



Culture Programme 2007 - 2013

eForm User Guide

How to complete & submit the eForm

Applications and Deadlines:

Applications 2012		Deadline for submission
Strand 1.1	Multi-annual Cooperation Projects	07/11/2012 12:00 midday Brussels time
Strand 1.2.1	Cooperation measures	
Applications 2013		Deadline for submission
Strand 1.3.5	Cooperation Projects with Third Countries	08/05/2013 12:00 midday Brussels time

eForm 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

Version 2

22 August 2012

Deadline for Strands 1.1 and 1.2.1 extended from 03/10/2012 to 07/11/2012

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1 Introduction

Grant applications for the Culture Programme for the 2013 budgetary year **must be made using the eForm**. Applicants are **not** required to send a paper copy of their eForm by post.

However, the application package has **additional** documents that are not part of the online submission. Please therefore be sure to submit **all requested documents**. For details of the contents of the application package and how to submit them, please consult the *Culture Programme Guide* and the *Instructions for Applicants*.

The purpose of this document is to provide guidance on the **technical** aspects of completing and submitting the eForm. It does not replace the documents *Culture Programme Guide* and the *Instructions for Applicants* 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. These can be found on the following webpage:

http://eacea.ec.europa.eu/culture/funding/2012/index_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 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, X 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/>

Internet Connection & Browser software

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

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 so that its submission is not blocked.

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 agency’s 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 print your form for your own records, if required.
- (vii) An email acknowledging receipt of your form is automatically sent to the email address that you entered for the contact person of the Coordinator 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

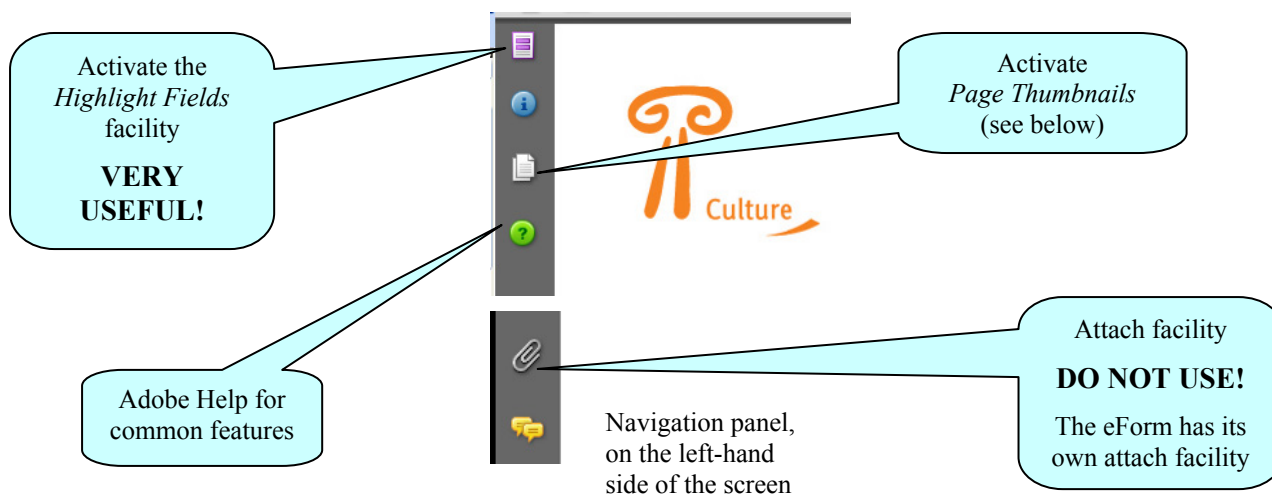
Save the form to your local computer or network drive, respecting the following filename convention:

strand reference_ coordinator ISO country code_ coordinator organisation name_AppForm.pdf

e.g Strand 1.1_BE_MyCompany_AppForm.pdf

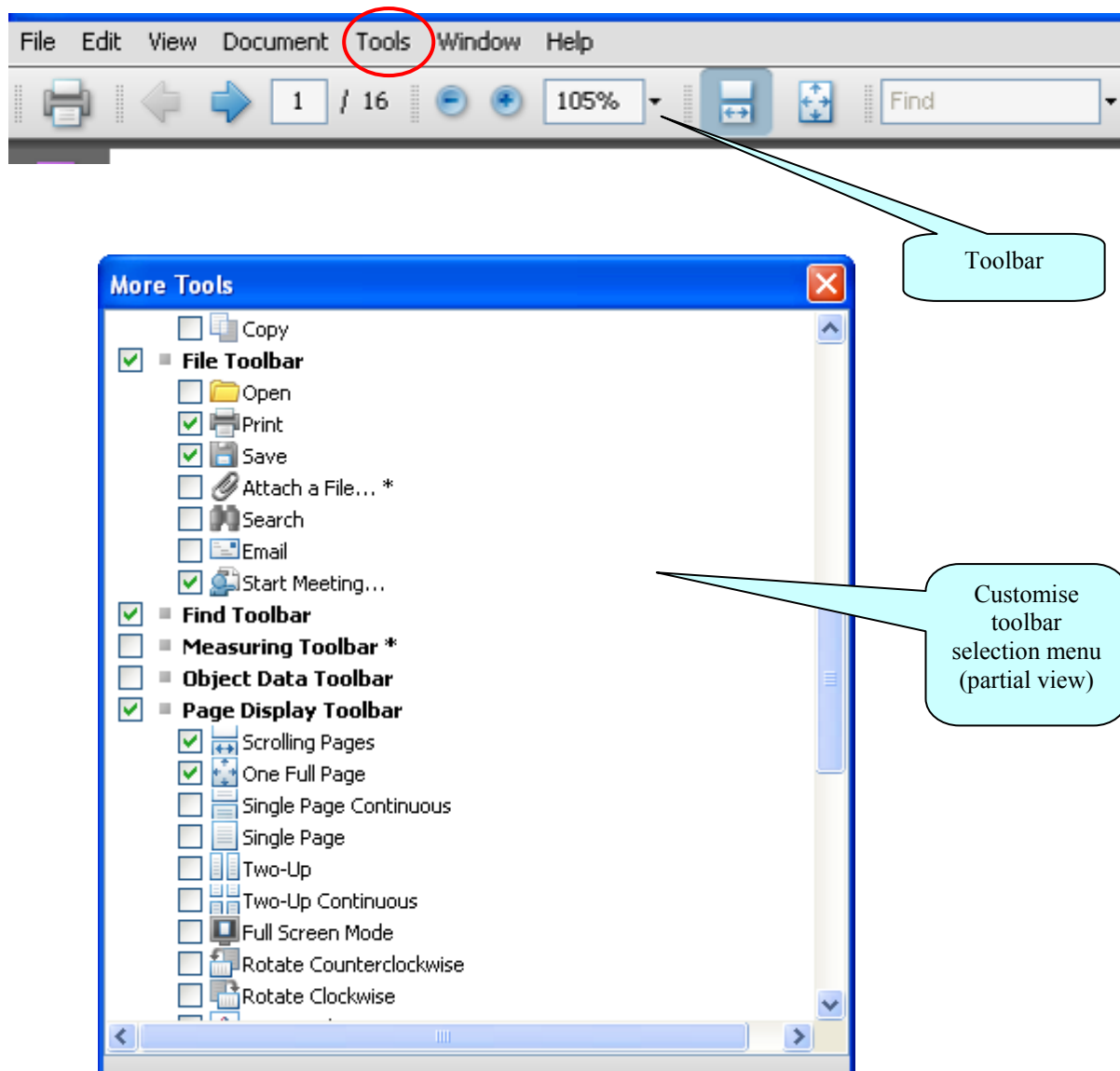
You can now open, save, close, print etc the file in the same way you would any other document you had saved or created on your own computer.

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

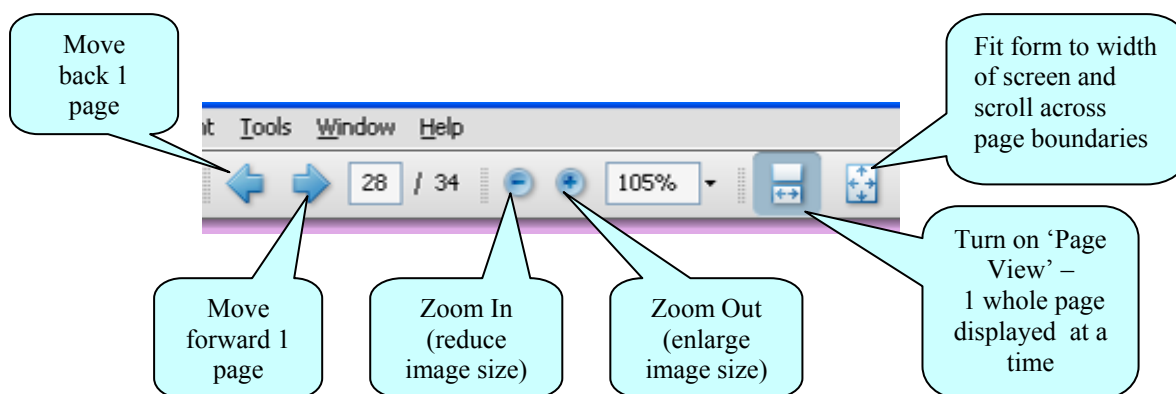


Toolbar

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.

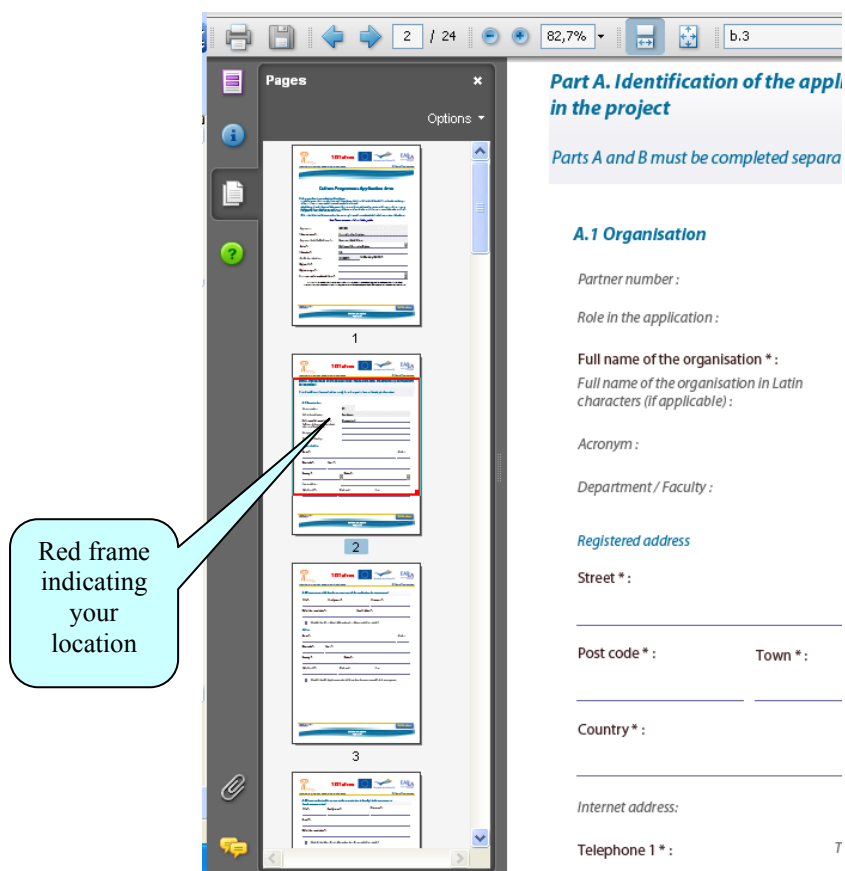


Explained here are some of the commonly used display and navigation options:



Page Thumbnails

If you activate the *Page Thumbnails* option, a new panel is opened up on the 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** 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 lists, checkboxes, pop-up calendars and radio buttons.


Press Tab to move forward one field or Shift+Tab to move backward one field.

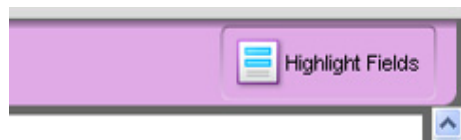
Point and click with the mouse to select a specific field.

4.4 Mandatory, optional and calculated fields

Field Type	Characteristics	Examples						
Mandatory	Field label is accompanied by an asterisk *	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">Telephone 1 * :</div> <div style="border: 1px solid black; background-color: #0070c0; color: white; padding: 5px; text-align: center;"> When was your organisation legally established * </div> </div>						
Optional	Field label has no asterisk	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">Telephone 2:</div> <div style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; text-align: center;"> <tr> <th colspan="2">Number of permanent staff employed by the organisation</th> </tr> <tr> <td>Full time</td> <td>Part time</td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </table> </div> </div>	Number of permanent staff employed by the organisation		Full time	Part time		
Number of permanent staff employed by the organisation								
Full time	Part time							
Calculated automatically	Field contains diagonal grey lines.	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">Duration (months)</div> <div style="background-color: #cccccc; border: 1px solid black; padding: 5px; text-align: center; width: 50px;">12</div> <div style="margin-left: 20px;"> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Partner number</th> <th>Role</th> </tr> </thead> <tbody> <tr> <td>P1</td> <td>Coordinator</td> </tr> </tbody> </table> </div> </div>	Partner number	Role	P1	Coordinator		
Partner number	Role							
P1	Coordinator							

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.8, 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

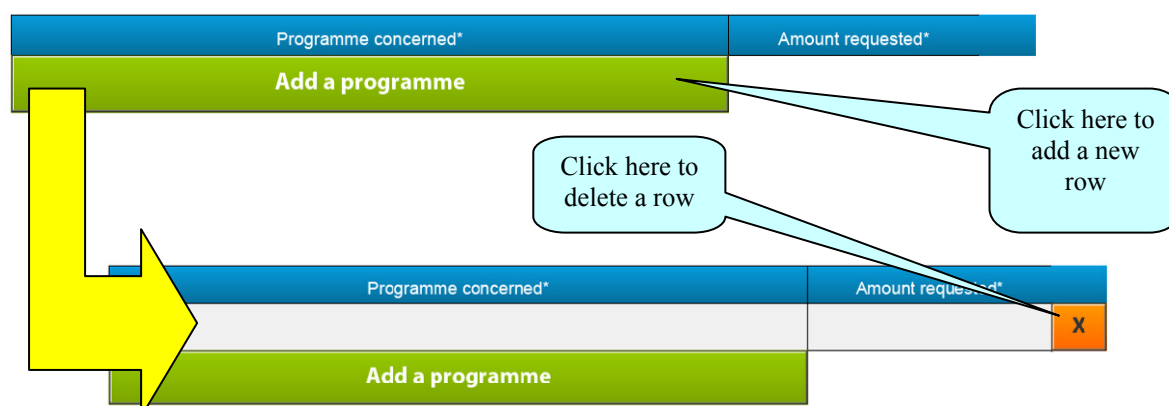
Please respect the following rules when entering dates and numbers on the form:

	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. (The only exception to this is the Year field in Part D which takes the format yyyy.)	01/10/2011 for 1 st October 2011
Telephone numbers	No rules - this is a free text field but please provide the country code.	-

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 list of workpackages that will be undertaken. 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 (organisation)	62
	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	
B.3	Programme or Initiative	25
	Reference number	40
	Beneficiary organisation	62
	Title of the Project	300
	Programme concerned	60
D	Country	100
	Project title	150
E.2	Quality partnership – method of management	2000
	Role in the conception of the project	400
	Implementation role	400
	Associated partners – name and country of the organisation	300
	Associated partners – Implementation role	300

Part	Field	Character Limit
E.3	Expected outputs	1000
	Target groups	1000
	Trans-sectorial / potential for interaction (Interdisciplinary projects only)	1000
E.4	How do you intend to disseminate...	2000
	How do you intend to promote the visibility...	2000
	Please explain in detail your communication and promotion plan	2000
	Target groups	250
E.5	Sustainability	1000
F	Activity (brief description)	124
	Country and Location	124
	Name of coordinator/co-organiser...	124
	Name of subcontractor	124

4.10 Synchronisation with your recorded Organisations

Parts C.2, D and E.2 – all of which require information to be supplied on a per partner basis – are synchronised with the organisation information that you enter in Parts A and B of the form.

The synchronisation features will be explained in more detail in section 5 of this guide.

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 e.g. the calculation of the field *Role in the application* is dependent upon the *Action* (strand) that you select.

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 participating in the project a part A and a part B must be completed.

Please note the following:

- P1 is automatically set to have the role of Coordinator. It is not possible to change this.

	A.1 Organisation	
	<i>Partner number :</i>	P1
	<i>Role in the application :</i>	Coordinator

- For subsequent partners – P2, P3 etc – the role is dependent upon the programme strand you have selected on the Cover Page.
 - For strands 1.1 and 1.2.1 the role is automatically set to Coorganiser

	A.1 Organisation	
	<i>Partner number :</i>	P2
	<i>Role in the application :</i>	Coorganiser

- For strand 1.3.5 you must choose the role yourself:

	A.1 Organisation	
	<i>Partner number :</i>	P3
	<i>Role in the application :</i>	Coorganiser
	<i>Full name of the organisation * :</i>	Third Country

- Further organisations are added using the ‘Add organisation’ button in the ‘Partner Controls’ section of the form:

Enter the number of organisations that you want to add. Then click on the ‘Add organisation’ button to generate the required rows.

- The field ‘Internet address’ in Part A.1 relates to the organisation’s website address.
- 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.
- 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
P 1	Coordinator	Organisation 1	Brussels	Belgium
P 2	Coorganiser	Organisation 2	Santander	Spain
P 3	Coorganiser	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 further countries. 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 list – once an initial selection has been made.

5.3 Part C – Description of the Project

C.1 Calendar of the project

If either of your dates or the auto-calculated duration appear in red font this signals an invalid date or duration. An error message will also be displayed, reminding you of the rules that apply.

C.2.1 Organisation

For every organisation that you enter in Parts A and B, a corresponding row for you to complete will automatically appear in table C.2.1.

C.2.1 Organisation - Information

Partner number	Role	Name of the organisation	When was your organisation legally established *	Number of permanent staff employed by the organisation		Country
				Full time	Part time	
P1	Coordinator					

C.5 Fields

If you select the option *Interdisciplinary*, a further table will be presented for you to record multiple fields. You must record **at least two**.

C.5 Fields*

- Cultural heritage
- Visual Arts
- Performing Arts
- Literature, Books and Reading
- Architecture
- Design, Applied Arts
- Interdisciplinary

Priority	Fields
1	
2	<input type="checkbox"/> Cultural heritage <input type="checkbox"/> Visual Arts <input type="checkbox"/> Performing Arts
3	<input type="checkbox"/> Literature, Books and Reading <input type="checkbox"/> Architecture <input checked="" type="checkbox"/> Design, Applied Arts
4	
5	
6	

If, once you have made your selections, you wish to change their order, it is possible to clear a field by entering the same field value a second time. The form will warn you that you have already selected the value concerned and the field will be cleared.

When you select *Interdisciplinary* an additional, related field appears in Part E.3 for you to complete.

C.8 Budget

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.

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.

5.4 Part D – Technical Capacity

For every organisation that you enter in Parts A and B, a corresponding section for you to complete will automatically appear in Part D.

Part D. Technical Capacity

Partner number : P1

Role in the application : Coordinator

Organisation name : Organisation 1

Experience in cultural cooperation at international and / or European level

Country*	Project title*	From* (year)	To* (year)	Project description (300 char. max.)*
Add a new project				

Partner number : P2

Role in the application : Coorganiser

Organisation name : Organisation 2

Experience in cultural cooperation at international and / or European level

Country*	Project title*	From* (year)	To* (year)	Project description (300 char. max.)*
Add a new project				

5.5 Part E – Project implementation / Award criteria

E.2 Quality Partnership

For every organisation that you enter in Parts A and B, a corresponding section for you to complete will automatically appear in Part E.2.

E.2 Quality partnership

Please describe the method of management applied to the project (cooperation scheme with co-organisers, e.g. contacts, meetings, monitoring of activities). * :

Partner number : P1

Role in the application : Coordinator

Organisation name : Organisation 1

What was your organisation's role in the conception of the project? (brief description) * :

Implementation role (please provide a summary of the answer given under B.2) * :

Financial contribution in EUR.(identical to amount in mandate and budget) * :

5.6 Part F – Work programme

When the *Subcontracting* checkbox has been checked, the accompanying *Name of subcontractor* field becomes mandatory and must be completed.

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:

- Detailed description of the project;
- Declaration of Honour;
- Budget.

Please respect the following filenames and formats for your attachments:

Annex	Required Filename	Required Format
Project Description	strand ref_coordinator ISO country code_coordinator organisation name_ProjDesc	pdf, doc, docx or odt
Declaration of Honour	strand ref_coordinator ISO country code_coordinator organisation name_DecHon	pdf
Budget	strand ref_coordinator ISO country code_coordinator organisation name_Bud	xls, xlsx or ods

Attachment size limitation

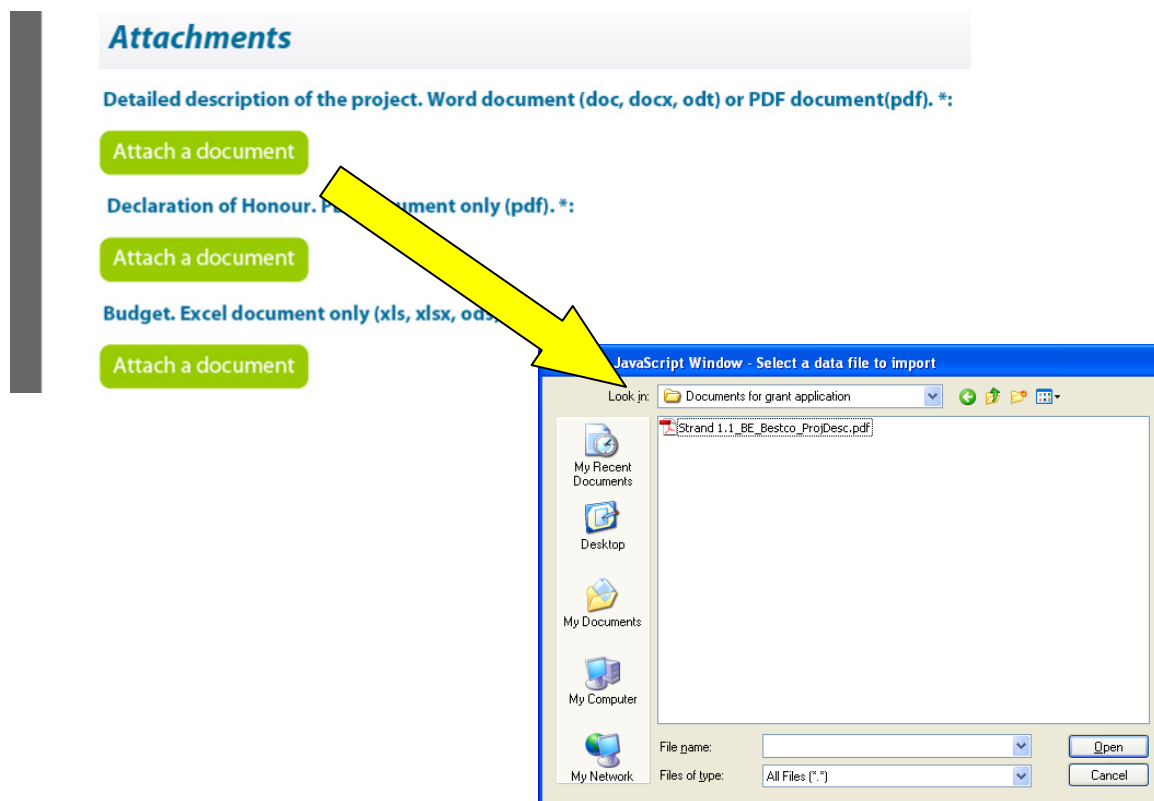
There is a limit to the **total** (combined) size of your attachments. This is **5MB**. If you receive a message advising you that the total size of documents exceeds the maximum allowed, please reduce the size of the image-based documents e.g. by reducing their resolution.

Example filename

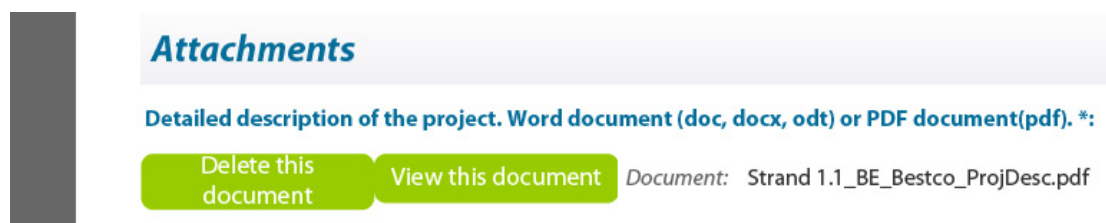
If you are a Coordinator Organisation based in Belgium applying for strand 1.1 and with an organisation name of 'Bestco' then the filename for your budget annex would be:

Strand 1.1_BE_Bestco_Bud

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:

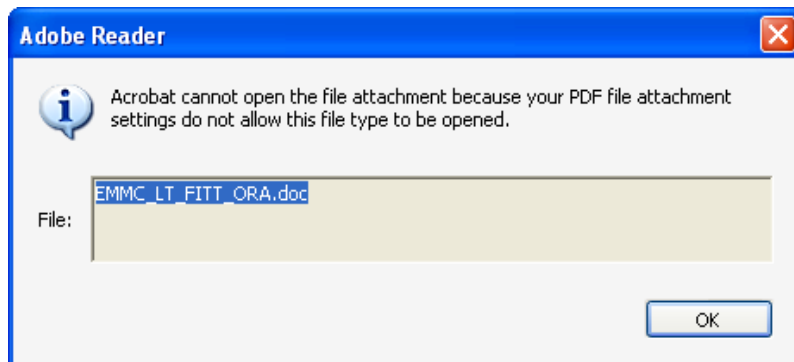


Once a file has been successfully attached, the filename is displayed and the *Attach a document* button is replaced by a *Delete this document* button and a *View this document* button:



Viewing attached documents

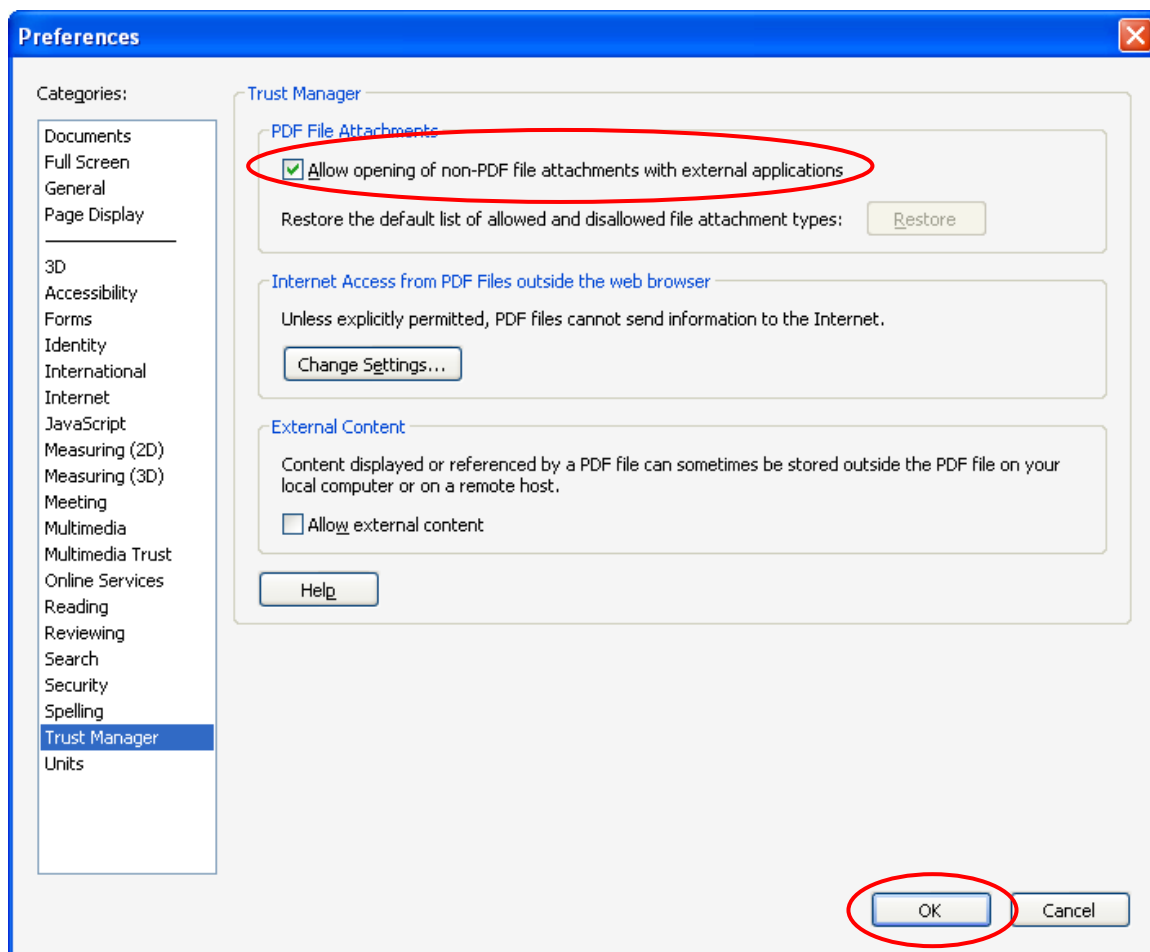
You may encounter the following information message when trying to view non-PDF documents that you have attached:



If so, you can change your settings – to allow such documents to be opened – via the following Adobe Reader menu path:

Edit > Preferences > Trust Manager

Check the box *Allow opening of non-PDF file attachments with external applications* and then click *OK* to confirm the setting change:



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 all budget table rules have been respected 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:

Submit this form	
00000000	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 *Summary of the project* has not been completed:

C.7 Summary of the project in English, or French or German (max 2000 characters). Please note that this information may be used for dissemination purposes

Please indicate the language of the summary :

English
 French
 German

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

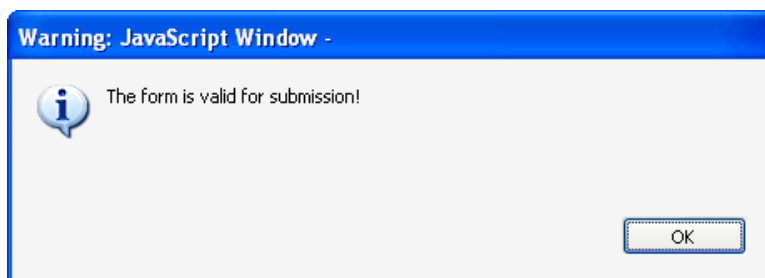


Use this button to jump from error to error in your form. The function starts with the error nearest the top of the form i.e. nearest to Page 1 and, as you click the button, it descends the form moving to the next error with each click.

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:



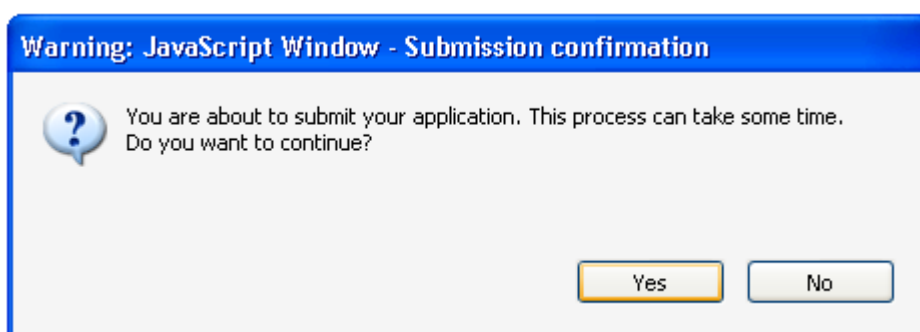
Until your form validates successfully the *Submit* button is disabled and it will not be possible to submit your form. The *Submit* button turns from grey to green when validation has been carried out successfully.

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.



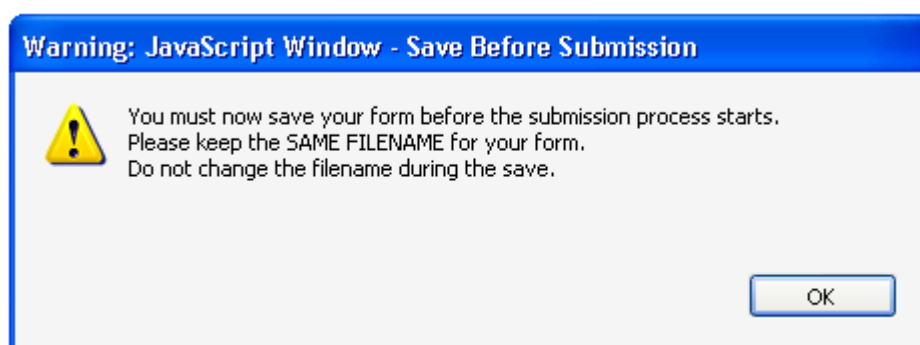
The following message will appear:



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 or change the attachments.**

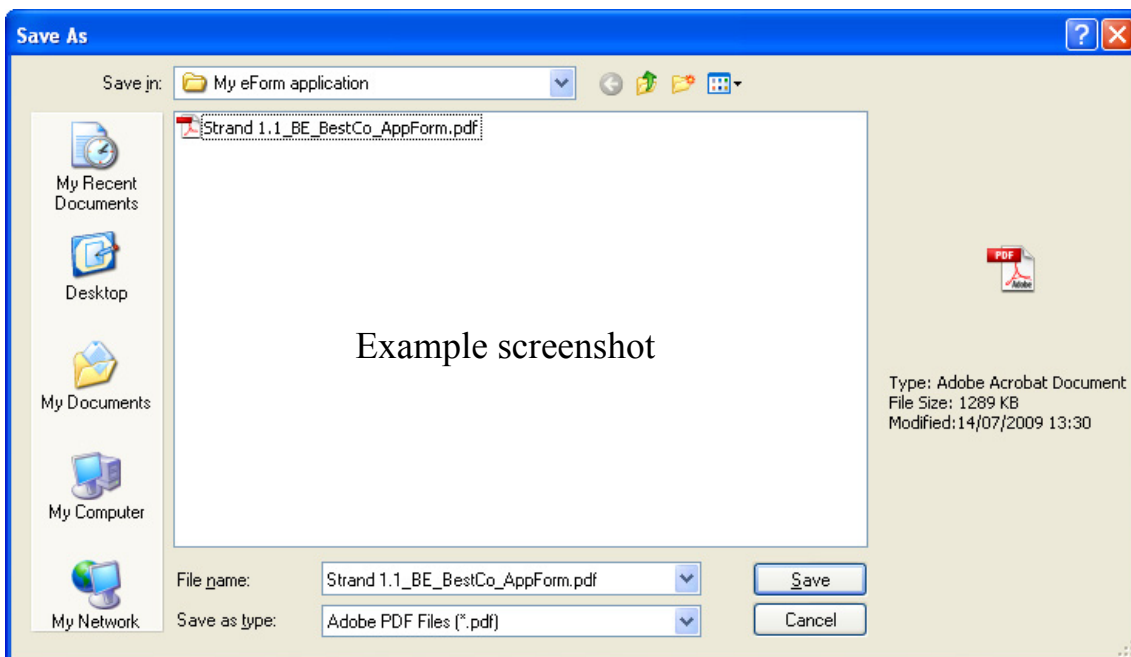
8.1 The mandatory save *BEFORE* submission

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.)

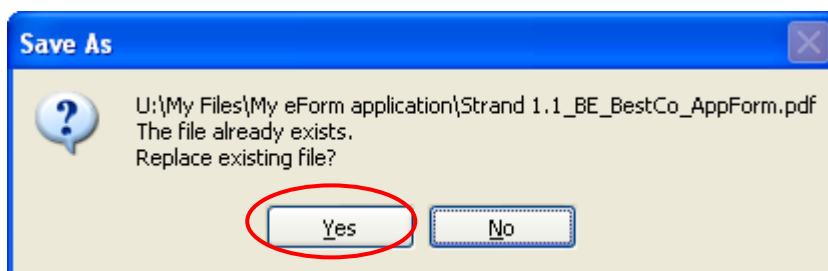


You must now perform the *Save As* by clicking on the *Save* button.

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:



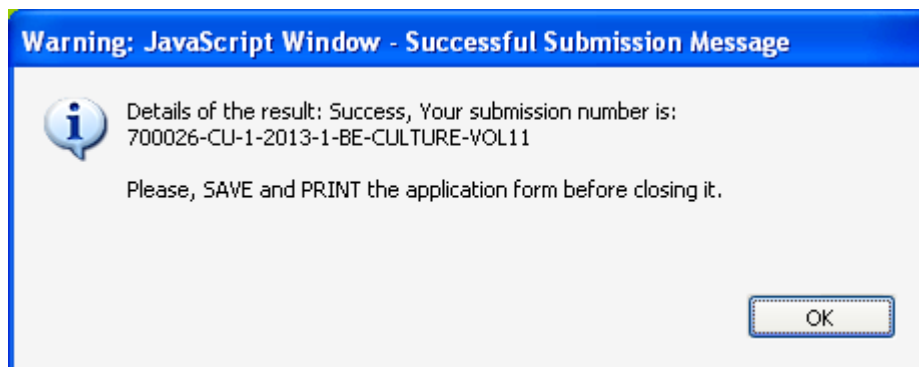
8.2 Submission

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:

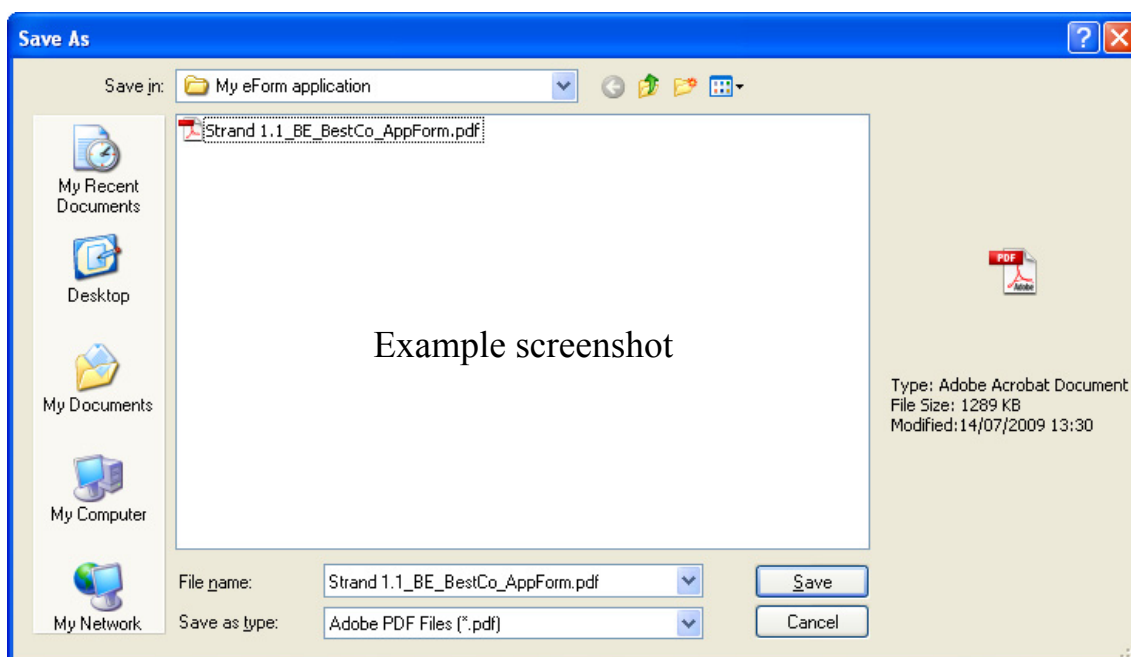


Click 'OK'.

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:

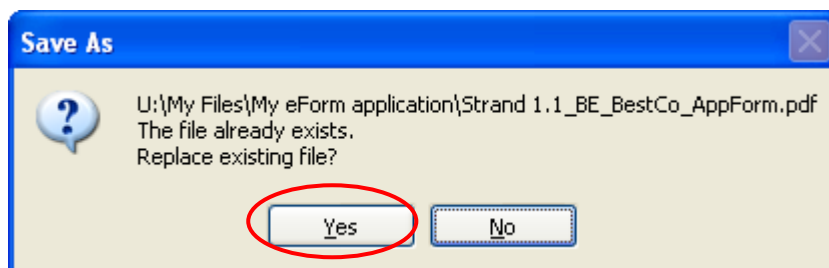


You must now perform the *Save As* by clicking on the *Save* button.

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.

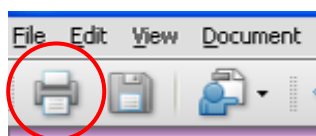
Your submitted form is now ‘locked’. That is to say, it has been converted to a read-only document: changes cannot be made to it and it cannot be re-submitted.

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 Coordinator Organisation (Part A.2).

Please consult the *Culture Programme Guide* and the *Instructions for Applicants* for details of how to submit the rest of the application package.

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 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 Culture 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>Status</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 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 application package 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?