Electronic Balloting Portal
SR Balloting

User guide

Version	Date	Author	Modifications description
0.1	2015-06-08	Marc Bellier	Initial version
1.0	2016-04-21	Elisa Matarrese	Links to final documents added to SR ballots.
1.1			
2.0			

Table of Contents

1   Introduction

This document is written for the following users of the Systematic Review Balloting system (see the definition of the different roles in §1.3.4):

 ➢ **Voter**
 ➢ **Commenter**
 ➢ **Monitor**
 ➢ **Content Owner**
 ➢ **Ballot Owner**

For each chapter of this document, the roles concerned by the explanation will be indicated as follows:

 ➢ **[All]** : these chapters concern all the roles
 ➢ **[Voter]** : these chapters only concern the Voter
 ➢ **[Commenter]** : only concerns the Commenter
 ➢ **[Ballot Owner]** : only concerns the Ballot Owner
 ➢ …

1.1 Systematic Review balloting workflow

[All]

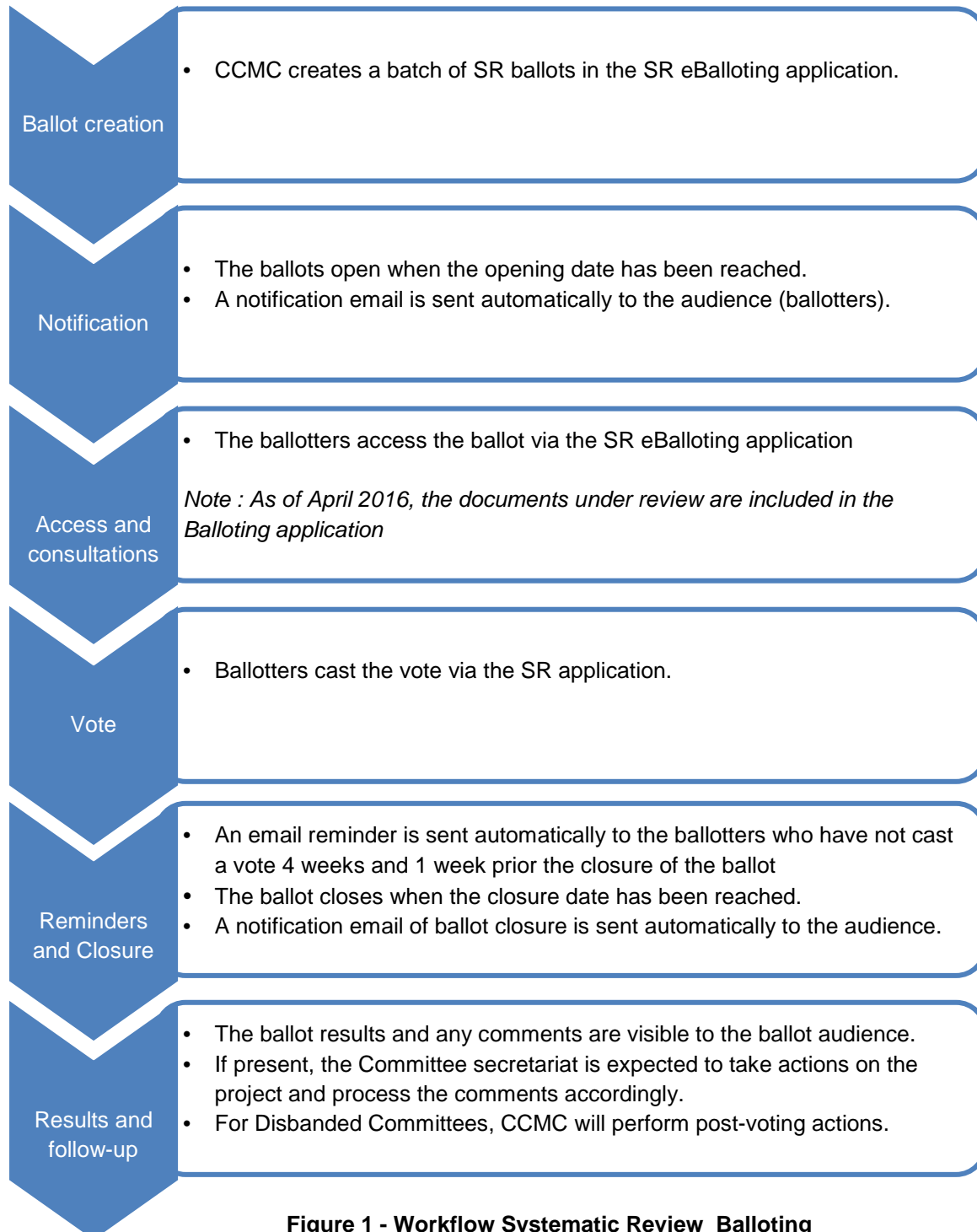The SR balloting process and its follow up are characterized by the following main stages:

Ballot creation
- CCMC creates a batch of SR ballots in the SR eBalloting application.

Notification
- The ballots open when the opening date has been reached.
- A notification email is sent automatically to the audience (ballotters).

Access and consultations
- The ballotters access the ballot via the SR eBalloting application

Note : As of April 2016, the documents under review are included in the Balloting application

Vote
- Ballotters cast the vote via the SR application.

Reminders and Closure
- An email reminder is sent automatically to the ballotters who have not cast a vote 4 weeks and 1 week prior the closure of the ballot
- The ballot closes when the closure date has been reached.
- A notification email of ballot closure is sent automatically to the audience.

Results and follow-up
- The ballot results and any comments are visible to the ballot audience.
- If present, the Committee secretariat is expected to take actions on the project and process the comments accordingly.
- For Disbanded Committees, CCMC will perform post-voting actions.

Figure 1 - Workflow Systematic Review Balloting

1.2 Electronic Balloting application overview

[All]

Figure 2 - Electronic Balloting application overview

1.3 Principles of the Electronic Balloting application

[All]

1.3.1 Permissions to vote

- Authorized to **cast votes** (with associated comments if needed) are the representatives of **CEN Members** in the committee, defined as **SR Voters** in the Global Directory. CEN Members should also define a person as **SR Centralized Voter** which allows the person to vote in SR Ballots for all the CEN/TCs, including Disbanded Committees, where no Decentralized roles exist. (see also § 1.3.3).

- CEN Consultants may be authorized to **submit comments**.

1.3.2 Management of users and their balloting roles

Users are registered in the **Global Directory** in the roles of Systematic Review Balloters. Users and their roles are registered and maintained by the user administrators of CEN Member Bodies in the Global Directory.

Any changes in user data and role assignments relevant for balloting are immediately reflected in the access permissions for particular users to the balloting application.

In addition to the role of a balloter, there are other balloting related roles defined in the application which are associated with certain permissions (see details in § 1.3.4).

1.3.3 Centralized and decentralized modes of balloting

- **Centralized balloting**: In this type of balloting, one or more individuals vote on all ballots for which a member body has a responsibility to vote.

- **Decentralized balloting:** The responsibility to vote is decentralized for each committee or sets of committees to different individuals, who can only vote on a number of committees for which they have been assigned the role of balloters.

⚠️ *Please note that* some Systematic Reviews may be launched for standards issued by Committees which are now Disbanded. In this case, only **Centralized Balloters** may be defined and will be able to access these ballots.

The assignment of users to the roles of centralized or decentralized balloters is done by the user administrators of each CEN member body.

1.3.4 Systematic Review Balloting roles

On various screens and explanations some terms are used in relation 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 given ballot.

Balloting roles	Role definitions	Permissions
Ballot Owner	Responsible to initiate and run the balloting process. This role is assumed by **CCMC** for **Systematic Review Ballots.**	Can create ballots in all committee(s), including Dormant and Disbanded Committees and has full access to the SR balloting environment. A Ballot Owner has also the permission to register a vote or comment in the balloting application on behalf of a **Voter** or **Commenter** (if required).
Voter	User authorized to vote on behalf of his/her national member organization, or some other person(s) appointed by him/her.	Can vote on all ballots inside a particular committee.
Commenter	Person representing an organization who has no right to vote on a ballot, but can, if needed, submit a comment on a ballot document.	Can comment on all ballots inside a particular committee.
Monitor	Person representing an organization who has read/viewer access to all or a subset of the ballots relevant for its organization without having the permission to cast, modify or delete a vote/comment him/herself. This role may also be used to give access to the results when voting is closed.	Can see ballots as well as votes cast by his/her member body, but cannot cast a vote or submit a comment.
Content Owner	Role given to Committee Secretaries, Chairmen and their support staff to give access to information on Open ballots, and to vote results and comments when ballot is closed.	

Figure 3 - Committee internal balloting roles

1.4 Access to eBalloting portal

[All]

1.4.1 Access through CEN Electronic Applications homepage

You can access the CEN eBalloting application through the CEN Electronic Applications homepage at http://login.cen.eu.

Click on **Electronic Balloting on Draft Standards.**

Figure 4 - CEN Electronic Applications homepage

From the electronic Balloting on Draft Standards Portal page click on **Electronic Balloting for SR**, this leads you to the balloting application:

Figure 5 - Electronic Balloting on Draft Standards Portal

1.4.2 Access directly from eCommittee homepage

Alternatively, you can also directly access your committee ballots by clicking on **Committee Ballots** in the navigation menu of the eCommittee homepage:

Figure 6 - Access from Committee home page

2   Logging in and logging out

[All]

2.1   Logging in

Your username and password will be sent to you by e-mail after your initial registration by your National Member Body in the Global Directory and to the CEN eServices (e.g. eCommittees, Electronic Balloti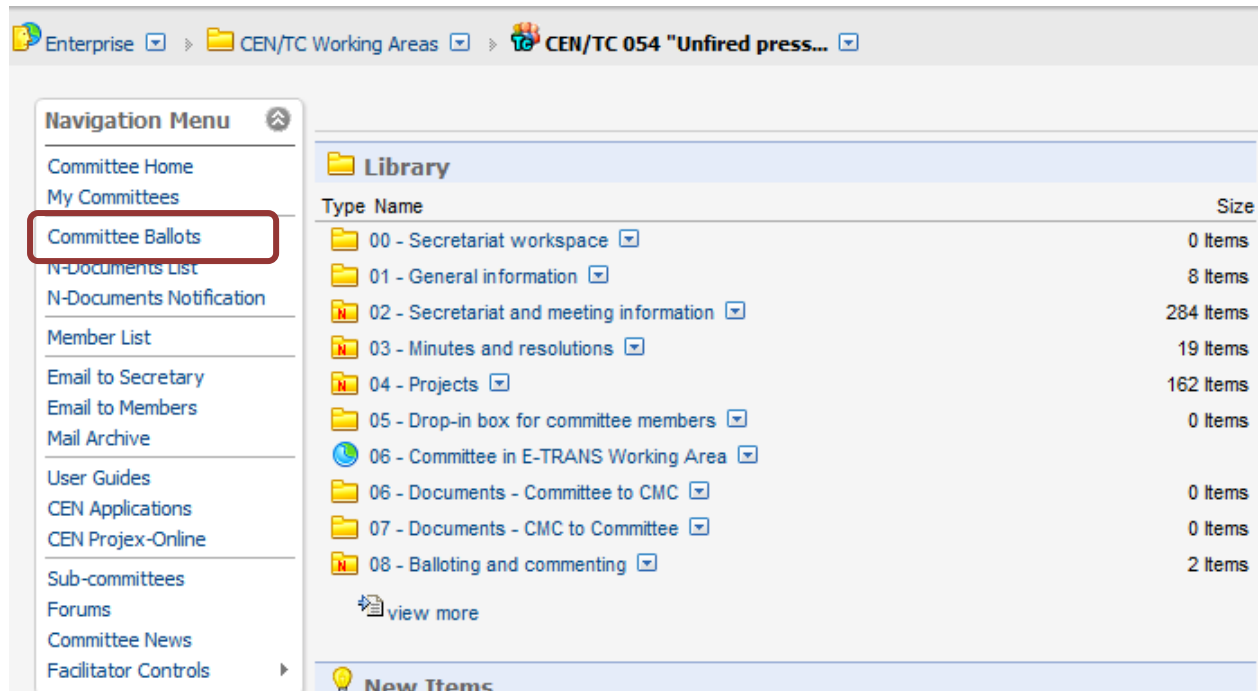ng). Please follow the steps as described in the mail. You will be asked to change your temporary password by following the URL in the mail. After this:

a)   Start your Internet browser and open the following URL: https://login.cen.eu.

b)   Access the **Electronic Balloting for SR** (see § 1.4.1)

c)   Choose the account you want to use (CEN-CENELEC account, ISO account, AFNOR account or DIN account)
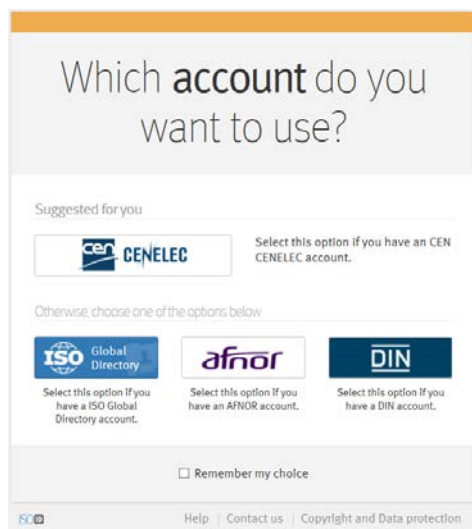

Figure 7 -Sign into applications

d)   Enter your username and password (same username and password used to access the CENTC and Global Directory applications)

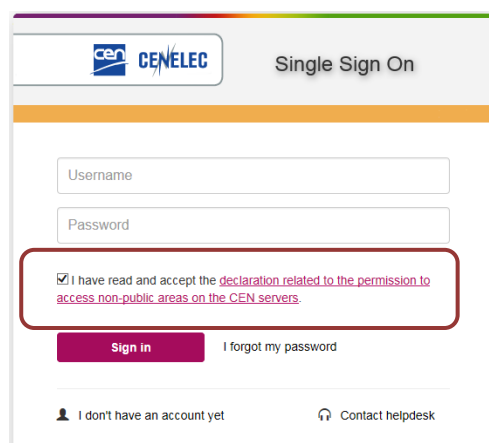e)   Read the declaration and tick the box to accept the conditions

Figure 8 - CEN Electronic Applications Log-in screen

f)   Click on **Sign in**

⚠️ *Please note that both username and password are case-sensitive, i.e. they have to be entered exactly as provided.*

2.2 Logging out

a)   Choose **Log-out** on the **Tools** menu.

b)   Click on **Log-out** on the Log-out screen to leave the CENTC server.

c)   You will be forwarded to the list of CEN applications.

Figure 9 – Electronic Balloting for SR Logout screen

Note : It may happen that the Log-out process generates an error page. If this happens, we advise you to close your browser session, and to open a new session if you intend to Log-in to eB3 Balloting again.

2.3 Password forgotten

If you have forgotten your password, you can request a new password on the log-in page.

Click on the link **I forgot my password** next to the Sign in button and follow the instructions on the screen. Within the next few minutes you will receive an e-mail with a link to reset your password. Follow the link and click the Reset Password button. This will send you an email with a new temporary password. Follow the steps in the mail exactly to change your temporary password.

Figure 10 – Password forgotten

3 User interface and navigation

[All]

3.1 SR Balloting - Navigation

The **Systematic Review balloting home page** displays a list of all currently open ballots, which you are allowed to view depending on the roles assigned in the Global Directory (note that the list is different for users performing different roles and/or representing different member bodies).

Figure 11 – Systematic Review Balloting main page

All columns in the Home Screen are sortable. By clicking on the column heading the column will be sorted. Clicking a second time will reverse the sort.

Sorting applies to all ballots currently found (the number indicated on top of the ballot list) and not only to the ballots displayed on the current screen. Therefore, a ballot may disappear from the 20 listed due to the sorting.

The tabs at the top of the page have the following functions (from left to right):

Figure 12 – Systematic Review Balloting tabs

Tabs	Description
All Mandatory	Displays all ballots for which a balloter has been registered and has an obligation to vote, independent of whether a vote has already been cast by the balloter or not.
Vote Required	Displays all ballots for which a balloter has been registered and has an obligation to vote, but has not yet cast a vote.
All open	Displays all the ballots which are currently open and on which you can vote or submit a comment.
New last 2 weeks	Displays all the ballots which were opened within the last 2 weeks.
Closing in 2 weeks	Displays all the open ballots which will close during the next 2 weeks.
Closed last 2 weeks	Shows all the ballots which closed during the last 2 weeks. It allows access to the closed ballots and the individual votes and comments submitted by the member bodies.
Search	Opens the search screen which allows to search with user defined values (e.g. ballots closed more than 2 weeks ago, search with a particular reference number, etc).

Figure 13 - SR tabs functions

3.2 Searching for ballots

The Ballot search screen allows you to enter parameters into the search fields to find the ballots which match those criteria. This functionality is useful for specific requests, e.g. to find all ballots of a particular committee, a ballot based on its reference number or ballots open or closed within time periods which are not covered by the predefined queries executed through the tabs.

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

Figure 14 – Search functionalities

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

Search Fields	Explanation/Function of the fields
Type	**SR** (Systematic Review Ballot)
Status	Ballot stages
Reference/Title	Ballot reference number or document title element. ***Notes** :* - *A search by reference or title is a free text search that matches in any part of the ballot reference number or the title (e.g. searching for "smit" will match "smith").* - *Not case-sensitive.*
Committee	Only those committees to which your profile is registered will be displayed.
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

Figure 15 – Search parameters

3.3 Accessing closed ballots

Closed ballots can be accessed in two ways:

- Click on "**Closed last 2 weeks**" from the main screen, which will list all ballots which have been closed during this period.

- Open the **Search screen** and then choose from the field *Status* the value "**Closed**". Enter additional search values to further specify your query.

3.4 Viewing the details of a ballot

From the search screen, click on the ballot reference to open the ballot details screen:

Figure 16 - Open ballot details

This will open the Ballot details screen:

Figure 17 - Ballot Information screen

The ballot contains tabs with the following information:

Tabs	Description
Information	Lists the ballot attributes, the reference documents or hyperlinks, questions and vote values.
Result	Lists the ballot result with the number of answers for each question and the comments received. Includes link to download the results. **Note :**this tab appears in Closed ballots only.
Participation	Lists of ballot owners and voters. This tab is only visible to Ballot Owners.
Audience	Lists the complete ballot audience. This tab is only visible to Ballot Owners

Figure 18 – Tabs in ballot details screen

3.5 Viewing Document(s) under Review

Since April 2016, published documents are available under "**Reference documents and links**". Links to documents are named after the Zip archive filename present in eTRANS, with a suffix specifying the language of the document (useful when a Zip file contains more than one linguistic version).

Clicking on one of these links opens the PDF version of the document, watermarked with the name of the current user and the current date.

If present, links to Amendments will be displayed after the Label "**Amendment**"

3.6 Tools Menu

The tools menu provides shortcuts to access different functions of the electronic balloting application:

Figure 19 – Tools menu

The following options are available within the **Tools** menu:

Tools menu	Description
Balloting Portal	Electronic balloting Portal start page.
Open Ballots (same as tab All Open)	This function displays all the open ballots to which a user is registered.
Search	Direct link to the **Search** tab.
CENTC Committee areas	Direct link to the CENTC server (**eCommittee**).

Tools menu	Description
Manage my roles	This function displays all the roles of a user. It allows the user to disable certain roles temporarily and, thereby, to display only ballots corresponding to the remaining role(s). Roles can also be re-enabled. Enabling and disabling of roles has no effect on the registration of business roles in the Global Directory. Moreover, it lasts only until logging out from the current session: at the next login, all roles available to the user as defined in the Global Directory are enabled by default. • *OK:* confirms the enabled/disabled roles • *Disable All:* disables all the roles • *Enable All:* enables all the roles • *Reload:* enables all the roles available to the user as defined in the Global Directory
Log out	Allows the user to Logout from the balloting system <u>and </u>from Livelink.

Figure 20 - Tools menu options

3.7 Help Menu

The Help menu provides an easy way to access help files on Electronic Balloting and User Guides.
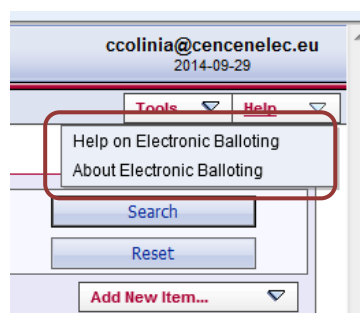
Figure 21 - Help Menu

4   Creating a new ballot

[Ballot Owner]

4.1 Automatic ballot creation

On the 7th of each quarter (i.e. January, April, July, October), an xml file is automatically sent to ISO for the automatic creation of SR ballots.

Ballots are automatically open on the 15th and a notification is sent to the SR balloters.

Figure 22 - Create a Systematic Review Ballot

This will launch a 4-step wizard that will help you creating the Ad Hoc Committee Internal ballot.

Step 1 – Committee selection

This step allows you to select the committee for which you wish to create a SR ballot. Select the committee from the drop-down list:
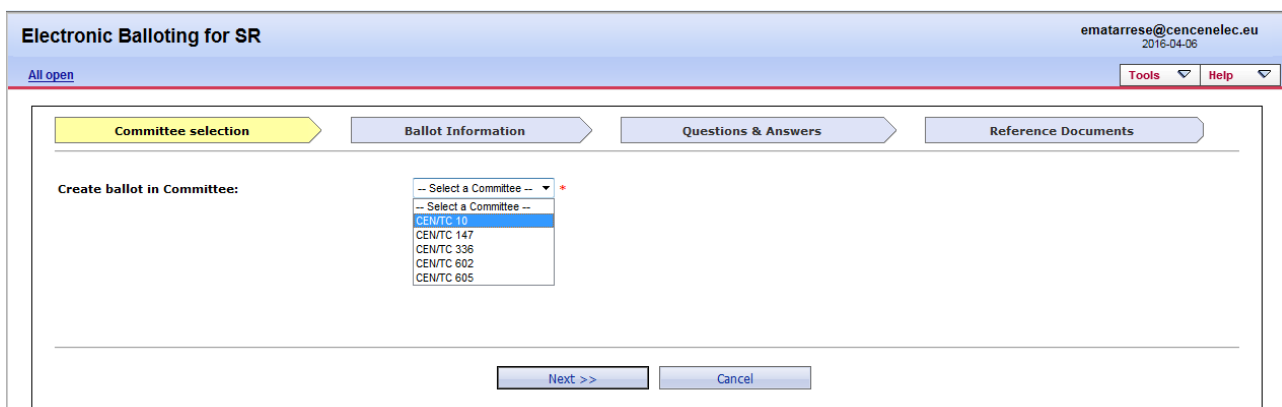
Figure 23 - Committee selection

4.2 Create a SR ballot manually

If required, a SR ballot can also be created manually.
From the drop-down menu "**New Ballot**" on the *Balloting screen*, choose the option "**SR Ballot"**

> *The drop-down list will only display committees for which you are registered as SR ballot owner in the Global Directory.*

Click the **Next** button.

Step 2 – Ballot information

This step allows you to enter the ballot's metadata, i.e. ballot reference, title, start date, and end date. Fill in all the required fields.

> *The system proposes by default a 5-month duration for the ballot, but you are free to modify it.*
>
> *The fields marked with an asterisk * are mandatory and must be filled in.*
>
> *There are no patterns or naming conventions imposed for any of these fields.*
>
> *Note that you can edit the metadata at any time after the ballot has been created.*

Figure 24 – SR Ballot Metadata

Fields	Description
Reference	Reference of the standard
Title	English Title of the standard
Opening date	Vote opening date
Closing date	Vote closing date
French Title	French Title of the standard
German Title	German Title of the standard
Date of Availability	Date when the standard was made available to the Members
Work Item Number	Work Item number of the standard registered in the CCMC database.
Procedure Iteration	Always 1
Notes	Any notes relevant to the ballot.

Figure 25 – SR Ballot metadata fields

Once ready, click the **Create** button. The ballot creation is confirmed by a pop-up window as soon as you clicked **Create.**
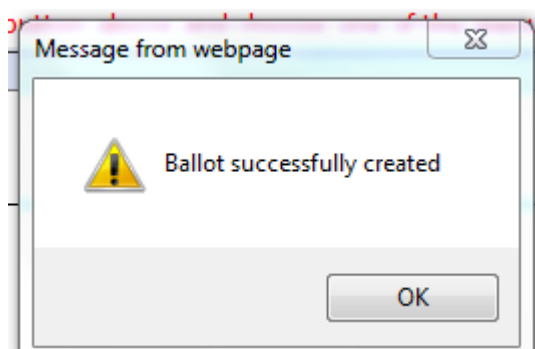
Figure 26 – Ballot creation confirmation message

Note : Ignore the step 'Reference documents' and click on **Finish** button to terminate the wizard.
Follow the next step to add documents to this SR ballot.

Step 4 – Reference documents

To add document to this ballot, you need to edit the ballot metadata. Click on the function menu (⬇) next to ballot reference and select **Edit.**
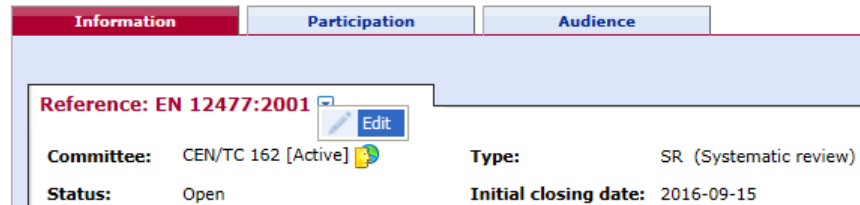
Figure 27 - Editing Metadata

The corresponding LiveLink document IDs will have to be entered (separated by a space) in the following fields:

➢ **e-TRANS main document IDs** : enter the Livelink IDs for each language version of the reviewed standard;

➢ **e-TRANS amendments IDs:** enter the Livelink IDs for each language version of all amendments to the reviewed standard.
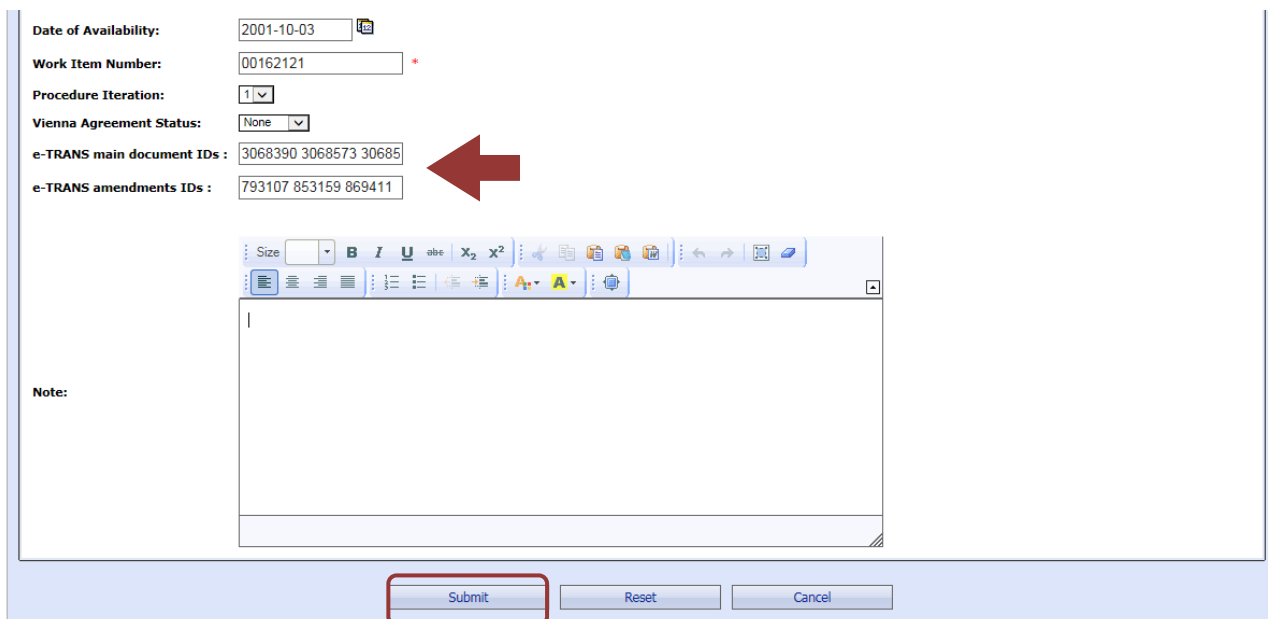
Figure 28 – Add Livelink Document IDs

Click **Submit** to finish editing.

Note : The LiveLink document IDs can be either found in the CCMC database or in eTrans.

The SR ballot has been successfully created, with the reference documents and will open automatically on the defined Start date.

5   Editing existing ballots

[Ballot Owner]

Existing ballots can be modified by the ballot owner at any time as long as the ballot has not closed from the Ballot Information screen.
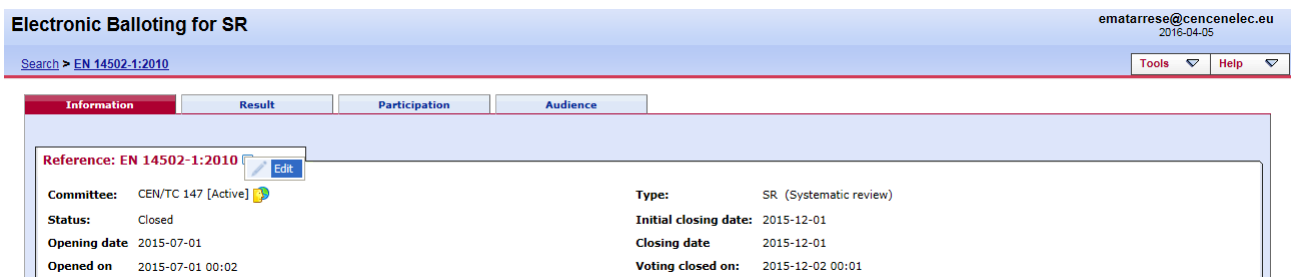
A voter can edit and/or delete a vote as long as a ballot is open.

No notifications are sent after a change has been made.

5.1   Modify metadata

To update ballot metadata, i.e. ballot reference, titles, start date and end date, reference documents, click on the function menu ( ) next to ballot reference and select **Edit.**

Electronic Balloting for SR				ematarrese@cencenelec.eu 2016-04-05
Search > EN 14502-1:2010				Tools ▽ Help ▽

Information	Result	Participation	Audience

Reference: EN 14502-1:2010 🖉 Edit

Committee:	CEN/TC 147 [Active]		Type:	SR (Systematic review)
Status:	Closed		Initial closing date:	2015-12-01
Opening date	2015-07-01		Closing date	2015-12-01
Opened on	2015-07-01 00:02		Voting closed on:	2015-12-02 00:01

Figure 29 - Editing Metadata

Modify any of the metadata as appropriate and click **Submit** to finish editing:

Figure 30 - Update ballot metadata

Some information on the different values in the Ballot status field:

Ballot Status	Explanation	Visibility of the ballot
Created	The ballot has been created by CCMC (completion of stages 1 to 3 of the ballot creation process)	CCMC only
Open	The ballot has opened for voting after reaching the Opening Date. Email notifications regarding the opening of the ballot are sent to the ballot audience. Votes can be cast and comments submitted	**Balloter/Commenter:** Ballot information and ballot document(s); own vote and comments. **Secretary/Support Team**: the same, plus all votes and comments submitted at a certain point in time
Closed	The ballot has closed for voting after reaching the closing date. Email notifications regarding the closing of the ballot are sent to the ballot audience. The ballot result is fixed and changes to the ballot are no longer possible	**Balloter/Commenter:** Ballot information and ballot document(s); Voting results **Secretary/Support Team:** Same as balloter/commenter

Figure 31 – Ballot Status

5.2 Modify attached files

To modify attached files, it is better advised to modify the Livelink document IDs in the ballot metadata. Click on the function menu (⊡) next to ballot reference and select **Edit.**

Figure 32 - Editing Metadata

Modify the Livelink IDs where relevant in the fields **'e-TRANS main document IDs'** and/or **'e-TRANS amendments IDs':**

Figure 33 - Editing Livelink Document IDs

Another way to update reference documents and links, is by clicking on the function menu (▼) next to **Reference documents and links** and select one of three options:
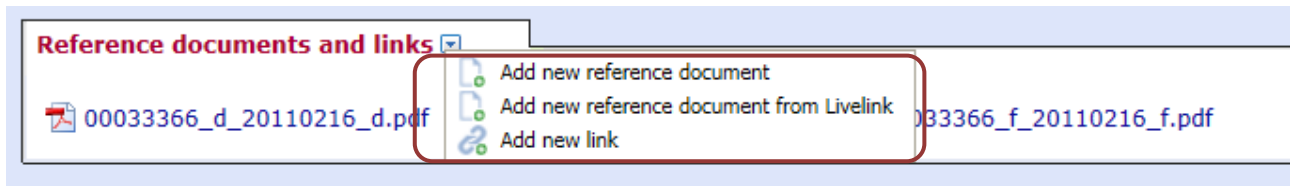
Figure 34 - Update Reference documents and links

1 – Add new reference document:

Allows you to add a new document to the ballot.

2 – Add new reference document:

Allows you to add a new document from Livelink to the ballot.

3 – Add new link

Allows you to attach the link to the document.

> ⚠ This feature should only be used in exceptional situations because documents added here will not be watermarked.

6   Voting and commenting

[Voters, Commenter]

First select the ballot in the *My ballots screen* (or via the *Search* function described in §3.2).

Figure 35 – Select ballot

The ballot opens and the following screen with ballot metadata and attached ballot documents (if there are any) is displayed. In order to cast a vote, click on **Cast Vote**. To download a file, click on the file name.

Screen areas for

Ballot metadata　　　**Ballot document(s)**　　　**Ballot question(s) & answers**　　　**Voting & commenting**

Figure 36 - Questions & Answers

6.1 Casting a vote

[Voter]

Click on *Cast Vote*.

Figure 37 – Cast vote

Figure 38 – Vote screen

A ballot can contain more than one question with associated answers. Choose a vote value from the dropdown menu for the corresponding question and enter – if required or needed – any comment in the **Comment**-window or by submitting a file containing all your comments.

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.

Figure 39 – Vote cast

After having cast a vote, the name of the ballotter who cast the vote, is displayed in the list of the *Ballot Information Tab*, together with the date of this action.

6.2 Submitting a comment

[Commenter]

Click on *Submit Comment*.

Figure 40 – Submit Comment

Figure 41 – Comment screen

To add a comment file, click on **Browse…** and select your file.

Once you have submitted your comment, click on **Submit comment** to confirm your comment.
If you click on **Reset,** the comment you have just entered will be removed.
If you click on **Cancel**, you come back to the ballot screen without validating the comment.

Figure 42 – Comment submitted

After having submitted a comment, the name of the commenter is displayed in the '*Cast by*' column on the *Ballot information* Tab, together with the date of this action.

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

6.3 Modifying a vote or comment

[Voter] / [Commenter]

A voter/commenter can edit a vote/comment as long as a ballot is open.

From the *My Ballots screen,* click on the ballot reference for which you wish to modify your vote/comment. Click on the **Functions**-menu arrow 🔽 on the right of the vote/comment and select the option "**Add version**".

Figure 43 – Add version

This will display the **Vote/Comment screen** again and will allow you to choose another vote option, modify your comment and/or modify or delete your comment file.

Figure 44 – Vote/Comment screen

Once you have modified your vote/comment, click on **Cast vote/Submit comment** to confirm the modification.

If you click on **Reset,** the options you have just entered will be removed.
If you click on **Cancel**, you come back to the ballot screen without validating the vote/comment.

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

Figure 45 – Versions

The screen will show all the successive versions.

Figure 46 – Vote/comment versions

6.4 Deleting a vote or comment

[Voter] / [Commenter]

A voter/commenter can delete a vote/comment as long as the ballot is open.

From the *My Ballots screen,* click on the ballot reference for which you wish to delete your vote/comment. Click on the **Functions**-menu arrow ⬛ on the right of the vote/comment and select the option "**Delete**".

Figure 47 – Delete function

The system will ask you to confirm the deletion.

Figure 48 – Deletion confirmation message

Click on *OK*.

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

6.5 View the ballot audience

[Ballot Owner]

From the ballot information screen, click on the **Audience tab** to open it.

Figure 49 - Ballot audience

The **Audience** tab lists all the individuals having a balloting role in the committee. In order to find the people that are entitled to vote, scroll the page down to the section **Voter**.

*You can send an email to all **Voters** by clicking on the envelope icon (✉) next to the section title.*

6.6 Cast a vote on behalf of someone else

[Ballot Owner]

A ballot owner has the possibility to cast a vote on behalf of any participant.

Selecting the option "**Cast vote as**" opens the relevant *Vote screen*.

Figure 50 - Cast a vote as

The next screen will allow you to first select the Member Body on behalf of which you will cast the vote, and then the answer to each of the questions in the ballot. Click on the **Cast vote** button to save the vote.

Figure 51 - Enter voting information

6.7 Submit a comment on behalf of someone else

[Ballot Owner]

A ballot owner has the possibility to submit a comment on behalf of any participant.

Selecting the option "**Submit Comment as**" opens the relevant *Vote screen*.
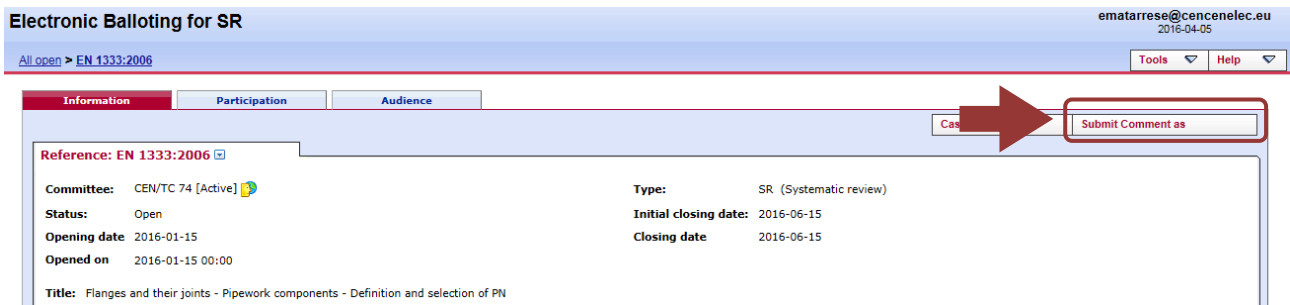
Figure 52 -Submit a comment as

The next screen will allow you to first select the participant on behalf of which you will submit a comment, and then add a comment and/or a file. Click on the **Submit comment** button to register the comment.
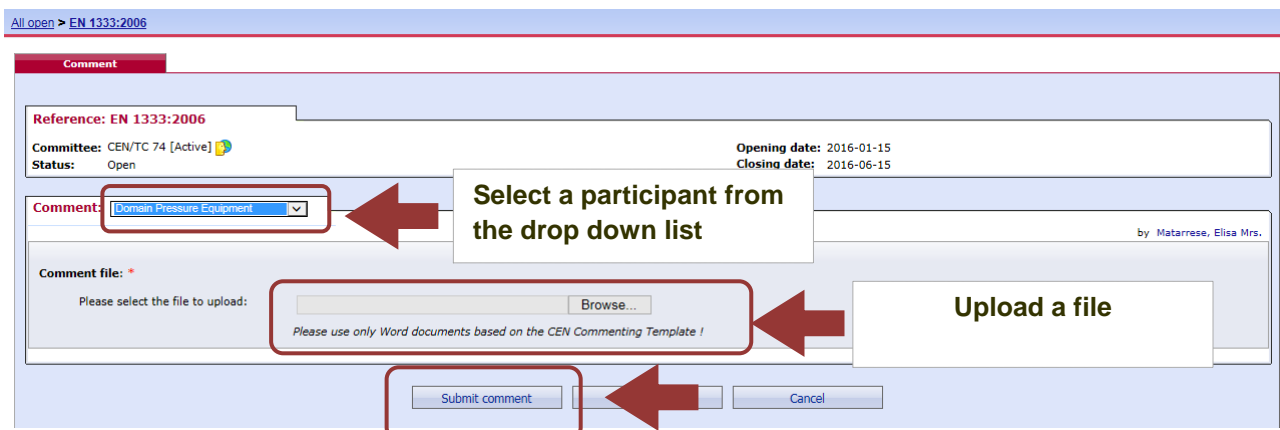
Figure 53 - Enter comment

6.8 Add a vote after the ballot has been closed

[Ballot Owner]

As ballot owner, you can re-open a ballot that has closed in order to cast a last minute vote on behalf of a NSB. To do this, you need to first manually re-open the ballot, then cast the vote, then manually close the ballot again.

⚠️   Note that re-opening and closing a ballot **will not send any notifications** to the audience.

Step 1: re-open the ballot

Select **Edit** from the Metadata functions menu (little blue arrow next to the SR reference)

Figure 54 - Edit Ballot Metadata

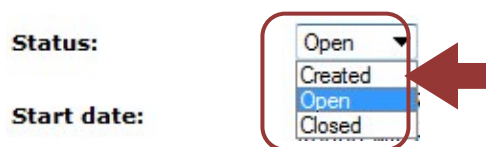On the next screen, set the status field to **Open** and then click **Submit**:

Figure 55 - Edit Ballot Status

You will be taken back to the ballot.

Step 2: Cast the vote

From the **Add item menu** on the top right of the screen, select **Cast vote as** and enter the vote described in § 6.6.

Step 3: Close the ballot

Repeat Step 1 and change the Status field to **Closed**.

7 Process voting results and comments

[All]

7.1 Download the ballot results/comments (ZIP file)

Open the closed ballot for which you wish to download the results.

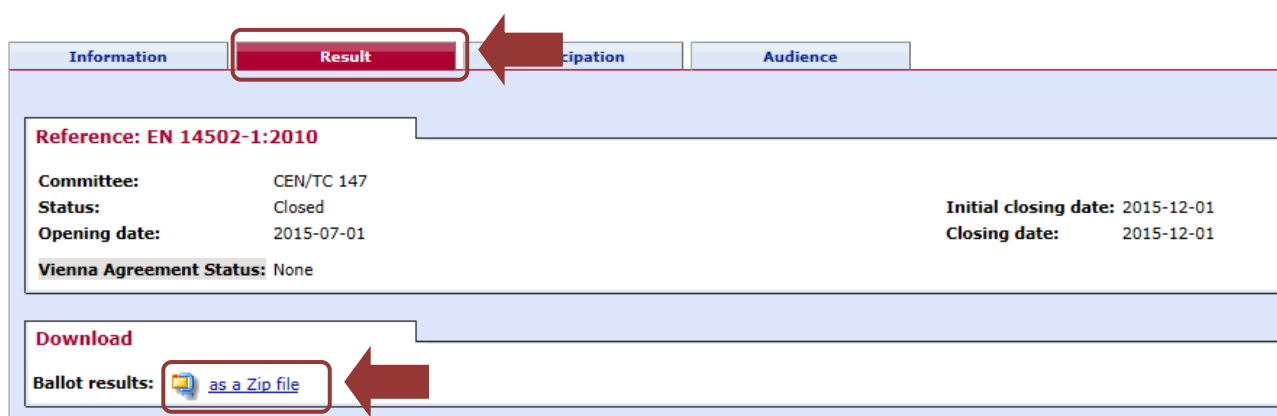In the **Result** tab, click on **voting result and comments as a Zip file** (click on the Zip icon) .

Figure 56 - Download ballot results/comments

Browse the content of the extracted folder on your computer (result of voting/index.pdf, Comment files).

Figure 57 -Extracted folder

7.2 Install the Comment Collation Tool (CCT) on your computer

In your internet browser, go to http://cen.iso.org, folder Guides to CEN IT applications. Here you find the user guides to all CEN electronic applications. Select **03 – Support to decision making**, then **CEN-ISO Commenting Template and Comment Collation Tool.**
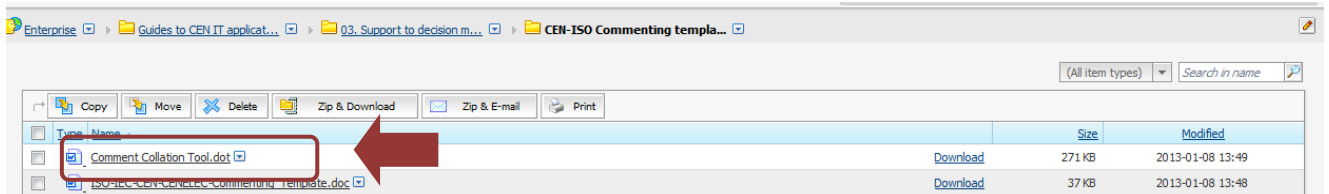
Figure 58 - Comment Collation Tool

⚠ *The **Comment Collation Tool** allows you to compile comments into one document to finalize the results of the vote*

8   Helpdesk information

[All]

For e-balloting application issues (e.g. technical issues, functionalities, support…), please contact our helpdesk at ISO: helpdeskcentc@iso.org.

Online documentation and support document on the use of the balloting application is available under **Help.**

Figure 59 – Help menu