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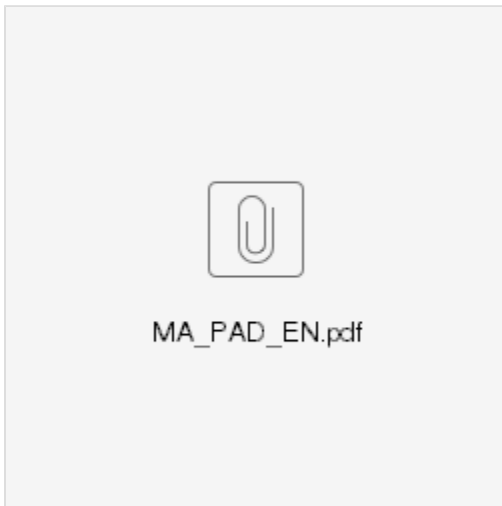
# Manual for Applicants - e-Calls PADOR

-  Français ●
-  Español ●
-  Português



## e-Calls PADOR Manual for Applicants

If you have a slow internet connection, or if you wish to read this manual offline, then you can download it in a **PDF format**, or just click on the thumbnail below to view it online.



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## Chapter 1 - Introduction to e-Calls PADOR



### e-Calls PADOR Manual for Applicants > 1. Introduction to e-Calls PADOR

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## 1. Introduction to e-Calls PADOR

### 1.1 What is e-Calls PADOR?

The Potential Applicant Data On-Line Registration (**PADOR**) is a database of legal entities. It is the on-line system in which organisations, who are potential applicants to calls for proposals, register and regularly update information about their profile (legal, financial, etc.). Every organisation in e-Calls PADOR has a unique identification number (EuropeAid ID - EID). The organisation has to mention this EID in the application submitted to a call for proposals via **e-Calls PROSPECT** (the IT system for online submission).

A new version of e-Calls PADOR was launched in June 2016. The system has become more user-friendly; the registration and updating of profiles takes less time since there is less information to register.

In June 2016, all existing profiles in e-Calls PADOR which were used at least once in the last 5 years were automatically transferred to the new e-Calls PADOR. Profiles that were inactive for a longer period of time were archived. For more information about the transfer of profiles, please refer to the FAQ document. e-Calls PADOR is available in English, French, Spanish, and Portuguese.

### 1.2 Who has to register in e-Calls PADOR?

All organisations that apply to calls for proposals as applicants, co-applicants or affiliated entities have to be registered in e-Calls PADOR (ref. Guidelines for grant applicants of the specific call). This includes Civil Society Organisations, public administration bodies, and local authorities.

Please note that registration in e-Calls PADOR is **not** open to private individuals (natural persons).

The information registered in e-Calls PADOR is used by the European Commission during the evaluation of applications as well as for checking the eligibility of the organisations that participate to calls for proposals. The legal personality of an organisation is verified on the basis of the statutes/Legal Entity File/registration documents uploaded in e-Calls PADOR.

### 1.2.1 What if I cannot register online?

If it is impossible to register online in e-Calls PADOR for technical reasons, the applicants and/or affiliated entity(ies) have to complete the **EuropeAid Offline Registration Form** and attach it as an annexe to the Guidelines of the call they are applying for. This form has to be sent together with the application, by the submission deadline defined in the Guidelines.

### 1.3 When to register and when to update a profile?

Organisations have to be registered in e-Calls PADOR before the deadline specified in the Guidelines for grant applicants of the call for proposals.

Please note that the Evaluation Committee will only consider the most recent validated data. E-Calls PADOR profiles have to be updated and SIGNED by the specified deadline. It is therefore strongly recommended to register your organisation in e-Calls PADOR well in advance, and not wait until the last minute to register before the submit deadline of your application in e-Calls PROSPECT.

**Warning:** At the end of every year, profiles that have not been active during the past 5 years will be archived. E-mail reminders will be sent in advance to notify the organisations whose profiles will be archived.

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#### Related Pages

[Chapter 2 - How to register your organisation in e-Calls PADOR?](#)

[Chapter 6 - Help in e-Calls PADOR](#)

[All Chapters](#)

## Chapter 2 - How to register your organisation in e-Calls PADOR?



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  - 2.4 Delete an e-Calls PADOR draft profile of your organisation

## 2. How to register your organisation in e-Calls PADOR?

To register in e-Calls PADOR, you need:

- A sufficiently stable internet connection
- The e-mail address of your organisation
- An EU Login account (see below)

For a better user experience, please use Internet Explorer 8 or higher, Mozilla Firefox 38 or higher, Chrome 50 or higher.

### 2.1 Log-in to e-Calls PADOR with your e-mail address

To access e-Calls PADOR, you have to have an **EU Login** account.

- If you **have** an EU Login account, you can go to **Chapter 2.1.2 - I have an EU Login account**.
- If you **do not have** an EU Login account, please follow the instructions below.

#### 2.1.1 I do not have an EU Login account

Please follow the steps below to create an EU Login account:

1. Go to the e-Calls PADOR application by clicking on the following link:

<https://webgate.ec.europa.eu/europeaid/pador>

A screen similar to the one below will be displayed:

europeaid requires you to authenticate

## Sign in to continue


Use your e-mail address

**Next**

[Create an account](#)

Or

Or use the eID of your country

 [Select your country](#)

2. Click on the "**Create an account**" link and fill in all the fields to create your account:

# Create an account

[Help for external users](#)

First name

Last name



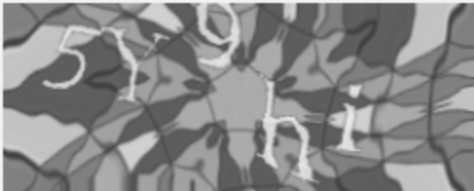
E-mail

Confirm e-mail

E-mail language



 

Enter the code

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account

Field	Description
First name	Enter your first name
Last name	Enter your surname
E-mail	Enter your e-mail address; it is the e-mail address used during registration that you will be requested to provide when logging into the e-Calls PADOR application.
Confirm e-mail	Confirm the e-mail address entered above.
E-mail language	Select the language in which you prefer to receive notifications related to your account; the default is English, but all the EU languages are available for selection.
Enter the code	Type the code displayed in the picture underneath the field. You can click on the " <b>refresh</b> " button  to display a new code (if required), and/or you can press " <b>play</b> "  to listen to the sound.

3. Tick the privacy statement acceptance box before clicking on the "Create an account" button.

If you need help, click on the "**Help for external users**" link displayed above the fields, or on the "**Help**" link at the top of the screen.

Please note that the EU Login registration will send an automated e-mail to the e-mail address provided, so that you may directly confirm your registration.

**Once your registration is complete, please continue to Chapter 2.1.2 - I have an EU Login account.**

### 2.1.2 I have an EU Login account

If you already have an EU Login, please follow the below procedure:

1. Go to the e-Calls PADOR application by clicking on the following link:

<https://webgate.ec.europa.eu/europeaid/pador>

2. Enter your e-mail address in the available field and click on the "**Next**" button.



# europaaid requires you to authenticate

## Sign in to continue

Use your e-mail address

Next

[Create an account](#)

Or

Or use the eID of your country



Select your country

3. Enter your password and click on the "Sign in" button.

Password

[Lost your password?](#)

Choose your verification method


Password 



Sign in

4. You will be automatically redirected to the e-Calls PADOR application homepage.

About this site Legal notice English



# INTERNATIONAL COOPERATION AND DEVELOPMENT

## e-Calls

European Commission > International Cooperation and Development > Work with us > Online services > PADOR

**My PADOR**

- My organisation
- Search organisation
- Create organisation
- Notifications (152)

**e-Calls PROSPECT**

PROSPECT

**Useful links**

- Online IT support
- User manual

**User**

**User TWO**  
Login: ntwouser - External  
Logged: 21/02/2017 15:56

[Log me out](#)

### My organisation

EuropeAid ID	Organisation name	Last signed:
	<a href="#">Health for all</a>	
	<a href="#">Human Rights Foundation</a>	
CN-2014-FAF-2005220352	<a href="#">INSTITUTE OF REMOTE SENSING AND DIGITAL EARTH,CHINESES ACADEMY OF SCIENCE</a>	02/02/2017
PT-2010-FTL-2506088160	<a href="#">INSTITUTO POLITECNICO DE LEIRIA</a>	02/02/2017
DJ-2008-CFQ-0906302787	<a href="#">INTERGOVERNMENTAL AUTHORITY ON DEVELOPMENT</a>	02/02/2017
DK-2010-AWK-1901756372	<a href="#">INTERNATIONAL ORGANISATION FOR THEDEVELOPMENT OF FISHERIES IN EASTERNAND CENTR...</a>	02/02/2017
AF-2009-EAZ-1111323626	<a href="#">JOMHOURI YE ESLAMI YE AFGHANISTANSS</a>	02/02/2017
MT-2008-GJR-1202792212	<a href="#">KOPERAZZJONI INTERNAZZJONALI - MALTA</a>	02/02/2017
TG-2009-CLC-2602359263	<a href="#">LES AMIS DE LA TERRE À€™ TOGO</a>	02/02/2017
AR-2007-DUO-2711435687	<a href="#">MUNICIPALIDAD DE SAN SALVADOR DE JUJUY</a>	02/02/2017

21 - 30 of 58 items





### Notifications

Received on	Subject	
10/02/2017	<a href="#">The user list of the organisation Test has been updated</a>	✘
09/02/2017	<a href="#">The user list of the organisation Child care organization has been updated</a>	✘

To log out of e-Calls PADOR, click the "Log me out" button in the left main menu.

## 2.2 The main menu of e-Calls PADOR

The **main menu** displayed on the left side of the screen is the main tool for navigation through the different tabs of e-Calls PADOR.

 <b>My PADOR</b>
My organisation
Search organisation
Create organisation
Notifications (6)
 <b>e-Calls PROSPECT</b>
PROSPECT
 <b>Useful links</b>
Online IT support
User manual
 <b>User</b>
<b>Melissa MATTHEWS</b> Login: nmatmiss - External Logged: 01/12/2017 16:05
<a href="#">Log me out</a>

#### My PADOR

- My organisation(s) - A list of e-Calls PADOR profiles that you have access to.
- Search organisation - Search for existing e-Calls PADOR profiles.
- Create organisation - Create a new e-Calls PADOR profile.
- Notifications - A list of notifications you receive when creating, saving and signing an organisation's e-Calls PADOR profile.

#### e-Calls PROSPECT

- PROSPECT - The link to the e-Calls PROSPECT application, for applying to published calls for proposals. For more information on how to apply, please refer to the [e-Calls PROSPECT documentation](#).

#### Useful links

- Online IT support - To contact the IT Helpdesk.
- User manual - list of useful material (user manuals, FAQs, etc.)

At the bottom of the main menu, the login details of the currently connected user are displayed.

You can also change the language at the top right-side of the page:

## 2.3 Create an e-Calls PADOR profile of your organisation

Please follow the below procedure to create an e-Calls PADOR profile of your organisation.

1. Click on the “**Create organisation**” button. The application will ask you to first check if an e-Calls PADOR profile already exists for your organisation.
2. Fill-in the search criteria of the organisation in the fields as illustrated in the image below. You have to specify at the least 2 search criteria: (1) the country of establishment, and (2) one of the remaining fields. Then, click on the “**Search**” button.

### Search

To avoid creating a profile for an organisation that already has one, please use the search below.

Note that the search takes accents into account. Example: "société" and "societe" will give different results.

Established in *	<input type="text"/>	EuropeAid ID	<input type="text"/>
Organisation name	<input type="text"/>	Registration number	<input type="text"/>
Abbreviation	<input type="text"/>	VAT number	<input type="text"/>

Fields marked with an asterisk (\*) are mandatory

Search results: PADOR profiles

3. If **no existing profile** is found, please click on the “**Create a new PADOR profile**” button

to create a new e-Calls PADOR profile (please see [Chapter 2.3.1 - Tabs to fill in](#)).

4. If a **profile is found**, but it does **not belong to your organisation**, please *also* click on the “**Create a new PADOR profile**” button

to create a new e-Calls PADOR profile (please see [Chapter 2.3.1 - Tabs to fill in](#)).

5. If a **profile is found** that corresponds to your organisation, please refer to Chapter 3.2 - I am not yet on the list of users of this e-Calls PADOR profile, on how to request access to the existing profile.

### Search results: PADOR profiles

This is the list of signed (validated) profiles found on the basis of the criteria you provided.

If you want to request access, send an e-mail to the organisation. Otherwise, contact the IT support via the online support form in the left menu and follow the instructions. See also the user manual.

Organisation name ▲	City	E-mail	Linked to an EC contract
<a href="#">BUNDESKAMMER FÜR ARBEITER UND ANGESTELLE (B...</a>	Vienna	prospect.redirect@gmail.com	Yes

If you are **creating a new e-Calls PADOR profile**, you will be requested to confirm that you are not creating a duplicate profile of an existing organisation.

### + Create a new profile ×

**Organisation name \***

**VAT number**

**Established in \***

I am aware that the Commission might check for and remove duplicate profiles \*

Fields marked with an asterisk (\*) are mandatory + Create

Click on the "+ Create" button to continue.

### 2.3.1 Tabs to fill in

To create an e-Calls PADOR profile of your organisation, you have to navigate through and complete the required fields the following four tabs:

- Profile
- Financial data
- User list
- Signature

The information that you have to fill in depends on whether you are an applicant, or a co-applicant/affiliated entity, to the call for proposals.

i) If the organisation is an *applicant* in at **least one** call for proposals:

- You have to fill in two tabs: "**Profile**" and "**Financial data**";
- In the "**User list**" tab, you also have to define at least two users who can sign the profile;
- To complete your profile registration, please do not forget to sign the profile in the "**Signature**" tab!

ii) If the organisation is **only** a *co-applicant* or an *affiliated entity* in calls for proposals:

- You have to fill in one tab: "**Profile**";
- In the "**User list**" tab, you also have to define at least two users who can sign the profile;
- To complete your profile registration, please do not forget to sign the profile in the "**Signature**" tab!

The EuropeAid ID of an organisation becomes visible once you fill in the required information and sign the profile in the "**Signature**" tab.

The EuropeAid ID will be displayed in the top section of the page in the "MyORG" zone.

**MyORG**

EuropeAid ID: **BO-2016-CFO-1406004367**

Last signed: 14/06/2016 16:09 (User ONE) Last saved: 14/06/2016 16:09 (User ONE)

Please note that the "Contracts" tab is also displayed, but it does not require the entry of any information. It displays all the contracts that your organisation has signed as lead *applicant* or *co-applicant* in calls for proposals.

Profile Financial data User list Signature **Contracts**

This is the list of contracts signed with your organisation in the context of calls for proposals, direct management.

Reference	Year	Status	Amount	EC Sign.	Entity in charge	Title	Role	Call/lot
ICSP/2010/383-403	2010	Closed	12000	17/06/2010	DEVCO B 02	Scouting our way towards ...	Lead app.	134863/2
ENI/2012/388-111	2012	Closed	200000	30/11/2012	DEVCO G	zfje ojzeoif jzoief jozejf oe...	Co-app.	137659

### 2.3.1.1 Profile tab

Complete the profile registration form by following the below instructions:

1. Fill in the requested information. All the fields marked with an asterisk (\*) are mandatory.
2. In the "Legal type" field, you have to select from the drop-down list:
  - i) **Private and Public law body with legal form** - In which case you also have to **choose the legal form** based on your country of establishment from the "Legal form" drop-down list; **or**
  - ii) **Public Law Body** - In which case the "Legal form" drop-down list is disabled.
3. To upload the **Statutes or Law**, click on the "upload" icon



. A pop-up window will be displayed, and you can select the required file from your computer. Click on the "Open" button (depending on your web browser) to confirm. The name of the uploaded file will be displayed next to the "remove" icon



4. To upload the Legal Entity File (LEF), a "Legal Type" has to be selected. To create a new template for the LEF to be filled in, click on the "file" icon

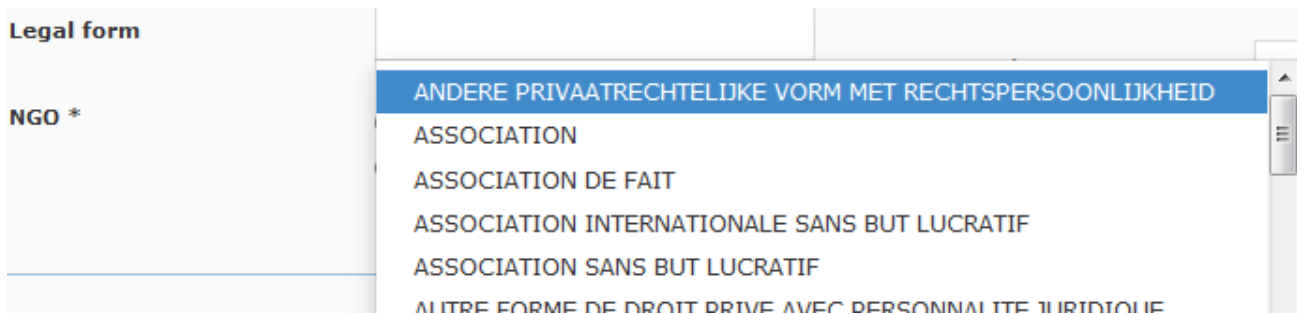


. The new template will therefore correspond to the specified "Legal type" and is provided in the language of your organisation (in English by default). Once you have completed the form, click on the "upload" icon

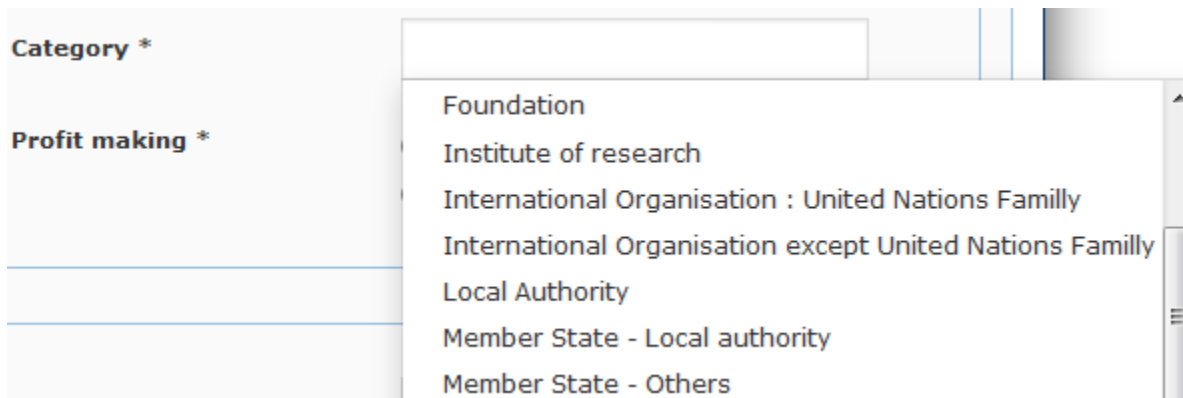


. A pop-up window will be displayed and you can select the Legal Entity File from your computer. Click on the "Open" button (depending on your web browser) to confirm. The name of the uploaded file will be displayed next to the "remove" icon





5. Specify if your organisation is a non-governmental organisation (**NGO**) by selecting the "Yes" or "No" option.
6. Select a category for your organisation from the drop-down list (Please note that this list is only available once you have chosen the "Legal type").



7. Specify if your organisation is "**Profit making**" by selecting the "Yes" or "No" option.

8. Enter a **Registration number** in the appropriate field.

9. Choose a **Date of registration** using the "**calendar**" icon




10. Upload the **Registration document** by clicking on the "**upload**" icon



. You may also delete the selected document with the "**remove**" icon




11. Add the **VAT number**. The VAT number will be automatically checked for validity via the online validation service.

<b>Category *</b>	<input type="checkbox"/>	<b>Organisation name</b>	Test Organisation
<b>Profit making *</b>	<input type="radio"/>	<b>Established in</b>	Belgium
	<input type="radio"/>	<b>VAT number</b>	0406729809
<b>Date of registration</b>	<input type="checkbox"/>	<b>Status</b>	Valid
<b>VAT number *</b>		<b>Disclaimer: VAT details are drawn by VIES from the national authority.</b>	
		BE	0406729809 
	<input type="checkbox"/>	VAT number not applicable	

The VAT number can be:


- i) **Valid** - If a green tick is displayed to the right of the VAT number (see image above).
- ii) **Invalid or not yet registered** - If an orange exclamation mark is displayed to the right of the VAT number (i.e. no match between the "Established in" country and the entered VAT number).

Please note that in some cases the VAT number may be correct and not recognised by the validation system - this will not block you from proceeding. Entering a VAT number is mandatory. You can however tick the "**not applicable**" box if your organisation is exempt from VAT obligations.

<b>Profit making *</b>	<input type="radio"/>	<b>Organisation name</b>	---
	<input type="radio"/>	<b>Established in</b>	Belgium
<b>Date of registration</b>	<input type="checkbox"/>	<b>VAT number</b>	099999999999
<b>VAT number *</b>		<b>Status</b>	Invalid or not yet registered
		BE	099999999999 
	<input type="checkbox"/>	VAT number not applicable	

- iii) **Incomplete** - if an orange question mark is displayed (i.e. no country code entered).



<b>Category *</b>	<input type="text"/>	<b>Organisation name</b>	---
<b>Profit making *</b>	<input type="radio"/>	<b>Established in</b>	---
	<input type="radio"/>	<b>VAT number</b>	9999999999
<hr/>		<b>Status</b>	Incomplete
<b>Date of registration</b>	<input type="text"/>	Please select a country in the "Established in" field. The VAT number cannot be validated without this!	
<b>VAT number *</b>	9999999999		

12. Select the **Target group(s)** for your organisation by ticking the appropriate box(es). Check the box(es) that concern your target groups.

The "**View selected**" button is available if you wish to view only the selected target groups.

**Target group(s) \***

- All
- Child soldiers
- Children (less than 18 yrs old)
- Community Based Organisation(s)
- Consumers
- Drug consumers
- Educational organisations (school, universities)
- Elderly people

View selected

13. The select Sector(s), expand the hierarchy down to the last level, and check one or more sectors that best describes your field(s) of activity.

**Sector(s) \***

- 200 - Economic infrastructures and services : transport, co...
- 300 - Production : agriculture, forestry and fishing, industr...
- 400 - Multisector/Crosscutting : environment, other
- 500 - Budget support, food aid, food security
- 600 - Action relating to debt
- ▼ 700 - Humanitarian aid : Emergency response, recon...
  - 720 - Emergency Response
  - ▼ 730 - Reconstruction Relief And Rehabilitation
    - 73010 - Reconstruction relief and rehabilitati...
  - 740 - Disaster Prevention And Preparedness
- 900 - Other/Unallocated : admin. costs, unspecified

View selected

14. In the case that the profile of your organisation was transferred from the old version of PADOR, please check and modify (if necessary) the range in **Number of paid and unpaid staff**. The transferred value in this field is an average of the total number of staff.
15. In the optional **Additional Information** field, try not to exceed 10 lines.
16. Click on the "**Save and continue**" button to confirm.

## Contact details

<b>Organisation name *</b>	<input type="text" value="VZW OXFAM-SOLIDARITEIT"/>	<b>Organisation e-mail *</b>	<input type="text" value="prospect.redirect@gmail.com"/>
<b>Abbreviation</b>	<input type="text" value="VO"/>	<b>Confirm e-mail *</b>	<input type="text" value="prospect.redirect@gmail.com"/>
<b>Phone number</b>	<input type="text" value="031 / 223 1349"/>	<b>Language</b>	<input type="text" value="English"/>
<b>Fax number</b>	<input type="text" value="031 / 251 4126"/>		

## — Address and postal code OR specify P.O. box

<b>Address</b>	<input type="text" value="Rue"/>	<b>Postal code</b>	<input type="text" value="5460"/>
		<b>P.O. Box</b>	<input type="text" value="70"/>
<b>City *</b>	<input type="text" value="Brussels"/>		

## Legal data

The country of establishment cannot be changed once the profile has been signed

<b>Established in *</b>	<input type="text" value="Belgium"/>	<b>Statutes or law *</b>	<input type="text" value="statut-file.doc"/>
<b>Legal type *</b>	<input type="text" value="Public Law Body"/>	<b>Legal entity file (LEF) *</b>	<input type="text" value="legal-file.doc"/>
<b>Legal form</b>	<input type="text"/>	<b>Category *</b>	<input type="text" value="Association"/>
<b>NGO *</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Profit making *</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No

## Registration data and VAT

<b>Registration number</b>	<input type="text"/>	<b>Date of registration</b>	<input type="text"/>
<b>Registration document</b>	<input type="text" value="No document"/>	<b>VAT number *</b>	<input type="text" value="BE"/>
			<input type="checkbox"/> VAT number not applicable

## Target group(s) \*

<input checked="" type="checkbox"/> All	
<input type="checkbox"/> Child soldiers	
<input type="checkbox"/> Children (less than 18 yrs old)	
<input type="checkbox"/> Community Based Organisation(s)	
<input type="checkbox"/> Consumers	
<input type="checkbox"/> Drug consumers	
<input type="checkbox"/> Educational organisations (school, universities)	
<input checked="" type="checkbox"/> View selected	

## Sector(s) \*

<input checked="" type="checkbox"/> 100 - Social infrastructures: education, health, water, g...
<input type="checkbox"/> 200 - Economic infrastructures and services : transport...
<input type="checkbox"/> 300 - Production : agriculture, forestry and fishing, indu...
<input type="checkbox"/> 400 - Multisector/Crosscutting : environment, other
<input type="checkbox"/> 500 - Budget support, food aid, food security
<input type="checkbox"/> 600 - Action relating to debt
<input type="checkbox"/> 700 - Humanitarian aid : Emergency response, reconstr...
<input type="checkbox"/> 900 - Other/Unallocated : admin. costs, unspecified
<input checked="" type="checkbox"/> View selected

Field	Description
<b>Legal type</b>	<p>The "Legal type" defines whether the organisation is a body governed by public law or by private law. This information is defined by the "Legal form" of the organisation.</p> <p><b>Private law body:</b> an entity governed by the national private law of the State in which it has been established. Example: an entity set up by articles of association like a foundation.</p> <p><b>Public law body:</b> an entity set up under and governed by the national public law of the State in which it has been established. Example: an entity set up by law or decree like a public agency.</p>
<b>Legal form</b>	It is the official legal status of the organisation, as displayed in its statutes (or equivalent document). In case you identify that the "Legal form" elements are inconsistent with the country's legal forms, please contact <b>IT Support</b> .
<b>NGO</b>	Select "Yes" if it is a non-governmental organisation. Otherwise, select "No".
<b>Category</b>	Defines the type of development actor.
<b>Profit making</b>	It is an organisation which distributes profits to private shareholders or members, instead of using it for activities of public benefit only.
<b>VAT number</b>	<p>The <b>VAT number</b> is the <b>Value Added Tax</b> identification number. This identifier is usually composed of 2 digit prefix that corresponds to the country followed by a series of alphanumeric characters (e.g. BE0999999999).</p> <p>Any spaces or punctuation characters should be <b>excluded</b>.</p>
<b>Target groups</b>	The field will define what group will be reached by your action (e.g. students, children, consumers, etc.)
<b>Sectors</b>	Sectors are used to better define the organisation's field of activity.

### 2.3.1.2 Financial Data tab

In this tab you can add and manage all the financial information of your organisation required to create the e-Calls PADOR profile.

Profile   **Financial data**   User list   Signature

**The information needed here depends on your role in calls for proposals. Select:**

Lead applicant in at least one call for proposals

Co-applicant or affiliated entity in at least one call for proposals

**i) If you select only the option "Co-applicant or affiliated entity",** the screen's entry fields becomes greyed-out (inactive) because you do not need to fill in the financial data. Click the "**Save and**

**continue**" button to continue.

**ii) If you select the option "Lead applicant" (or you tick both boxes),** follow the steps below:

1. Lead applicants who are private bodies have to provide a copy of their **Financial Report** of the latest financial year in the

"Financial data" tables. If the Financial Report covering the latest year is not yet available, fill in "0" for all the values and upload a document, explaining why the report is missing, using the "upload" icon



(if you wish to cancel or change that report you may use the "remove" icon



to cancel your request). You may upload a maximum of 3 yearly financial reports from the past three years.

Profile   **Financial data**   User list   Signature   Contracts

The information needed here depends on your role in calls for proposals. Select:

Lead applicant in at least one call for proposals  
 Co-applicant or affiliated entity in at least one call for proposals

**Financial data**

**Lead applicants who are private bodies must provide: the financial report of the latest year, financing sources and the FIF**

If the report for the latest financial year is not yet available, fill in the number "0" in the fields and upload a justification document. Once the report becomes available you must update the table. You may provide information for up to 3 financial years.

Year	Turnover (€)	Net earnings (€)	Balance sheet (€)	Share-holder equity (€)	Medium and long term debt (€)	Short term debt (€)	Financial report
2016	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	No document
2015	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	No document
2014	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	No document

*Amounts are expressed in thousands EUR (X 1000 EUR). See the user manual for further information.*

Field	Description
<b>Turnover</b>	Enter the income generated by your organisation for the year mentioned on the left column.
<b>Net earnings</b>	Enter the net income for the corresponding year: it is the income minus the cost of goods sold and taxes for the same accounting period
<b>Balance sheet</b>	Enter the total balance sheet amount for the corresponding year
<b>Share-holder equity</b>	Shareholders' equity is obtained by subtracting total liabilities from the total assets of the shareholders.
<b>Medium and long term debt</b>	Enter the medium and long-term debt of your organisation.
<b>Short term debt</b>	Enter the short-term debt of your organisation.
<b>Financial report</b>	Click on the "upload" icon  to attach the financial report for the year mentioned on the left column. You may click the "remove" icon  to cancel the upload request.

Please note that you can move your mouse cursor over the fields in the application to view their definition.

- Lead applicants who are private bodies also have to provide their **Financing Source(s)** for at least the latest year. Click on the **" + Add source "** button in the '**Financing sources**' section.

Financing sources

Year *	Source *	% per year
Please define at least one financing source using the "Add Source" button below.		
		<b>+ Add source</b>

Select the year and the funding source type from the drop-down list, and enter the financing percentage per year in the appropriate text box (the default is 100).

Click on the **" + Add source "** button to add as many financing sources as required.

Financing sources

Year *	Source *	% per year
<input type="button" value="x"/> 2015 <input type="button" value="x"/>	<input type="text"/> <ul style="list-style-type: none"> <li>Donation from Individuals</li> <li>EU Commission</li> <li>EU Member State(s) Public Bodie(s)</li> <li>Member's fees</li> <li>Other International Organisation(s)</li> <li>Other(s)</li> <li>Private Sector</li> <li>Taxes/Local taxes/Government donations</li> <li>Third Countrie(s) Public Bodie(s)</li> </ul>	100 %
		<b>+ Add source</b>

Financial Identification Form

FIF document

- Lead applicants also have to fill in the **Financial Information Form (FIF)**. To do so, click on the **"file"** icon



to download the corresponding document template (PDF file). Once the FIF is filled

in, you can upload the document using the **"upload"** icon



on the right. You may click on the **"remove"** icon



to cancel the upload request.

Financial Identification Form

FIF document \*  No document

- Lead applicants (except public law bodies and international organisations) who request a grant of more than EUR 750 000.00 (EUR 100 000.00 for operating grants) also have to provide the latest **Audit Report**, and have the possibility to upload up to three. To upload the

Audit Report, click on the **"upload"** icon



. You may click on the **"remove"** icon



to cancel the upload request.

**Audit report**

Note that lead applicants (except public law bodies and international organisations) requesting a grant of more than EUR 750 000.00 (or EUR 100 000.00 for an operating grant) must provide the latest audit report (ref. Section 2.4 of the Guidelines for grant applicants)

Year	Approved auditor	Valid until	Audit report
2016	<input type="text"/>	dd/MM/yyyy	No document
2015	<input type="text"/>	dd/MM/yyyy	No document
2014	<input type="text"/>	dd/MM/yyyy	No document

5. Click on the "Save and continue" button to continue.

### 2.3.1.3 User List tab

In this tab you can add the users who should have access to the e-Calls PADOR profile.

Please note that there have to be at least two users who have the permission to sign the profile. Please remember to keep the "User list" up-to-date!

Profile   Financial data   **User list**   Signature   Contracts

The user list shows which users have access to this PADOR profile and with which permissions. In PROSPECT, these users will be able to view applications submitted with the current EID.

Unique identifier	First name	Last name	E-mail	Sign profile	Edit profile	Manage user list	View profile	
nmatmiss	Melissa	MATTHEWS	melissapador@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

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[+ Add a user](#) [Save and continue](#)

1. Click on the "+ Add a user" button.
2. Type-in the **e-mail address** of the user. **You can only add users who have an EU Login account!** If the user **does not have** an EU Login account, ask them to create one (please see **Chapter 2.1.1 - I do not have an EU Login account** for more

information).

**Add a user** ✕

**You can only add users who have a valid EU login (<https://webgate.ec.europa.eu/cas>).**

Fill in the **e-mail address linked to the EU Login account** of the user you want to add (see user manual).  
Note that this user will be able to view applications submitted in PROSPECT with the EuropeAid ID of this organisation.

**E-mail address \***  🔍 Search

Fields marked with an asterisk (\*) are mandatory

3. **Specify the permissions** (power) of the user: Sign, Edit, Manage user list. You can select more than one option. Click the "+ OK" button to confirm your selection.

**Add a user** ✕

**You can only add users who have a valid EU login (<https://webgate.ec.europa.eu/cas>).**

Fill in the **e-mail address linked to the EU Login account** of the user you want to add (see user manual).  
Note that this user will be able to view applications submitted in PROSPECT with the EuropeAid ID of this organisation.

**E-mail address \***  🔍 Search

We have found the following EU Login user:

<b>E-mail</b>	sanchez.rosapador@gmail.com
<b>Last name</b>	SANCHEZ
<b>First name</b>	Rosa
<b>Unique ID</b>	nsancazx

I want to add this user to the PADOR profile of this organisation with the following permissions:

- Sign this profile**
- Edit this profile**
- Manage the user list**
- View this profile**

+ OK

Fields marked with an asterisk (\*) are mandatory



The new user is then added to the list:

Profile	Financial data	User list	Signature	Contracts					
The user list shows which users have access to this PADOR profile and with which permissions. In PROSPECT, these users will be able to view applications submitted with the current EID.									
Unique identifier ▲	First name	Last name	E-mail	Sign profile	Edit profile	Manage user list	View profile		
nmatmiss	Melissa	MATTHEWS	melissapador@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
nsancazx	Rosa	SANCHEZ	sanchez.rosapador@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

You can change the permissions by (un)tick the relevant boxes. The only permissions that you cannot edit is **"View profile"** - this permission is granted by default.

To delete a user, click on the **"delete"** icon



4. Click on the **"Save and continue"** button to continue.

Each new user on the "User list" will be informed by e-mail that they now have access to the relevant e-Calls PADOR profile.

The users on the "User list" will also automatically have view permissions to all the organisation's applications to calls for proposals in e-Calls PROSPECT (as soon as the profile is signed). You can manage the user permissions per application directly in e-Calls PROSPECT - for more information, please consult the relevant **e-Calls PROSPECT Manual for Applicants**.

### 2.3.2 Signing the profile - How to validate the profile / get the EuropeAid ID?

If you have the appropriate permissions ("Sign profile" on the **User list** - see **Chapter 2.3.1.3 User List tab** above), you can sign the e-Calls PADOR profile of your organisation.

Please remember to sign the profile every time you update it in the future!

1. Go to the **"Signature"** tab.

Profile	Financial data	User list	Signature	Contracts
Note that organisations may not participate in calls for proposals if they are in any of the situations listed in section 2.3.3.1 of the Practical Guide (PRAG). Note that once this organisation profile is signed, it will appear in the search results list of organisations registered in PADOR.				
<input type="checkbox"/> I declare that I am entitled to represent and to take the responsibility for the organisation which is being registered *				
<input type="checkbox"/> I confirm that the PADOR profile of this organisation is up to date and that the users in the User list will be able to view applications submitted with the EID of this profile. *				
<input type="checkbox"/> I acknowledge that, in exceptional cases and in accordance with the procedure described in the User manual, the IT Support are allowed to manage the user list of this PADOR profile. *				
Fields marked with * are mandatory to sign the profile				
				<input type="button" value="Sign now"/>

2. Read the terms and conditions and **tick all the boxes**, then click on the **"Sign now"** button.
3. **Congratulations! You have signed the profile!**

## Profile signed!

Thank you! The profile of your organisation has been successfully signed.  
Your EID is BO-2016-CFO-1406004367.

Close

The EuropeAid ID (EID) of this organisation will now appear in the header of the profile in the "MyORG" section.

MyORG			
EuropeAid ID:	BO-2016-CFO-1406004367		
Last signed:	14/06/2016 16:09 (User ONE)	Last saved:	14/06/2016 16:09 (User ONE)

The organisation is now also displayed in the "My organisation" list.



My organisation		
EuropeAid ID	Organisation name ▲	Last signed:
BO-2016-CFO-1406004367	<a href="#">MyORG</a>	14/06/2016 ▲



## 2.4 Delete an e-Calls PADOR draft profile of your organisation

When a profile is in draft status (i.e. the profile has not been signed) you have the possibility to delete it before signing. To do this you will need to be in the list of users and have the appropriate permissions ("Sign profile" or "Edit profile" in the **User list** – see **Chapter 2.3.1.3 User List tab** above).

**To delete a draft profile**, go to the "My Organisation" page, and first search for the draft profile (organisation) to be deleted from the list.

**My organisation**

EuropeAid ID	Organisation name 	Last signed	
DJ-2008-CFQ-0906302787	<a href="#">INTERGOVERNMENTAL AUTHORITY ON DEVELOPMENT</a>	02/02/2017	
DK-2010-AWK-1901756372	<a href="#">INTERNATIONAL ORGANISATION FOR THEDEVELOPMENT OF FISHERIES IN EASTERNAND...</a>	02/02/2017	
AF-2009-EAZ-1111323626	<a href="#">JOMHOURI YE ESLAMI YE AFGHANISTANSS</a>	02/02/2017	
MT-2008-GJR-1202792212	<a href="#">KOPERAZZJONI INTERNAZZJONALI - MALTA</a>	02/02/2017	
TG-2009-CLC-2602359263	<a href="#">LES AMIS DE LA TERRE Â€" TOGO</a>	02/02/2017	
AR-2007-DUO-2711435687	<a href="#">MUNICIPALIDAD DE SAN SALVADOR DE JUJUY</a>	02/02/2017	
BO-2016-CLF-3005001651	<a href="#">myorg</a>	30/05/2016	
UA-2008-FMJ-0503982266	<a href="#">NATIONAL ECOLOGICAL CENTRE OF UKRAINE GROMADSKA ORGANIZACIYA</a>	02/02/2017	
BO-2016-FWC-2306001848	<a href="#">ORG Cult</a>	23/06/2016	
	<a href="#">Organisation</a>		


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Once you have located the draft profile to delete, click on the the "delete" icon





to delete that draft profile from the list.

Please note that if an EuropeAid ID is *already linked* (profile signed) to the organisation, you may **no longer delete** the organisation from e-Calls PADOR. You may still however request for the deletion of a signed profile by contacting IT Support (please see [Chapter 6.3 - Online IT Support](#)).

A confirmation pop-up window will be displayed requesting that you confirm the deletion of the draft profile. Click on the "OK" button to confirm the deletion of the draft profile.

When deleted, an e-mail notification will be sent to each member that is registered in the **User list** of the organisation.

**Confirm deletion**



You are about to delete this profile. An e-mail will be sent to all the members of the user list. Do you want to continue?

Cancel
OK

Please note that if you wish to revert the deletion of a draft profile, you can request to restore it by contacting IT Support (Monday to Friday), until 7 days after the delete confirmation e-mail notification has been sent (please see [Chapter 6.3 - Online IT Support](#)).

#### Related Pages

[Chapter 1 - Introduction to e-Calls PADOR](#)

[Chapter 3 - Update an existing e-Calls PADOR profile](#)

## Chapter 3 - Updating an existing e-Calls PADOR profile



### e-Calls PADOR Manual for Applicants > 3. Updating an existing e-Calls PADOR profile

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- 3. Updating an existing e-Calls PADOR profile
  - 3.1 I am already on the list of users
  - 3.2 I am not yet on the list of users

### 3. Updating an existing e-Calls PADOR profile

To update an existing e-Calls PADOR profile, you have to be on the list of users of relevant profile, and have the relevant permissions (i.e "Edit"). Every time you update a profile, a user who has the permission to "Sign", has to connect to e-Calls PADOR and sign the profile again to validate the data (please see [Chapter 2.3.2 Signing the profile - How to validate the profile/get the EUROPEAID ID?](#) for more information on how to sign the profile).

Once the profile has been signed again, a notification will be visible in e-Calls PADOR, and a notification e-mail will be sent to all users in the "**User list**" tab.

#### 3.1 I am already on the list of users

If you are already on the user list in the "**User list**" tab of the profile, please follow the below instructions to modify the existing profile:

1. In the left main menu, click on the "**My organisation**" link and select from the existing profiles the one you want to modify/update.

The screenshot shows a table titled "My organisations". The table has three columns: "EuropeAid ID", "Organisation name", and "Last signed:". There is one row of data with the following values: "AM-2016-BNK-1705000647", "My Organisation AN", and "17/05/2016".

EuropeAid ID	Organisation name	Last signed:
AM-2016-BNK-1705000647	<a href="#">My Organisation AN</a>	17/05/2016

2. Follow the data entry instructions in [Chapter 2.3 - Create an e-Calls PADOR profile of your organisation](#) of this manual.

#### 3.2 I am not yet on the list of users

If you are not yet on the user list in the "**User list**" tab of the profile, please follow the below instructions to modify the existing profile:

1. In the left main menu, click on the "**Search organisation**" link.
2. Fill-in the search criteria of the organisation in the fields as illustrated in the image below.

## Search

Note that the search takes accents into account. Example: "société" and "societe" will give different results.

Established in *	<input type="text"/>	EuropeAid ID	<input type="text"/>
Organisation name	<input type="text"/>	Registration number	<input type="text"/>
Abbreviation	<input type="text"/>	VAT number	<input type="text"/>

Fields marked with an asterisk (\*) are mandatory

## Search results: PADOR profiles


You have to specify at the least 2 search criteria: (1) the country of establishment, and (2) one of the remaining fields. Then, click on the "**Search**" button.

3. **Check the search results** and identify the organisation by making sure the organisation's information corresponds to the one you are looking for. You can also see if it is **linked to an European Commission contract**.

## Search results: PADOR profiles

This is the list of signed (validated) profiles found on the basis of the criteria you provided.

If you want to request access, send an e-mail to the organisation. Otherwise, contact the IT support via the online support form in the left menu and follow the instructions. See also the user manual.

Organisation name 	City	E-mail	Linked to an EC contract
<a href="#">BUNDESKAMMER FUR ARBEITER UND ANGESTELLE (B...</a>	Vienna	prospect.redirect@gmail.com	Yes

4. Click on the name of the organisation to display the address details, allowing you to contact the organisation to request access to their profile. The organisation grants you this access through the "+ **Add a user**" functionality on their "**User list**" tab - please see **Chapter 2.3.1.3 - User List tab** for more information).

**i** Address details for myorg
✕

**Address**

**P.O. Box**                      10102

**Postal Code**

**City**                              La Paz

**E-mail**                            contact@myorg.com

OK

5. Once you have gained access to the profile, you can update it by following the instructions in [Chapter 3.1 - I am already on list of users](#).

In case of difficulties in getting access to the profile, please contact IT Support by clicking on the **"Online IT Support"** link in the left main menu. For more information concerning support, please read [Chapter 6.3 - Online IT Support](#).

**To gain access to a profile, you have to send an official request by attaching the following information:**

1. **A scanned signed version of a LEF Form duly filled in and signed.**  
To obtain a LEF Form, please [click here >>](#), search for the LEF Form you need (**E3e2 Legal Entity File (for private bodies)** or **E3e3 Legal Entity File (for public bodies)**), then download the relevant document.

E3e2	Legal Entity File (private companies)	Download
E3e3	Legal Entity File (public bodies)	Download

2. **A scanned version of the original statutes of the organisation.**
3. **An official letter (written in English, French or Spanish) attesting that you are a member of the organisation and authorised to access the e-calls PADOR profile as a signatory user.** If you are requesting to add other users on the "User list", indicate the persons' names and e-mail address linked to their EU Login profile (please see [Chapter 2.1 - Log-in to e-Calls PADOR with your e-mail address](#)), and specify who can have the permission to **"Sign"** the e-Calls PADOR profile.

Please note that it is mandatory to have **at least two users** who can **"Sign"** the e-Calls PADOR profile.-

**Related Pages**

[Chapter 2 - How to register your organisation in e-Calls PADOR?](#)

[Chapter 4 - Notifications in e-Calls PADOR](#)

[All Chapters](#)

## Chapter 4 - Notifications in e-Calls PADOR



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- 4. Notifications in e-Calls PADOR

## 4. Notifications in e-Calls PADOR

The "Notifications" page accessed from the left main menu includes messages sent by the e-Calls PADOR application to the users in the "User list" of the relevant profile, informing the users of any updates concerning their profile. When a notification is sent, an e-mail with the same content is also sent to the user.

You will receive notifications when:

- You login to e-Calls PADOR for the first time;
- Your profile is signed;
- The "User list" or your profile is updated;
- If the EID of your organisation has been used for applying to a call for proposals in e-Calls PROSPECT.

To view your notifications:

1. Click on the "**Notifications**" link in the left main menu. The number in brackets shows how many unread notifications you currently have.
2. Click on the subject "**envelope**" icon



or



, and a pop-up window will be displayed with the message. For example:

**The user list of the organisation Poverty Network has been updated** ✕

<b>Received on</b>	27/05/2016 10:25
<b>Read on</b>	01/06/2016 16:40

Dear David DEBATTISTA,

The user list of the organisation "Poverty Network" has been updated by David DEBATTISTA on 27/05/2016 at 10:25:32.

Link to PADOR: <https://webgate.acceptance.ec.europa.eu/europeaid/pador>

Kind regards,

EuropeAid PADOR Team

*This is an automatic message, please do not reply to this message.*

When a message has been read, the "envelope" icon changes from



to



3. If you wish to **delete** a notification, click on the corresponding "delete" icon



i) To **delete selected notifications** - first click on the corresponding tick box on the left of the notification to be deleted (red highlight in the image below), and then click on the "**Delete selected**" button at the bottom of the page.

ii) To **delete all the notifications** - first click on the tick box at the top left corner of the notifications table (purple highlight in the image below), and then click on the "**Delete selected**" button at the bottom of the page.

**Notifications**

<input type="checkbox"/>	Received on ▾	Subject	
<input checked="" type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input checked="" type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input checked="" type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	
<input type="checkbox"/>	29/03/2017	<a href="#">The EuropeAid ID of your organisation has been used for applying to a call for proposals</a>	

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### Related Pages

[Chapter 3 - Update an existing e-Calls PADOR profile](#)

[Chapter 5 - Print your e-Calls PADOR profile](#)

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## Chapter 5 - Print your profile in e-Calls PADOR



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- [5. Print your profile in e-Calls PADOR](#)



## 5. Print your profile in e-Calls PADOR

If you are required to print your profile information that is in e-Calls PADOR, you have the possibility via the web browser's print function.

Please note that for the time being, you can only print the profile information tab-by-tab.

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### Related Pages

[Chapter 4 - Notifications in e-Calls PADOR](#)

[Chapter 6 - Help in e-Calls PADOR](#)

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## Chapter 6 - Help in e-Calls PADOR



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  - [6.3 Online IT Support](#)
    - [6.3.1 New requests for support](#)
    - [6.3.2 Follow-up on existing requests](#)

---

## 6. Help in e-Calls PADOR

### 6.1 How to solve issues relating to errors

If all the mandatory information has been entered on each tab, a confirmation message is displayed in the top right side of the page.

A green rectangular box with a white checkmark icon on the left and the text "Profile data saved successfully" in white.

If any information is missing, a list of error messages is displayed. You may choose to close the pop-up window and correct the errors, provide the missing information at a later stage, or ignore these messages and save.

**⚠ Remember to complete the missing information and sign the profile ✕**

**PAD\_10120 - PROFILE** Enter the address and postal code (if available) or the P.O. box

**PAD\_10240 - PROFILE** Selection of NGO or not NGO is mandatory

Ignore

Stay and correct

Please note that you will **not be able to sign the profile if any mandatory information is missing!** If you try to sign the profile, but some mandatory fields are still missing, you need to go back and make sure that all the required information is complete. Error messages for missing mandatory information are indicated in red (as illustrated in the image below).

**⚠ Remember to complete the missing information and sign the profile ✕**

**PAD\_50110 - PROFILE** E-mail is mandatory

**PAD\_50120 - PROFILE** Enter the address and postal code (if available) or the P.O. box

Close

## 6.2 User Manual, e-Learnings and Frequently Asked Questions

Select the "**User Manual**" link in the left main menu. You will be redirected to the documents you need: User Manuals, e-Learnings, FAQs, as well as the **EuropeAid Offline Registration Form**.

## 6.3 Online IT Support

For any technical assistance request, please use the "Online IT Support" Form available for the application via the dedicated link in the left main menu.

To ensure a reply as soon as possible, you are kindly asked to contact us in English or French.

Online technical support
✕

**Is this a new request or a follow-up request?**

New request  
 Follow-up request

Next

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

### 6.3.1 New requests for support

For a new support request, select the "New request" option on the pop-up window, and then click on the "Next" button. An online form will be displayed.

Online technical support: new request
✕

<b>e-mail *</b>	<input type="text" value="user.name@ec.europa.eu"/>
<b>Phone number *</b>	<input type="text" value="55577"/>
<b>Call reference</b>	<input type="text" value="1310232"/> Lot <input type="text" value="1"/> <small>Leave empty if not applicable</small>
<b>Category *</b>	<input type="text" value="PADOR"/>

Description of your request \*

**Attachments** ↑ No document ...

Send

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

For any technical assistance request, please use the 'Online support' form available in the system; to ensure a reply at the earliest convenience, you are kindly asked to contact us in English or French.

Enter the required information - Please note that **all** the fields marked with an asterisk (\*) are mandatory:

Field	Description
E-mail	The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you want to receive IT support information at a different e-mail address.

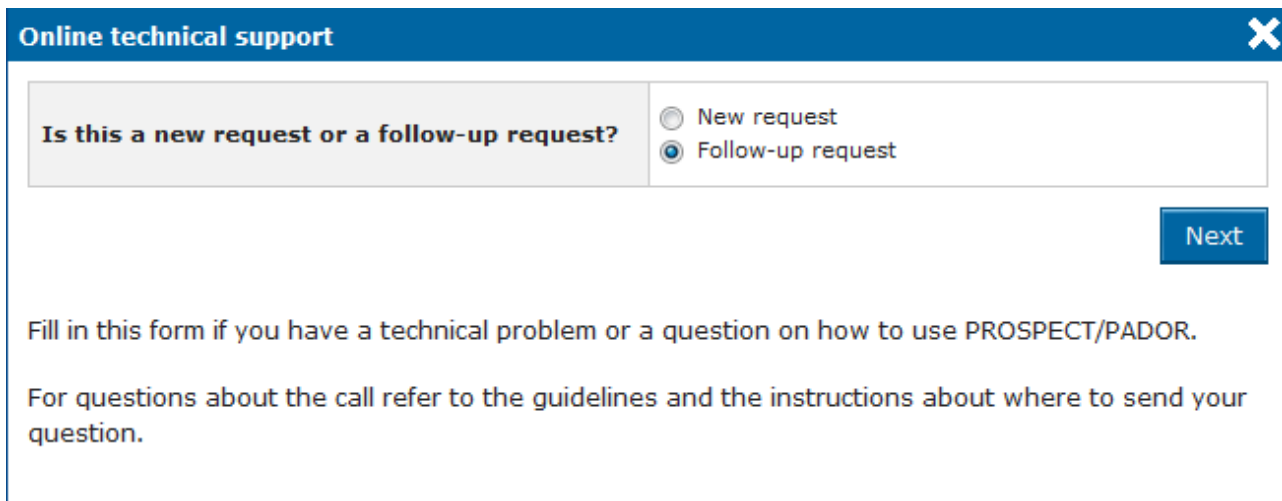
Phone number	Enter the phone number where IT support can contact you for details concerning your request.
Call reference	Enter the call reference and <i>lot</i> that your request concerns, if applicable.  If you are inside the call, the system detects automatically the reference and the lot number.
Category	Select the tab or part of the system where you encountered the error.
Description of your request	Use this field to explain the technical difficulty that you are experiencing.
Attachments	Click on the blue arrow to upload a screenshot of the error / issue – this is not mandatory but can help IT support in detecting the cause of the problem.

Click on the **"Send"** button when all the information has been filled in. Your request will be treated as soon as possible.

Once IT Support registers your help request, you will receive an automatically generated e-mail which will contain the reference of your request (SMT Reference). Please use this reference in any future communication with IT Support regarding the same request.

### 6.3.2 Follow-up on existing requests

For an existing support request, select the **"Follow up request"** option on the pop-up window, and then click on the **"Next"** button.



**Online technical support** ✕

**Is this a new request or a follow-up request?**

New request  
 Follow-up request

**Next**

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

An online form will be displayed, allowing you to enter your contact details, as well as the incident reference (SMT Reference).

**Online technical support: follow-up request** ✕

<b>e-mail *</b>	<input type="text" value="john@gmail.com"/>
<b>Phone number *</b>	<input type="text" value="00446522542162"/>
<b>Incident reference *</b>	<input type="text" value="IM0013212345"/>

Description of your request \*

New error when clicking "Upload"

<b>Attachments</b>	<span style="font-size: 12px; color: #0056b3;">add edit doc.PNG</span>
--------------------	--

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the [guidelines](#) and the instructions about where to send your question.

For any technical assistance request, please use the 'Online support' form available in the system; to ensure a reply at the earliest convenience, you are kindly asked to contact us in English or French.

Enter the required information – Please note that **all** the fields marked with an asterisk (\*) are mandatory:

Field	Description
e-mail	The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you want to receive IT support information at a different e-mail address.
Phone number	Enter the phone number where IT support can contact you for details concerning your request.
Incident reference	Enter the reference you received when your initial request was recorded by IT support.
Description of your request	Use this field to explain the technical difficulty that you are experiencing.
Attachments	Click on the blue arrow to upload a screenshot of the error / issue – this is not mandatory but can help IT support in detecting the cause of the problem.

Click on the **"Send"** button when all the information has been filled in.

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**Related Pages**

**Chapter 5 - Print your e-Calls PADOR profile**

**All Chapters**