



Europe for Citizens Programme 2007 - 2013

eForm User Guide

How to complete & submit the eForm

Deadlines:

Programme Guide	Deadlines for submission (All times are Brussels time)
Action 1 - Active Citizens for Europe	
Measure 1.1 – Town twinning citizens' meetings	Round 1 01/02/2012 12:00 midday Round 2 01/06/2012 12:00 midday Round 3 03/09/2012 12:00 midday
Measure 1.2 – Networks of twinned towns	Round 1 01/02/2012 12:00 midday Round 2 03/09/2012 12:00 midday
Measure 2.1 – Citizens' projects	01/06/2012 12:00 midday
Measure 2.2 – Support measures	01/06/2012 12:00 midday
Action 2 - Active Civil Society in Europe	
Measure 3 – Support for projects initiated by civil society organisations	01/02/2012 12:00 midday
Action 4 – Active European Remembrance	
Active European Remembrance	01/06/2012 12:00 midday

EACEA Technical Helpdesk:

Contact Details	Availability
Tel: +32 229 90705 Email: eacea-helpdesk@ec.europa.eu	08:30 to 17:30 Monday to Thursday 08:30 to 17:00 Fridays Excluding public holidays All times are Brussels time

Table of Contents

1	Introduction	3
2	Technical Requirements & Considerations.....	3
3	The Online Application Process – Overview	5
4	Working with the eForm	5
4.1	Download the eForm from EACEA	5
4.2	Adobe Reader – a brief introduction to some key features of the pdf form.....	5
4.3	eForm completion	7
4.4	Mandatory, optional and calculated fields	8
4.5	Saving your form.....	9
4.6	Entering Dates and Numbers.....	9
4.7	Using the Add and Delete buttons (eForm tables).....	9
4.8	Formatting.....	10
4.9	Character Limits	10
5	Guidance for specific Parts of the form	11
5.1	Cover Page.....	11
5.2	Parts A and B – Organisations	12
5.3	Part C – Description of the Project	14
5.4	Part E – Project implementation / Award criteria.....	14
5.5	Part F – Work programme.....	14
6	Attaching Documents to your eForm	15
7	Validation of your eForm	17
8	Submission of your eForm	19
8.1	The mandatory save BEFORE submission	19
8.2	Submission	20
8.3	The mandatory save AFTER submission	21
9	Printing your eForm	22
10	How to obtain technical assistance – EACEA Technical HelpDesk	22

1 Introduction

Grant applications for the Europe for Citizens Programme **must be made using the eForm**. Applications submitted on paper by post, fax or e-mail will **NOT** be accepted for further evaluation.

The purpose of this document is to provide guidance on the **technical** aspects of completing and submitting the eForm. It does not replace the document *Europe for Citizens Programme Guide* ([last update March 2011](#)) which must be read and consulted by applicants for all guidance on the **content** of the application form.

The Programme Guide was updated in March 2011. Please ensure you are consulting the latest version, which can be found on the following webpage:

http://eacea.ec.europa.eu/citizenship/programme/programme_guide_en.php

Please note that the terms 'eForm', 'form', 'application form' and 'online application form' are used interchangeably throughout this guide.

You are strongly advised not to leave the preparation and submission of your application form until the last days before the deadline for applications

Please read all of this User Guide *before* beginning your application

2 Technical Requirements & Considerations

The online grant application form is an interactive PDF form that requires Adobe Reader software.

The form is an 'online' form because it is retrieved by you from the EACEA website and must be submitted whilst you are connected to the internet. However, in between the retrieval of the form and its submission, the form works as an **offline** document i.e. **it is stored on your local computer and is filled out by you on your local computer**.

Adobe Reader

The **minimum** version i.e. lowest version of Adobe Reader that you must have installed on your computer is version 8.1.5. You may also use a higher version than this e.g. 9.0, 9.1, X, 10.1.1 etc. If you have a **lower** version than 8.1.5, you will not be able to complete and submit the eForm.

Follow the link below to be directed to Adobe's website to download the software free of charge or to upgrade your existing copy of the software. If you do not have administrator rights on your computer this activity may require the intervention of your IT department. You will need to specify your operating system before the download can commence.

<http://get.adobe.com/reader/otherversions/>

If you are using Adobe Acrobat (Standard) or Adobe Acrobat Professional, the version must likewise be 8.1.5 or higher.

The screenshots in this User Guide are based on version 8.1.6 of Adobe Reader.

You can check the system requirements for Adobe Reader – i.e. the minimum required specification of your computer – through the following link:

<http://www.adobe.com/uk/products/reader/systemreqs/>

Security settings in Adobe Reader and Adobe Acrobat

If you are using one of the following Adobe Reader or Adobe Acrobat versions

- 8.2 or a higher version 8 than this
- 9.3 or a higher version 9 than this
- X or a higher version X than this

you may need to **temporarily** disable the Enhanced Security feature that these versions incorporate. If you do not do this, the security settings may prevent the submission of your form. The disabling of the Enhanced Security is performed from the following Adobe Reader menu path:

Edit > Preferences > Security (Enhanced)

Uncheck the box *Enable Enhanced Security* and click *OK*. Once the submission has been performed you can re-enable the Enhanced Security. For more detailed instructions (including screenshots), please refer to the relevant 'Known Issue' on the following webpage:

http://eacea.ec.europa.eu/eforms/index_en.php#issues

Here you will also find instructions on how to leave Enhanced Security turned on but identify your eForm as a trusted item so that its submission is not blocked.

Internet Connection & Browser software

You will require an internet connection and standard browser software to retrieve and submit the online application form.

Test eForm

A test eForm is available on the EACEA eForm home page:

http://eacea.ec.europa.eu/eforms/index_en.php

The form contains a small number of questions and functions. It has been designed to help applicants understand how the main fields in the eForm work and also to ensure that their own software and internet connection allow an application form to be submitted. It is NOT mandatory to use this form; it is provided as a help tool for applicants who are using electronic submission for the first time.

Advice for Macintosh Users

The eForm can only be opened and completed using Adobe Reader or one of the Adobe Acrobat products. It is not possible to open and work with the eForm using the Mac Preview viewer.

Please therefore ensure that if your default viewer is set as Mac Preview, you nonetheless open the eForm with one of the Adobe products mentioned above. This advice applies to both the download of the form – if you try to open it before downloading – and to the opening of the form for its general completion and submission. For more detailed advice, please visit the 'Known Issues' section of the EACEA eForm home page:

http://eacea.ec.europa.eu/eforms/index_en.php#issues

3 The Online Application Process – Overview

- (i) You download the eForm from the agency website, saving it to your own computer or local network drive. **Do not try to fill in the form directly on the website.** The form can only be filled in once you have saved it to your local computing environment.
- (ii) You complete the eForm on your own computer (as an 'offline' document). You do not need to be connected to the internet for this and no connection to the EACEA website or any Commission server is required. Completion of the form includes the attachment of the annexes.
- (iii) You validate the form (on your own computer) to ensure that it is ready for submission.
- (iv) You connect to the internet and press the submit button to submit your form. You do not need to be connected to the EACEA website or to any particular webpage – this connection to the Agency server happens automatically. (The submission process includes a mandatory save both before and after the submission. These save operations are instigated by the form itself. This is explained in detail in section 8.)
- (v) If the submission is successful, a submission number will be automatically generated and added to your form.
- (vi) You can print the form for your own records.
- (vii) An email acknowledging receipt of your form is automatically sent to the email address that you entered for the contact person of the Applicant Organisation (Part A.2).

4 Working with the eForm

4.1 Download the eForm from EACEA

A link to a read-only copy of the form can be found on the EACEA eForm home page:

http://eacea.ec.europa.eu/eforms/index_en.php

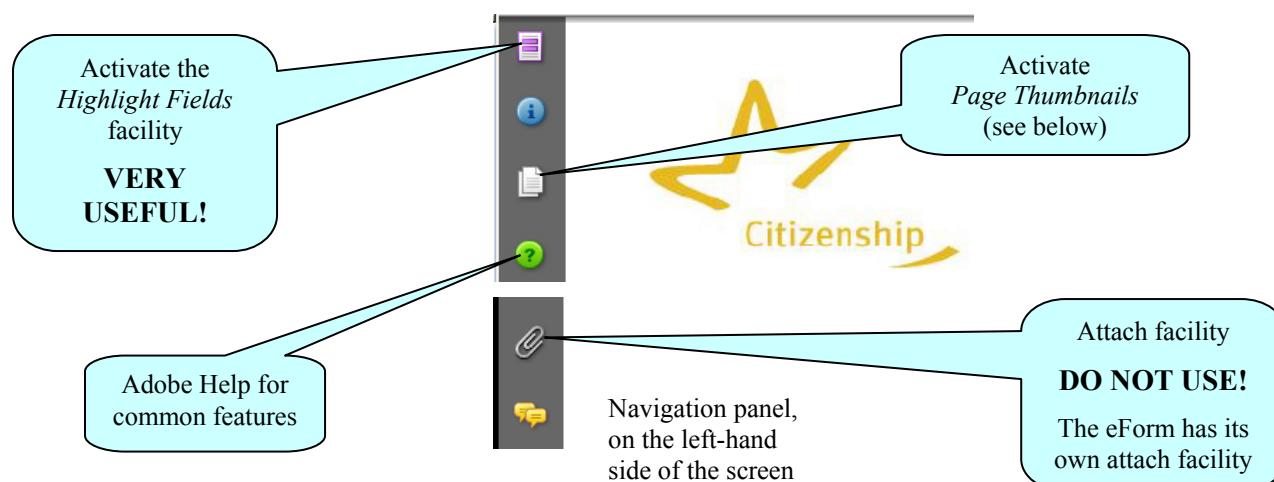
Save the form to your local computer or network drive, respecting the following filename convention:

Action and/or Measure reference_applicant ISO country code_applicant organisation name_AppForm.pdf

e.g. Measure 1.1_BE_MyCompany_AppForm.pdf

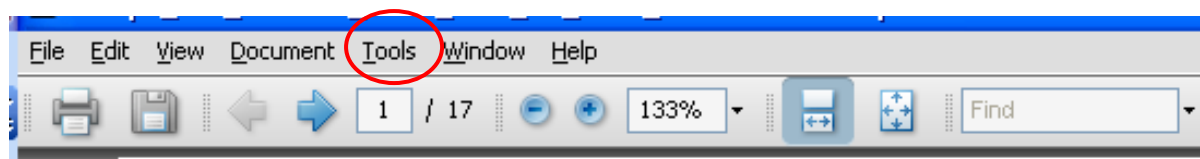
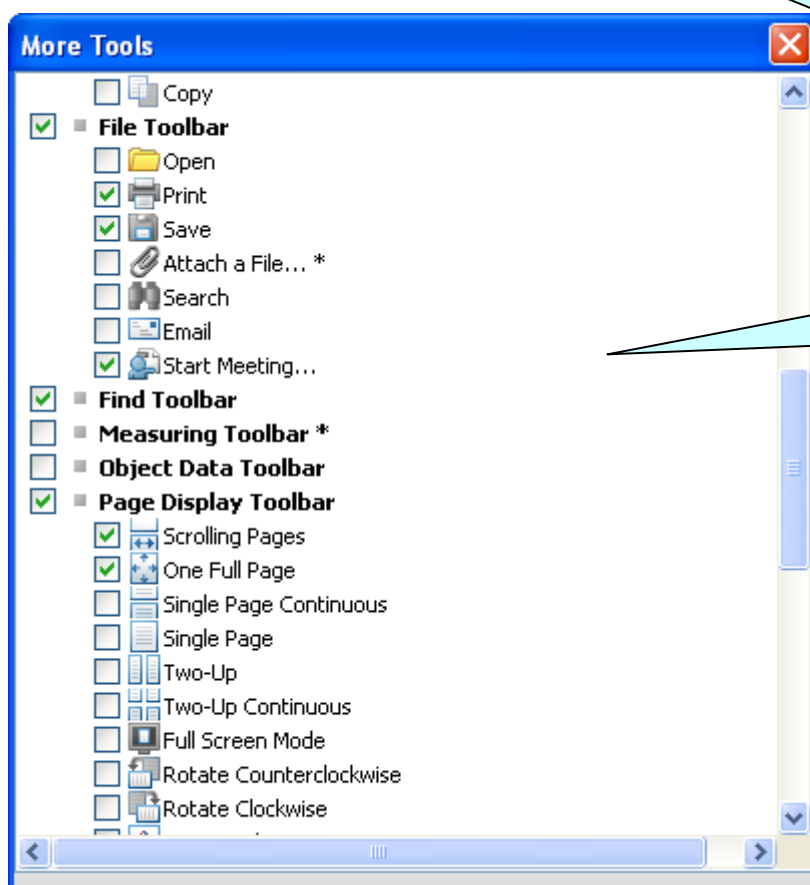
You can now open, save, close, print etc the file in the same way you would any other document you had saved or created on your own computer.

4.2 Adobe Reader – a brief introduction to some key features of the pdf form



Toolbar

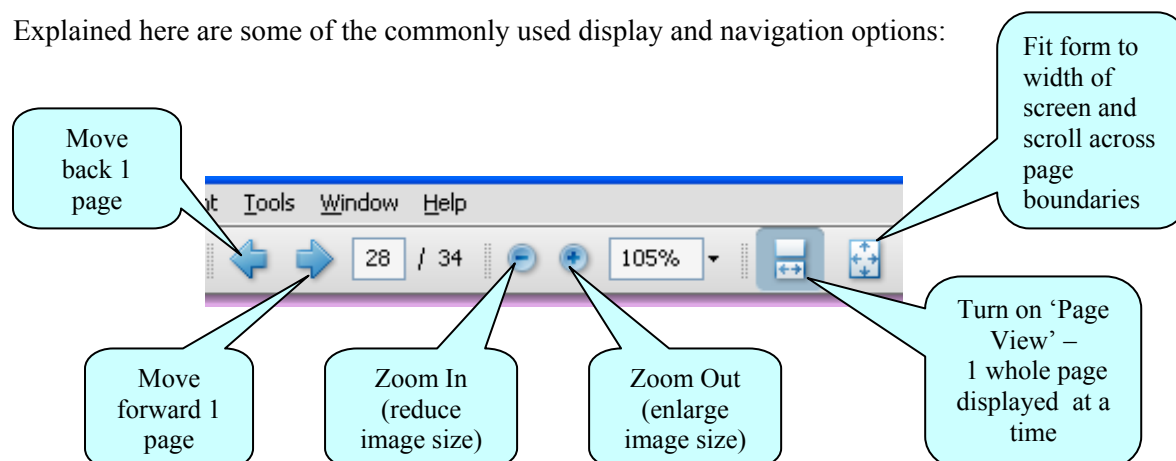
From the *Tools* menu you can customise your toolbar e.g. you can add the *Save* button if it is not already displayed. There are also various display and navigation options that you can add.



Toolbar

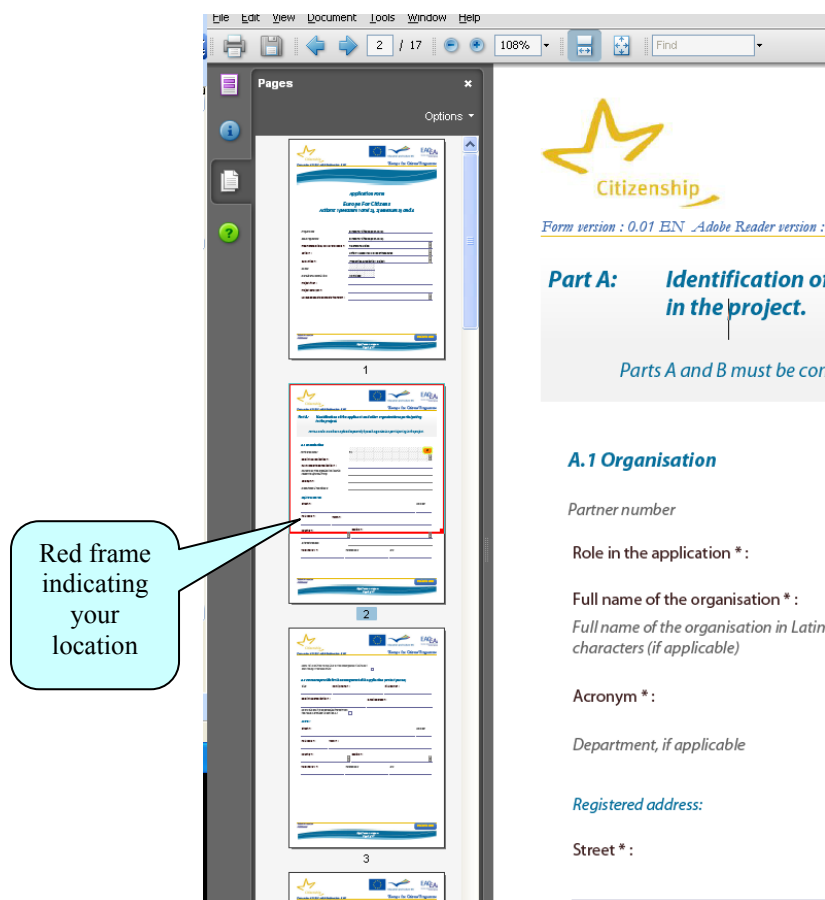
Customise toolbar selection menu (partial view)

Explained here are some of the commonly used display and navigation options:



Page Thumbnails

If you activate the *Page Thumbnails* option, a new panel is opened up on the left-hand side of the screen. It contains miniature previews ('thumbnails') of each page:



- Use the thumbnails to jump to different areas of the form.
- A frame outlined in red indicates where you are in the document.
- Right click on the panel to access options to enlarge or reduce the thumbnails.

Zoom in / Zoom out

To rapidly zoom in or out, press CTRL on your keyboard and move the scroll wheel on your mouse:

Scroll **up**
Scroll **down**

to zoom **out**, increasing the size of the image
to zoom **in**, decreasing the size of the image

4.3 eForm completion

The eForm is an interactive PDF form that contains form fields that are either selected from a restricted list or filled in using free text:

- Click inside a text field to enter data.
- Click to select options from e.g. dropdown lists and radio buttons.
- Press Tab to move forward one field or Shift+Tab to move backward one field.
- Point and click with the mouse to select a specific field.

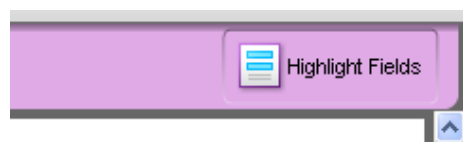
Please note that when you use the tab facility, the tab doesn't just 'land' on modifiable form fields – it also lands on the various buttons and unmodifiable form fields that appear in the form. In order to reach the next field that you wish to complete, simply continue tabbing until the cursor point arrives in the desired field.

4.4 Mandatory, optional and calculated fields

Field Type	Characteristics	Examples			
Mandatory	Field label is accompanied by an asterisk *	Telephone 1 * : <div></div>	<div>Programme or initiative*</div> <div></div>		
Optional	Field label has no asterisk	Telephone 2: <div></div>	☐ Publications	☐ DVD/CD-ROM	
			☐ WebSite		
Calculated automatically	Field contains diagonal grey lines.	Duration <div>0</div>	<div>Partner no</div> <div>P1</div>	<div>Role</div> <div>Applicant Organisation</div>	

How to highlight mandatory fields

Click on the purple button  in the navigation panel and this will activate the *Document message bar* which incorporates the *Highlight Fields* feature.



Click on the *Highlight Fields* button and all mandatory and optional fields will gain highlighting that makes them easier to identify (and easier to differentiate from one another).

Mandatory fields – red border and a light blue background

Optional fields – light blue background (and a black border when you hover the cursor over them).

Unhighlighted fields

Country *: _____
Region *: _____
Internet address: _____
Telephone 1 *: _____ Telephone 2: _____

Highlighted fields

Country *: _____
Region *: _____
Internet address: _____
Telephone 1 *: _____ Telephone 2: _____

Please note: if any mandatory field remains incomplete the eForm will not validate successfully and it will not be possible to submit your form. Where a numerical field is mandatory but you have no value to enter e.g. in table C.3, please make sure you enter a zero to indicate your null value.

Once you have activated the highlighting you can click the purple  button again to remove the *Document message bar* (and maximise the display of your form).

4.5 Saving your form

To save your form, click on the *Save* button on the toolbar or select *Save* from the *File* menu or press *CTRL* and *S*.



Please ensure that you **save your form on a regular basis**. If you encounter a problem in your local computing environment and your form or your computer crashes, the Adobe Reader auto-recovery function will only restore your form to the point of the **most recent save**.

4.6 Entering Dates and Numbers

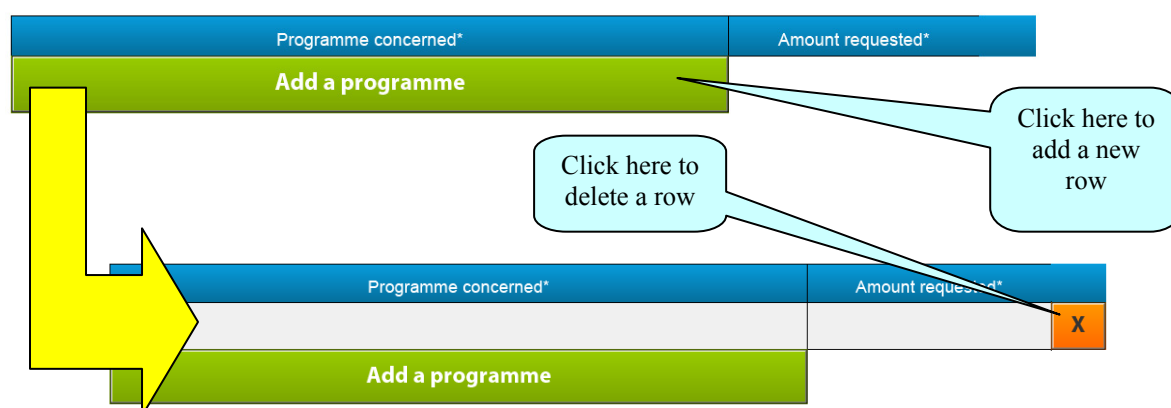
Please respect the following rules when entering dates and numbers on the form:

	Rule	Example
Numbers	Commas act as decimal commas	50,75 for fifty euros and seventy-five cents
Dates	All date fields are in the format dd/mm/yyyy	01/10/2012 for 1 st October 2012
Telephone numbers	No rules - this is a free text field	-

4.7 Using the Add and Delete buttons (eForm tables)

Some fields or groups / blocks of fields are required to be completed more than once allowing you to build up a 'table' of information e.g. the list of organisations involved in your project or the details of the Twinings. Whenever you need to insert a new 'blank' field or add rows to a table, you will do this by using the *Add* buttons.

These buttons are coloured green. Click on them to add the desired new field or table row.



Once you have added a field or row, the delete facility – an orange-coloured button containing an 'x' – appears so that you can delete the field, block of fields or table row concerned (and its contents!).

Please note: some tables are optional but contain fields that are mandatory **once a row has been added**. An example of this can be seen in the screenshot immediately above (Part B.3, table 2).

4.8 Formatting

If you enter formatted content into the form e.g. through copy-and-paste from other document sources, the eForm will strip off the formatting and plain text only will be pasted into the form.

Please do **not** copy bullet points into your form. The formatting of some bullets can trigger the requirement to download add-ons to your Adobe Reader software (so that it can handle those bullets).

4.9 Character Limits

The free text fields in the eForm have character limits that restrict the amount of text you can enter. These limits include both characters AND spaces. If you try to enter more characters than the limit allows the form will simply restrict the text to the predefined limit. Many word processing packages have a 'count' tool that may help you respect the limits.

For the major fields, the limits are displayed in the headings and sub-headings of the eForm. For other fields, please consult the following table:

Part	Field	Character Limit
A	Project Title	300
	Project Acronym (see section 5.1)	7
	Full name of the organisation	62
	Name in latin characters	62
	Acronym	62
	Department (if applicable)	40
	Street	57
	Street Number	5
	Postcode	12
	Town	60
	Internet address	60
	Telephone 1 and Telephone 2	60
	Fax	60
	Family name	62
	First name	62
	E-mail	100
	Role in the organisation	32
B.3	Programme or initiative	25
	Reference number	40
	Beneficiary Organisation	62
	Title of the Project	300
	Programme concerned	60
C.2	Venue of the activities, Town (Action 1 Measure 1.1 only)	60
	Venue(s) of the activities (All Actions & Measures other than Action 1 Measure 1.1)	2,000
E.2	Pertinence of the project and methods proposed	3,500
E.4	If one or more of the three types of communication tools...	1500 for each occurrence
F	Type of Activity	200
	Venue of the activity	60
	Content	500
	Expected results	500

5 Guidance for specific Parts of the form

5.1 Cover Page

Important!

Please ensure that you complete all the fields of the Cover Page (page 1) **before** going on to complete the rest of the form!

This is because the selections that you make, dictate how the rest of the form appears e.g. a different budget table appears in Part C.5 for each Measure that can be selected.

Information concerning the deadlines for submission for Action 1 Measures 1.1 and 1.2

Please be aware of the following constraints:

- Applications may only be submitted for the Round that is current i.e. for the **next scheduled deadline** – the online system blocks the submission of applications that are for a deadline that is not the next scheduled deadline.
- Once a deadline has passed, there is a gap in time before the online submission system is re-opened for the next scheduled deadline. Here are the details of when the online submission system is opened for each deadline:
 - Round 1 – Submission was opened when the eForm was published;
 - Round 2 – Submission open from 01/03/2012;
 - Round 3 – Submission open from 01/07/2012.
- If you attempt the submission having selected a deadline that is not the next scheduled deadline OR when the online submission system is closed, the submission of your form will be blocked and it will not take place. Nevertheless, it will still be possible for you to submit that **same** form once the submission has been opened for the Round / deadline you are interested in. Be aware, however, that the submission process will have locked your form so you will no longer be able to modify its content or change the attachments.
- It is not possible to submit an application for a deadline that has already passed. The online system blocks such submission attempts.
- If you have attempted the submission for a deadline that has passed, it will **not** be possible to correct the deadline value (and retry the submission) because the form will be locked. You would therefore be obliged to start your application again with a new form.

If you are in doubt about the schedule of deadlines, please check the Citizenship funding opportunities webpage:

http://eacea.ec.europa.eu/citizenship/funding/2012/index_en.php

The Project acronym field is limited to 7 characters. If you require an acronym that is longer than this, please include the **full** acronym of your project at the **start** of your Project title and then enter the first 7 characters of the acronym in the Project acronym field.

5.2 Parts A and B – Organisations

For each organisation in your consortium a part A and a part B must be completed. Please note the following:

- The ‘Role in the application’ field is not a field that you can modify. Instead, its value is dependent upon the Partner number value. The roles and partner numbers are set as follows:
 - P1 is automatically set to have the role of Applicant.

A.1 Organisation

Partner number : P1

Role in the application : Applicant Organisation

- For subsequent partners – P2, P3 etc – the role is automatically set to Partner.

A.1 Organisation

Partner number : P2

Role in the application : Partner

- The field ‘Internet address’ in Part A.1 relates to the organisation’s website address.
- The field A.3 – details of the Legal Representative – is only required to be completed for the Applicant Organisation. Consequently, it **only appears** in the form for the Applicant Organisation (P1). For all subsequent organisations, the field A.3 is omitted and only fields A.1 and A.2 are presented for completion.
- The Registered address you enter in Part A.1 is automatically copied to Parts A.2 and A.3. Check the relevant checkbox in order to write different address details in Parts A.2 or A.3.
- The *Add organisation(s)* button has an accompanying field that allows you to add multiple organisation rows at the same time. These rows are in addition to any that you have already added. The new rows are introduced to the form above the *Add organisation(s)* button not below it. **It is recommended that you add your additional organisations in one go.**
- Because parts A and B **taken together** represent the details of a single organisation, the form ‘numbering’ does not follow a ‘pure’ A, B, C, D, E, F but evolves as follows:

A, B, A, B, A, B, A, B, A, B.....C, D, E, F

- At the end of Parts A and B, a summary table – the List of partner organisations – is built up for you **automatically**. As you enter your partners in Parts A and B, the List updates to reflect the content you have added.

List of partner organisations				
Partner no	Role	Organisation Name	City	Country
P1	Applicant	Organisation 1	Brussels	Belgium
P2	Partner	Organisation 2	Santander	Spain
P3	Partner	Organisation 3	Copenhagen	Denmark

Please note: this List is protected and cannot be used to add or delete organisations. This can only be done through the green *Add* and orange *Delete* buttons described earlier.

Tip

When selecting a country value, instead of deploying the dropdown list, enter the initial letter of the country into the field. This will take you to the first country in the list that begins with that letter. Press the same letter again to bring up the next country. For example, entering the letter ‘c’ three times in succession would bring up:

Croatia
then Cyprus
then Czech Republic.

The up and down arrow keys on the keyboard can also be used to navigate the list – without deploying the dropdown list – once an initial selection has been made.

5.3 *Part C – Description of the Project*

C.1 Timetable of the project

Check the rules for your Action and Measure and then enter valid dates.

C.3 Participants

For every organisation that you enter in Parts A and B a corresponding row for you to complete will automatically appear in the table in Part C.3.

All fields are mandatory. If you have no value for a given field, enter a zero. If any field is left blank it will fail validation.

C.5 Budget

The format and content of the budget table that appears is dependent upon the Measure that you selected on the Cover Page.

If a budgetary rule has been broken, you will see red font in your table. Please ensure that all budgetary rules are respected and that you have no red figures in the budget table.

If you are applying for one of the following action / measure / budget type combinations there is a budget annex that must be completed and attached to your eForm:

- Action 1 Measure 2.1;
- Action 1 Measure 2.2;
- Action 2 Measure 3 with a budget type of “Production and realisation project”;
- Action 4 with a budget type of “Production and realisation project”.

In all other scenarios, the grant is calculated automatically within the eForm on the basis of the information you supply in Part C.5 and there is no budget annex to be attached.

5.4 *Part E – Project implementation / Award criteria*

Specific aims of the action

The options that appear are dependent upon the Measure that you selected on the Cover Page.

E.4 – Types of Communication tools

If you selected Action 1, Measure 1.2 on the Cover Page, the types of communication tools – Publications, DVD/CD-ROM and Website – become **mandatory** fields. For all other actions / measures these fields remain optional.

5.5 *Part F – Work programme*

The format and content of the table that appears is dependent upon the Measure that you selected on the Cover Page.

You may add and use several work programmes to describe the same event. So, if you run out of characters for your description simply add another work programme. This is done by clicking on the *Add a work programme* button:

Add a work programme

For example, if your event runs over a number of days you can add a separate work programme for each day. Or if your event consists of several activities you can add a separate work programme for each activity.

6 Attaching Documents to your eForm

All eForm applications must have attached within the eForm the following mandatory annex:

- Declaration of Honour.

Certain action / measure / budget type combinations must also have attached a further mandatory annex:

- Development Budget

The actions / measures / budget types concerned are:

- Action 1 Measure 2.1;
- Action 1 Measure 2.2;
- Action 2 Measure 3, where applicants have selected the budget type “Production and realisation project”;
- Action 4, where applicants have selected the budget type “Production and realisation project”.

For Action 2 Measure 3 and for Action 4, where applicants have selected the budget type “Event project”, there is no budget annex to be attached. For all other Actions and Measures there is likewise no budget annex to be attached and therefore no corresponding attach button appears in the form.

Please respect the following filenames and formats for your attachments:

Annex	Required Filename	Required Format
Declaration of Honour	Declaration of Honour	.pdf
Development Budget	Budget	.xls or .xlsx

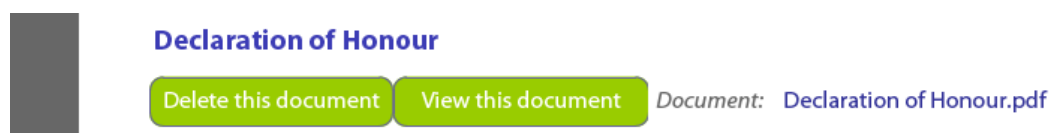
Attachment size limitation

There is a limit to the **total** (combined) size of your attachments. This is **5MB**. If you receive a message advising you that the total size of documents exceeds the maximum allowed, please reduce the size of the image-based documents e.g. by reducing their resolution.

To carry out the attach function, click on the relevant *Attach a document* button and a window will pop up enabling you to browse, locate and select the file you wish to attach:



Once a file has been successfully attached, the filename is displayed and the *Attach a document* button is replaced by a *Delete this document* button and a *View this document* button:



Please note: your ability to view a document that you have attached is subject to the security settings and the trust manager settings on your computer. Please consult your IT department or your computer's help files if you need to change the security settings or the trust manager settings in order to view an attached document. This phenomenon does not affect the document itself which retains its content and integrity.

7 Validation of your eForm

The *Validate Form* button appears at the foot of every page of the form.



It is recommended that you do not validate your form until you have finished completing it as validation slightly alters the look of the form.

When you are ready, click on the button and various checks will be automatically performed to ascertain whether your form is ready for submission. For example, the validation will verify that all mandatory fields have been completed and all the mandatory attachments are present.

If there are any errors present, the total number of them will be listed on the last page of your form. If there are any budget or attachment errors these will be itemised separately in the same list:

Submit this form	
000000000	Submission number
Errors list	
Number of mandatory field(s) not filled in: 225	
The declaration of honour has not been attached.	
The budget tables have not been attached.	

The errors themselves will be highlighted in pink. In the example that follows the mandatory field *Short description of the project* has not been completed:

C.4 Short description of the project, including its aims in English, in French or in German
(Max. 2000 characters). * :

When you validate, an additional button – the *Go to next error* button – appears next to the *Validate form* button.

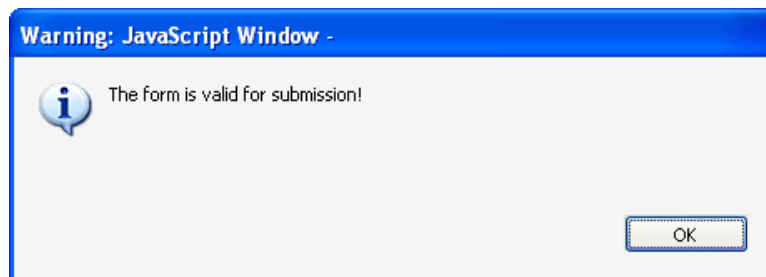
Go to next error

Validate form

Use this button to jump from error to error in your form. Please note the following:

- When you fix the errors that are highlighted, the *Errors List* is **not** dynamically updated. It is only updated i.e. refreshed when you perform **another** validation.
- The *Go to next error* function works best when you fix errors one by one, following the top-to-bottom sequence used by the *Go to next error* button. If you fix errors out of sequence e.g. fix an error further down the form, the *Go to next error* function will still follow the **original** sequence of errors reported by the validation.
- If you have fixed errors out of sequence, you are recommended to perform a **fresh** validation so that the errors you have fixed are removed from the sequence (and you would then start again from the error nearest the top of the form).
- If you prefer, you can simply do a visual search for the pink errors in your form. If you do this, it is recommended that you first turn **off** the highlighting for mandatory fields (see Section 4.4). You may find the thumbnail view a useful aid to quickly detecting the pink highlighted fields (see Section 4.2).

Whichever method you use, fix the errors that are present and validate your form again. If all errors have been resolved you will see the following pop-up message:



Until your form validates successfully the *Submit* button is disabled and it will not be possible to submit your form. The *Submit* button turns from grey to green when validation has been carried out successfully.

8 Submission of your eForm

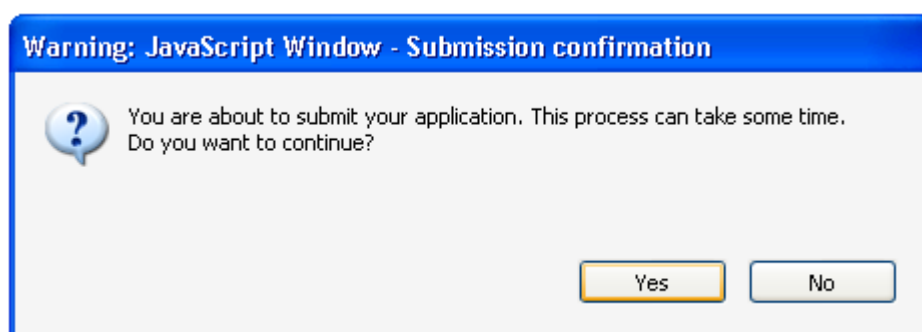
On the final page of the form is the *Submit this form* button. Once your form has been successfully validated the button is enabled (as confirmed by its green colour).

Please note: the submission process includes the locking of the data and attachments in your form. You may therefore wish to take a backup copy of your form before you begin the submission process.

When you are ready, click on the *Submit this form* button to launch the submission.



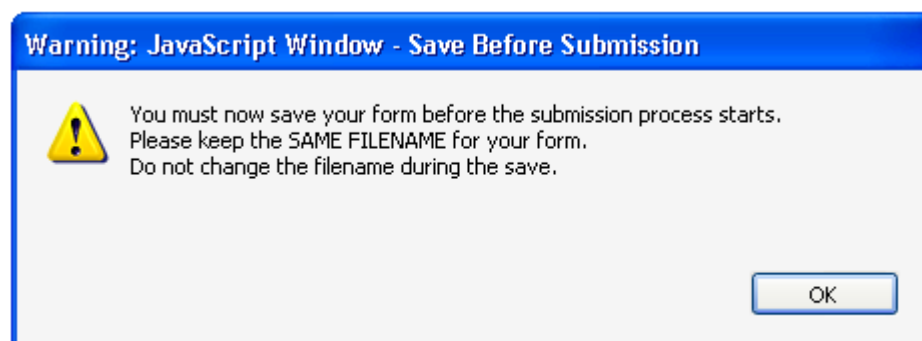
The following message will appear:



If for any reason you do not want to continue, you may click *No* and carry out the submission at a later time. The submission process will end. **Once you click *Yes* your form will be locked and it will no longer be possible to modify its content, including the attachment(s).**

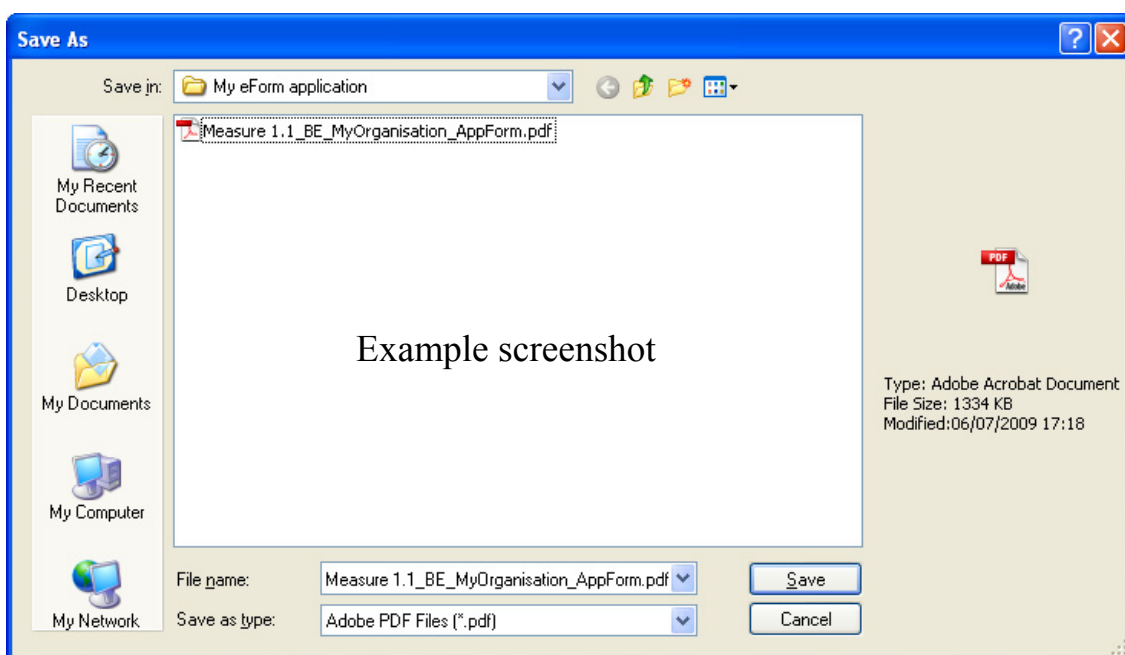
8.1 The mandatory save *BEFORE* submission

If you click *Yes*, the next step of the submission process is a **mandatory save**. The following message appears:



When you click *OK*, the form triggers a *Save As* operation. You will see the classic *Save As* window as appears in the screenshot below.

(Please note: the screenshot below is simply an **example** of the *Save As* window. The window that **you** see, will reflect the filename and directory name that you have been using.)

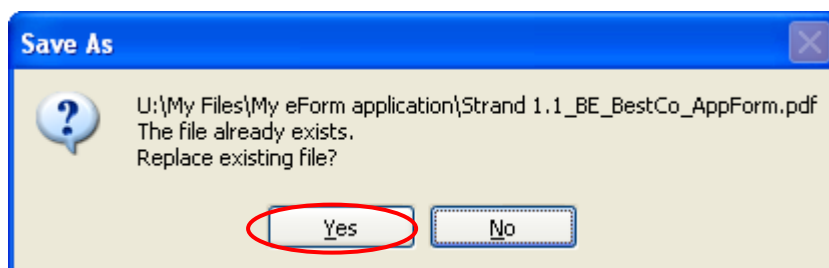


You must now perform the *Save As* operation by clicking on the *Save* button.

Very Important!

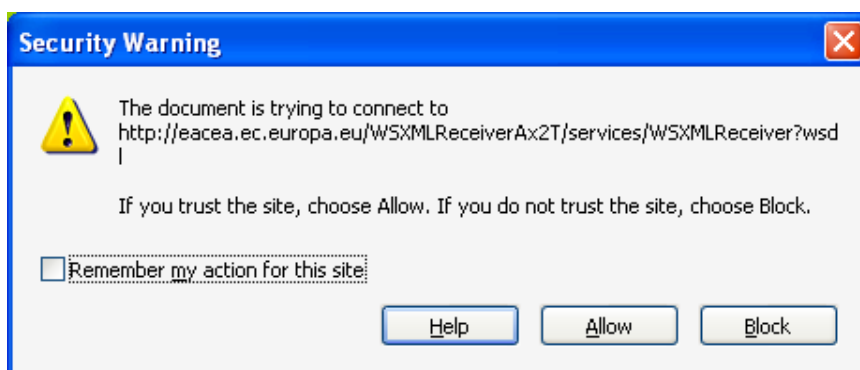
You must **NOT** change the filename of your eForm.
You must keep the same filename that the file had when you began the submission operation!

Click *Yes* when you are asked if you want to replace the existing file:



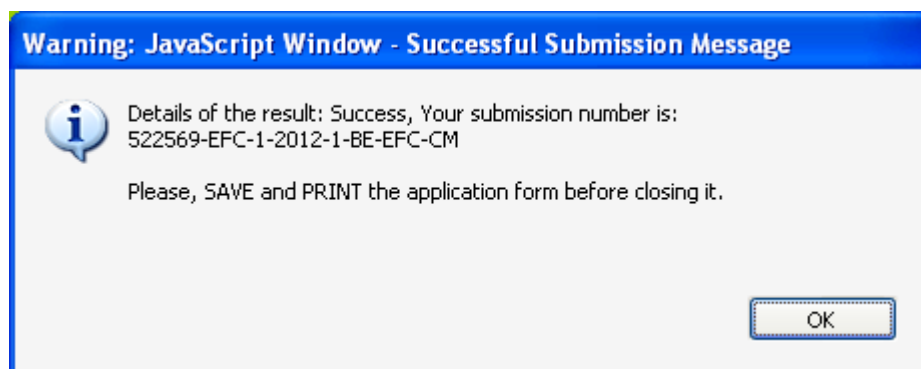
8.2 Submission

Depending upon your security settings, the following pop-up window may now appear:



If the window appears, click on the *Allow* button in order to proceed with the submission.

When the submission is complete you will see a pop-up message as follows:

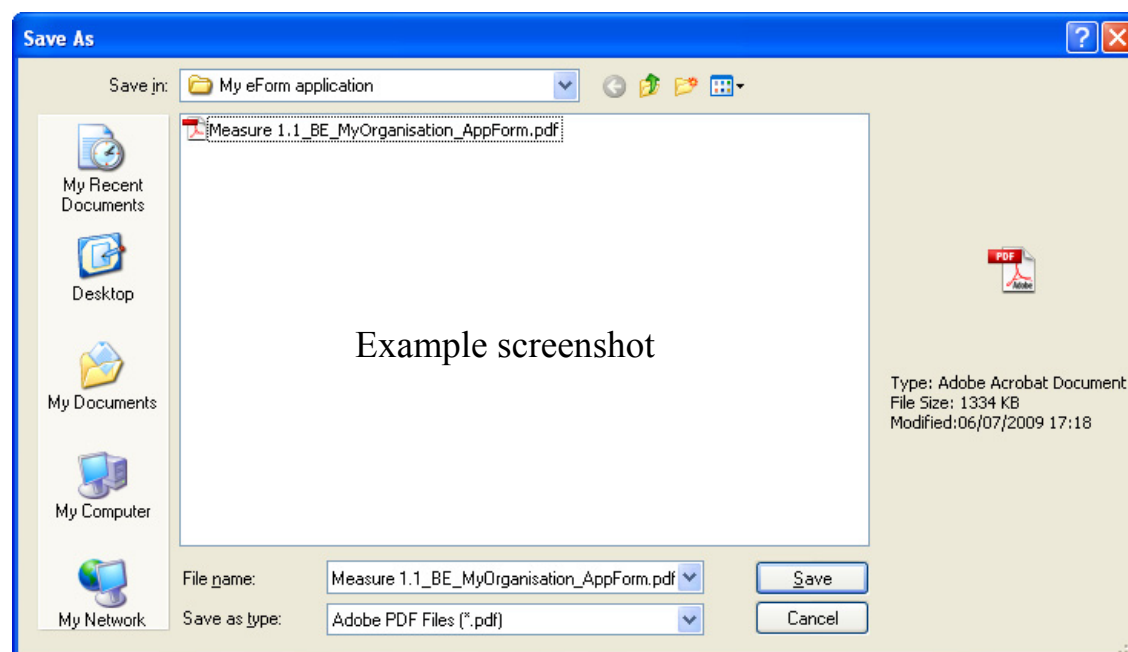


Click 'OK'.

8.3 The mandatory save *AFTER* submission

When you click *OK*, the form triggers another *Save As* operation. This is so that you cannot mistakenly close the form without saving (and so lose the submission number).

Once again you will see the classic *Save As* window appear:

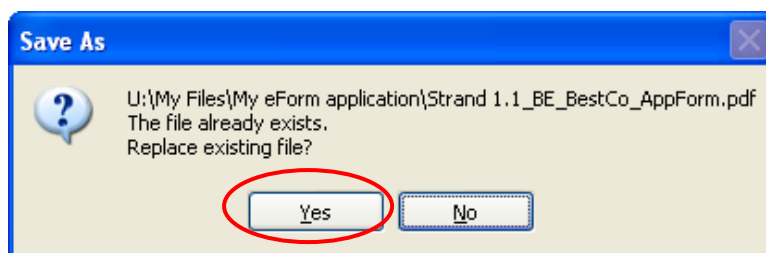


You must now perform the *Save As* by clicking on the *Save* button.

Very Important!

You must **NOT** change the filename of your eForm.
You must keep the same filename that the file had when you began the submission operation!

Click *Yes* when you are asked if you want to replace the existing file:



When you click 'Yes', the submission number is automatically added to the 'Submission number' box:



It is also inserted into the footer of your form. The form has also been saved and this save included the submission number.

Your submitted form is now 'locked'. That is to say, it has been converted to a read-only document: changes cannot be made to it and it cannot be re-submitted. As part of the submission process, an email message acknowledging receipt of your eForm is automatically sent to the email address you entered for the contact person of the Applicant Organisation (Part A.2).

As advised by the earlier pop-up message, you may now print the form for your own records.

***** Please Note! It is NO longer required to send to the Agency by post a printed copy of the eForm and its attachments! *****

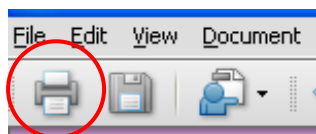
For details of the documents and annexes that must be submitted by post, please follow the relevant Action / Measure link from the funding opportunities webpage:

http://eacea.ec.europa.eu/citizenship/funding/2012/index_en.php

***** The submission number must be clearly written on all documents submitted by post! *****

9 Printing your eForm

The eForm can be printed using Adobe Reader's standard menu-driven print function. The *Print* button is found on the tool bar, or the *Print* menu can be selected from the *File* menu.



10 How to obtain technical assistance – EACEA Technical HelpDesk

If this User Guide does not provide answers to all of the technical questions or problems you encounter in completing the application form, a telephone and email HelpDesk service is available to assist you further:

EACEA Technical HelpDesk: +32 229 90705
eacea-helpdesk@ec.europa.eu
Monday to Thursday 08:30 to 17:30
Fridays 08:30 to 17:00
Excluding Belgian public holidays
All times are Brussels time

Should you experience what you believe to be a significant technical issue with the eForm it will be worth checking the Europe for Citizens programme website since, in the event of a general technical problem, an update bulletin would be posted.

You may also visit the Agency's dedicated eForm webpage which contains the latest versions of all published forms along with a Test eForm and other items of information:

http://eacea.ec.europa.eu/eforms/index_en.php

Non-technical assistance

If you require assistance with a query or problem that is **not technical** in nature, please do **not** contact the EACEA Technical Helpdesk. This Helpdesk team are only authorised and trained to help applicants who are encountering technical problems.

Please refer instead to the **funding opportunities webpage** of the programme/action that you are applying for. On this webpage you will find details of how to obtain non-technical assistance e.g. assistance with questions on:

- the content of the eForm;
- the application process including instructions for providing the backup copy;
- the rules of the programme / Call that you are applying for.

Generally speaking, the funding opportunities webpage will include the mailbox address of the programme team that is responsible for the programme/action that you are applying for. The page will also contain documentation that may already provide an answer to your non-technical question e.g. a *Programme Guide* or *Instructions for Applicants* document or a link to an in-country Helpdesk which can help you. If you cannot find the answer to your question, please contact the mailbox of the programme team cited on the funding opportunities webpage.

The following table provides some examples of technical and non-technical questions.

Technical Questions (handled by the EACEA Technical Helpdesk)	Non-technical Questions (handled by the programme team)
I can't download the form.	What is required to be entered for the field <i>Other EU Grants</i> ?
A dropdown list isn't working.	Why isn't country A in the dropdown list?
I can't attach my budget form (or other annex/attachment).	I need help with completing my budget form.
How does the synchronisation of fields work?	Why is this field mandatory?
I can't delete a table row that I have entered.	Our project has more than one coordinator. What should I do? What is the minimum / maximum number of partners that is allowed?
My form freezes/crashes.	What documents are required for the paper backup and where do I send it?
My form is working slowly.	I need more characters for my answer!
My form won't validate.	What do you mean by the term 'acronym'?
My form won't submit.	Where are the templates for the attachments and additional documents?
I think there is a bug in the form.	What should I enter in the form for my project start and end dates?