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CASPER

FREQUENTLY ASKED QUESTIONS (FAQ)

CASPER – Centralised Submission Platform

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1. About this guide

This document provides answers to general questions regarding the use of CASPER. The questions have been collected throughout previous exercises and are structured by the following topics:

- ECB Identity Portal FAQ;
- CASPER FAQ.

This document does not provide a step-by-step description of how to use the system and its functionalities. This can be found in the [CASPER web user manual](#).

2. ECB Identity Portal FAQ

Q 2.1. I do not have an ECB Identity Portal account. How do I get one?

Please contact the local delegated user administrator (DUA) in your organisation or your ECB business counterpart.

Q 2.2. How do I activate my ECB Identity Portal account?

Upon registration you should have received an email containing an account activation link. If you cannot find the email or if the link has expired, please follow this link to receive a new account activation email: <https://id.ecb.europa.eu/login/help-menu>.

Q 2.3. How do I log in to ECB Identity Portal?

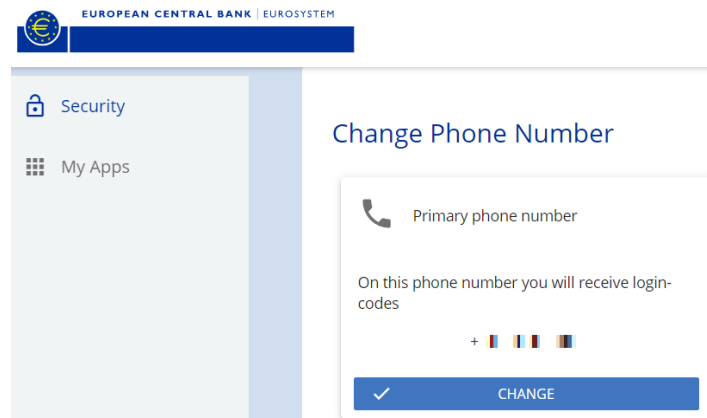
The ECB Identity Portal can be accessed via this link: <https://id.ecb.europa.eu>. The supported browsers are Google Chrome and Microsoft Edge. If you face difficulties accessing this URL, please clear the browsing history of your internet browser and try again.

Q 2.4. I am experiencing issues with my account. Who should I contact for support?

Please contact the ECB Support Centre via email supportcentre@ecb.europa.eu or phone on +49 69 1344 7766.

Q 2.5. How do I update my personal details in the ECB Identity Portal?

You can update your phone number by logging in to your profile page in the ECB Identity Portal and navigating to the Security tab.

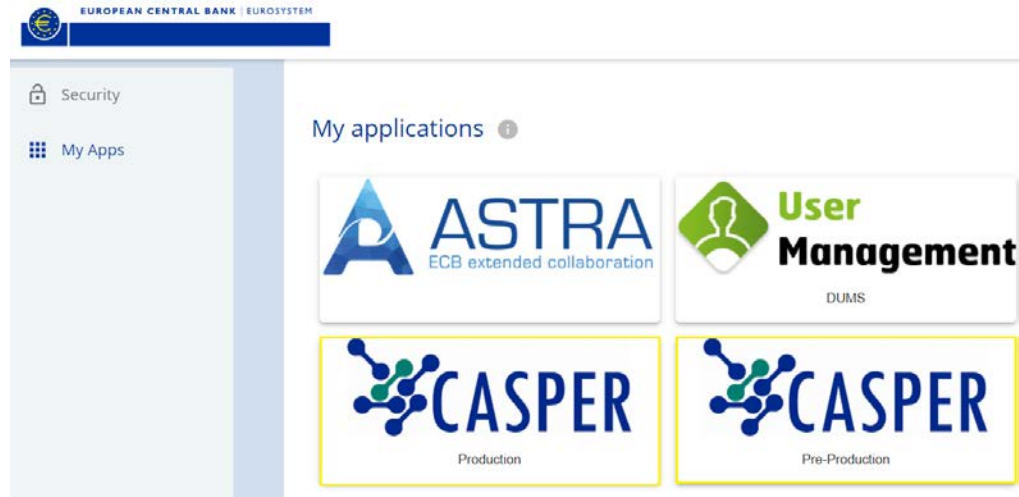


If you cannot log in, or if you need to change other details like your email address, please get in touch with your relevant contact person: a) if access was provided by a local department in your organisation, you will need to contact your delegated user administrator; b) if access was provided by the ECB, please reach out to your ECB counterpart.

3. CASPER FAQ

Q 3.1. How do I access CASPER?

The CASPER platform can be accessed through the “My Apps” tab by clicking either on the CASPER Production or Pre-Production tile (depending on the working environment) as shown below.



Q 3.2. CASPER tiles are missing from “My Apps”. How can I add them?

The delegated access administrator (DAA) needs to add group memberships. Therefore, please contact the local access administrator in your organisation or your ECB business counterpart. Detailed information can be found in [ECB Identity Portal user manual \(CASPER-specific\)](#).

Q 3.3. I can log in to CASPER but cannot access any data collections in CASPER.

In order to have access to a data collection in CASPER, first a CASPER administrator needs to assign users with their respective roles (i.e. the web user admin role and/or the web data submitter role) to the data collection in CASPER. Therefore, please contact a CASPER user administrator or the counterpart in your central bank or the ECB to assign you to the data collection in CASPER. More information about the responsibilities of each role and the assignment process in CASPER can be found in the [CASPER web user manual](#).