

# esa-star

➔ FREQUENTLY ASKED QUESTIONS – FOR SUPPLIERS





**ESA-STAR**  
**Frequently Asked Questions & Answers**  
*For Suppliers*



# APPROVAL

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# CHANGE LOG

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# 1. How do I get login credential to access esa-star modules?

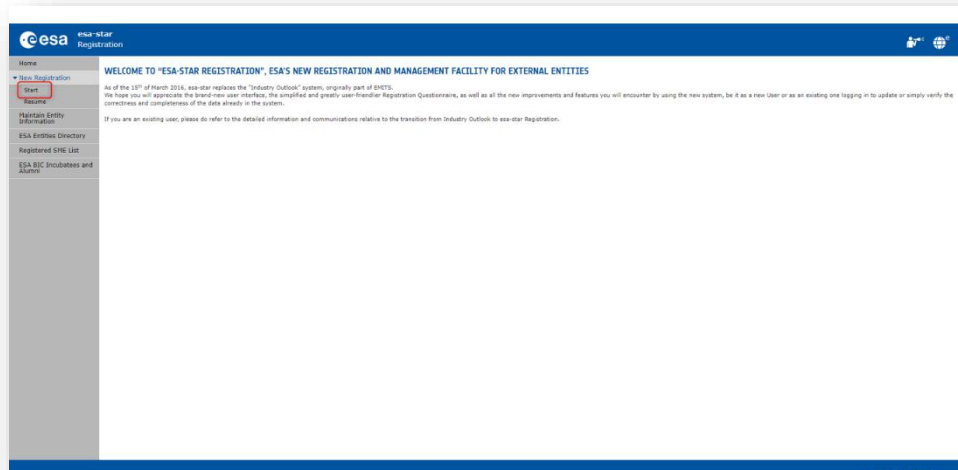
The access to all esa- star modules (Tendering, Publication, esa-match, ECM, ASTRA, CCD, ECOS) is granted through the esa-star Registration module.

If your entity is not yet registered, you can easily perform the registration by following the instructions in the manual below:

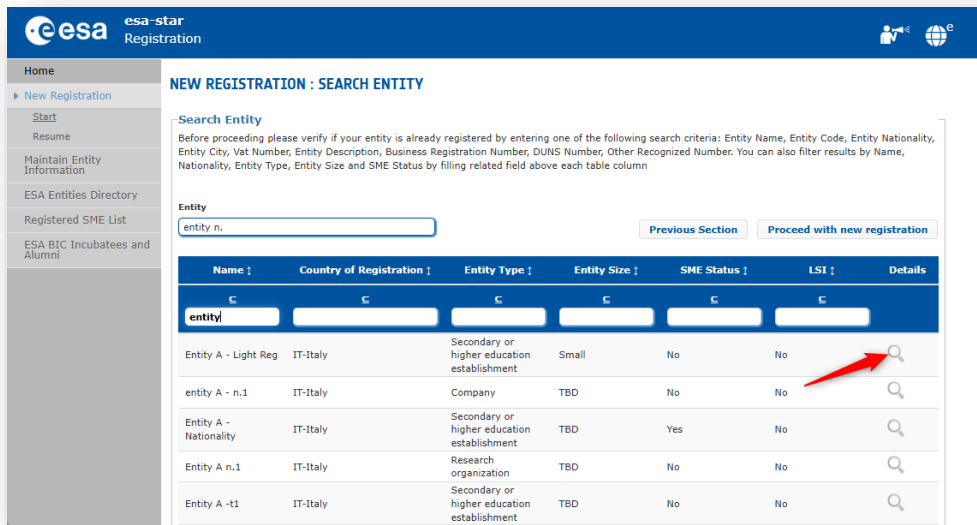
[esa-star Registration User Manual](#)

The ESA-STAR website for the registration is: <https://esastar-emr.sso.esa.int/>.

By clicking on New Registration > Start you can enter the Entity Name with all necessary information and submit your request that will be validated by ESA. You will be notified via email with your access credentials.

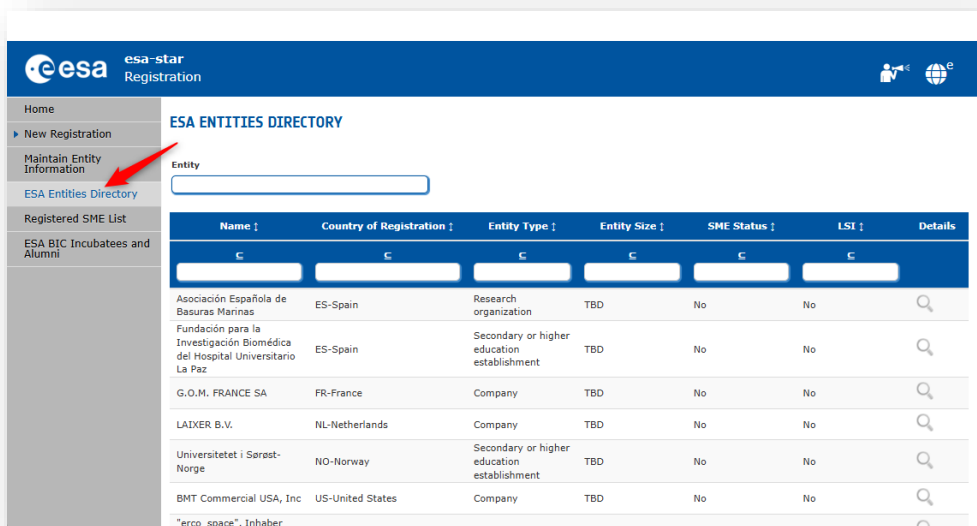


During the registration process, the system checks if your entity is already registered: in this case you should refer to its **Entity Information Administrator**, who is in charge of adding new users. You can view the related contact details by clicking on the lens available for the entity identified as your potential entity.



Instructions on how to create a new contact, assign new roles to an existing contact or re-activate an expired account are available in the [esa-star Registration User Manual](#).

Please be also informed that you can check if your entity is already registered by clicking on **"ESA Entities Directory"** link available on the ESA-STAR Registration system.



## 2. What is the difference between the Guest access and the login?

Some esa-star modules can be also accessed as ‘Guest’ user, that means you don’t need to log-in with username and password. However, functionalities and data you can access as guest are limited.

You can access as guest or log-in in an esa-star module by using the Doing Business with ESA portal (<https://doing-business.sso.esa.int/>) where all the needed links to esa-star are available.



Valid ESA Corporate Authentication credentials are required to log-in in the system (see FAQ 1). Kindly note that the ESA Corporate Authentication credentials required to access esa-star are those provided to you by email from esa-star Registration upon your registration as a user of your entity.

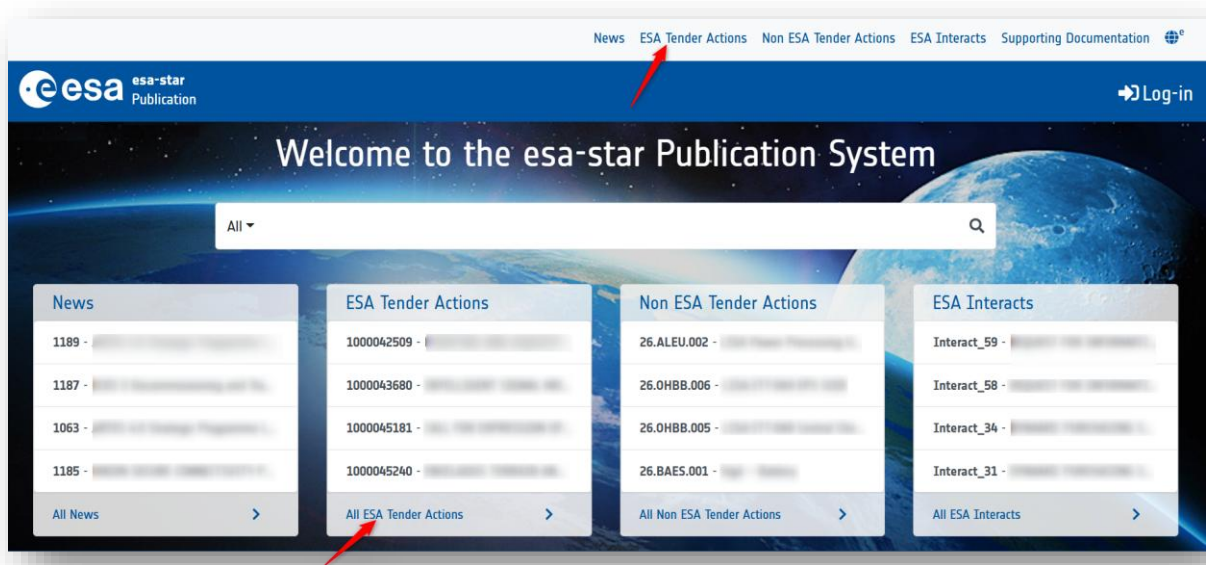


After clicking on the 'Logon' button, if username and password are correct, you will be requested to enter a 'One Time Password' code that is automatically sent to your email (the one used to register you as user of your entity in esa-star).

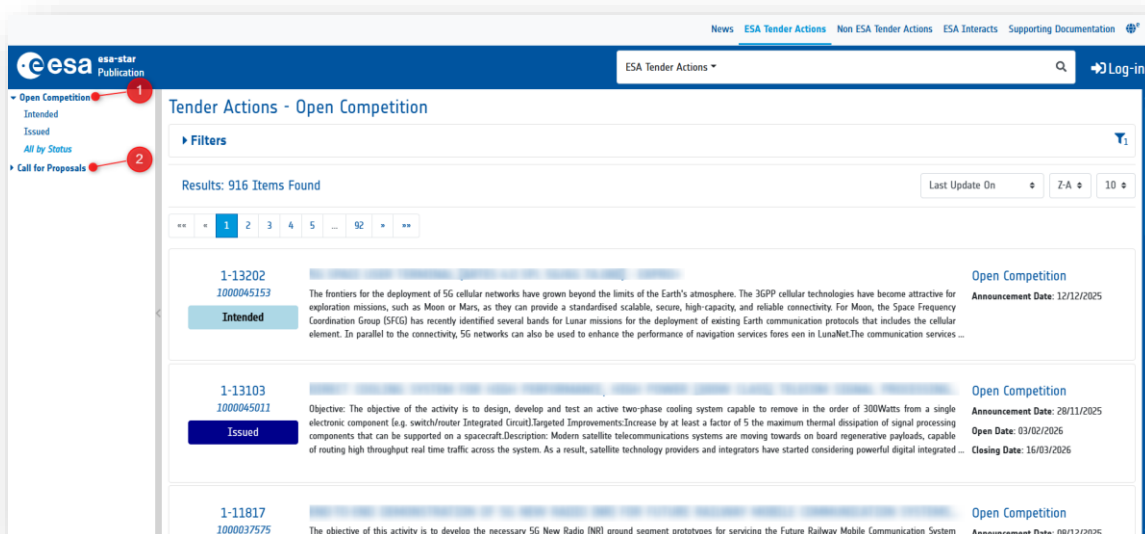
### 3. Where can I see all tenders published by ESA?

All **ESA tenders in Open Competition** are published by ESA in the public portal of *esa-star Publication* available at the link <https://esastar-publication-ext.sso.esa.int>.

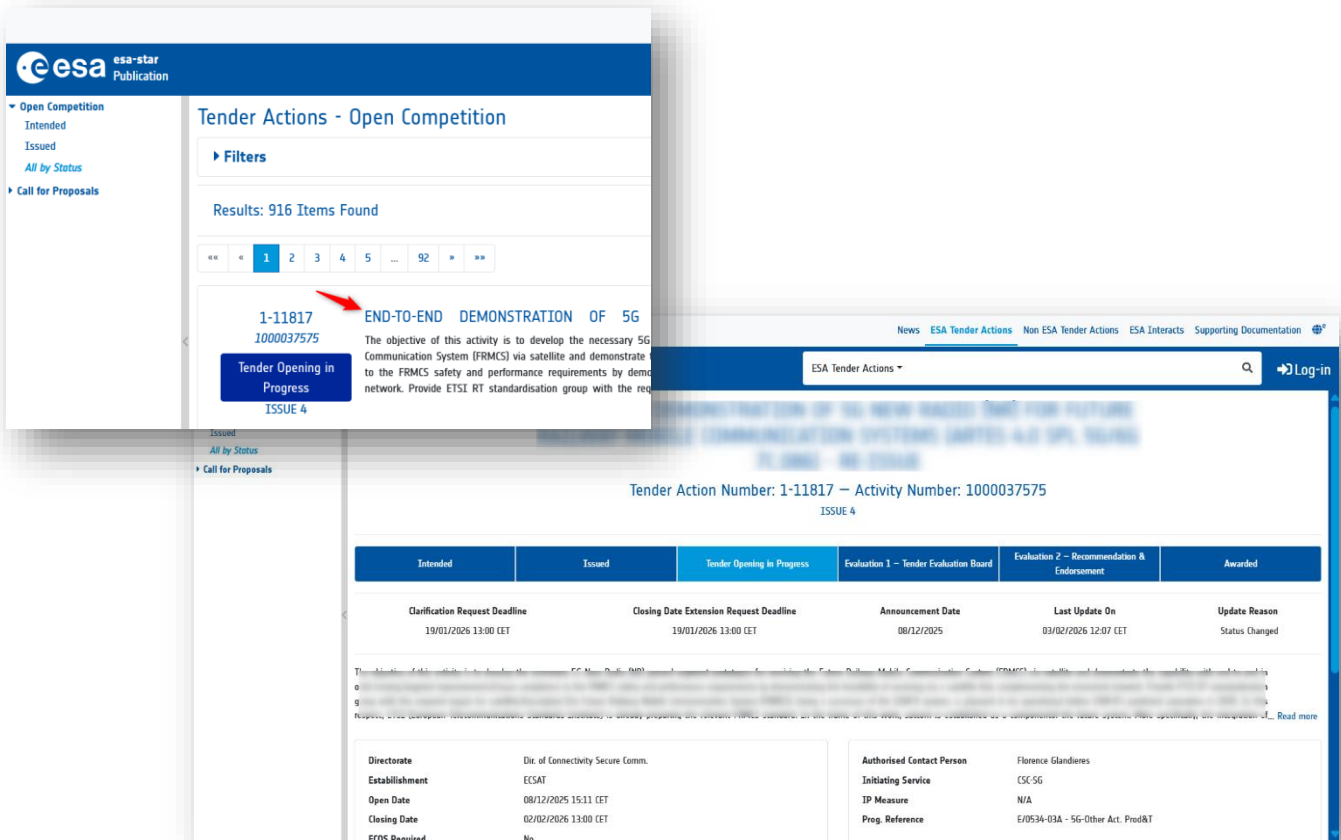
Since this portal is public, login is not required to access it.



Once accessed, you can navigate to the *ESA Tender Actions* section to see the list of all tenders in Open Competition and Calls for Proposals currently open and that will open soon.



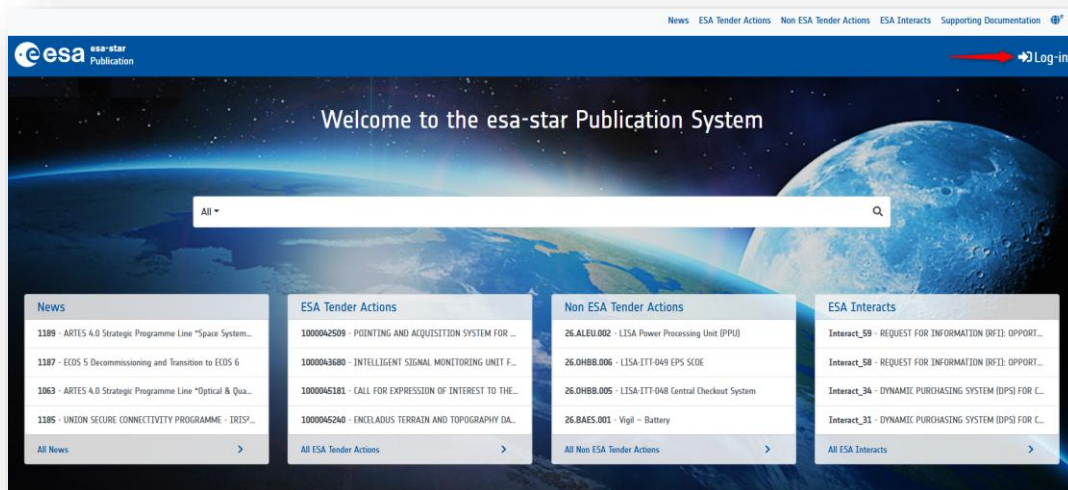
You can access the tender details by clicking on its title.



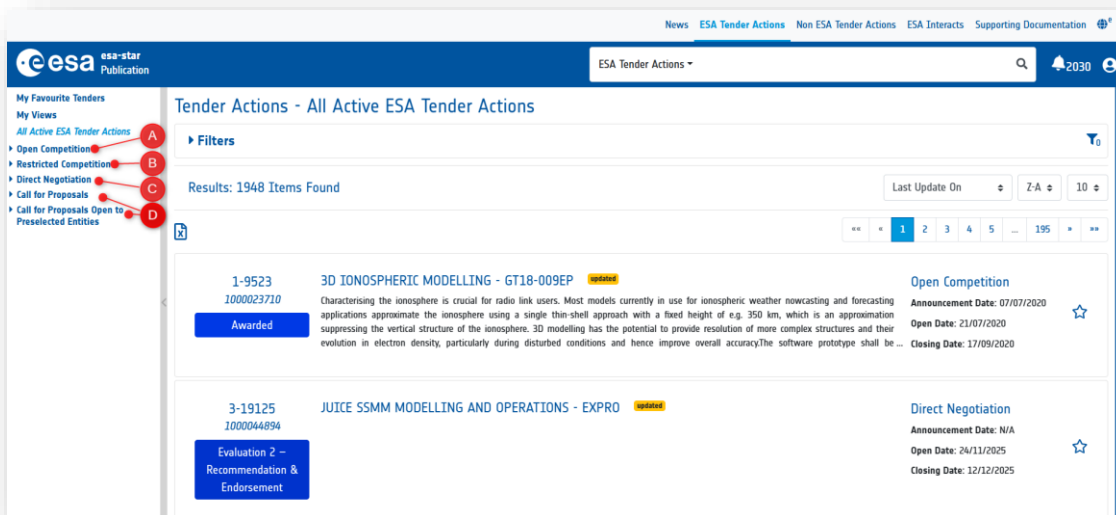
To be able to:

- View all ESA Tender Actions that fall under **Restricted Competition** and **Direct Negotiation**,
- Access the tenders documents
- Express Interest for a tender
- Create a Bidder Restricted Area

You must first log in to the esa-star Publication portal using your ESA Corporate Authentication credentials.



Once you have logged in, you can navigate to the *ESA Tender Actions* section where you will see the list of the tenders in Open Competition, Restricted Competition, Direct Negotiation and Calls for Proposals in which your entity is involved.

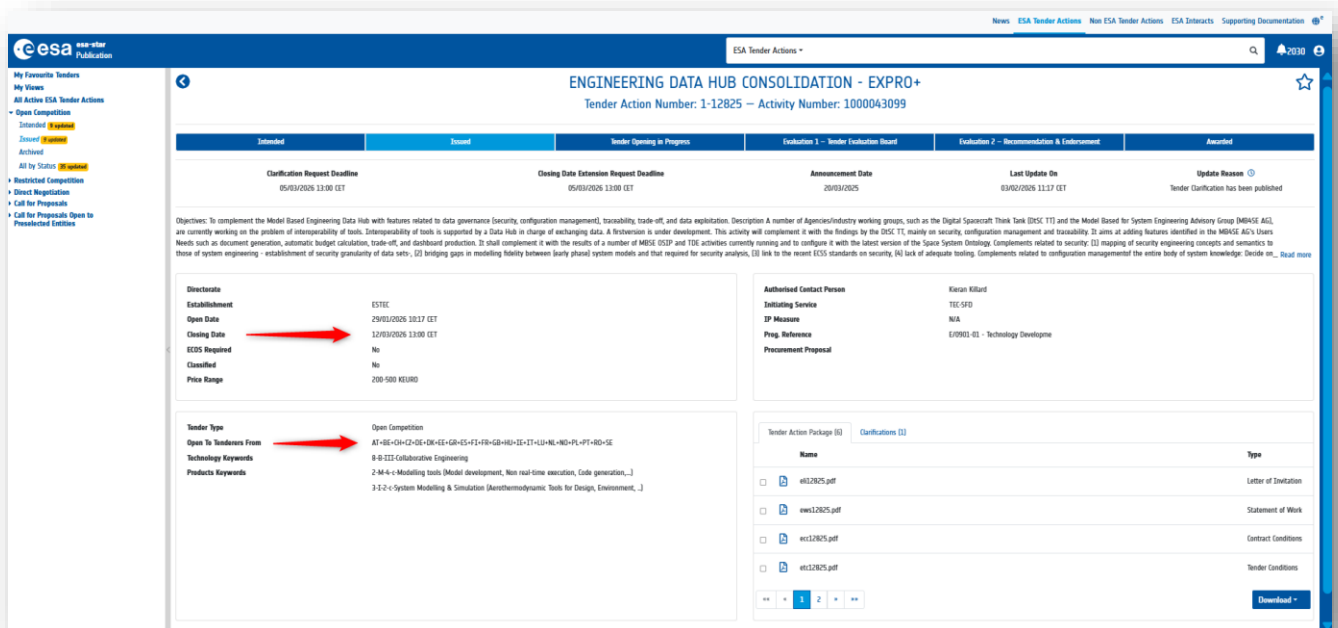


## 4. How can I participate to an ESA Tender Action?

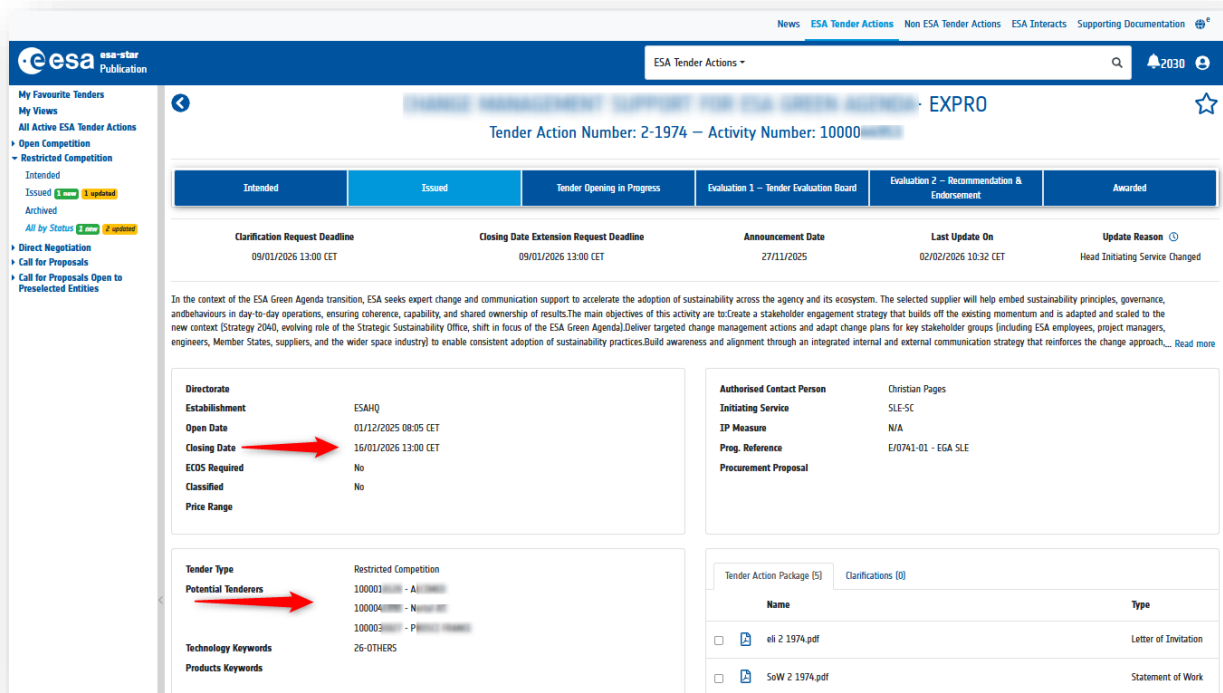
The prerequisite to participate to an ESA Tender Action is that your entity must be registered in the esa-star Registration portal with a valid status ([esa-star Registraion User Manual](#)).

In this case your entity will be entitled to participate to:

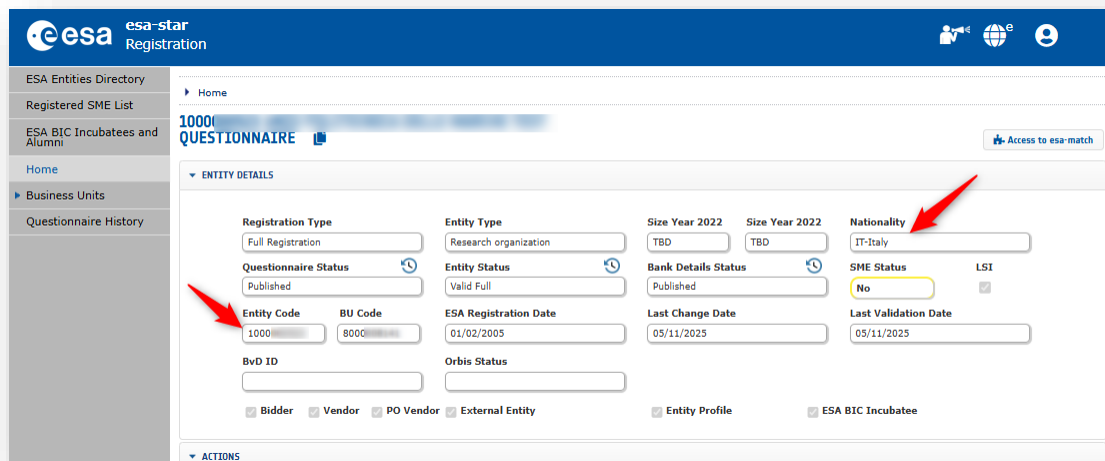
- All ESA Tender Actions in Open Competition and Calls for Proposals with *Closing Date* not expired and where the Nationality of your entity is listed in the *Open to Tenderers from* field.



- All ESA Tender Actions in Restricted Competition, Direct Negotiation and Calls for Proposals Open to Preselected Entities with *Closing Date* not expired and where the Entity Code of your entity is listed in the *Potential Tenderers* field.



You can check the Entity Code and the Nationality of your entity by accessing with your ESA Corporate Authentication credentials the questionnaire of your entity in esa-star Registration (<https://esastar-em.sso.esa.int>).



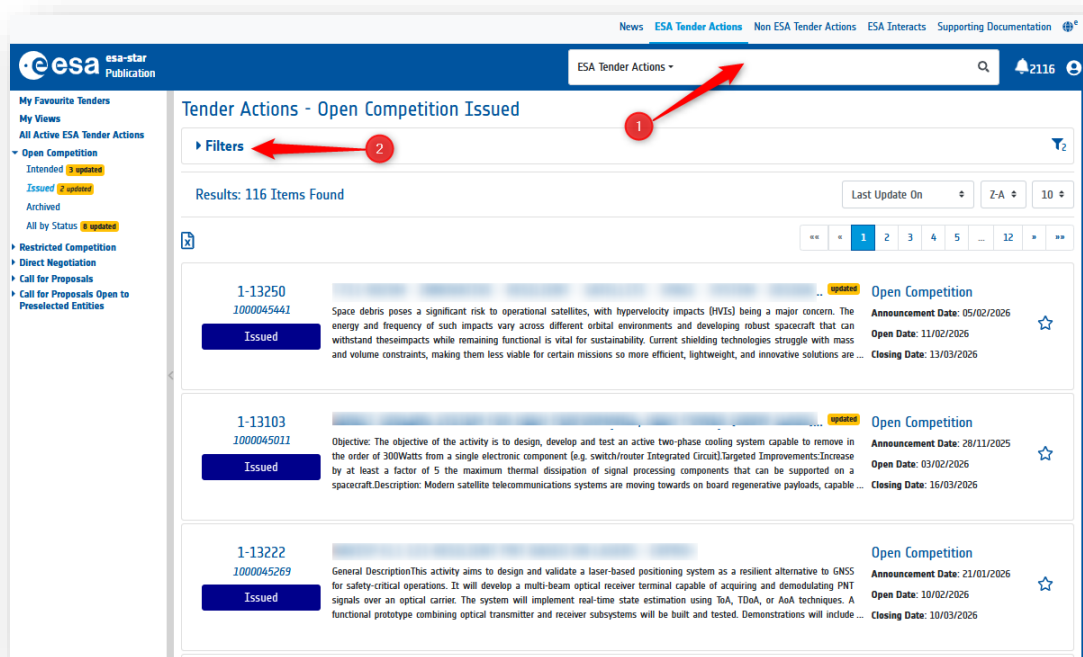
In order to participate in an ESA Tender Action on behalf of your entity, it is necessary to prepare and submit a formal offer for the specific tender.

## 5. Why I am not able to see tender documents?

To be able to see the tender documents, you must first log in to the esa-star Publication portal using your ESA Corporate Authentication credentials.

Once you have logged in, you can navigate to the *ESA Tender Actions* section where you will see the list of the tenders in Open Competition, Restricted Competition, Direct Negotiation and Calls for Proposals in which your entity is involved.

You can search for a specific tender by using the searching bar (1) or by filtering the list based on your preferences (2).



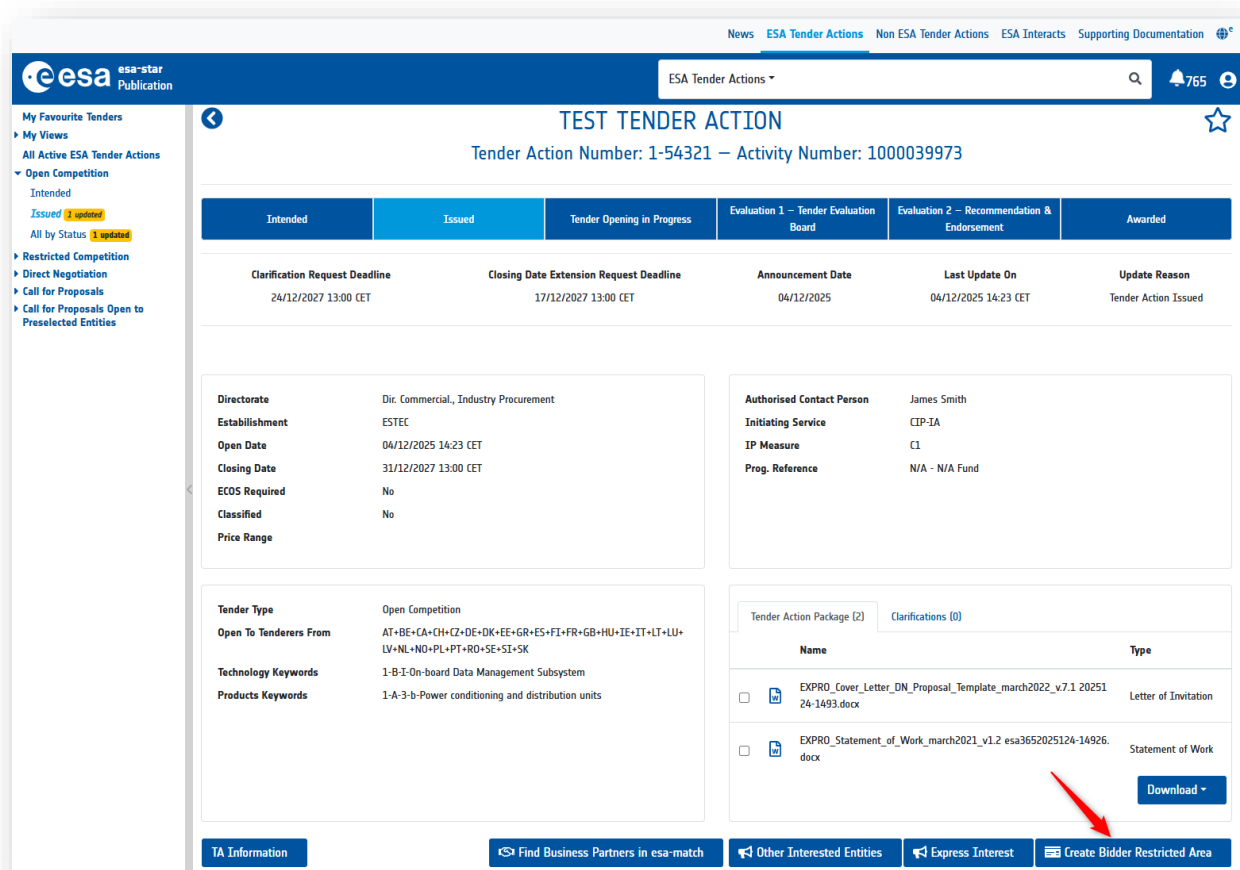
If you are not able to find the tender of your interest or you are not able to see the tender documents, please check the following:

- For Competitive tenders:
  1. Your entity is entitled to participate to the relevant tender (see FAQ 4)
  2. You are assigned with the role of Bid Manager in the esa-star Registration system
- For non-Competitive tenders: please remind that tenders in Restricted Competition and Direct Negotiation are only visible to the addressed entities.

## 6. How can I create a proposal (offer) for an ESA Tender Action?

If your entity is entitled to participate to an ESA Tender Action (see FAQ 4) and the related closing date is not expired yet, to create a proposal for such tender, you must first be assigned with the role of Bid Manager in the esa-star Registration system by your entity’s Entity Information Administrator.

Once this role is assigned, log in to the esa-star Publication portal (<https://esastar-publication.sso.esa.int>) using your ESA Corporate Authentication credentials, navigate to the tender relevant to your interests and then click on the button *Create Bidder Restricted Area*.



Once clicked, you will be redirected to the esa-star Tendering portal where a Bidder Restricted Area (BRA) is created as a work area where you can prepare, upload and submit your proposal to ESA for evaluation and communicate with ESA during the tender phase. BRAs are strictly private work areas which only authorised users (bid managers) of your entity can access; the documents uploaded are encrypted for security.

## 7. How can I request to ESA a closing date extension or a clarification for a tender?

The only way to request a clarification or an extension for a tender is through esa-star Tendering module within the Bidder Restricted Area created to participate to the relevant tender:

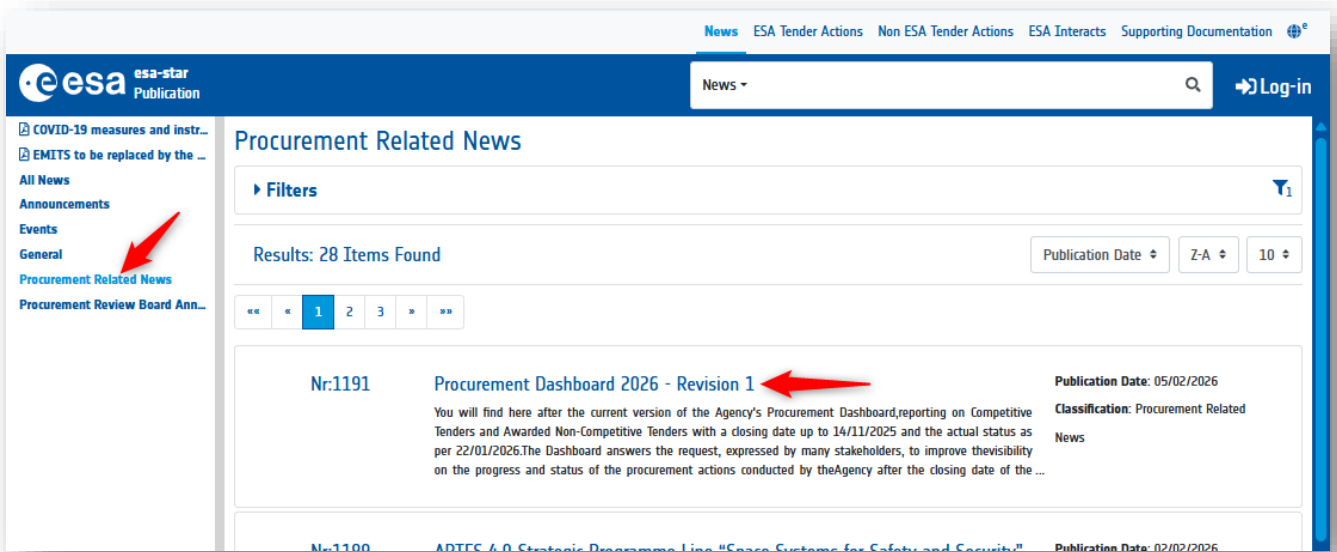
1. Log in to esa-star Tendering as Bid Manager.
2. From the Quick Launch menu click on **My Tenders** and select the relevant tender for ESA tender actions requests (click on **My Non-ESA Tender Actions** for non-ESA tender actions requests).
3. Access the section called **My Requests** by clicking on the related link from the Quick Launch menu.
4. Click on **New Item** and fill in the required fields.

In case your entity has no Bidder Restricted Area created for the relevant tender, you must create it to be able to ask for a clarification and/or an extension (see FAQ 6).

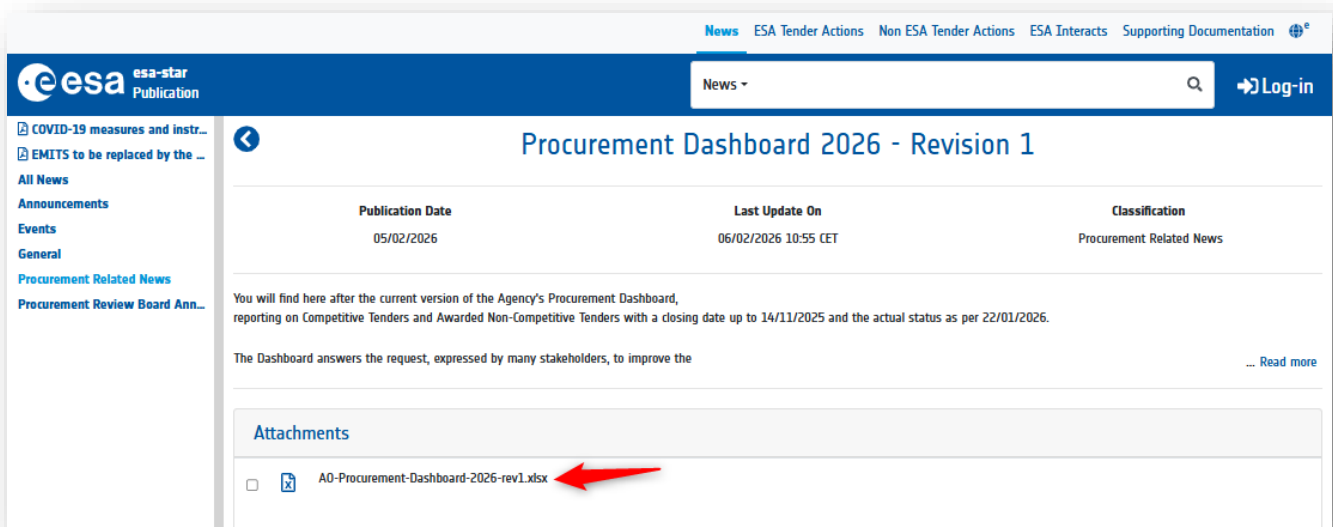
For more details, please refer to the **Manage clarification and extension requests for bidders** manual of esa-star Tendering.

## 8. How can I know the result of a Tender?

The results of Competitive Tenders and Awarded Non-Competitive Tenders are available in the *Procurement Dashboard* which is published bi-monthly by ESA on esa-star Publication under the *Procurement Related News* in the section *News*.

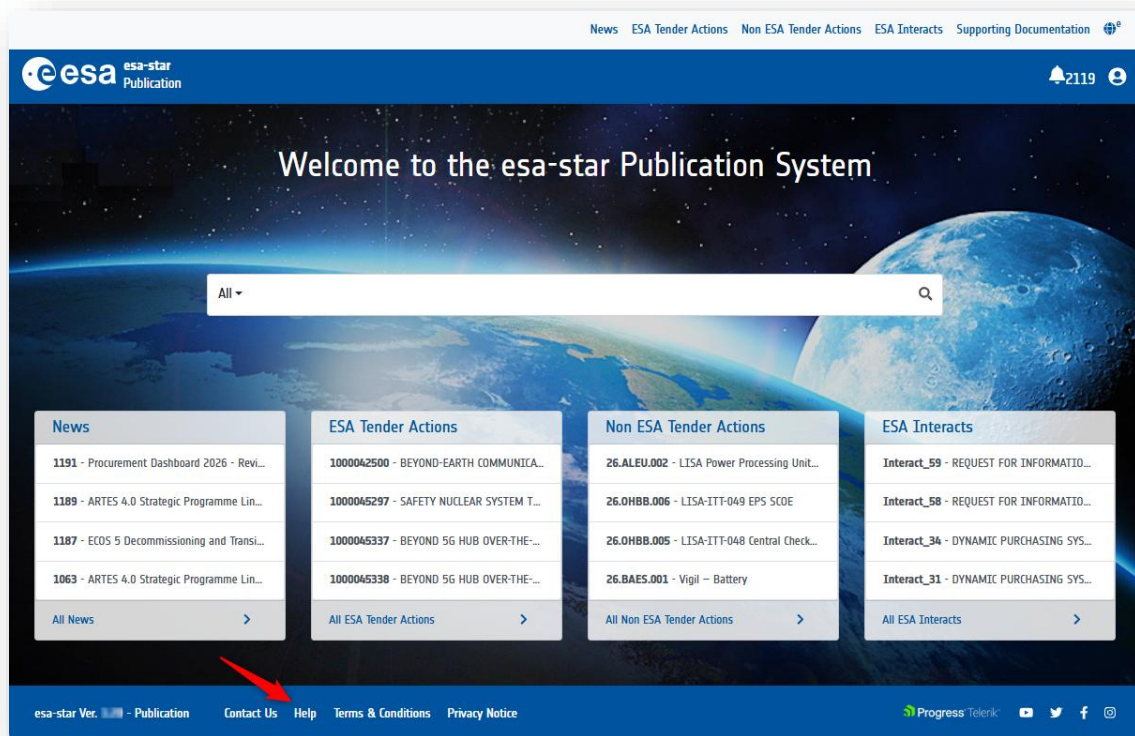


This news can be accessed also as 'Guest' user and, by clicking on its title, you can see the related details and download the dashboard in excel format.



## 9. Where can I find the application user manuals?

In all esa-star modules the link to the help material is located in the footer at the bottom of the page.



## 10. Who can I contact in case of general issues/queries?

If you have queries or general issues which are not resolved by consulting the online material in the Help section in esa-star, you can contact [esait.Service.Desk@esa.int](mailto:esait.Service.Desk@esa.int) via email or telephone +39 0694180700. However, please note that, in case of request of information or clarifications about the content of a tender you should use the dedicated functionality in esa-star Tendering (see FAQ 7).