e-Provider DSA

User Instructions for Intermediary Service Providers

Version 1.0

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e-Provider DSA represents the system for registering intermediary service providers and submitting notifications on the provision of intermediary services in accordance with the Act on the Implementation of the Digital Services Act.

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An intermediary service provider logs into the e-Provider DSA system via the HAKOM web portal (www.hakom.hr) by selecting the **e-Provider DSA** option from the **e-Agency** menu. This action opens a page with a basic description of the system and a link titled **Access to the e-Provider DSA** (Figure 1).

E-PROVIDER DSA

e-Provider DSA represents the system for registering intermediary service providers and submitting notifications on the provision of intermediary services in accordance with the Act on the Implementation of the Digital Services Act.

Access to the e-Provider DSA »

Should you have any further questions, please contact HAKOM via email e-pruzatelj@hakom.hr.

HAKOM collects and processes personal data based on the powers prescribed by the Act on the Implementation of the Digital Services Act for the purpose of processing and keeping records of intermediary service providers and communication with service providers. Personal data of contact persons are collected and processed solely for the purpose of contacting and exchanging information related to notifications submitted in the e-Provider DSA system and will be submitted and exchanged with the European Commission and other competent authorities, as necessary, in accordance with the Digital Services Act and the Act on the Implementation of the Digital Services Act. You can find more details about the conditions and method of processing personal data, as well as the rights related to processing, at the following link.

Figure 1 Home page for accessing the e-Provider DSA system

By clicking the access link, the user is directed to a new window displaying the login page for the e-Provider DSA system, where they can enter their username and password (Figure 2).

Hrvatski | English

e-Provider DSA

e-Provider DSA represents the system for registering intermediary service providers and submitting notifications on the provision of intermediary services in accordance with the Act on the Implementation of the Digital Services Act.

User Instructions

Username:

Password:

Forgot password?

Login

Not registered as a provider? Register here

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Figure 2 User login to the e-Provider DSA system

On the same page, the user can select the interface language (by clicking the **Hrvatski** or **English** link), view the user instructions for the system (by clicking the **User Instructions** link), reset their password if forgotten (by clicking the **Forgot password?** link), or register in the e-Provider DSA system as an intermediary service provider if they have not done so previously (by clicking the **Register here** link).

By entering their username and password and selecting the **Login** option, the user gains access to the main menu of the e-Provider DSA system, with the registered intermediary services displayed on the home page (Figure 3).

Figure 3 System home page with a list of registered services

3   Registration of the intermediary service provider

An intermediary service provider who has not yet registered in the e-Provider DSA system can do so by clicking the **Register here** link on the system login page (Figure 2). This opens a new window where the provider can enter the required registration information (Figure 4).

Figure 4 Registration of the intermediary service provider

In cases where the country of the service provider's registered office is outside the EU, the registration must also include information about the provider's legal representative in the Republic of Croatia (Figure 5), and the provider's Tax number is no longer mandatory.

Headquarters address of the entity

Country:	Switzerland *
Street and number:	*
Postal code:	*
City:	*

Details of the entity's legal representative

Intermediary service providers outside the EU who want to register in Croatia must have an authorized representative in Croatia.

First and last name / Name:	*
Email address:	*
Phone number:	*
Country:	Croatia *
Street and number:	*
Postal code:	*
City:	*

Proof of authorization of the legal representative by the intermediary service provider must be attached

Proof of authorization:	Choose File No file chosen

Figure 5 Additional information about the service provider's legal representative

By entering all the required information and documents and selecting the **Register** option, with an additional confirmation of the entry, the data and documents are saved in the system, and a page confirming successful registration is displayed (Figure 6).

e-Provider DSA
Registration of a new intermediary service provider

CROATIAN REGULATORY AUTHORITY FOR NETWORK INDUSTRIES

Registration was successful.

A link to create a user account for access to the e-Provider DSA system will be sent to the provided email address.

After creating a user account, the next step you need to take to fulfill your legal obligation is to submit a Notification on the provision of an intermediary service via the e-Provider DSA system. If you provide multiple intermediary services, you must submit a Notification separately for each service.

Should you have any further questions, please do not hesitate to contact us via email e-pruzatelj@hakom.hr.

Kind regards,
Croatian Regulatory Authority for Network Industries

Figure 6 Confirmation of successful service provider registration

Within a few minutes, an email is sent to the address provided by the service provider under their contact details or those of their legal representative in the Republic of Croatia. The email contains instructions for the next steps required to complete the creation and activation of the user account for accessing the e-Provider DSA system (Figure 7).

Figure 7 Message with instructions to complete the registration process

3.1   Creation and activation of the user account

By clicking the link in the email, the provider is directed to the page for creating and activating their user account to access the system (Figure 8).

Figure 8 Creation and activation of the user account

By entering all the required information and selecting the **Save** option, with an additional confirmation of the entry, a new user account is created and activated for the selected service provider to access the system, and a page confirming the successful activation of the user account is displayed (Figure 9).
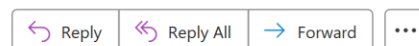

Figure 9 User account activation confirmation

Within a few minutes, an email is sent to the service provider's email address confirming the successful activation of the user account, i.e. the service provider's registration in the e-Provider DSA system (Figure 10).

Figure 10 Message confirming successful user account activation

3.2 Login to the system and submission of a new Notification on the Provision of an Intermediary Service

By clicking the link on the successful user account activation page (Figure 9), the login page for the e-Provider DSA system opens (Figure 2). By entering the username and password defined in the previous steps and selecting the **Login** option, the user accesses the e-Provider DSA system's home page, where it is shown that the selected service provider currently has no registered intermediary services in the system (Figure 11).

Figure 11 System home page without registered services

To fulfill its legal obligation, the provider must register the intermediary service they offer, and if they offer multiple services, they must register all of them. This is done by selecting the **New Service** option, which opens the page for entering the service details (Figure 12).

Figure 12 Submission of a new Notification on the provision of an intermediary service

The type of intermediary service is selected from a drop-down menu. If one of the internet platform services is chosen, additional fields related to email addresses for entering data into the Transparency Database appear on the page and must be completed (Figure 13).

Figure 13 Data entry for the Transparency Database

Partially entered data can be saved at any time as a service draft for later completion and notification submission by selecting the **Save as draft** option. The service is then saved under **Drafts**, and the provider

can continue entering data at any time, submit the notification once all data is complete, or delete the draft if they decide not to proceed.

After entering all the required data, it can be submitted as a new Notification on the provision of an intermediary service by selecting the **Submit Notification** option. The service is then saved under **Registered**. At the same time, a corresponding service form containing all current service data is created and registered under the appropriate classification code (KLASA) and reference number (URBROJ). <u>At this point, the provider has fulfilled their legal obligation regarding that specific service</u>, and within a few minutes, they will receive a confirmation email of successful service registration at the provided email address (Figure 14).

e-Provider DSA: Confirmation of Successful Submission of the Notification on the Provision of Intermediary Service - Service 123

ED e-Provider DSA <noreply@hakom.hr>
To user1@mail.com

← Reply   ← Reply All   → Forward   …

čet 24.7.2025 18:28

Dear Sir/Madam,

on **24.07.2025. 18:27**, you have successfully submitted the **Notification on the Provision of Intermediary Service - Service 123** for the entity named **ABC Ltd. for services** under classification code **652-01/25-01/12**.

Should you have any further questions, please do not hesitate to contact us via email e-pruzatelj@hakom.hr.

Sincerely,

Croatian Regulatory Authority for Network Industries

This is an automatically generated message from the e-Provider DSA system. Please do not reply to this message.

Figure 14 Service registration success confirmation message

If the provider offers multiple intermediary services, they must select the **New Service** option for each one and repeat the notification submission process. For each service for which a notification is submitted, they will receive a separate confirmation message at the provided email address.

4   Overview of the functionalities offered by the e-Provider DSA

The main menu of the e-Provider DSA system consists of five menus: "Services", "Users", "Data", "FAQs" and "Useful Links".

4.1   Menu "Services"

The "Services" menu provides the core functionalities that a service provider can perform related to the registration of intermediary services, i.e. the submission of a Notification on the Provision of an Intermediary Service. The user has the ability to view and edit currently registered services, view and edit draft services, as well as register new services.

On the page displaying currently registered services (Figure 15), the provider can see all services for which a Notification on the Provision of an Intermediary Service has previously been submitted. The page displays the basic information about each service (service name, type of intermediary service provided, and the service's web address), along with the time of its registration.

Figure 15 Overview of Registered Services

By clicking on the link in the name of a specific service, the user can access the overview and editing page for that service (Figure 16), where all previously entered information about the service can be modified.

List of EU Member States in which the service is provided

☐ Austria	☐ Belgium	☑ Bulgaria	☑ Croatia
☐ Cyprus	☐ Czech Republic	☐ Denmark	☐ Estonia
☐ Finland	☐ France	☐ Germany	☐ Greece
☐ Hungary	☐ Ireland	☐ Italy	☐ Latvia
☐ Lithuania	☐ Luxembourg	☐ Malta	☐ Netherlands
☐ Poland	☐ Portugal	☐ Romania	☐ Slovakia
☑ Slovenia	☐ Spain	☐ Sweden	

Official EU languages (in accordance with Article 11 of the Digital Services Act) that will be used, in addition to Croatian, for communication with contact points

☐ Bulgarian	☑ Croatian	☐ Czech	☐ Danish
☐ Dutch	☑ English	☐ Estonian	☐ Finnish
☑ French	☐ German	☐ Greek	☐ Hungarian
☐ Irish	☐ Italian	☐ Latvian	☐ Lithuanian
☐ Maltese	☐ Polish	☐ Portuguese	☐ Romanian
☐ Slovak	☐ Slovenian	☐ Spanish	☐ Swedish

Email addresses for data entry in the Transparency Database

Addresses should be group and must be different for test and production (eg dsa.test@domain.hr, dsa.prod@domain.hr).

Test email address:	a@b.c	*
Production email address:	c@d.g	*

Optional note to HAKOM (for any additional relevant information or clarification)

Some note...

[Save data]

Documents

Date	Type	Name	Class.code	Reg.number
2025-05-15 02:18	Form (service)	PRU-OB-INTS-USL_DEVET_1-20250515.xlsx	344-03/25-05/28	383-25-13

Figure 16 Service Data Overview and Editing

Each time service data is modified and saved using the **Save data** option, a corresponding service form is generated under the **Documents** section. This form contains all current information about the service. The form is then officially recorded under the appropriate classification code (KLASA) and reference number (URBROJ). Within a few minutes, a confirmation email is sent to the designated email addresses of the service provider, confirming that the service data has been successfully updated.

On the Draft services overview page (Figure 17), the provider can view all service drafts previously created and saved for later editing. This page displays the basic service information (service name, the type of intermediary service provided, and the service's web address), the time of the last data update, and includes an option to delete the draft.

Figure 17 Draft Services Overview

By clicking on the link in the name of a draft service, the user can access the overview and editing page for that draft, where all previously entered information can be modified, just like in the process described for registered services (Figure 16). At the end, the updated data can either be saved again as a draft or submitted as a new Notification on the Provision of an Intermediary Service.

4.2   Menu "Users"

The "Users" menu includes functionalities for viewing and editing activated and invited users, as well as adding new system users (i.e. administrators).

On the activated users overview page (Figure 18), all users who have previously activated their accounts in the system can be seen. The page displays their basic information (username, first and last name, email address, and system role), the time of their last login, and an option to delete the user (the delete action is only available for users with the role of Main user).

Figure 18 Overview of Activated System Users

By clicking on the username link of a specific user, you can access the overview and edit page of their information (Figure 19), where the user's first and last name, email address, system role, and access rights can be modified.
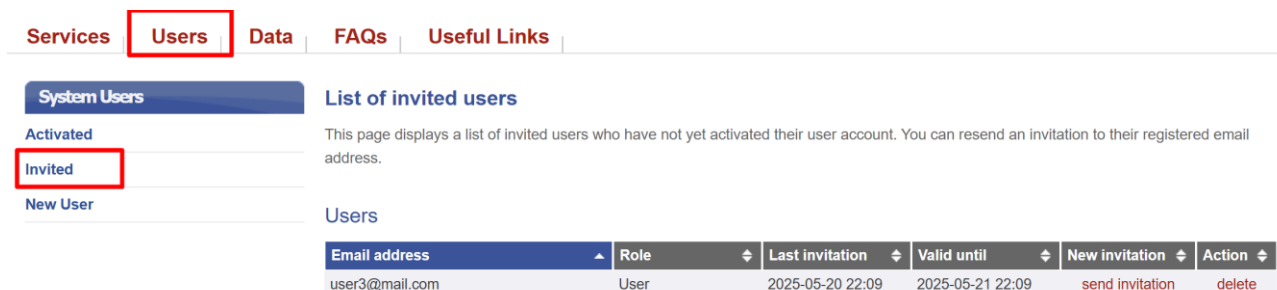
Figure 19 Overview and Editing of System User Data

On the invited users overview page (Figure 20), all users who have been previously invited to create their system accounts but have not yet activated them can be seen. The page displays their basic information (email address and system role), the time of the last invitation sent, the expiration date of the invitation, the option to create a new invitation, and the ability to delete the invited user (the delete action is only available to users with the Main user role).
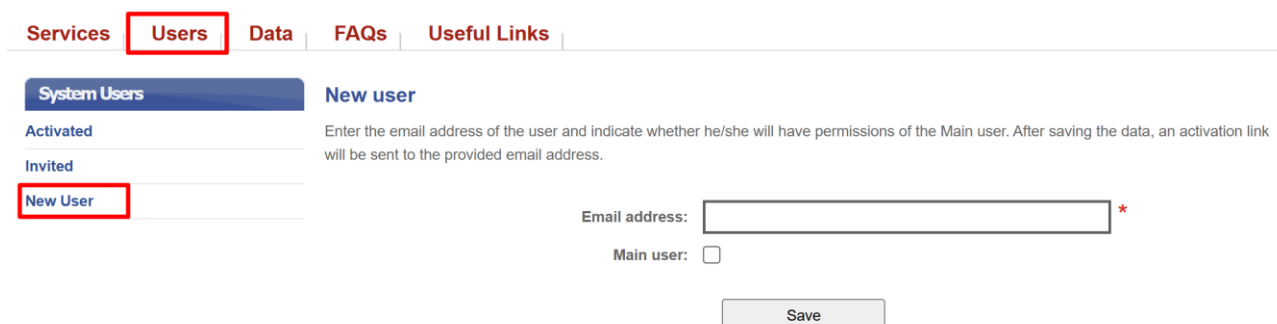

Services   **Users**   **Data**   **FAQs**   **Useful Links**

System Users
Activated
Invited
New User

List of invited users

This page displays a list of invited users who have not yet activated their user account. You can resend an invitation to their registered email address.

Users

Email address ▲	Role ⬍	Last invitation ⬍	Valid until ⬍	New invitation ⬍	Action ⬍
user3@mail.com	User	2025-05-20 22:09	2025-05-21 22:09	send invitation	delete

Figure 20 Overview of Invited System Users

If an invited user has not yet activated their account, and the previous invitation has expired or was not properly received in their email inbox, the invitation email can be resent by clicking the **send invitation** link.

To create a user account for a new system user, an invitation must be sent to their email address containing a link that will assist the user in setting up their account in the system (Figure 21). When creating the invitation, it is necessary to specify the user's role in the system, i.e. selecting whether they will be a Main user.

Services   **Users**   **Data**   **FAQs**   **Useful Links**

System Users
Activated
Invited
New User

New user

Enter the email address of the user and indicate whether he/she will have permissions of the Main user. After saving the data, an activation link will be sent to the provided email address.

Email address: [   ] *
Main user: ☐

[Save]

Figure 21 Adding a New System User

4.3   Menu "Data"

The "Data" menu consists of functionalities for viewing and editing the basic information of the service provider (Figure 22). All previously entered data during the service provider registration process can be modified, except for the Tax number.

Services   **Users**   **Data**   **FAQs**   **Useful Links**

Entity Data

Basic Data Overview

Pursuant to applicable civil and criminal liability provisions, the provider is solely responsible for the accuracy and completeness of the data submitted. In the event of any subsequent changes to the submitted information, the provider shall, without undue delay, notify HAKOM via the e-Provider DSA system.

Basic information about the entity

Registered on: 08.05.2025 23:35
Last updated on: 22.07.2025 18:13

Full name: ABC Ltd. for services *
Short name: ABC Ltd. *
Legal form: LTD *
Category: Micro-enterprise *
Tax number: 36687209437 *
Company registration number:
Establishment date: 11.11.2011 *
Is the entity operating on a for-profit basis: YES *

Headquarters address of the entity

Country: Croatia *
Street and number: Vukovarska 78 *
Postal code: 10000 *
City: Zagreb *

Contact information of the entity

Email address: user1@mail.com *
Phone number: 0123456789

Should any changes occur in the entity's basic information, the intermediary service provider is required to submit an official extract from the court, commercial or other competent register

Extract from the register: Choose File No file chosen

Save

Documents

Date	Type	Name	Class.code	Reg.number
2025-05-08 23:37	Form (registration)	PRU-OB-INTS-REG_DEVET_1-20250508.xlsx	344-03/25-05/28	383-25-01
2025-05-08 23:37	Attachment (extract)	Extract.pdf	344-03/25-05/28	

Figure 22 Overview and Editing of Basic Service Provider Information

Each time data is changed and saved by selecting the **Save** option, a corresponding form is created under the **Documents** section, containing all the basic information about the service provider. The form is then officially recorded under the appropriate classification code (KLASA) and reference number (URBROJ). Within a few

minutes, a confirmation message is sent to the designated email addresses of the service provider, confirming the successful update of the basic service provider information.

4.4   Menu "FAQs"

The "FAQs" menu consists of a page displaying frequently asked questions and answers related to the registration of intermediary service providers and the submission of notifications on the provision of intermediary services in accordance with the Act on the Implementation of the Digital Services Act (Figure 23).

Figure 23 Overview of Frequently Asked Questions

4.5   Menu "Useful Links"

The "Useful Links" menu consists of a page displaying useful links to relevant regulations, European Commission websites, and similar resources (Figure 24).

Figure 24 Overview of Useful Links