

**New website
Cosmed Regulatory
Watch**



**FREQUENTLY
ASKED QUESTIONS**

Summary

FREQUENTLY ASKED QUESTIONS

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FREQUENTLY ASKED QUESTIONS

Minimum requirements

Functioning of Cosmed Regulatory Watch is optimized under:

- Konqueror from version 3.3
- Microsoft IE from version 5.5
- Mozilla from version 1.4
- Mozilla Firefox from version 0.8
- Netscape from version 7.1
- Opera from version 8.01
- Safari from version 1.2.1

It is necessary that javascript is enabled on all browsers.

1/ USER LOGIN

1.1. I forgot my username

Your login = your e-mail

If you have any doubt about the email address to use, contact Cosmed.

1.2. I don't know my password

If you log in for the first time on www.cosmed.fr, your password = your username = your e-mail address.

Then, you will access a page of personalization of your password.

CAUTION: Once you change the password, it is necessary to log out and log in again to access Cosmed Regulatory Watch

DON'T FORGET TO DO THE 2 DIGIT CALCULATION (they are written in numbers or letters)

1.3 I forgot my password

Click on "Forgot Password?" to get a new password. You will receive an email from contact@cosmed.fr explaining you what to do (check also your spam).

✕

CONNECT

Email

Password

Please enter an answer in digits:
two × 4 =

Remember me

[Forgot your password ?](#)

Subject: Your password reset request for COSMED, the French Cosmetics Association for SMEs.

Dear,
You made a request to reset the password of your COSMED account.
To reset your account, you will have to enter the verification code to confirm that it's a legitimate request.

The verification code is
0bd2bdaa3e00dc12537732c89ac4aec7

Please click the URL you will find below to indicate this verification code and then to create a new password.

Thank you.

2/ CONNECTION PROBLEMS

2.1. The message "Already connected with this account" appear.

Step # 1: Check that nobody else in your company uses your login

It is not possible to connect several using the same identifiers.

If it does not, proceed to step # 2.

Step # 2: Try refreshing your page and log in again

1/ log out at the top right of the screen

2/ wait 1 minute

3/ log in again

If problem remains, you can:

1/ Refresh the page with Ctrl+F5

2/ contact Cosmed

2.2. The message « authentication in process » runs continuously and Cosmed Regulatory Watch does not open

It is an updated default on your browser:

1/ Refresh the page with Ctrl+F5

2/ Log out

3/ wait 1minute

4/ log in again

If problem remains, contact your IT team.

3/ DISPLAY PROBLEM

3.1. Nothing is displayed when I log in to Cosmed Regulatory Watch (no summary sheet)

Refresh the page with Ctrl+F5

If problem remains, you can:

- 1/ log out at the top right of the screen
- 2/ wait 1minute
- 3/ log in again

If problem remains, contact Cosmed

3.2. In geographical research, it is impossible to click on the map

- **Case # 1: The country is in light gray on the map**

All countries are not open in Cosmed Regulatory Watch. These countries are in gray on the map.

Contact Cosmed team for more information on this country.

- **Case # 2: I cannot click on any country**

Refresh the page with Ctrl+F5

If problem remains, you can:

- 1/ log out at the top right of the screen
- 2/ wait 1minute
- 3/ log in again

If problem remains, contact Cosmed

3.3. I cannot download attachments (abnormally long delay)

This is a problem with the configuration of your computer.

Check with your IT team that no firewall or other security is blocking file download.

4.1. I get no alert e-mail

Case # 1: I've never connected to the new interface Cosmed Regulatory Watch

Alerts are sent only to subscribers who have logged at least once in the new interface.

Make sure that you be connected at least once following the procedure of point 1.2

Note: If this is your first connection, you will receive an e-mail with the alerts of the 30 last days. The next day of your connection, these alerts will appear in the “update” tab of Cosmed Regulatory Watch

Case # 2: I am already connected to the new tool Cosmed Regulatory Watch

This is a problem with the configuration of e-mail address and/or server.

- 1 / Check that alerts are not redirected to the spam or junk mail
- 2 / Allow mail: alertes@cosmed.fr and / or domain@cosmed.fr
- 3 / If the problem persists, contact your IT team.
- 4 / If no solution could be found, please contact Cosmed.

4.2. I am redirected to the Alerts tab when I click the email link but the alert does not open.

This is a problem with the configuration of your browser and the presence of a pop-up blocker. You must allow Cosmed Regulatory watch website.

If the problem persists, contact your IT team

User's manual for the new COSMED Regulatory watch website

1. How to access the database?

1) Go to COSMED's website : www.cosmed.fr

2) Use your user's name and password to connect to the website.

If it's your first connection:

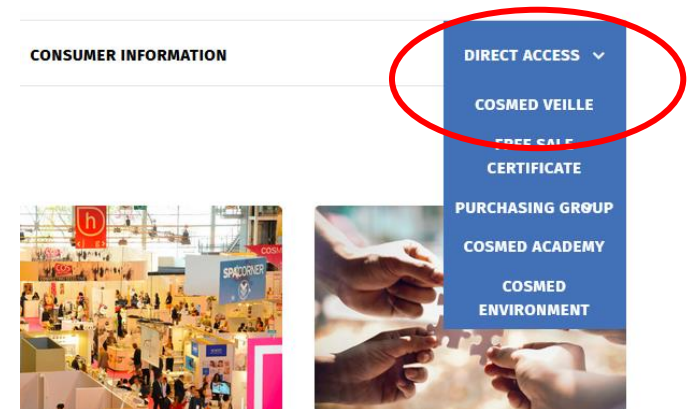
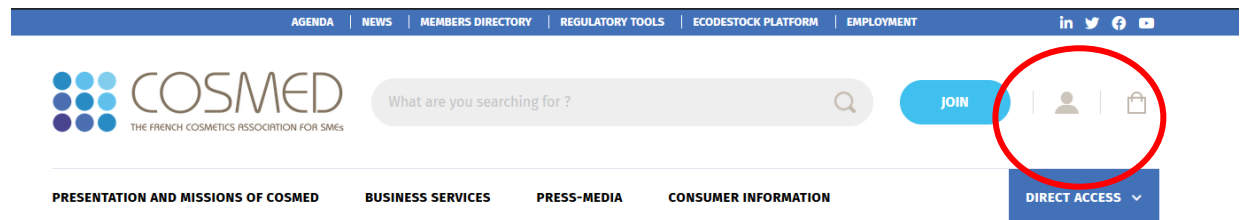
Your email address = your user's name and your password.

If you cannot connect to the website please contact Catherine at regulatory1@cosmed.fr

Warning: You will not receive alerts until you are not logged a first time.

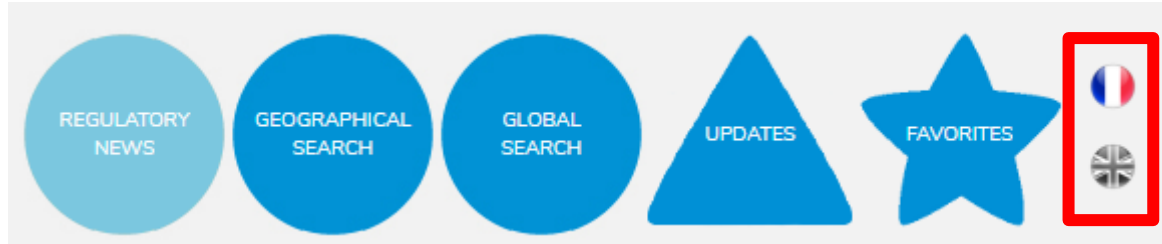
3) Once connected to the website, click on the blue tab DIRECT ACCESS

4) then on the sub-tab " COSMED VEILLE ".

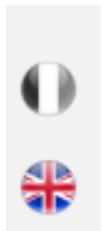


2. How to select the interface language?

You can choose interface language by clicking on flag on the top right of Cosmed Regulatory watch :



The flag is in grey indicate the chosen language :



: Cosmed Regulatory Watch in French





: Cosmed Regulatory Watch in English

The interface language determine also fact sheet language and alert e-mail.

It is the language at the time of log out that defines the language of the alerts and the language at the next connection.

3. How to find your information?

You can use five tabs for your browsing:

- **Two ways of searching:**
 - Geographic search by country (see 1st option)
 - Global search by phrase (see 2nd option)
- **Regulatory news** : you may find the 10 last updated sheets 
- **Updates** : Here are the updates sent by email and not consulted
- **Favorites** : You can see the summary sheet you identified as « favorites » by clicking on the following drawing 



EAST AFRICA - CONTROLLED SUBSTANCES
... regulation EC n° 1223/2009 including amendments. The latest consolidated version of Regulation EC No 1223/2009 (dated August 2015) is available through this link: <http://eur-lex.europa.eu/legal-content> ...
Updated : 08/03/2016
[> SEE SUMMARY SHEET](#)



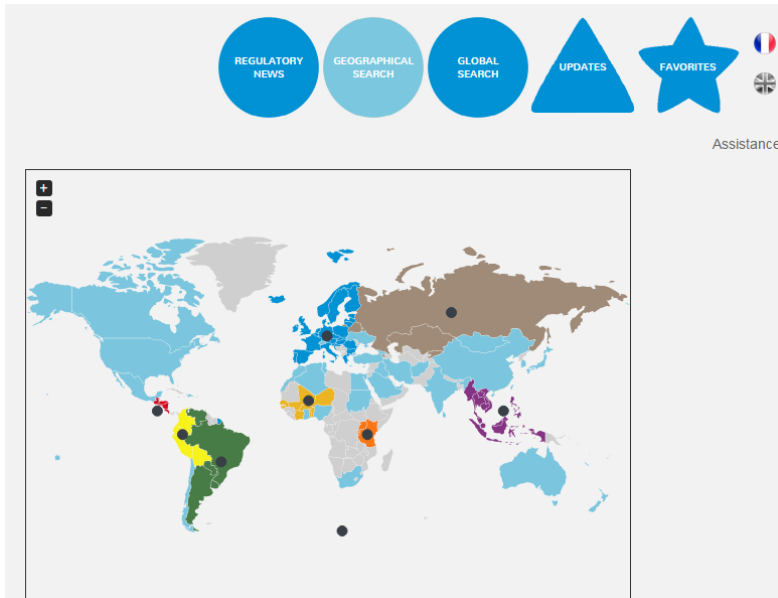
REGULATORY NEWS | GEOGRAPHICAL SEARCH | GLOBAL SEARCH | UPDATES | FAVORITES

last 10 updated sheets

EAST AFRICA - UGANDA - CERTIFICATE OF CONFORMITY Updated : 08/03/2016 > SEE SUMMARY SHEET	INTERNATIONAL / EUROPE - IFRA : AMENDMENTS OF "CODE OF PRACTICE" Updated : 08/03/2016 > SEE SUMMARY SHEET
EAST AFRICA - KENYA - CONFORMITY MARK Updated : 08/03/2016 > SEE SUMMARY SHEET	INTERNATIONAL / EUROPE - IFRA : AMENDEMENTS DU "CODE OF PRACTICE" Updated : 08/03/2016 > SEE SUMMARY SHEET
EAST AFRICA - DEFINITION AND CLASSIFICATION Updated : 08/03/2016 > SEE SUMMARY SHEET	AFGHANISTAN - USEFUL CONTACTS Updated : 08/03/2016 > SEE SUMMARY SHEET
EAST AFRICA - CONTROLLED SUBSTANCES Updated : 08/03/2016 > SEE SUMMARY SHEET	AFGHANISTAN - REQUIREMENT FOR IMPORT Updated : 08/03/2016 > SEE SUMMARY SHEET
EAST AFRICA - BURUNDI - CERTIFICATE OF CONFORMITY Updated : 08/03/2016 > SEE SUMMARY SHEET	AFGHANISTAN - RELEVANT STANDARDS Updated : 08/03/2016 > SEE SUMMARY SHEET

1st option: Geographical search:

1) Click on the country concerned by your research.



For a better display of the card, you can zoom by clicking on +.

Countries in color have their own regulation.

The black dots represent the economic groups (European Union, ASEAN, MERCOSUR, etc.). Each economic group is identified by a different colour (e.g. MERCOSUR in green).

The regulation of the countries in grey is not integrated to the database, please contact the regulatory team for any question related to these countries

2) In order to refine your search, **complete the search form** proposed. You can fill in the sort of product and/or the concerned topic, and/or sub-topic, and/or keyword(s)

CAREFUL! You can select only one topic at a time, on the other hand you can search several sub-topics

3) Results of the research:

Summary sheets : CANADA

Refine your search

Product

Topic

Sub-topics

Keywords English

DOCUMENTS CONTAINING	NUMBER
category	2

INTERNATIONAL / EUROPE - IFRA : AMENDMENTS OF "CODE OF PRACTICE"
... categories ...
Updated : 08/03/2016
> SEE SUMMARY SHEET

INTERNATIONAL / EUROPE - IFRA : AMENDEMENTS DU "CODE OF PRACTICE"
... catégories ...
Updated : 08/03/2016
> SEE SUMMARY SHEET

2nd option: Global research

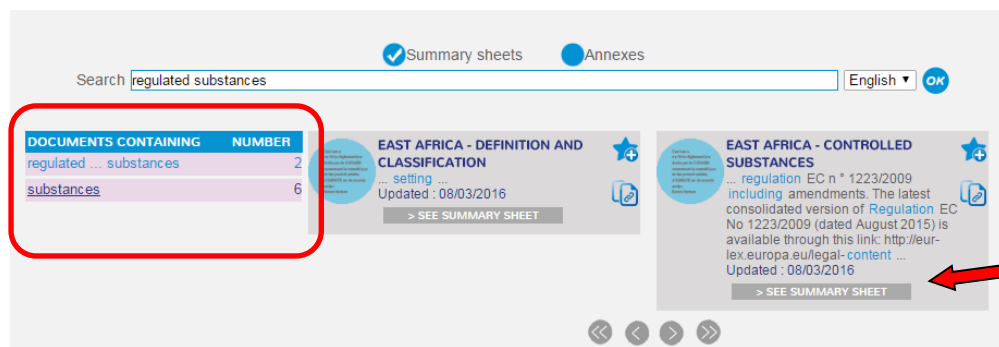
1) Type your question in the search bar



2) Search results :

It is an intuitive search, the results are classified according to their relevance (words of the search included in the sheet/number of sheets). The first results (at the top of the red box) are the most relevant.

To access to the content, please click on “see summary sheet”.



CAREFUL! Contrary to a Google search, it is necessary to type your question with a phrase instead of keywords.

Example: “The regulated substances in category IV drugs” gives better results than “regulated substances category IV drugs”.

You can choose to search only in the summary sheets or to extend your search to the “annexes” (source texts (laws, regulations etc.), summary tables, etc.).

By default, only the summary sheets are selected.

If you select “summary sheets” and “annexes”, the annexes are identified with a paper clip.



For a substance, you can search by the INCI name, the chemical name or the CAS number of the substance.

Select “annexes” to have access to the table of substances under Excel format. To identify the substance in the Excel table, click on Ctrl+F.



- ASSOCIATED ANNEXES (11)**
- [IFRA_Annex II_47ème Amendement_18062013.pdf](#)
 - [IFRA_Annexe I_47ème Amendement_18062013.xlsx](#)
 - [IFRA_Excel Overview_47th Amendment_Juin 2013.xls](#)
 - [IFRA_Index des normes_47ème amendement_18062013.pdf](#)
 - [IFRA_Lettre de notification_47ème amendement_18062013.pdf](#)
 - [OVERVIEW - 48th Amendment.xls](#)
 - [Annex II to the IFRA Standards - 48th Amendment_June 10, 2015.pdf](#)
 - [IFRA CoP Annex 8_Introduction to the IFRA Standards_48th Amendment_June 10, 2015.pdf](#)
 - [Index of IFRA Standards_48th Amendment_June 10, 2015.pdf](#)
 - [Corrigendum to the IFRA Notification Letter_48th Amendment \(July 10, 2015\).pdf](#)
 - [Annex I to the IFRA Standards_48th Amendment_June 10, 2015.xlsx](#)



INT - IFRA : Amendments of "Code of Practice"

July 2015 : A Corrigendum of the 48th Amendment was published July 10, 2015 including :

- A new version of QRA booklet, including the classification of new products.
- Replacement of the product category « *other non-cosmetic products* » by « *non-skin, incidental contact products* »
- Correction of some typos in the Annex

You will find enclosed the Corrigendum of the 48th amendment

Once the sheet opened, you can open the documents attached by a simple click.

It is also possible to access to another summary sheet on the same topic through «see other summary sheet”

The screenshot shows a web browser window with the address bar containing the URL: `cosmed.antinno.fr:443/portail/servlet?page=cartridge&languageIhm=eng&id=4614&out=txt&searchText=&searchLang`. The page title is "SOUTH AFRICA - CLAIMS". Below the title, there are two sections: "PAYS / ZONES :" with the value "AFRIQUE DU SUD" and "TOPICS :" with the value "Claims/advertising". At the bottom of the page, there is a blue button labeled "SEE OTHER SUMMARY SHEET" which is highlighted with a red rectangle. Below the button, the text "SOUTH AFRICA - Labelling" is visible. The page also includes a timestamp "UPDATED : 09/08/2016 16:07:55".