Eddies User Guide

European DGS to DGS
Information Exchange System



powered by

TEAMDRIVE
secure collaboration

Version 1.5.1
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Introduction

In this document, you will find instructions for working with Eddies.

The Eddies platform is operated by TeamDrive Systems GmbH in Hamburg on behalf of and in cooperation with the Auditing Association of German Banks (AAGB).

Eddies provides a secure, confidential and encrypted environment for document exchange, ensuring that sensitive information can be shared safely and efficiently between Deposit Guarantee Schemes (DGSs). The End-to-End encrypted platform guarantees that only DGSs members in a secure data room can access the shared documents following the processes according to the "Home/Host Cooperation Rulebook for Operations between Deposit Guarantee Schemes" (H2C Rulebook[1]) edited by the European Forum of Deposit Insurers (EFDI).

Video tutorials, frequently asked questions (FAQs) and information on technical support can be found at the following URL:

https://teamdrive.com/en/eddies/

Despite the high security requirements, the deposit insurance portal has been optimized for maximum user-friendliness:

- **Easy access:** Access is via a secured HTTPS connection. New users are invited via email and must set up a strong password as well as 2-factor authentication (2FA).
- **Intuitive operation:** Documents can be uploaded or downloaded via drag and drop.
- **Instant feedback:** An intelligent system of pop-up messages provides direct feedback in the event of incorrect entries. Successful transfers are also confirmed by email in a process-reliable manner.
- **Transparency through audit logs:** Each data room has an internal, audit-proof audit log (activity log). All tasks and accesses are documented at all times in a comprehensible manner for authorized members.

[1]https://www.efdi.eu/page/efdi-homehost-multilateral-agreements

- **Self-management of employees:** Every user has the option to leave a Space and to request to delete his/her user account from within the Eddies Portal.

Definitions / Glossary

2FA: 2-factor authentication

AAGB: Auditing Association of German Banks (*Prüfungsverband deutscher Banken e.V.*), Service Provider of Eddies

Activity Log: Each Space writes its own immutable log of all activities in the Space.

DGS: Deposit Guarantee Scheme

DGS group: Centrally managed DGS Groups by the Auditing Association of German Banks (AAGB). Change requests to eddies@pvdb.de.

Eddies Platform: (*i.e. Eddies*) Hosted End-to-End encrypted Cloud Platform in Frankfurt, Germany, DORA compliant.

Eddies Portal: (*i.e. Eddies page / Web Portal*) represents hosted endpoints, isolated for each DGS member to up-and download documents via a Web Browser.

EIS: Deposit Protection and Trust Company (*Einlagensicherungs- und Treuhandgesellschaft mbH*), Eddies (functional) Support Team, 100% subsidiary of AAGB

OTP: One-Time Pin

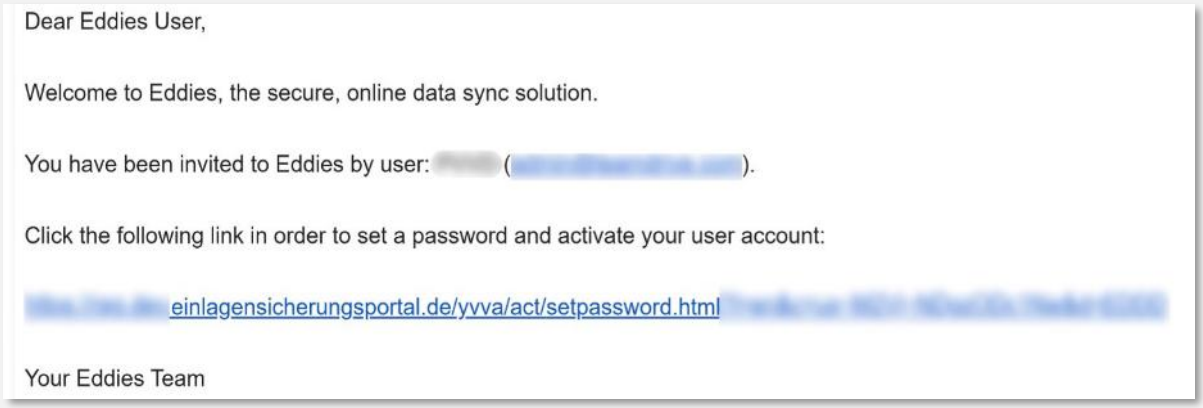
Space: (*i.e. DGS Data Room / DGS Exchange Room*) Each Space is an isolated data room only accessible by the invited DGS members, which can be inspected in the Space member list.

Read Confirmations: Members must confirm that they have acknowledged and received documents via a manual Read confirmation which will be asked for. There is a Read Confirmation Log in each Space, which can be inspected and exported (see Audit trails).

Invitation via email and onboarding

Eddies users will be invited via email. To initiate the onboarding process, follow the instructions provided in the email.

The registration mail will be sent from no-reply@eddies.eu with the subject “Eddies Registration”. It contains a link to verify the registration and set a password.



Dear Eddies User,

Welcome to Eddies, the secure, online data sync solution.

You have been invited to Eddies by user: [redacted].

Click the following link in order to set a password and activate your user account:

[redacted] einlagensicherungsportal.de/yvva/act/setpassword.html [redacted]

Your Eddies Team

Click on the activation link to get redirected to the Eddies page and begin the registration process.

Please check your spam folder if you have trouble finding the invitation email. If the invitation has been filtered by a spam filter you should whitelist the sending address to receive further communication in the future.

The invitation link does not expire. If you have lost or accidentally deleted your invitation email or if your link does not work, reach out to eddies@pvdb.de to receive another invitation.

Hint for the IT-Admins: Emails will be sent no-reply@eddies.eu via mailjet.com (IP 185.250.236.55)

Set your password

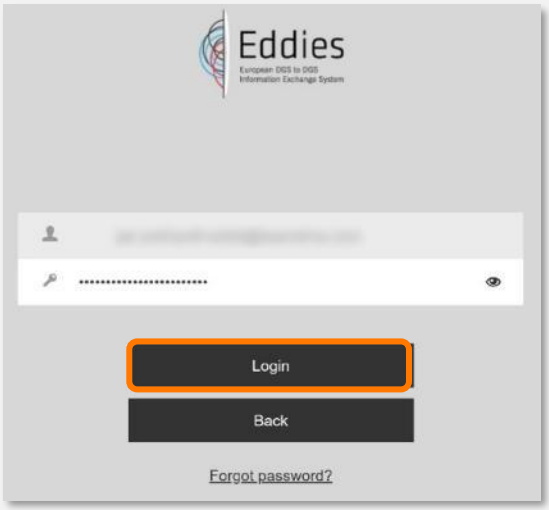
To activate your account, please set a password. Your personal password must meet at least the following security requirements:

- 12 characters
- Upper/lower case letters
- Number and special characters

Confirm the TeamDrive Terms of Service and click Set Password and Activate.

The Terms of Service reflect legal requirements governing the use of the platform, such as the GDPR, and confirm your agreement to comply with them.

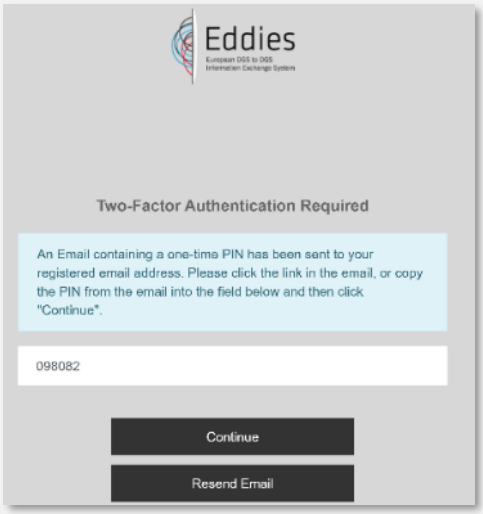




A new password is required every 90 days. You will receive reminders via email.

Your account has been activated. On the confirmation page and later also in all email notifications, you will find the link to go directly to the Eddies page.

Two factor authentication



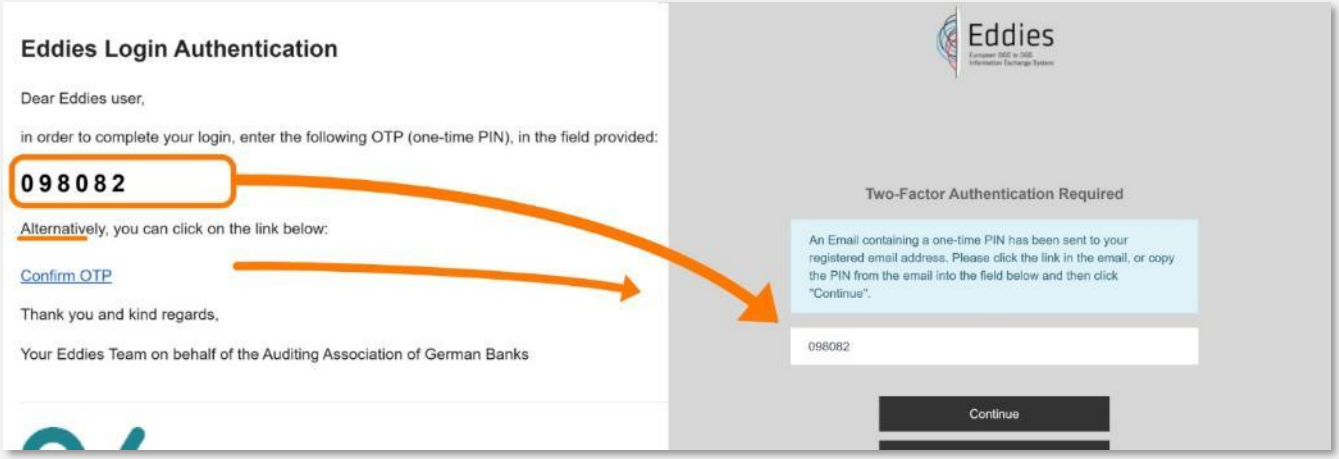
When you log in on the Eddies login page, an authentication code will automatically be sent to your email address.

Next, open your email client, check and confirm the second factor (2FA).
You can click directly on the link "Confirm one-time password" in the 2FA email. Then you will automatically be given access to your Space in the browser.

Or you can enter the code, you have received via email, in the field provided on the login page on the Eddies Portal and click continue.

2-factor authentication is always enabled. By default, the 2nd factor is delivered by email. In the settings of the web portal, each user can also set an authenticator app. To change the 2FA method, go into the settings (gear icon in the top right) and change the Two-Factor Authentication settings. Don't forget to click "Set" to confirm.

If you do not get a code via email right away, please retry by clicking Resend Email on the Eddies page.



2FA email *Eddies Page*

The Eddies page

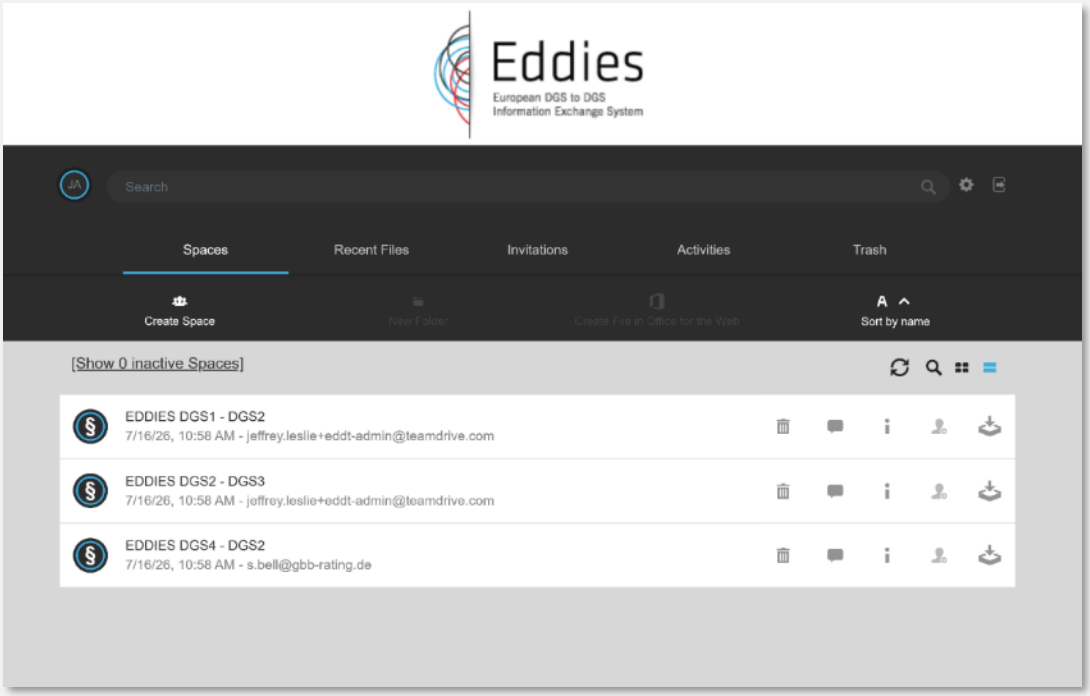
- eddies.eu

This URL will take you to your personal data room. Here, you will find the Eddies Info Space and all the bilateral Exchange Spaces associated with your DGS.

All Eddies users will be invited to the Eddies **Info Space**. Here, you can find information about Eddies, and you can download the Eddies **participants list** including contact information of all Eddies users.

Aside from being a member of the Eddies Info Space, every DGS will be invited into one or more **DGS Exchange Spaces**. These are the isolated Spaces shared among two DGSs. The configuration of DGS groups is managed by EIS (see Group management).

After you have been invited to a new Space, it may take a few minutes for it to appear on the screen. All shared Spaces will be permanently available for you within the online platform. By clicking on a Space, you can access the folders and files shared with you.



Members are given **read/write roles** in the portal and can thus upload or download the required documents to the corresponding folders. When new documents are shared in your Space, you will receive an email notification and can access these documents as soon as you have logged in to the portal (see above).

Populating a Space:
To select a folder for uploading documents, click on the **Spaces** tab, then you will see the Spaces shared with you. Another click on the Space goes one level lower and shows you the different folders of the selected Space. Then, with one click, select a folder where you want to upload a document.

The folder structure is initially the same for all users. However, Eddies users can create and delete folders in their Spaces. Any DGS can upload and download documents. The maximum number and size of documents you can upload is not limited.

Sending status:
Newly received files carry a blue “eye” icon in the metadata line. All Space members of a group are automatically informed by email when a file has been uploaded and is ready for download. The system automatically creates a read confirmation when a file is successfully downloaded, and it will send a notification email to all DGS members of the other DGS.

Deleting incorrectly uploaded files:
Incorrectly uploaded documents may be deleted by the uploader within 1 hour, as long as the other DGS has not yet confirmed the reception of the document. To delete the document, move the cursor over the document and select the “trash” icon which will show up on the right side of the line. The file is then moved to the trash. You need to empty the trash, so that the file is finally deleted from the Space.

Failed uploads:
If a document cannot be delivered, you will be informed via email. Successful uploads are shown in the activity list.

Automatic deletion after retention period:
Documents are moved to the recycling bin from the Space 30 days after the last

change (i.e. upload or read confirmed). After a set amount of time (30 days by default) documents will be fully deleted from the recycling bin.



Automatic logout after timeout:
After 15 minutes, you will be automatically logged out of Eddies, if you no longer make any entries in the portal. You will have to log in again with 2FA if you want to continue working.

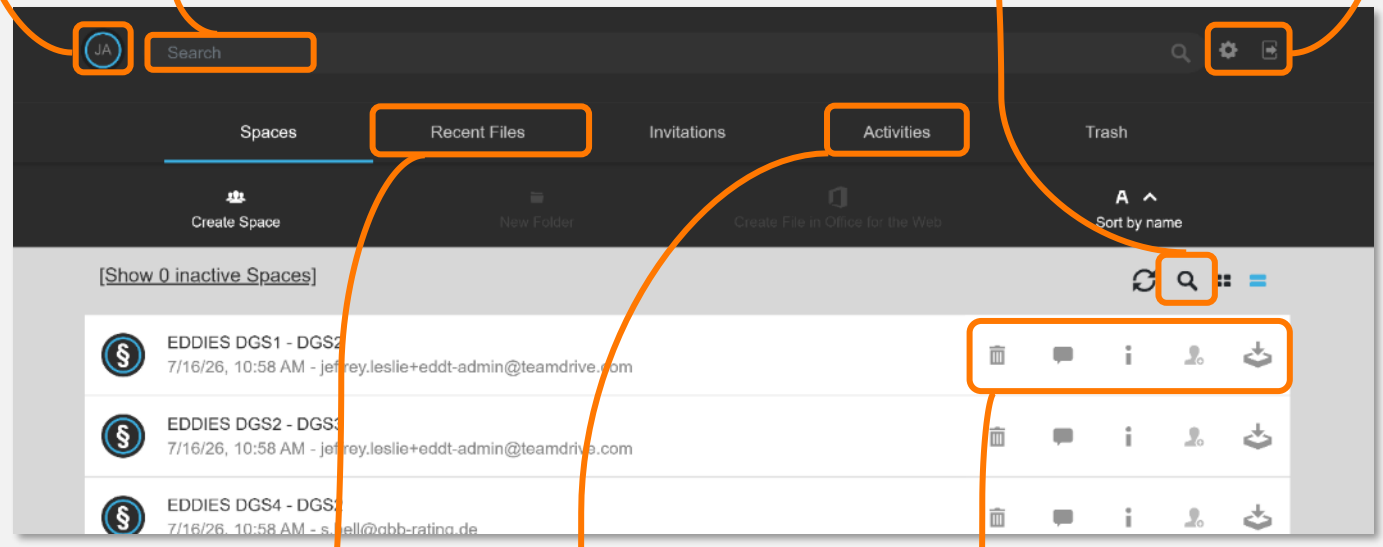
Description of the interface

Settings & Logout
Presets for Spaces can be made in the settings.

User Account & Profile
The user account icon usually shows the initials of the user. You can add a profile picture in the account settings. Here you can change your email address and set a new password.

Filter search
The search bar can be used to filter your currently open Space or folder for the search term. It can only filter for titles, not content.

File search
Search for a file name among your Spaces.



Recent files
Here, all files that have been added to the Space by other users are displayed chronologically.

Space operations
Appear when you hover over the Space with the cursor. See individual description below.

Activities
All changes can be tracked under Activities. The file versions are listed there, as well as who created new versions. All transactions are **permanently** and **unchangeably logged**.

Support
At the bottom of the page you will find a button to find help or contact the TeamDrive Support Team.

https://teamdrive.com/en/eddies/

Buttons for quick operations

If you hover over a Space, folder or file with your cursor, the buttons for further operations will appear to the right. Most buttons have the same functionality across Spaces, folders and files. Some options are exclusive.



The trash button is used to move folders, files or Spaces to the trash bin.



Under comments you find the notes added to a Space or file.



You can find information about a Space, file or folder with the "**i**" button.



The lock button is used to manually signal other users, that the folder or file is being worked on. Don't forget to unlock a file again when you are done.

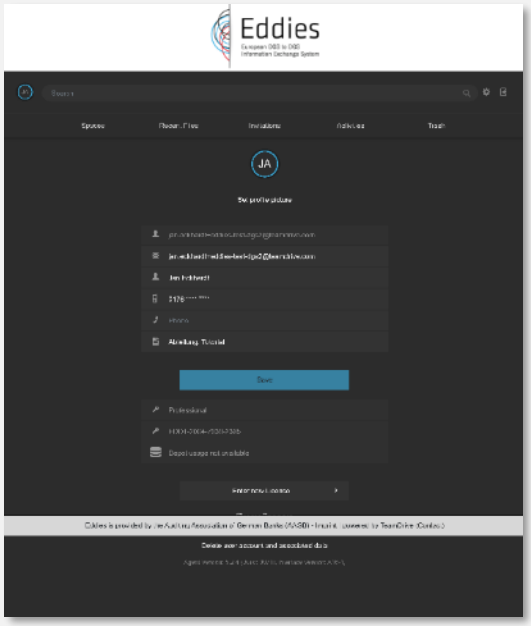


Use the download button to directly download a file to your system.



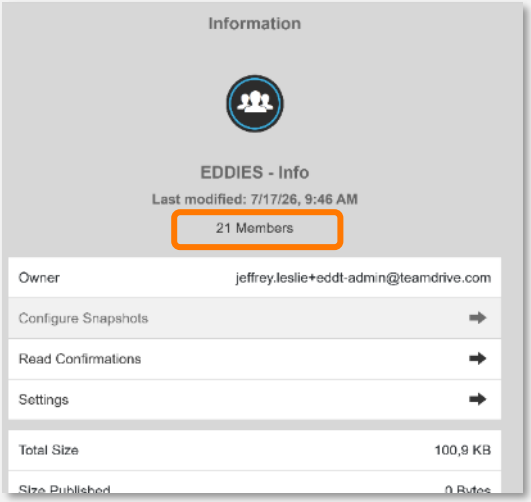
The management of Space members can be done with the "invite members" button.

First steps after login



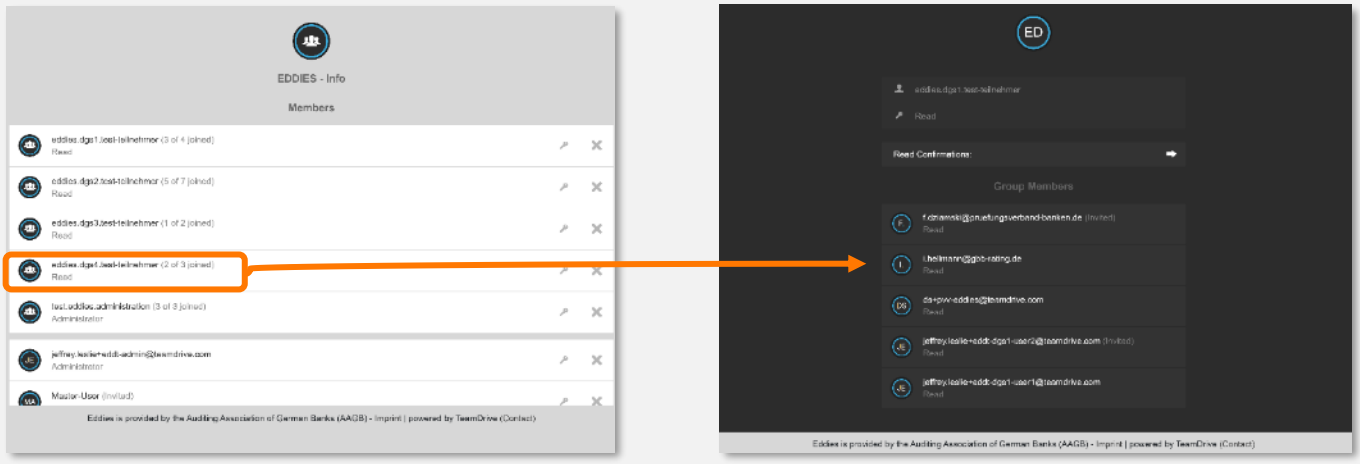
Add your contact data

After your first login please enter your contact details next. Click on the account icon, left to the search bar, to open your account settings. Enter your contact details, telephone and department. You may add a photo for personalization.



Looking up other Space members

For further information about all members of a Space you can click the “**i**-symbol”, that appears when hovering over a Space, and then click on “Members”. There you will find more information about the groups associated with that Space. Click on a group to see all members in that group.



Working with your Exchange Space

Receipt of documents and downloads:
You will be notified by email when a new document has been made available for you to download. Upon the email notification, login to the Eddies portal and download the desired documents. You will find the documents in the relevant folders in your Space. New documents show a blue “eye” icon below the name of the file.

Recent files and Activities:
You can search for new uploaded docs via the “Recent Files” Tab and alternatively via the “Activities” Tab. You can download each file by clicking the file and confirm the download.

Read confirmations:
Every new document in the Space shows a blue “eye” icon on the document metadata line. That shows you that the document is new and not downloaded by yourself. Click on the document and download it. Once the file is fully downloaded the Read confirmation is automatically noted and the blue “eye” disappears.



The status of read confirmations can always be inspected when clicking the “**i**” information icon. Either on the document or in the Space Information the entries are shown.
Email read notifications will be sent to all members of the other DGS after downloading a document version for the first time.

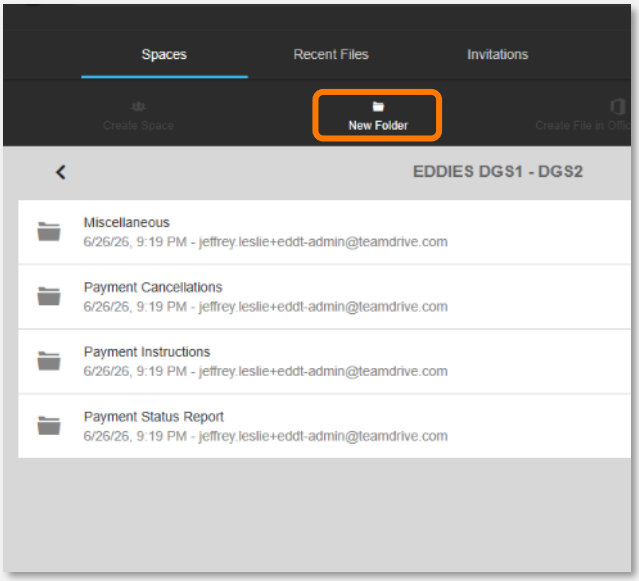
Upload documents:
Open the Folder in which you want to upload the file. To upload a document, drag and drop the files directly into a free area inside a Space folder or click the grey upload icon in the lower middle of the interface.

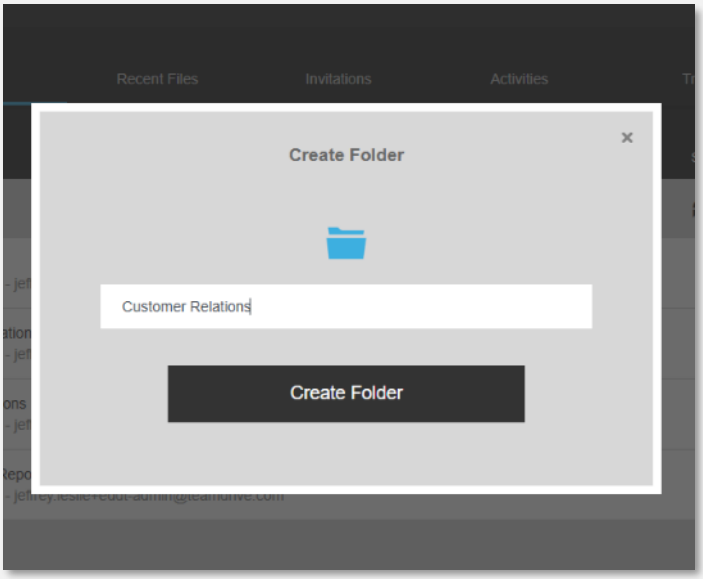


Create a new folder:

You can create a new subfolder within a Space which will synchronize to all DGS members of that space. To create a new folder inside a Space, simply click on the "New Folder" button below the navigation tabs, above the Space selection.

We recommend that you do not delete or change the default folder configuration.





Settings Menu

You can access the settings via the small gear wheel at the top right of the page.

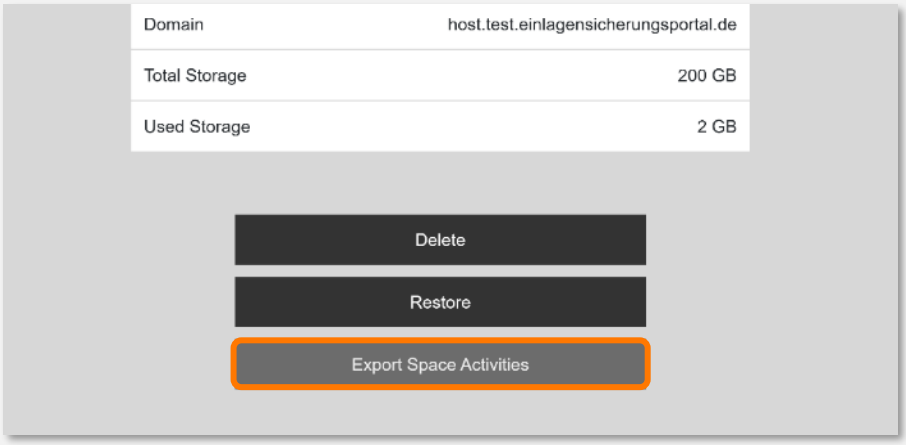


You must not change anything in the setting itself, because the system presets are optimized for Eddies. However, you can see the default settings.
All Space transactions are stored permanently and unchangeably via the activities.

Audit trails

The activity tab displays all changes within all Spaces that you are a member of. There you can specify a particular time period and filter specific dates to further narrow down the scope of your audit.

Space activities can also be exported separately for each Space. Navigate back to the Spaces main tab and open the "**i**" information page of a desired Space. Then click on the Export Space Activities button (see image).



If you require a login history for your DGS, please contact the Eddies Support Team at Deposit Protection and Trust Company via email at eddies@pvdb.de, and they will be happy to assist you.

Support & Service

If you encounter technical difficulties, please contact TeamDrive support. Information about contact methods can be found on the support page (https://teamdrive.com/en/eddies/). TeamDrive Support is available at no additional cost during working hours (*Monday to Friday, 8:00 AM – 6:00 PM CET*). To contact the Support directly send an email to support@eddies.eu.

For user accounts, contractual matters and invoicing please contact the Eddies Support Team at Deposit Protection and Trust Company via email at eddies@pvdb.de or by phone +49 221 160 23-400 (*Monday to Friday, 9:00 AM – 5:00 PM CET*)

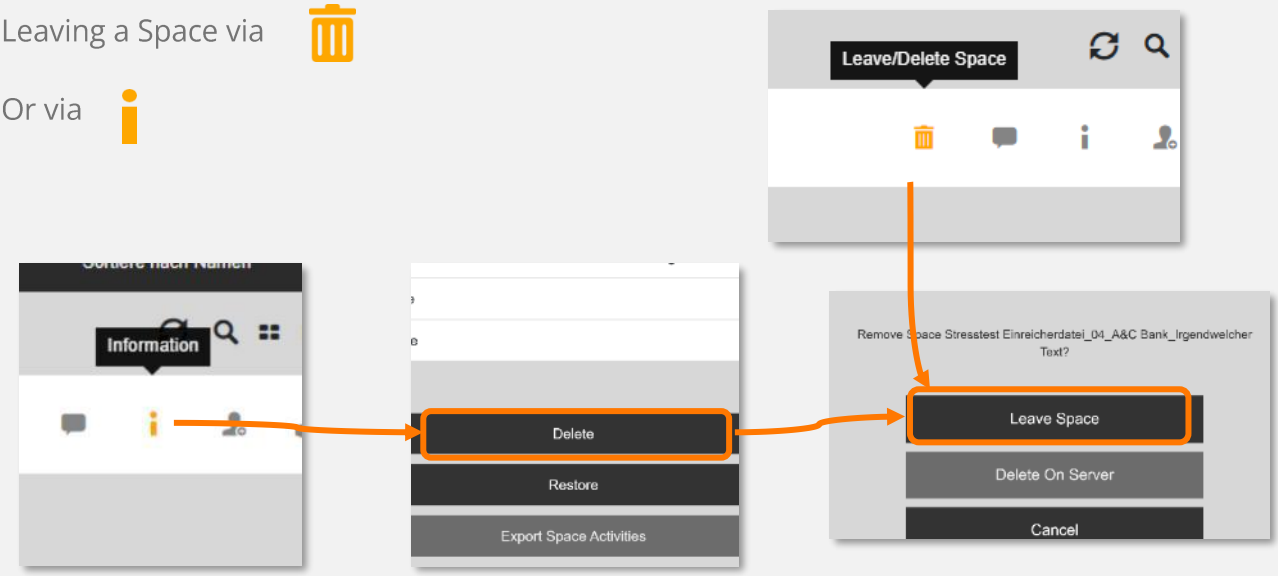
Leaving a Space

There are two ways to leave a Space on your own. Either directly via the Delete/Leave Space button or via a detour via the Space information.

The administrator can also remove employees from the Spaces. In doing so, it deprives employees of access to content and data of the respective Space.

Leaving a Space via

Or via



Deleting and adding user profiles

Deleting your own user profile

Every employee can request the deletion of their TeamDrive user profile in the profile settings of the Eddies Portal (see page below).

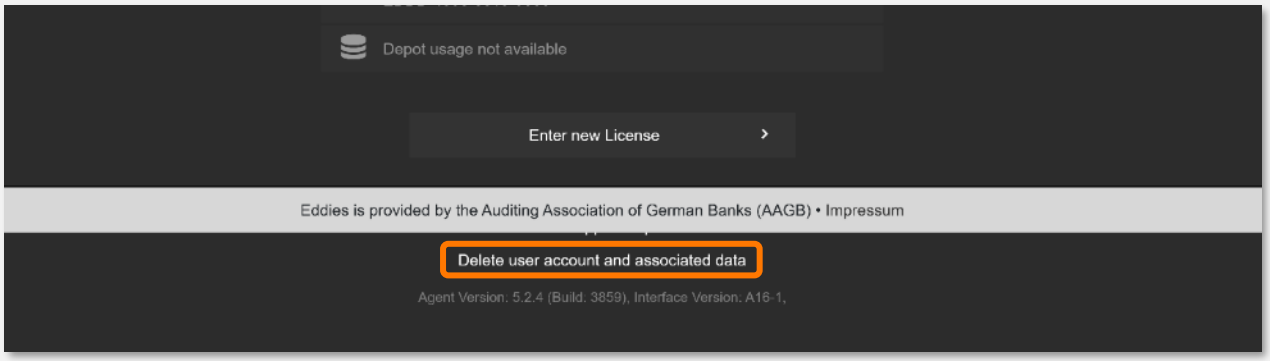
Alternatively, employees can also send the request to have their profile deleted by email to eddies@pvdb.de at any timemailto:support@einlagensicherungsportal.de. The deletion of the user profile will be confirmed by email. Users can only request deletion for their own user profile.

Members will be removed from their group before the user profile is deleted.

Send a delete user request from the Eddies Portal:

Access your user profile. By default, the account icon shows the initials of the user. Then click “Delete use account and associated data” at the bottom of the credentials list.





It is recommended to leave all Spaces first, before deleting your account.

Onboarding request for additional members of your DGS

In case a user shall be added to your DGS group, please send a request to eddies@pvdb.de.

mailto:The new user will be added to your DGS group, and the user will receive an email invitation for the Onboarding Process to the Eddies Portal and into the DGS Spaces.

Deleting any user of your DGS

In case another user shall be removed from your DGS group, please send a request to eddies@pvdb.demailto:.

Group Management

DGS Groups are managed by the Eddies Support Team at Deposit Protection and Trust Company. In case DGS members shall be added to remove from a DGS Group, please send such requests to eddies@pvdb.de

As soon as a member is removed from a DGS Group, this member will automatically get removed from all Spaces of that DGS. No further access is possible for the removed user.

Added users to a DGS Group will receive an invitation email for each Space to which the DGS belongs. These new Spaces will automatically become visible (active) in the Eddies Portal, once the new member logs in.