

**INSTRUCTIONS**  
**e-Country Profile for the**  
**2007 Convention**

General information	
<b>Recommended browsers</b>	Recent versions of Chrome, Edge, Firefox or Safari
<b>URL address</b>	<a href="https://www.hcch.net/en/instruments/conventions/specialised-sections/child-support/child-support-e-country-profile">https://www.hcch.net/en/instruments/conventions/specialised-sections/child-support/child-support-e-country-profile</a>
e-Country Profile Login Page	
<b>Change language</b>	Click on “English” in the top-right corner to change the language. Please do not use the language menu at the top of the page.
<b>“User name”</b>	The “user name” is the e-mail address to which the password has been sent.
<b>“Password”</b>	The “password” is provided to the user in a separate e-mail.
<b>One user per State / jurisdiction</b>	There is only one “username” and “password” per State / jurisdiction. Please note that two users cannot complete the same profile at the same time.
e-Country Profile Dashboard	
After login, the dashboard gives you an overview of the Conventions for which you can complete an e-Country Profile. Click on “modify” to access a given e-Country Profile.	
“My profile”	
On this page you can edit your first name and last name, as well as change your password and your user name (email).	
e-Country Profile Working Session	
<b>Working session</b>	A working session is opened after clicking on “modify” in the dashboard. It provides access to all the pages where the user will enter data to complete the Country Profile.
<b>Completing the Country Profile</b>	The e-Country Profile can be completed in stages, by way of working sessions at different times. Any part of the e-Country Profile can be modified at any time.
<b>Navigation within the e-Country Profile</b>	Users should as much as possible use the “previous” and “next” buttons at the bottom of the page and the index at the top of the page rather than the back and forward arrow buttons of the Internet browser.
<b>“previous” / “next”</b>	Click on the “previous” / “next” buttons on the e-Country Profile to go to the previous or next page of your working session.
<b>Hyperlinks</b>	Articles of the Convention will appear in a new tab when a user clicks on the relevant hyperlink.
<b>Radio / option buttons</b>	“Radio” / option buttons indicate questions where “either / or” alternative responses must be selected (only one response can be chosen).

<b>Tick boxes</b>	Tick boxes indicate that multiple answers to a question may be selected.
<b>Ticked boxes</b>	Ticked boxes indicate required information and are automatically prefilled. They cannot be modified.
<b>“Save draft”</b>	The e-Country Profile is saved automatically on the database with every addition / modification made after clicking the “previous” / “next” buttons on the e-Country profile. However, please click on the “save draft” menu for extra security, before publishing online, generating a pdf or logging out from your working session.
<b>“Publish on line”</b>	<p>Click on “publish online” to make the Country Profile publicly available.</p> <p>The “publish online” function is only possible once all mandatory fields of the Country Profile are completed.</p> <p>The system will automatically validate the Country Profile when “publish online” is clicked.</p>
<b>“Validate”</b>	<p>Click on “validate” to manually validate the Country Profile. “Validate” will generate a overview of the entire Country Profile for editing / amendment purposes.</p>
<b>“Overview of answers”</b>	An overview of the entire Country Profile for editing / amendment purposes is made available when a user clicks “validate”. Missing mandatory information will appear in red. Click on “Modify” at the end of a section to go and edit that section.
<b>“Generate pdf”</b>	<p>Click on “generate pdf” to generate a pdf version of the Country Profile. Click on “save draft” before clicking “generate pdf”.</p> <p>The Country Profile can be shared for comments (without sharing the username and password to access the e-Country Profile) by generating a pdf version of the Country Profile. For security reasons, the pdf version is available in “read only” format each time it is generated.</p> <p>Save the pdf on a local computer or network in order to distribute it in paper or electronic form.</p>
<b>“Logout”</b>	Click on “logout” to close a working session.
<b>Session timeout</b>	After 20 minutes of inactivity in the working session, a user will be logged out automatically and returned to the login page.