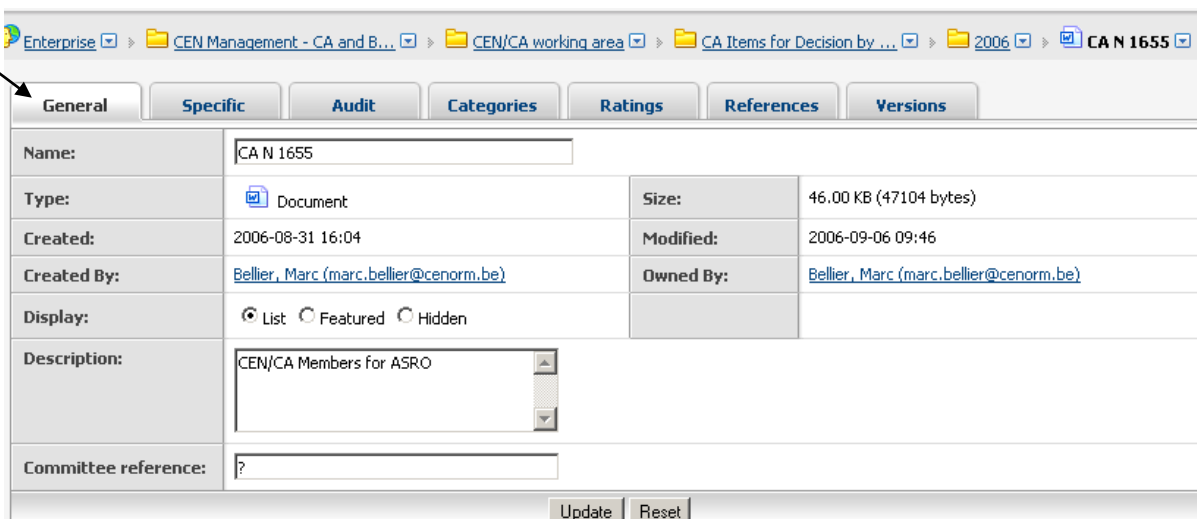
- When uploading the document, the following information must be entered in the **General Info Tab** :
    - ○ **Name** :            AG number (in the form "**AG N nnn**")
    - ○ **Description** :     Subject of the Resolution (summarized if too long)

    Other fields are automatically set by Livelink.

Categories Info for "**AG Items for Approval**" :



- the following information should be entered in the **Categories Info** Tab :
    - ○ **Issue date** :      Issue date of the document
    - ○ **Target date** :     Expected closing date of the ballot
    - ○ **Resolution** :      Document reference in the form "**AG Resolution nn/yyyy**" where
        - ▪ <**nn**> is the resolution number
        - ▪ <**yyyy**> is the year
    - ○ **Status** :
        - ▪ **Draft** when the document is uploaded
        - ▪ Other status values (**Pending**, **Adopted**, **Failed**) will be automatically updated by the e-Balloting software.
    - ○ **Group** :     "**CA**"

# ANNEX 4 : Special Procedures.

## A4.1 Adding votes to a Closed Ballot

Normally, the system prevents you from adding or changing votes in a Closed Ballot.

If for an exceptional reason (previous error, technical problem, …), the Ballot Owner needs to change votes in a Closed Ballot, he/she should follow this procedure :

1) In the **Information** tab, select the *Edit* function,



2) Manually change the Ballot state from '*Closed*' to '*Open*'

3) Cast the missing vote(s), or change some existing vote as described in **§ 10.2** and **§ 10.5**.

4) In the **Information** tab, manually change the Ballot state from '*Open*' to '*Pending*'

5) In the **Pending Result** tab, update the vote result and the Explanation field if needed, and Close the ballot as described in **§ 11.2**.

6) The Ballot Results will be uploaded to Livelink as usual and a new version of the ZIP file will be added to the **Ballot Results** subfolder.

**Note :** This procedure should not last too long, to prevent a normal Voter from adding or modifying votes by accident in the temporarily Open ballot.

# ANNEX 5 : How to use Rich text input fields.

## *A5.1  Rich Text features*

The e-Balloting software allows the user to enter textual data in several *Rich Text entry fields* :
- Resolution **Title**
- Resolution Ad Hoc **Note**
- **Comment text** field used by Voters or Commenters

These Rich Text input fields have some features similar to those offered by a word processing tool like Microsoft Word.

The following functions may be accessed through the buttons present in the toolbar at the top of all Rich Text fields :

| Button | Description |
|---|---|
| Size medium ▾ | Change text font size<br>Possible values:<br>- xx-small<br>- x-small    (= default size used in eB3)<br>- small<br>- medium<br>- large<br>- x-large<br>- xx-large |
| **B** | Format text to **Bold** |
| *I* | Format text to *Italicized* |
| U | Format text to Underlined |
| 1≡ | Make numbered list |
| •≡ | Make bulleted list |

The following buttons ara available in Metadata Text fields :

| Button | Description |
|---|---|
| ABC | Format text to Strikethrough |
| x₂ | Format text to Subscript |
| x² | Format text to Superscript |
| ✂ | Cut selected text |
| 📋 | Copy selected text |
| 📋 | Paste text |
| 📋 | Paste as plain text |
| 📋 | Paste from Word |
| ↩ | Undo last operation |

| | | |
|---|---|---|
| | | Redo last undone operation |
| | | Select all |
| | | Remove format |
| | | Left justify text |
| | | Center text |
| | | Right justify text |
| | | Full justify text |
| | | Decrease Indent |
| | | Increase Indent |
| | | Change Font color |
| | | Change Background color |
| | | Maximize the editor size |

## A5.2 Copy / Paste Limitations

The Rich Text fields allow the pasting of text copied from other applications (MS Word document, HTML Page, …), but they are not full fledged text editors. Some limitations have to be taken into account when pasting text to these fields :

- **Tables** and **images** are not authorized.
  When the system detects a table or an image in the text pasted in, it issues the following error message : **Input contains disallowed formatting (i.e tables or images) - please modify your input**

- Due to the non-standard way different software programs manage the HTML format, some caution is needed when pasting text copied from other environments :
  - Some formatting options (tabulations, margins) might be lost between applications.
  - Some special characters (i.e. ➔, €, 'single' & "double" quotes, …) may be lost when transferred from one application to the other.
  - When copying text from MS Word, if the <End Of Paragraph> mark is not selected, the formatting of the last line of the text may be lost in the process.
    Example : the last line of an enumerated list loses its numbering.

- Sometimes the internal formatting of the text is too hard to handle for the Html text converter. The following message is displayed in this case : **Input contains formatting errors - please modify your input**.

**Copy/paste from Word**

The following message is displayed when pasting a text from Word:
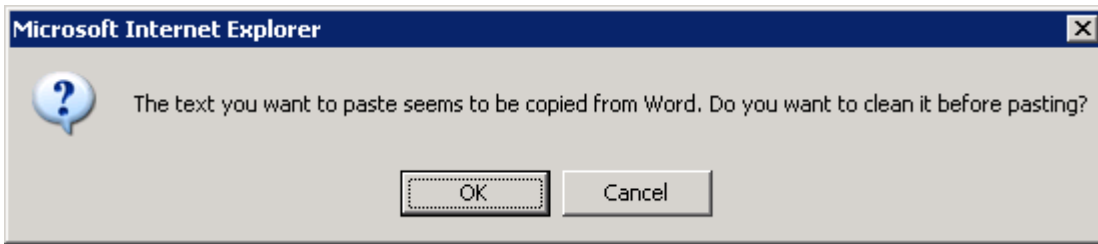
Click on **OK**. The following dialog box is displayed:
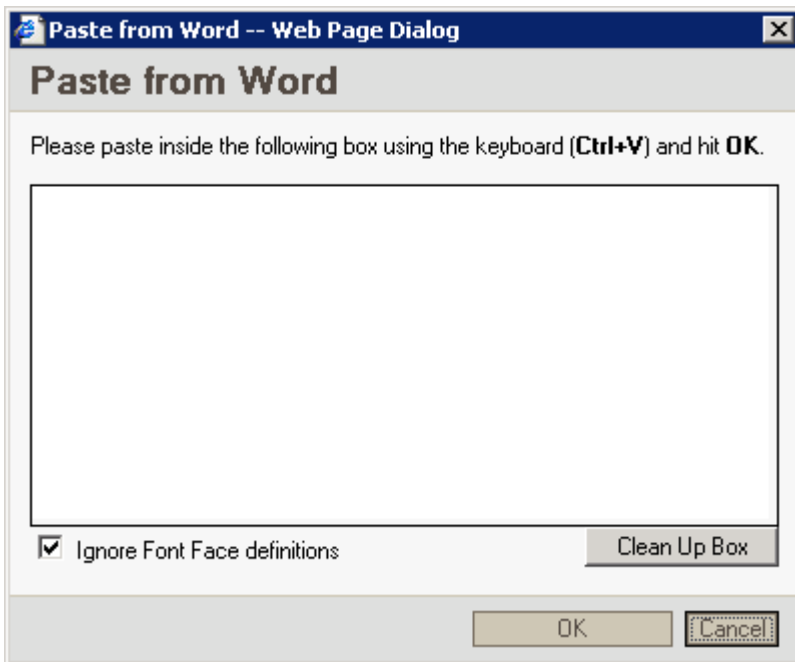


Paste your text inside the dialog box using **CTRL+V** and then click on **OK**.

The text is then brought back in the vote Vote screen.
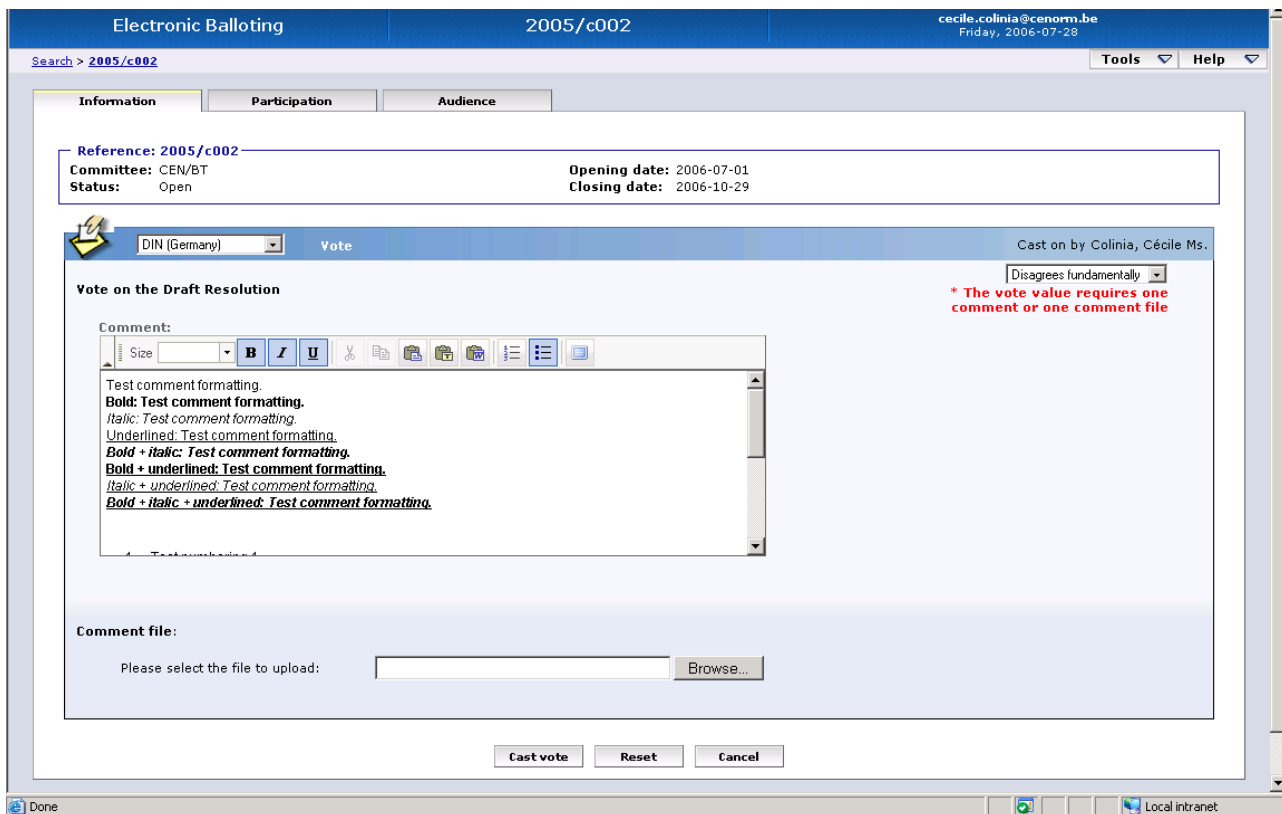
Some tips to follow :

- When copying text from MS Word, avoid complicated formatting options in the initial document.
- Whenever possible, avoid special characters (such as '→', '€, ) : they may disappear or be replaced by a question mark ('?') or another special character in the Rich text field.
- Some characters (i.e. 'single' and "double" quotes) may also be replaced by question marks depending on the source font or style.
- Tabulations and justifications (left, right, centered) are lost.
- Sometimes tables in Word documents or Html pages have no apparent borders and are not easily visible; they will nevertheless trigger the error message stating that tables are not allowed in this field.
- Converting a simple table to text in Word allows its content to be copied from Word to the comment field: its formatting may need the insertion of some additional space because tabulations are not preserved in the comment field.
- Some tables are not detected as such by the system, but the formatting problem triggers the more generic message : **Input contains formatting errors - please modify your input**. In this case, deleting the table normally solves the problem.

As a general rule, if you copy text from another application and paste it into a Text field in eB3, you should control your text after clicking on the [OK] button to submit it. You should then open your text to see if the formatting is incorrect or if some characters have been replaced by question marks ('?'). Should this be the case, you may correct your input by re-opening it in Edit mode.

## ANNEX 6 : Example of ballot result document in RTF format

# CEN/AG - Voting Results:

Ballot Information:

| | |
|---|---|
| **Ballot reference:** | AG Resolution 08/2006 |
| **Ballot type:** | CEN/AG |
| **Ballot title:** | Transfer of CEN Membership from the Danish Standards Association to Danish Standards |
| **AG number:** | AG N 697 |
| **Opening date:** | 2006-08-31 |
| **Closing date:** | 2006-09-11 |
| **Note:** | |

Votes:

| Member | | Date cast | Agrees | Disagrees with comments | Disagrees fundamentally | Abstains |
|---|---|---|---|---|---|---|
| **Spain** | AENOR | 2006-09-13 10:46:13 | X | | | |
| **France** | AFNOR | 2006-09-13 11:55:22 | | X | | |
| **Romania** | ASRO | 2006-09-13 12:44:30 | X | | | |
| **United Kingdom** | BSI | 2006-09-13 12:45:24 | | X | | |
| **Czech Republic** | CNI | 2006-09-13 11:34:38 | | | | X |
| **Cyprus** | CYS | 2006-09-13 12:46:14 | | | X | |
| **Germany** | DIN | 2006-09-13 12:46:38 | X | | | |
| **Denmark** | DS | 2006-09-13 12:46:50 | X | | | |
| **Greece** | ELOT | 2006-09-13 11:23:11 | | | X | |
| **Estonia** | EVS | 2006-09-13 12:47:06 | X | | | |
| **Belgium** | IBN | 2006-09-13 12:47:51 | | X | | |
| **Portugal** | IPQ | 2006-09-13 12:48:08 | X | | | |
| **Iceland** | IST | 2006-09-13 12:48:51 | X | | | |
| **Lithuania** | LST | 2006-09-13 12:49:03 | X | | | |
| **Latvia** | LVS | 2006-09-13 12:49:35 | | X | | |
| **Malta** | MSA | 2006-09-13 12:49:51 | | | | X |
| **Hungary** | MSZT | 2006-09-13 12:50:02 | X | | | |
| **Netherlands** | NEN | *No vote received* | | | | |
| **Ireland** | NSAI | *No vote received* | | | | |
| **Austria** | ON | *No vote received* | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| **Poland** | PKN | *No vote received* | | | | |
| **Luxembourg** | SEE | *No vote received* | | | | |
| **Finland** | SFS | *No vote received* | | | | |
| **Sweden** | SIS | *No vote received* | | | | |
| **Slovenia** | SIST | *No vote received* | | | | |
| **Norway** | SN | *No vote received* | | | | |
| **Switzerland** | SNV | *No vote received* | | | | |
| **Slovakia** | SUTN | *No vote received* | | | | |
| **Italy** | UNI | *No vote received* | | | | |

## CEN/AG Ballot Results:

| | |
|---|---|
| **Total number of votes cast:** | **17** |
| **Total number of votes not received:** | **12** |
| **Agreeing:** | **9** |
| **Disagreeing with comments:** | **4** |
| **Disagreeing fundamentally:** | **2** |
| **Abstaining:** | **2** |

| | |
|---|---|
| **Ballot result:** | **Failed** |

| |
|---|
| **Result Explanation:** |
| ***Bold + italic + underlined: Test comment formatting.***<br><br>• Test numbering 1<br><br>• Test numbering 2<br><br>• **Test numbering 3 + formatting (bold)**<br><br>• ***Test numbering 4 + formatting (bold + italic)***<br><br>1. Test bullet 1<br><br>2. Test bullet 2<br><br>3. *Test bullet 3formatting italic + underlined)*<br><br>4. **Test bullet 4 + formatting (bold + underlined)**<br><br>5. ***Test bullet 5 + formatting (bold + italic + underlined)***<br><br>Short comment. |

## Comments from Voters:

| Member | Comment | Date |
|---|---|---|
| **France** (AFNOR) | *Short comment* | 2006-09-13 11:55:22 |
| Pas possible, franchement ...  ça va pas non ?... | | |
| **United Kingdom** (BSI) | *Short comment* | 2006-09-13 12:45:24 |
| I must say that :  1. **One**  2. **Two**  3. ***Three*** | | |
| **Czech Republic** (CNI) | *Short comment* | 2006-09-13 11:34:38 |
| OK I see it.  Because I also see Enquiry ballots, there are more ballots display, and yhis one was on the second page of the "All open" tab. | | |
| **Cyprus** (CYS) | *Short comment* | 2006-09-13 12:46:14 |
| Really not hapopy with this ...  See file | | |
| **Cyprus** (CYS) | *Comment File* | 2006-09-13 12:46:14 |
| CommentFiles/CYS(Cyprus).doc | | |
| **Germany** (DIN) | *Comment File* | 2006-09-13 12:46:38 |
| CommentFiles/DIN(Germany).doc | | |
| **Greece** (ELOT) | *Comment File* | 2006-09-13 11:23:11 |
| CommentFiles/ELOT(Greece).doc | | |
| **Estonia** (EVS) | *Short comment* | 2006-09-13 12:47:06 |
| zef | | |
| **Belgium** (IBN) | *Short comment* | 2006-09-13 12:47:51 |
| Je sais pas trop, maar ik zou graag akkoord zijn si on verandert un truc | | |
| **Latvia** (LVS) | *Short comment* | 2006-09-13 12:49:35 |

ergzerh pzajf zejfz e zaejof oo zoe fjzoefj ze ze jze pziejf

- fzef

- rtdhtyuj

- rj§è,è§

| **Malta** (MSA) | *Short comment* | 2006-09-13 12:49:51 |
|---|---|---|
| don't know | | |