Education and Training

Education and Culture DG

EACEA Education, Audiovisual & Culture Executive Agency

Lifelong Learning Programme

*e*Form User Guide

How to complete & submit the eForm

CALL DG EAC/27/11
LLP CENTRALISED PROJECTS AND NETWORKS

Deadlines:

Main Calls 2012	Deadline for submission
Sub-programmes: Comenius, Erasmus, Grundtvig, Leonardo da Vinci Multilateral Projects, Networks, Accompanying Measures	2nd February 2012 12:00 midday CET (Brussels time)
Transversal Programme: KA1 (Policy Co-operation and Innovation), KA2 (Languages), KA3 (ICT), KA4 (Dissemination and exploitation of results) Multilateral Projects, Networks, Accompanying Measures	1st March 2012 12:00 midday CET (Brussels time)

eForm Technical Helpdesk:

Contact Details	Availability
Tel: +32 229 90705 **Email**: eacea-helpdesk@ec.europa.eu	08:30 to 17:30 CET/CEST Monday to Thursday 08:30 to 17:00 CET/CEST) Fridays Excluding public holidays

Version 1 ***30 September 2011***

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1 Introduction

Applications for the Lifelong Learning Programme in the 2012 Call for proposals must be made using the eForm.

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 *Instructions for completing the Application Form and its attachments* which must be read and consulted by applicants for all guidance on the content of the application form, the application procedure and the rules that must be respected. This document can be found on the 2012 LLP Call for Proposals webpage:

http://eacea.ec.europa.eu/llp/funding/2012/call_lifelong_learning_2012.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 eForm is an interactive PDF form that requires Adobe Reader software to be installed on your computer for you to be able to complete and submit it.

The retrieval and submission of the form are 'online' activities but completion of the form and its validation are 'offline' activities. This is explained in more detail in the process overview below.

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. 8.2, 9.0, 9.1 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 some versions of Adobe Reader and Adobe Acrobat
If you are using a version of Adobe Reader or Adobe Acrobat that incorporates **Enhanced Security**, it is possible that the enhanced security settings will block the submission of your eForm. The involved versions of Adobe Reader and Adobe Acrobat are:

- 8.2 or any *higher* version 8 than this (including any sub-versions e.g. 8.2.1, 8.2.2 etc);
- 9.3 or any *higher* version 9 than this (and including any sub-versions e.g. 9.3.1, 9.4.2 etc;
- any version X (including any sub-versions e.g. 10.0.1)

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 **enabled** but identify your eForm as a trusted item (stored in a 'privileged location') 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's 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 print your form.

(vii) An email acknowledging receipt of your form is automatically sent to the email address that you entered for the contact person in Part A.2 of the Applicant Organisation or Part A.2 of the Coordinating Organisation where the latter is different from the former.

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_country code_acronym of your project_AppForm.pdf

You can now open, edit, 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.

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 lefthand side of the screen. It contains miniature previews ('thumbnails') of each page:

- Use the thumbnails to jump to different areas of the form.
- A box 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**	to zoom **out**, increasing the size of the image
Scroll **down**	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 menus, radio buttons and checkboxes.
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.

4.4 Mandatory, optional and calculated fields

Field Type	Characteristics	Examples
Mandatory	Field label is accompanied by an asterisk *	Telephone 1 * : Staff*
Optional	Field label has no asterisk	*Telephone 2:*
Calculated automatically	Field contains diagonal grey lines.	*Duration (months)* 12 Partner no: P1 Role: Applicant Organisation

<u>How to highlight mandatory fields</u>

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).

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 Part B.4, 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	Only whole numbers are accepted. Do not use any separators such as commas or dots.	50000 not 50,000
Dates	All date fields are in the format dd/mm/yyyy	01/10/2013
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 a series of priorities or objectives. 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!).

4.8 Formatting

If you enter formatted content into the form e.g. through copy-and-paste from other document sources, the eForm will remove 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). You may use dashes to represent bullets in a list of points or items.

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. Most word processing packages have a 'count' tool that can 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
Cover Page	Project Title	300
	Project Acronym (see section 5.1)	7
A	Full name of the organisation	62
	Name in latin characters	62
	Acronym	62
	Erasmus University Charter number	100
	Department / Faculty	40
	Street	57
	Street Number	5
	Postcode	12
	Town	60
	Internet address	60
	Telephone 1 and Telephone 2	60
	Fax	60
	Title	25
	Family name	62
	First name	62
	E-mail address	100
	Role in the organisation	32

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 behaves. For example, the options that are presented in Part B.2, *LLP Objectives and Priorities addressed* are dependent upon the sub-programme, action and, where applicable, sub-action that you selected.

If, after filling in parts of your form, you change your choice of Action / Sub-action – or even just re-select the ***same*** Action / Sub-action from the dropdown menu – you will **lose data** that you have entered elsewhere in the form.

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.

Tooltip for long descriptions

Where a description overflows the menu box, hover your cursor over the menu item to display the full description in a tooltip:

Advice for Third Country partner(s) participation ONLY

If there is third country participation in your application, check the relevant checkbox that is found just before the start of Part A (it only displays in the form once you have completed the Cover Page):

This automatically generates in the eForm a Third Country Budget summary for you to complete. It also results in differently presented controls for the 'Add organisation' function (see below for details).

If you subsequently uncheck this box – whether intentionally or by mistake – the form will prompt you to confirm the operation. If you confirm it, the form will **delete all third country partner details** you had entered and will **delete the Third Country Budget summary**. There is no 'undo' facility.

Only confirm the operation if you want to delete all trace of third country participation from your application!

5.2 Part A – Participating Organisations

For each organisation in your consortium you must complete a part A.

The fields for the Applicant Organisation are already present in the form that you downloaded from the Agency's website. The fields / rows for all other partner organisation must be generated by you by using the 'Add organisation' button in the 'Partner Controls' section of the form (this is described below and varies according to whether you have Third Country participation or not).

5.2 (i) Recording the Applicant Organisation and, where applicable, the Coordinating Organisation

This guidance is for ALL APPLICANTS

The 'Role in the application' field and the 'Partner number' field are not fields that you can select or modify. Instead, their values are allocated automatically by the form. This automatic allocation works as follows:

- P1 is **fixed** as the Applicant Organisation.

- If the Coordinating Organisation is **different** from the Applicant Organisation, as indicated by your checkbox selection…

…then, when you add a second organisation, P2 is **automatically** allocated the role of Coordinating Organisation:

- If the Coordinating Organisation and the Applicant Organisation are the **same**, as indicated by your checkbox selection…

…then P2 is **automatically** allocated the role of Partner organisation:

(This assumes that if your application has Third Country participation, you record your partners **before** recording the Third Country partners. See also below.)

For the remaining consortium partners that you need to record:

- if your application does **not** include Third Country participation go to step 5.2 (ii) of this guide;
- if your application **does include** Third Country participation go to step 5.2 (iii) of this guide.

5.2 (ii) Recording other partners for applications which do **NOT** include third country participation

Further partner organisations 'rows' are added using the previously-mentioned button in the 'Partner Controls' section of the form:

Once the Applicant and Coordinating Organisations have been recorded – whether as 1 organisation or 2 – all subsequent organisations are automatically allocated the role of Partner.

As you record your organisation details, a summary table – 'List of partner organisations' – is built up automatically in the form:

List of partner organisations

Partner no	Role	Organisation Name	City	Country
P1	Applicant Organisation	An Organisation	Brussels	Belgium
P2	Partner	Another Organisation	Berlin	Germany
P3	Partner	And Another Organisation	Copenhagen	Denmark

This table 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.

5.2 (iii) Recording partners for applications which **INCLUDE** third country participation

Further partner organisations 'rows' are added using the previously-mentioned 'Partner Controls' section of the form. When you have signalled that there is third country participation in your application, the 'Partner Controls' section of the form displays as follows:

Click on the 'Add organisation' button to generate the required fields / rows in your eForm.

Once the Applicant and Coordinating Organisations have been recorded – whether as 1 organisation or 2 – all subsequent organisations that you add are automatically allocated the role of either 'Partner' or 'Third Country':

- The partners that you add will automatically be allocated the role Partner;
- The third countries that you add will automatically be allocated the role Third Country.

As you record your organisation details, a summary table – 'List of partner organisations' – is built up automatically in the form:

List of partner organisations

Partner no	Role	Organisation Name	City	Country
P1	Applicant Organisation	An Organisation	Brussels	Belgium
P2	Partner	Another Organisation	Berlin	Germany
P3	Partner	And Another Organisation	Copenhagen	Denmark

This table 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.

Important!

Partner numbering (when there is Third Country participation)

When you add any of the types of partner organisation using the 'Add organisation' button, the partner numbering is **automatically allocated** by the form. This allocation works as follows:

All partner organisations that are NOT from Third Countries automatically appear in the form and are listed BEFORE i.e. earlier in the form than all Third Country partners. The form automatically pushes the Third Country partners to the end of Part A and the end of the list thus giving them the highest partner numbers.

Consequently, if you add some partners and some Third Country partners and then **at a later time** add an additional partner (non-Third Country), the partner numbers of the Third Country partners will be automatically (dynamically) increased. This is because the additional partner, despite having been added later, will be inserted into the form and the partner list **before** the Third Country partners. This is illustrated (for the partner list table) in the following screenshots.

In this first screenshot the Third Country partners have been allocated the partner numbers P4 and P5:

List of partner organisations

Partner no	Role	Organisation Name	City	Country
P1	Applicant Organisation	The Applicant Organisation	Brussels	Belgium
P2	Partner	A Partner Organisation	Berlin	Germany
P3	Partner	And Another Partner Organisation	Copenhagen	Denmark
P4	Third Country	A first Third Country Partner Organisation	Lima	Peru
P5	Third Country	A second Third Country Partner Organisation	Istanbul	Turkey

Subsequently, an additional partner based in Paris – boxed in red below – has been added:

List of partner organisations

Partner no	Role	Organisation Name	City	Country
P1	Applicant Organisation	The Applicant Organisation	Brussels	Belgium
P2	Partner	A Partner Organisation	Berlin	Germany
P3	Partner	And Another Partner Organisation	Copenhagen	Denmark
P4	Partner	This partner was added LATER than the TC partners below	Paris	France
P5	Third Country	A first Third Country Partner Organisation	Lima	Peru
P6	Third Country	A second Third Country Partner Organisation	Istanbul	Turkey

The partner number P4 has been automatically **reallocated** to the Paris-based partner and the Third Country partners have been reallocated partner numbers P5 and P6.

To avoid this automatic renumbering, you are strongly advised to only enter your Third Country partners once you have fully recorded all your other partners.

Please ensure that if you do encounter this automatic renumbering, you take account of the new numbering in any other documents that you are preparing as part of the application package. For example, partner numbers are required to be recorded in the Description of the Project and the Detailed budget tables and Workplan. **All partner numbers used within these documents must be coherent with the partner numbers allocated to your partners in the eForm!**

Further Part A guidance for **ALL** applications

- 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.

Tip
When selecting a country value, instead of deploying the dropdown menu, 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 's' three times in succession would bring up:

	Slovakia
then	Slovenia
then	Spain.

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

5.3 Part B – Description of the Project

B.2 LLP Objectives and Priorities addressed

If the description for the code that you have selected is not fully visible, please refer as necessary to the full descriptions found in the Call documentation:

http://ec.europa.eu/education/llp/doc/call12/prior_en.pdf

Depending on the sub-programme, action and, where applicable, sub-action that you selected on the Cover Page, some codes and checkboxes may be pre-selected for you in this section e.g. where there is only one priority on offer for a particular action or sub-action or where a linkage is mandatory.

B.3.1 Total duration of the project

The start dates and maximum durations vary according to the sub-programme and action. Details of the different start dates and maximum durations are found in the document *Instructions for completing the Application Form and its attachments*.

You must record the duration start and end dates before going on to complete the Summary Budget in Part B.4. The duration that you record affects the budgetary rules that are applied in the Summary Budget.

B.4 Summary Budget and, where applicable, Third Country Budget

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 or error messages in the budget table.

SubContracting*	5 000€	
Other*	5 000€	
Sub-Total: Direct Costs	100 000€	
Sub-Total: Indirect Costs	7 001€	This amount should respect the following rule(s) : - should be less than or equal to : 7 % of Sub-Total: Direct Costs
Total Cost	107 001€	
Revenue		

All fields in the budget tables are mandatory. If you have no value to enter, do not leave the field blank but enter a zero.

6 Attaching Documents to your eForm

The following mandatory annexes, which are a formal part of your grant application, must be attached to your eForm:

Description of the project
Declaration of Honour By Legal Representative of Applicant Organisation;
Detailed budget tables & Workplan/Workpackages summary chart;
Legal Entity Form (Applicant Organisation only).

Please use the following filenames for your attachments and respect the cited format restrictions:

Annex	Filename	Required Format
Description of the project	action_country code_acronym of your project_Desc	doc or docx
Declaration of Honour	action_country code_acronym of your project_DecHon	pdf, tiff or jpeg
Detailed budget tables & Workplan	action_country code_acronym of your project_Bud	xls or xlsx
Legal Entity Form	action_country code_acronym of your project_LEF	pdf, tiff or jpeg

Example filename

For a Leonardo da Vinci Multilateral Project with the acronym ACRO that is being completed by an Applicant Organisation based in Belgium, the budget annex would be named:

Leonardo MP_BE_ACRO_Bud

(This example filename does not include the extension details – .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 on your computer. Please consult your IT department if you need to change the security 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 bottom right 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, that no rules have been broken in the budget table and that 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:

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

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

Use this button to jump from error to error in your form. The function starts with the error nearest the top of the form i.e. nearest to Page 1 and descends the form moving to the next error with each click.

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). Click on this 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 attachments**.

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 which follows.

(Please note: this screenshot 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* 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 similar to the one that 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 or, where applicable, the contact person of the Coordinating Organisation (where the latter is different from the former).

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 – eForm 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:

eForm Technical HelpDesk: +32 229 90705
eacea-helpdesk@ec.europa.eu
Monday to Thursday 08:30 to 17:30 (CET/CEST)
Fridays 08:30 to 17:00 (CET/CEST)
Excluding public holidays

Should you experience what you believe to be a significant technical issue with the eForm it will be worth checking the LLP 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 the Test eForm (mentioned in section 2) 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 eForm Technical Helpdesk. The eForm Technical 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 eForm 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 *Status*?
A dropdown list isn't working.	Why isn't country A in the dropdown list?
I can't attach my budget form (or other annexe/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?