CACEEC Regional WEBINAR · NOVEMBER 17, 2026

Managing your Registrations and Using Hague System Forms

Monitor your registrations, access notifications, manage your portfolio, and use Hague System forms

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Hague Registry, WIPO

WIPO



DOMESDAY

1086

A handwritten register of who owned which land in England

Still readable today

1986

A digital Domesday on laserdisc, with contributions from over a million people

Reported unreadable 16 years later

YOUR DESIGN PORTFOLIO

Will your records still be accessible when you need them?

WIPO

TODAY'S SESSION

What you'll learn

01 Discover the Hague System's tools and online services

My Workbench, notifications, irregularities, secure messaging and the International Designs Bulletin

02 Manage access rights using the Workbench

Connect with colleagues, share and add registrations and transactions, audit access

03 Explore the Hague System forms and when to use them

What you can do online or through Contact Hague, and when you need a form and Hague Document Upload

Each tool is shown live in eHague



01

Tools and online services

Your Workbench, notifications and the Bulletin

WIPO

Most portfolio tasks are done in eHague

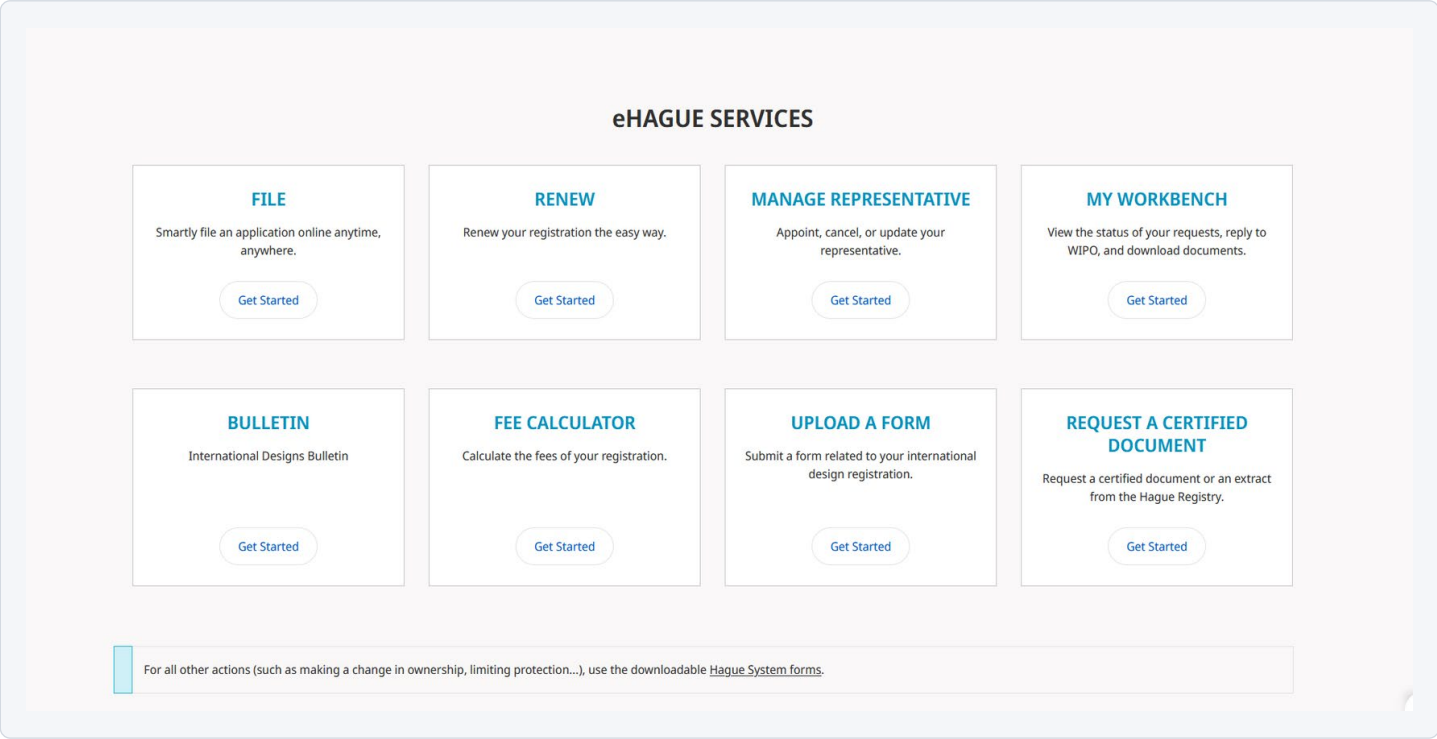
Where to go for each task

When you want to…	Use	Where
Download notifications and reply to irregularities	My Workbench	eHague
Add or share a registration or transaction	My Workbench	eHague
Renew all or some designs and members	Renew	eHague
Appoint, change or cancel a representative	Manage representative	eHague
Request a certified copy or extract	Request a certified document	eHague or Contact Hague
See published registrations and Office decisions	International Designs Bulletin	Public database
Check the status and history of a registration	Hague Express	Public database
Change ownership or holder details, limit or renounce	Official forms	Hague Document Upload
Change an email, or get a priority document or DAS code	Contact Hague	Online form

Everything starts from your WIPO Account

eHague is the gateway to every online service

EHAGUE SERVICES



Strong authentication

Needed to open My Workbench and every eHague service

One account per person

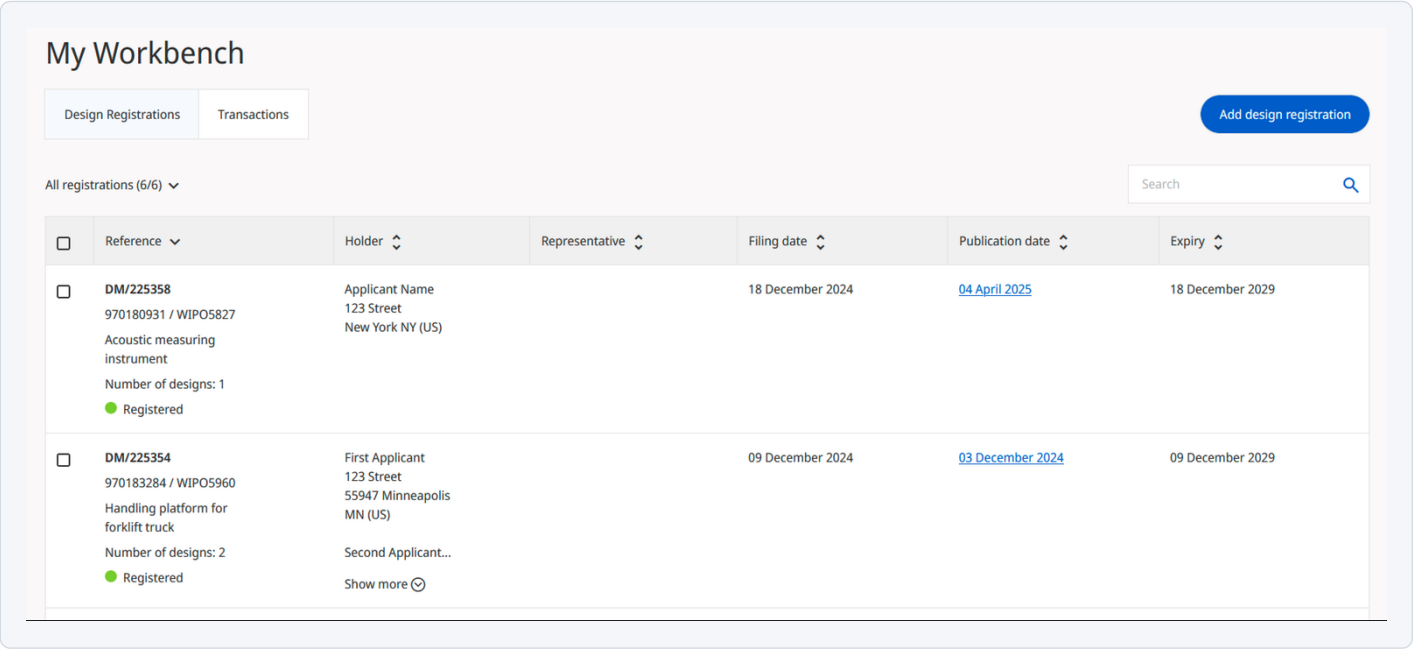
Colleagues connect their accounts instead of sharing a login

One gateway

File, renew, manage representatives, upload forms and order certified documents

MY WORKBENCH · DESIGN REGISTRATIONS TAB

Your whole portfolio in one list



See

Holder, representative, filing, publication and expiry dates

Filter

By status, or by filing, publication or expiry date

Add

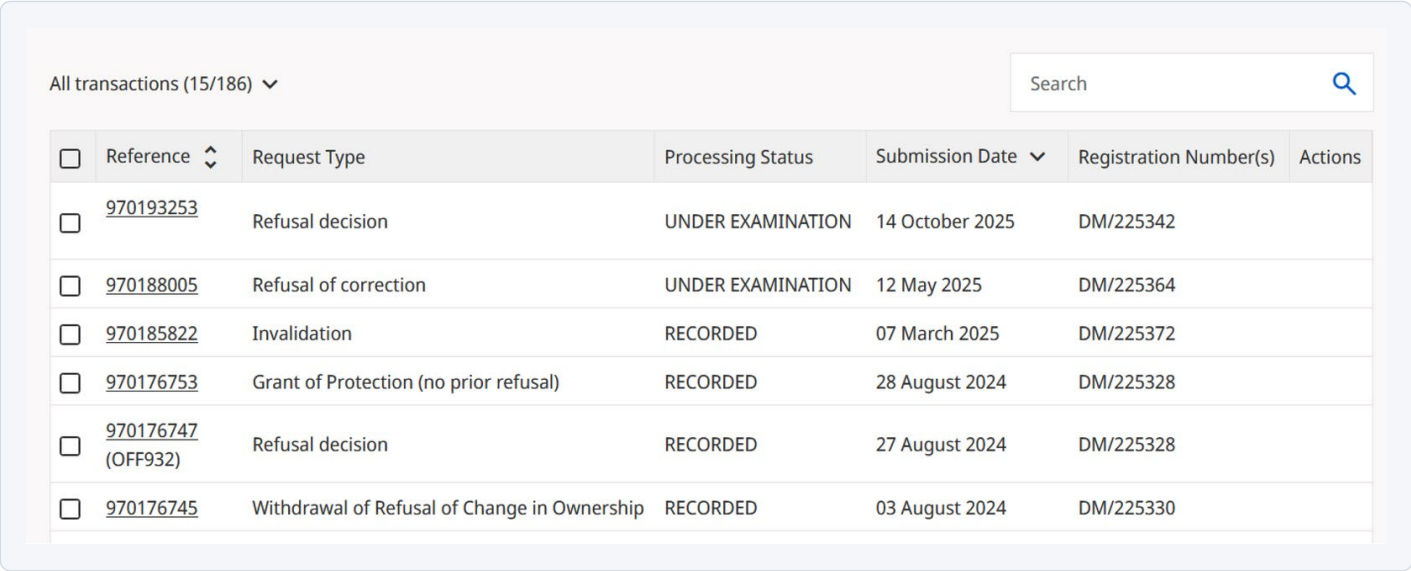
Registrations filed from other accounts

Export

The selected registrations to Excel

MY WORKBENCH · TRANSACTIONS TAB

Every request and Office decision in one place



Reference	Request Type	Processing Status	Submission Date	Registration Number(s)	Actions
970193253	Refusal decision	UNDER EXAMINATION	14 October 2025	DM/225342	
970188005	Refusal of correction	UNDER EXAMINATION	12 May 2025	DM/225364	
970185822	Invalidation	RECORDED	07 March 2025	DM/225372	
970176753	Grant of Protection (no prior refusal)	RECORDED	28 August 2024	DM/225328	
970176747 (OFF932)	Refusal decision	RECORDED	27 August 2024	DM/225328	
970176745	Withdrawal of Refusal of Change in Ownership	RECORDED	03 August 2024	DM/225330	

Every transaction

Applications, renewals, recorded changes and Office decisions

Every document

Notifications filed under each transaction, new ones flagged

A View button

Appears when a request has an irregularity to answer

Add Transaction

Bring in a transaction filed from another account

NOTIFICATIONS

Notifications: the old system and the new one

THE OLD SYSTEM

- An email with a link to download the PDF directly
- The link expired, typically after six months
- Finding an old notice meant searching inboxes

THE NEW SYSTEM

- The email asks you to log in to your eHague Workbench
- Every WIPO notification is only in the secure Workbench
- It stays there, with no expiry date
- Share it with connections, or request access to it

NOTIFICATIONS

Who gets the email, and who can open the notification

The email goes to the **representative**, or to the **holder** if no representative is recorded.

1 The creator’s email matches

Account MYACCT, linked to office@tm.com, files the application

Representative’s email: office@tm.com

- **Receives the email**
- **Opens it in the Workbench**

2 The creator’s email differs

Account DESIGNS, linked to jsmith@ipoffice.com, files the application

Representative’s email: designs@ipoffice.com

- **No email to jsmith@ipoffice.com**
- **Still opens it in the Workbench**

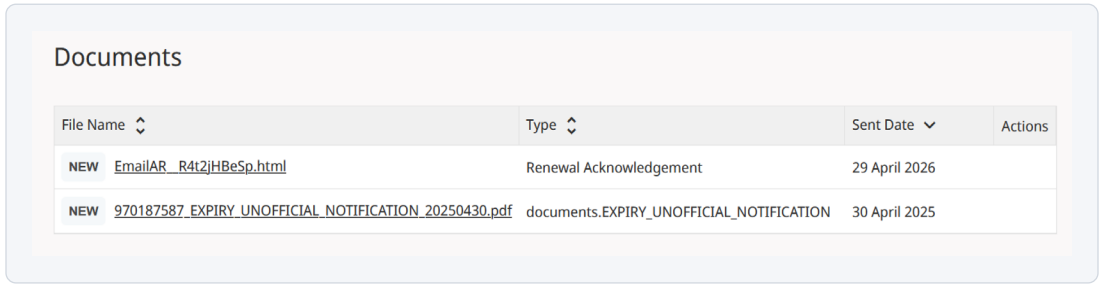
Neither? Create a WIPO Account with the recorded email, change your account’s email to it, or have the transaction shared with you

NOTIFICATIONS

Download a notification from your Workbench

1. The email from **noreply.hague@wipo.int** tells you a notification is waiting; don’t reply to it
2. Log in to eHague with the right WIPO Account and open **My Workbench**
3. In **Transactions**, search by reference or registration number
4. Open the transaction and download the document marked **NEW**

TRANSACTION · DOCUMENTS



No expiry

Download it again whenever you need it

Renewal notices too

The unofficial notice of expiry arrives the same way

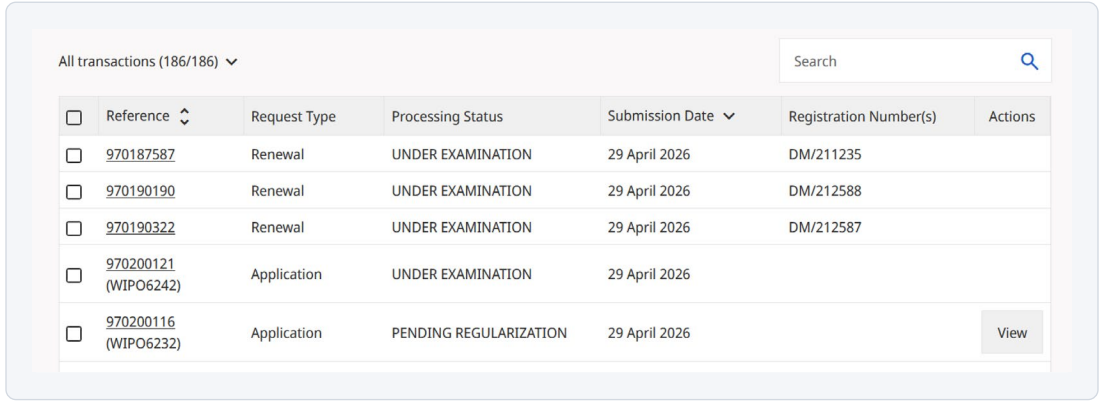
MY WORKBENCH

Reply to an irregularity, or message the examiner

1. An email tells you there is an irregularity; don't reply to it
2. In My Workbench, a **View** button appears on the transaction
3. Click **View**, then **Reply**
4. Add text, documents or new reproductions, and send

Reply within three months of the notification

TRANSACTIONS · VIEW BUTTON



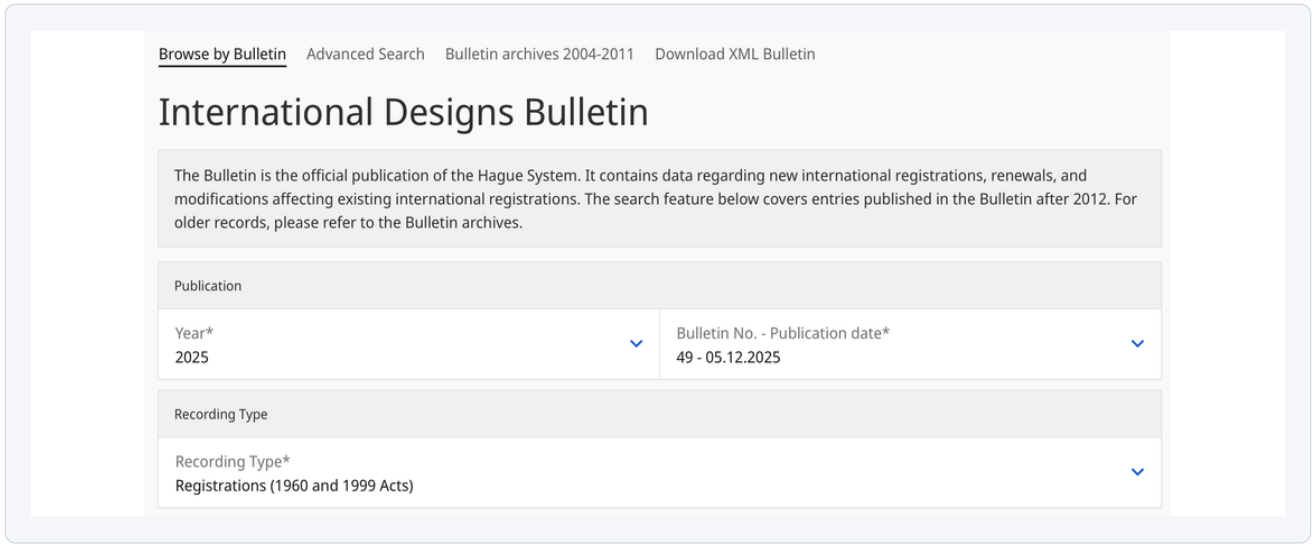
Secure messaging

Write directly to the examiner handling your file, inside eHague rather than by email

INTERNATIONAL DESIGNS BULLETIN

See your registration and Office decisions in the Bulletin

BROWSE BY BULLETIN



Your registration

Published with its reproductions, usually 12 months after registration unless you choose otherwise

Renewals and recorded changes

Every change recorded in the International Register

Office decisions

Refusals, withdrawals of refusal and statements of grant of protection

Every Friday

A new issue at noon (CET), free and with no login

Search any registration, yours or a competitor’s

Free public databases, no login needed

AI-powered search in the Bulletin

Ask in English, French or Spanish; the query it builds is shown and can be edited

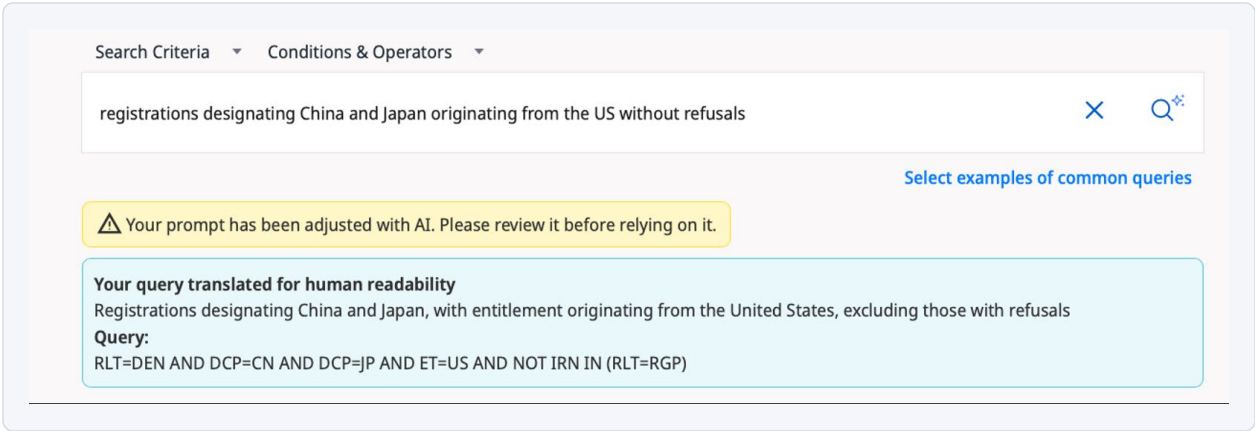
Hague Express

Status and history of each international registration, updated weekly

Global Design Database

Hague registrations with national and regional collections, free of charge

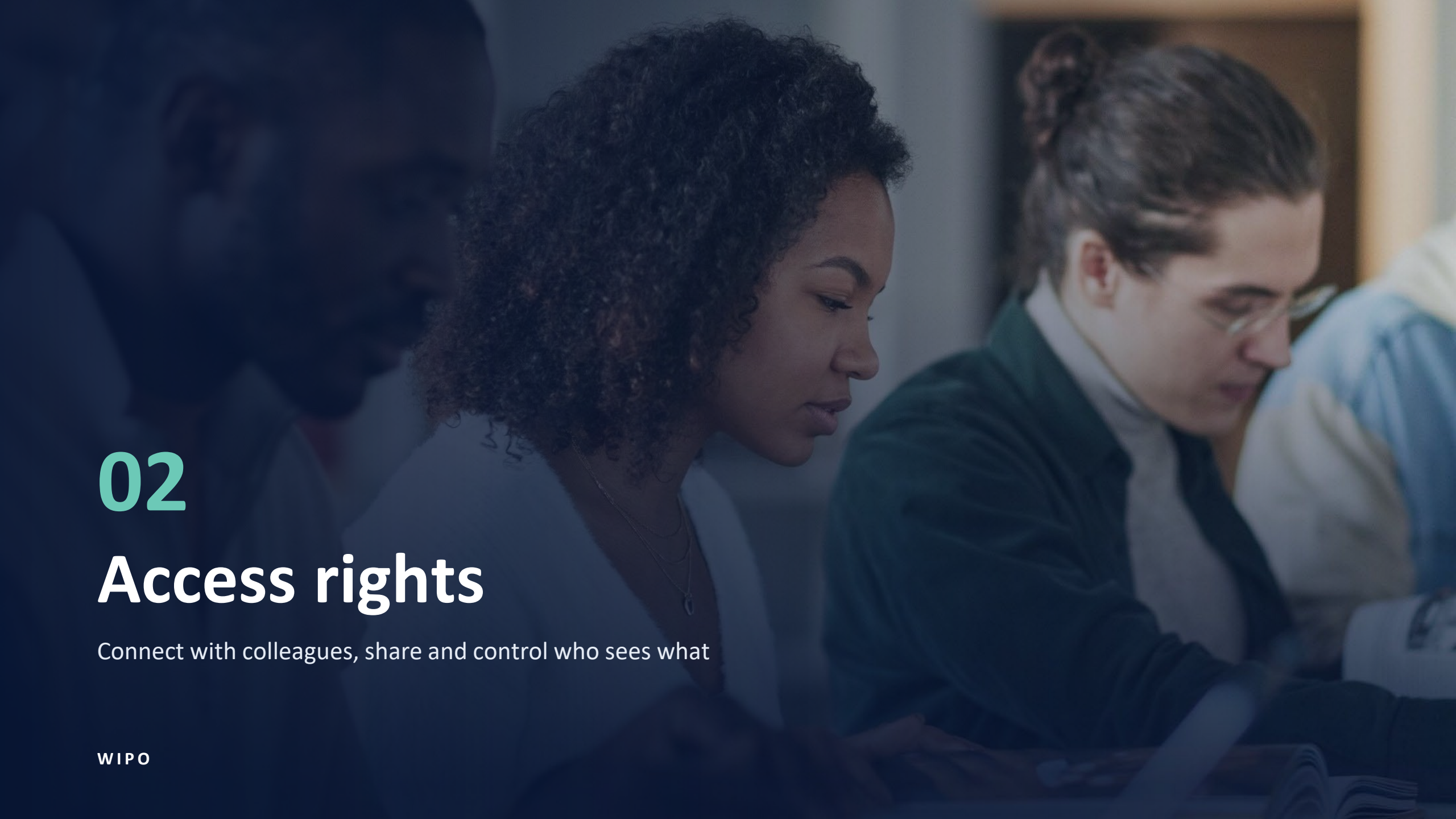
BULLETIN SEARCH, TYPED IN PLAIN LANGUAGE



Typed: *“registrations designating China and Japan originating from the US without refusals”*

Your Workbench, notifications and the Bulletin

1. Log in to eHague with strong authentication
2. Design Registrations: search and filter by expiry date
3. Transactions: open a request and its documents
4. Download a notification marked NEW
5. An irregularity: View, then Reply
6. Secure messaging with the examiner
7. The Bulletin: browse an issue, find a registration
8. AI search, typed in plain language



02

Access rights

Connect with colleagues, share and control who sees what

WIPO

ACCESS RIGHTS

Three steps to give a colleague access

1

Connect

Link your WIPO Accounts. The other person accepts by email.

2

Share

Choose registrations or transactions and a level of access.

3

Audit

See who granted or removed access, and when. Revoke at any time.

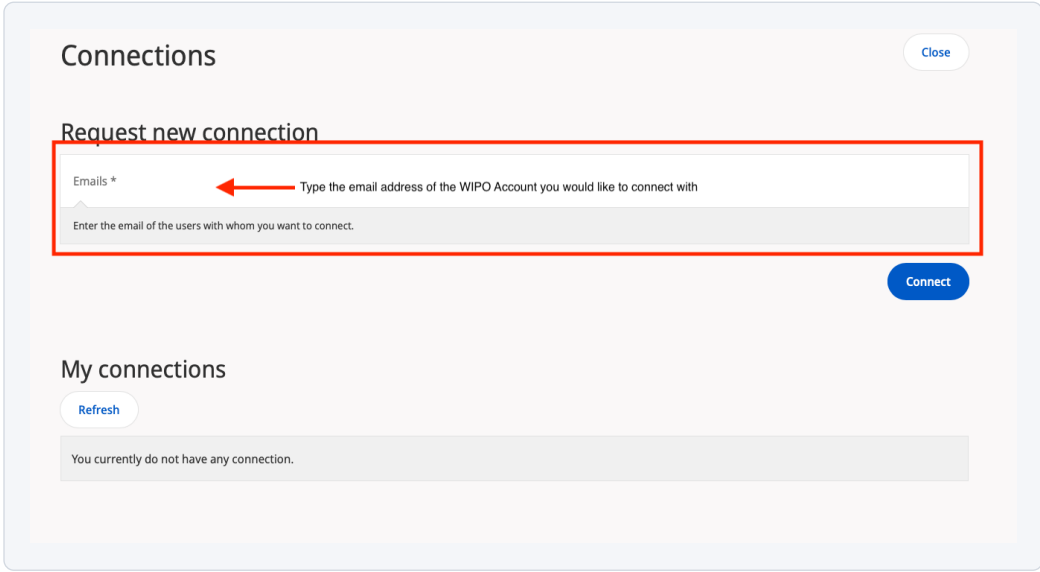
You can only share with a connection. Shared items appear immediately.

STEP 1 · CONNECT

Create a connection in your WIPO Account

1. Log in and open **My WIPO Account** from the top-right menu
2. Scroll down to **My connections**
3. Enter the **primary email** of their WIPO Account, not the recovery email
4. They click **Reply to connection request** in the email, or accept in their account
5. You both receive a confirmation email

MY WIPO ACCOUNT · CONNECTIONS



⚠ **Deleting a connection does not remove access rights already given: revoke them first**

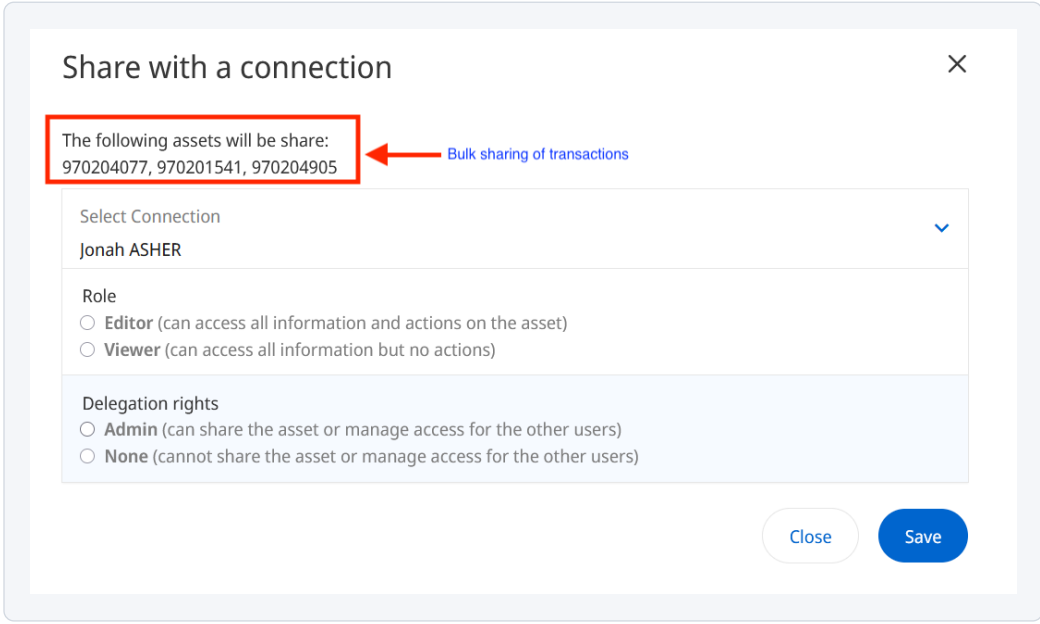
STEP 2 · SHARE

Share a transaction or design registration

1. In My Workbench, tick one or more **transactions** or **registrations**
2. Click **Share with a Connection**
3. Select the connection from the list
4. Choose a **Role** and **Delegation rights**, then click **Save**

Works the same way on the Transactions and Design Registrations tabs

BULK SHARE



ROLES AND DELEGATION RIGHTS

Two choices decide what a connection can do

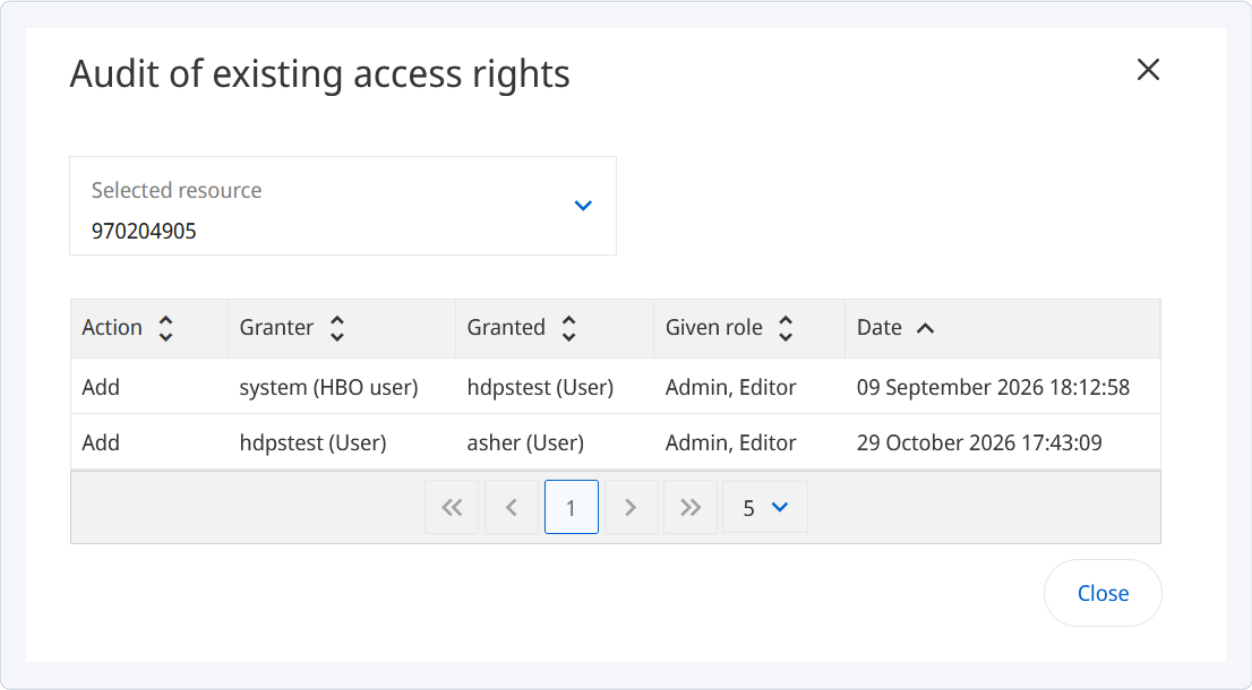
	Delegation: Admin Can share and manage others' access	**Delegation: None** Cannot share or manage access
Role: Editor All information and actions	FULL ACCESS **Sees and acts on everything, and shares it with others** *For example, the IP manager*	**Sees and acts on everything, but cannot share** *For example, a paralegal who answers irregularities*
Role: Viewer All information, no actions	**Sees everything and manages access, but takes no action** *For example, a team coordinator*	**Sees everything, takes no action** *For example, a client or a finance colleague*

⚠ **Editor with Admin can also remove your access, unless your account is the holder's or the representative's**

STEP 3 · AUDIT

Check who has access, and take it back

AUDIT OF EXISTING ACCESS RIGHTS



Audit access rights

Who granted or removed access, to whom, with which role and when

“system (HBO user)”

A change made automatically by WIPO’s system

Manage existing access rights

Change a role, or tick Revoke Access Rights and save

Revoke my own access rights

Remove yourself from items you no longer handle

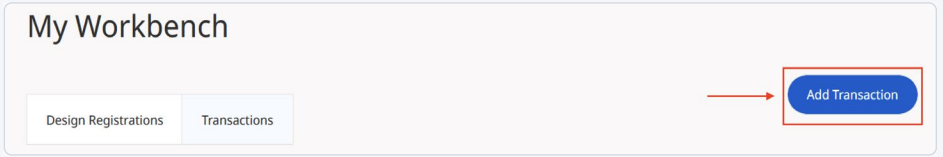
WHEN NOBODY HAS SHARED IT WITH YOU

Add a design registration or a transaction to your Workbench

A design registration

1. Design Registrations tab › **Add design registration**
2. Enter the registration number and filing date › **Find registration**
3. Choose full or custom access › **Request Access Rights**
4. The recorded representative, or the holder if there is none, has 10 days to approve

A transaction



1. Transactions tab › **Add Transaction**
2. Enter the Service Request Number (it starts with 97) and the date of the notification
3. For example, a renewal or an Office decision filed from another account

The approver sees your WIPO Account name and email. No answer within 10 days: the request is abandoned.

Connections, sharing and access rights

1. My WIPO Account: send a connection request
2. Accept it from the second account
3. Share two transactions as Viewer
4. Change the role to Editor
5. Audit access rights, then revoke
6. Add design registration
7. Add Transaction



03

Managing registrations and forms

What you can do online, through Contact Hague or with a form

WIPO

MANAGING REGISTRATIONS

What you can do online, and what still needs a form

Online in eHague

- ✓ Renew all or some designs and members
- ✓ Appoint, change or cancel a representative
- ✓ Reply to irregularities and message examiners
- ✓ Add and share registrations and transactions

Through Contact Hague

- ✓ Change an email address, free of charge
- ✓ Change an applicant’s postal address before registration
- ✓ Request certified documents, priority documents and DAS codes

Form + Document Upload

- ✓ Change in ownership (DM/2)
- ✓ Holder’s name or address (DM/6)
- ✓ Limitation (DM/3) or renunciation (DM/5)
- ✓ Creator’s details (DM/10)

Forms DM/1, DM/4, DM/7, DM/8 and DM/9 still exist, but WIPO strongly recommends eHague for filing, renewal and representatives.

RENEWALS

WIPO reminds you six months before each renewal



6 months before

WIPO sends an unofficial notice to the holder and the representative

Expiry date

Every five years; renew all or some designs and members

6 months after

Grace period, with a surcharge

Renew in eHague

Total or partial renewal, with the fees calculated for you

Anyone can renew

If the payment isn’t processed, the renewal is abandoned

Plan in the Workbench

Filter your registrations by expiry date

EHAGUE · MANAGE REPRESENTATIVE

Manage your representative online

Appoint

The holder appoints a representative for one or more registrations

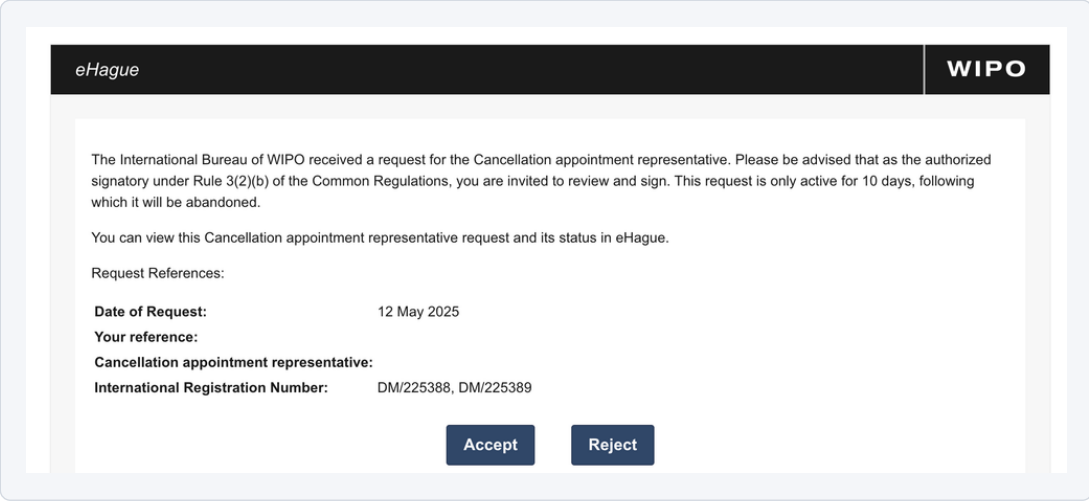
Change details

The representative updates their name, address or email

Cancel

An appointment ends online, with no form

SIGNATURE REQUEST BY EMAIL



Accept or reject within **10 days**, or the request is abandoned

Not available when more than one holder is recorded

CERTIFIED DOCUMENTS

Request a certified document

CERTIFIED COPY

Priority document

A certified copy of your application, for example to claim priority outside the Hague System

CHF 46 for five pages, then CHF 2 a page

EXTRACT

Extract from the International Register

A copy of the registration with its full history, including changes and renewals

CHF 144

STEP 1

eHague: **Request a certified document**, or Contact Hague

STEP 2

Choose **request priority document or submit a form**, then the type

STEP 3

Give the WIPO…, DM/… or 970… number

STEP 4

Receive a digitally signed, certified PDF

CONTACT HAGUE OR A FORM

Making changes to an application or registration

Change	How	Fee (CHF)
Email of the applicant, holder or representative	Contact Hague	No fee
Applicant's postal address, before registration	Contact Hague	No fee
Representative's name, address or email	eHague, Manage representative	No fee
Change in ownership	DM/2 + Document Upload	144 per registration
Holder's name or address	DM/6 + Document Upload	144, then 72 per extra
Limitation: some designs	DM/3 + Document Upload	144 per registration
Renunciation: all designs	DM/5 + Document Upload	144 per registration
Creator's name or address	DM/10 + Document Upload	144 for one registration

All forms were revised in October 2026: download the current version each time

DM/3 OR DM/5

Limitation or renunciation?

Limitation · DM/3

Some designs, in some or all members

	EU	JP	US
Design 1	Kept	Kept	Kept
Design 2	Kept	Removed	Removed
Design 3	Kept	Kept	Kept

Renunciation · DM/5

All designs, in some or all members

	EU	JP	US
Design 1	Kept	Kept	Removed
Design 2	Kept	Kept	Removed
Design 3	Kept	Kept	Removed

The question to ask: all designs, or only some of them?

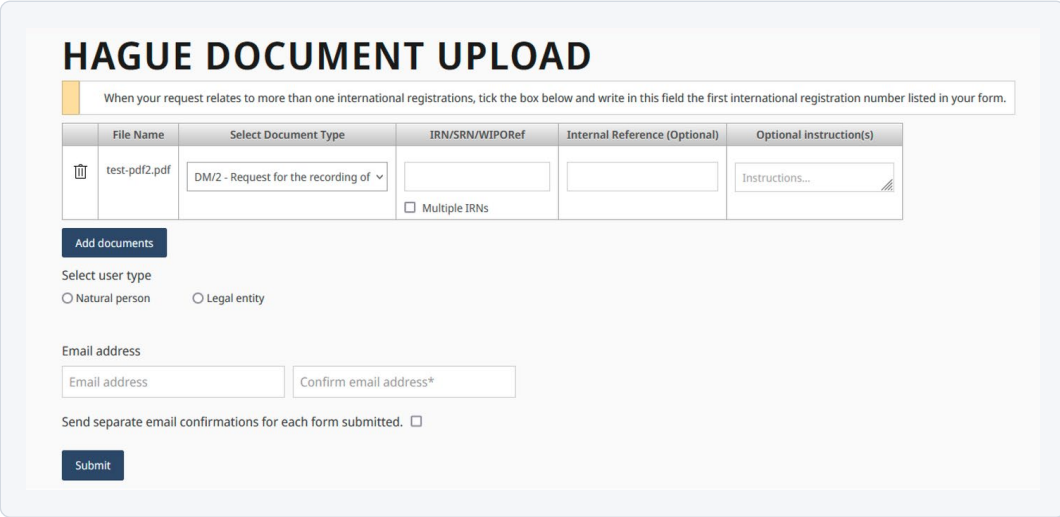
SENDING A FORM

Send completed forms through Hague Document Upload

1. Complete the current form **electronically**: WIPO does not accept handwritten forms
2. Sign it, and avoid printing and scanning
3. In eHague, open **Upload a form**, log in, attach the PDF, select the form type and enter the registration number
4. You get an email confirmation; WIPO confirms again once the change is recorded

⚠ **Don’t reply to confirmation emails: write to us through Contact Hague**

HAGUE DOCUMENT UPLOAD



Managing registrations and sending forms

1. Renew: start a partial renewal and check the fees
2. Manage representative: start an appointment
3. Request a certified document
4. Contact Hague: request an email change
5. Forms page: download the current DM/2
6. Upload a form: attach, choose the type, add the number

BACK TO 1086

A register is only useful if the right people can read it

1 Notifications

Open them in your Workbench, from the account that filed or the one using the recorded email

2 Access rights

Connect first, then share with the right role, and audit regularly

3 Managing

Online first; Contact Hague for emails and documents; a form through Document Upload for the rest

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Quiz answers: 1 A (yes) · 2 B (a connection) · 3 C (change in ownership, DM/2) · 4 B (six months)



RESOURCES

Help when you need it

Contact Hague

wipo.int/contact/en/hague

+41 22 338 7575
Monday to Friday, 9:00–18:00 CET

hague.infoline@wipo.int

Guides

eHague – My Workbench tutorial

Hague System forms page

Guide to the Hague System

Next webinar

Hague 2026 Year in Review

English: December 9 and 15

French: December 16
Spanish: December 17

Sign up for Hague System news alerts, and follow **WIPO Brands and Designs** on LinkedIn.



Questions and answers