*e*Form User Guide
How to complete & submit the eForm

YOUTH IN ACTION 2007-2013

Deadlines:

Sub-programme / Action / Sub-action	Description	Deadlines for submission
Youth for Europe		Round 1 01/02/2013 12:00 midday
Action 1.1	Youth Exchanges	
Action 1.3	Youth Democracy	
Youth in the World	Cooperation with Neighbouring Countries	
Action 3.1 TN (1-7) Action 3.1 TN (8)	Training and Networking (Activities 1 – 7) Training and Networking (Activities 8)	Round 2 03/06/2013 12:00 midday
Action 3.1 YE	Youth Exchanges	
Youth Support Systems	Training and networking of those active in youth work and youth organisations	
Action 4.3 (1-7)	Training and Networking (Activities 1 - 7)	Round 3 03/09/2013 12:00 midday
Action 4.3 (8)	Training and Networking (Activity 8)	
Support for European cooperation in the youth field		All times are Brussels time
Action 5.1	Meetings of young people and those responsible for youth policy	

EACEA Technical Helpdesk:

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

Version 1   *28 November 2012*

Table of Contents

1   Introduction

Applications for the Actions of the Youth in Action programme listed on page 1 of this guide must be made using the eForm.

The purpose of this document is to provide guidance on the **technical** aspects of completing and submitting the eForm. It does not replace the Programme Guide which must be read and consulted by applicants for all guidance on the content of the application form, the application procedure and the rules that must be respected. This document can be found on the relevant webpage:

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

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

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

---

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

---

2   Technical Requirements & Considerations

The 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. 9.0, 9.1, X, XI etc. If you have a **lower** version than 8.1.5, you will not be able to complete and submit the eForm.

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

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

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

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

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

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

Security settings in most 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 very likely 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);

- any version or sub-version higher than version X e.g. version XI.

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 generally **enabled** but identify your eForm as a trusted item (stored in a 'privileged location') so that its submission is not blocked.

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

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

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

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

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

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

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

3   The Online Application Process – Overview

(i)   You download the eForm from the agency website, saving it to your own computer or local network drive. **Do not try to fill in the form directly on the website**. The form can only be filled in once you have saved it to your local computing environment.

(ii)   You complete the eForm on your own computer (as an 'offline' document). You do not need to be connected to the internet for this and no connection to the EACEA website or any Commission server is required. Completion of the form includes the attachment of the annexes.

(iii)   You validate the form (on your own computer) to ensure that it is ready for submission.

(iv)   You connect to the internet and press the submit button to submit your form. You do not need to be connected to the EACEA website or to any particular webpage – this connection to the Agency's server happens automatically. (The submission process includes a mandatory save both before and after the submission. These save operations are instigated by the form itself. This is explained in detail in section 8.)

(v)   If the submission is successful, a submission number will be automatically generated and added to your form.

(vi)   You print your form.

(vii)   An email acknowledging receipt of your form is automatically sent to the email address that you entered for the contact person of the Applicant Organisation (Part A.2).

# 4   Working with the eForm

4.1   Download the eForm from EACEA

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

http://eacea.ec.europa.eu/eforms/index_en.php
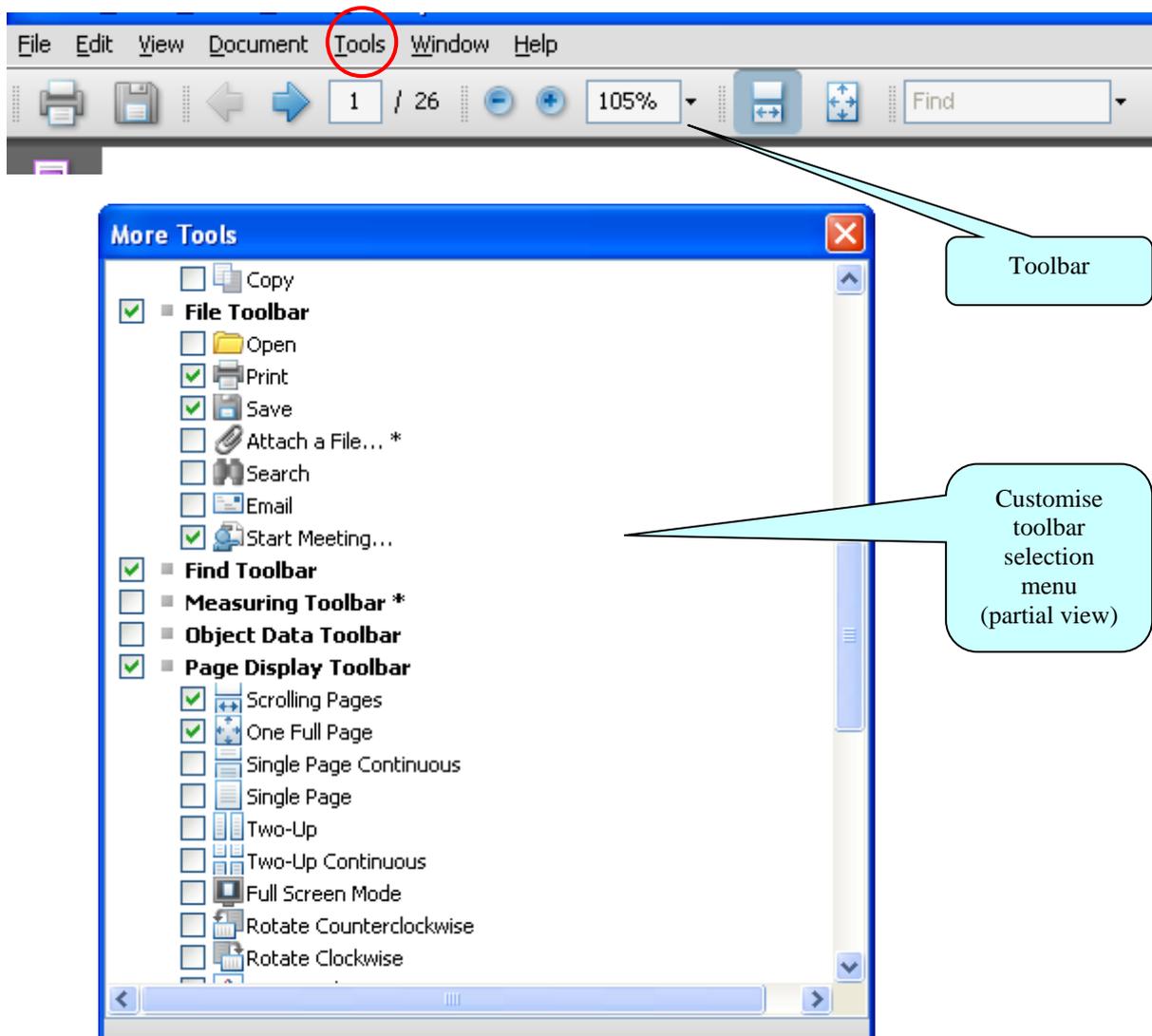
Save the form to your local computer or network drive.

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

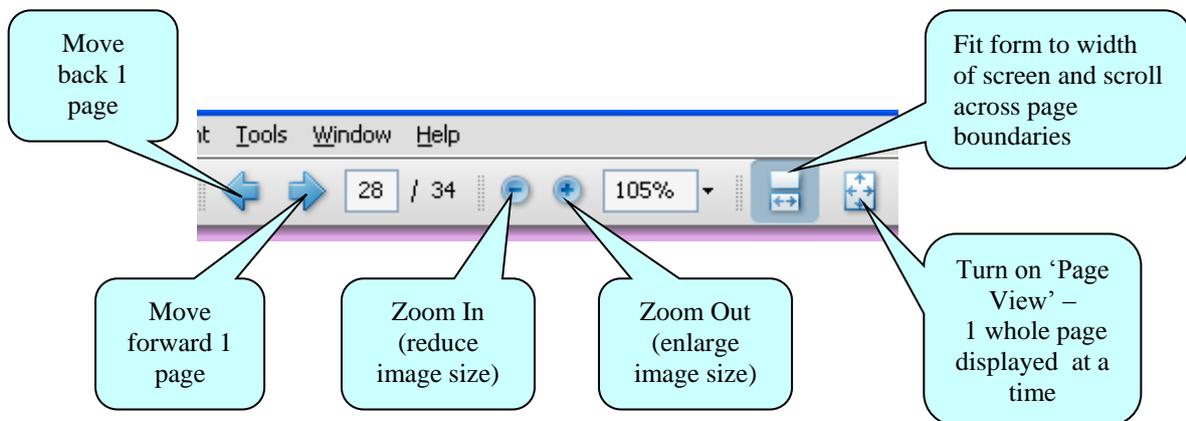## 4.2   Adobe Reader – a brief introduction to some key features of the pdf form
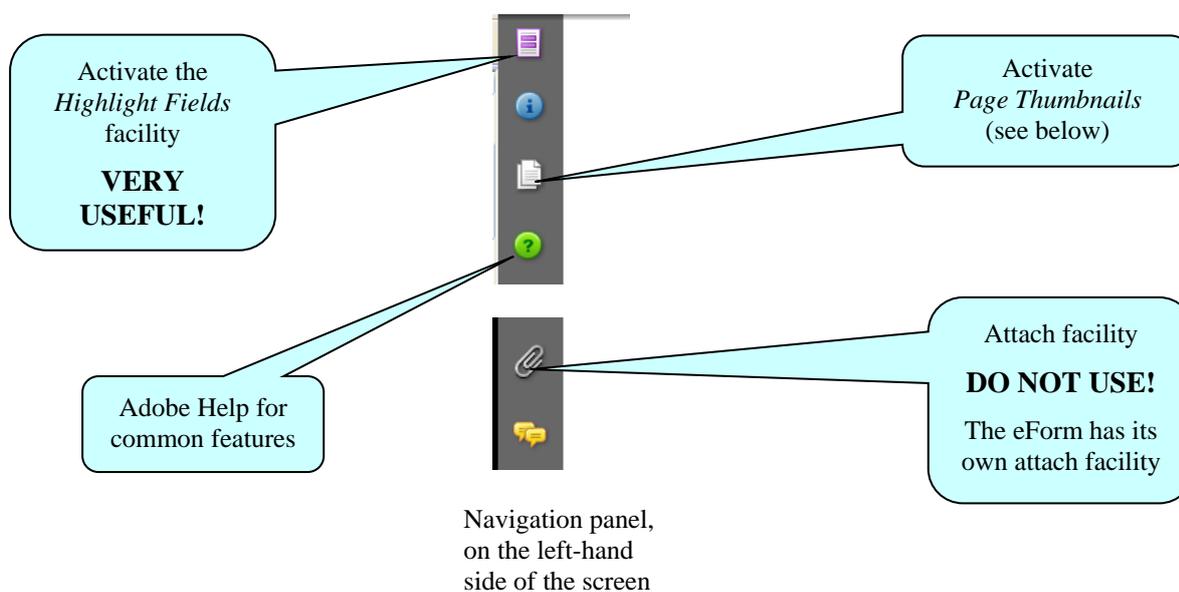
Toolbar

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

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

Move back 1 page

Move forward 1 page

Zoom In (reduce image size)

Zoom Out (enlarge image size)

Fit form to width of screen and scroll across page boundaries

Turn on 'Page View' – 1 whole page displayed at a time

Page Thumbnails

If you activate the *Page Thumbnails* option, a new panel is opened up on the lefthand side of the screen. It contains miniature previews ('thumbnails') of each page:
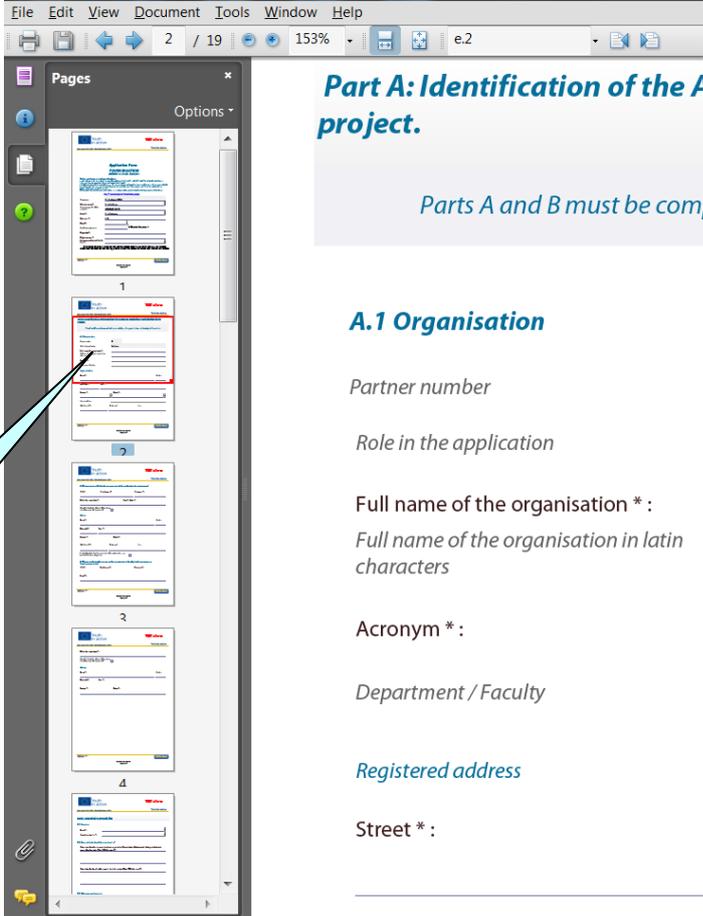
- Use the thumbnails to jump to different areas of the form.

- A box outlined in red indicates where you are in the document.

- Right click on the panel to access options to enlarge or reduce the thumbnails.

Zoom in / Zoom out

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

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

4.3   *eForm completion*

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

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

4.4 Mandatory, optional and calculated fields

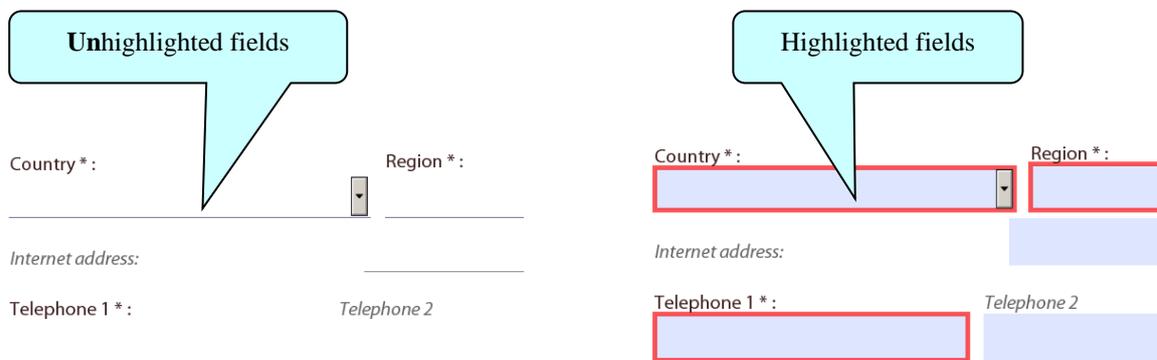| Field Type	Characteristics	Examples
Mandatory	Field label is accompanied by an asterisk *	Telephone 1 * : Country of residence *
Optional	Field label has no asterisk	Telephone 2: B.3 Other community grants Please list the projects for which the organisation, or the department responsible for the management of this application, has received financial support of EU programmes or initiatives during the last three years. Programme or initiative / Reference number / Beneficiary Organisation / Title of the Project
Calculated automatically	Field contains diagonal grey lines.	*Deadline for submission* 01/09/2013 Partner no / Role — P1 / Applicant

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.
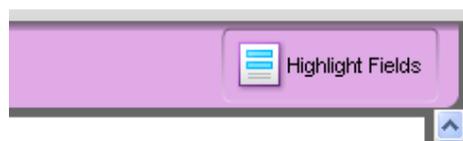
▤ Highlight Fields

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

Highlighted fields

Country * :   Region * :

Internet address:

Telephone 1 * :   *Telephone 2*

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.5, 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*.
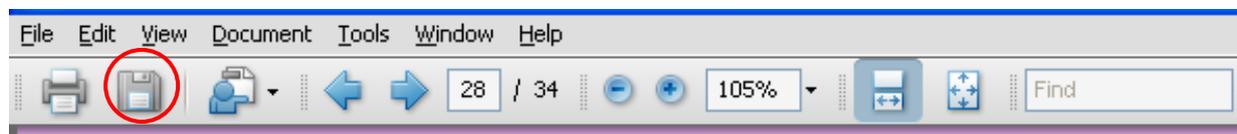
Please ensure that you **save your form on a regular basis**. If you encounter a problem in your local computing environment and your form or your computer crashes, the Adobe Reader auto-recovery function will only restore your form to the point of the **most recent save**.

4.6 Entering Dates and Numbers

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

	Rule	**Example**
Numbers	Use decimal points not decimal commas.	50.75 for fifty euros and seventy-five cents
Dates	All date fields are in the format dd/mm/yyyy	01/10/2011 for 1st October 2011
Telephone numbers	No rules - this is a free text field	-

4.7 Using the Add and Delete buttons (eForm tables)

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

These buttons are coloured green. Click on them to add the desired new field or table row.
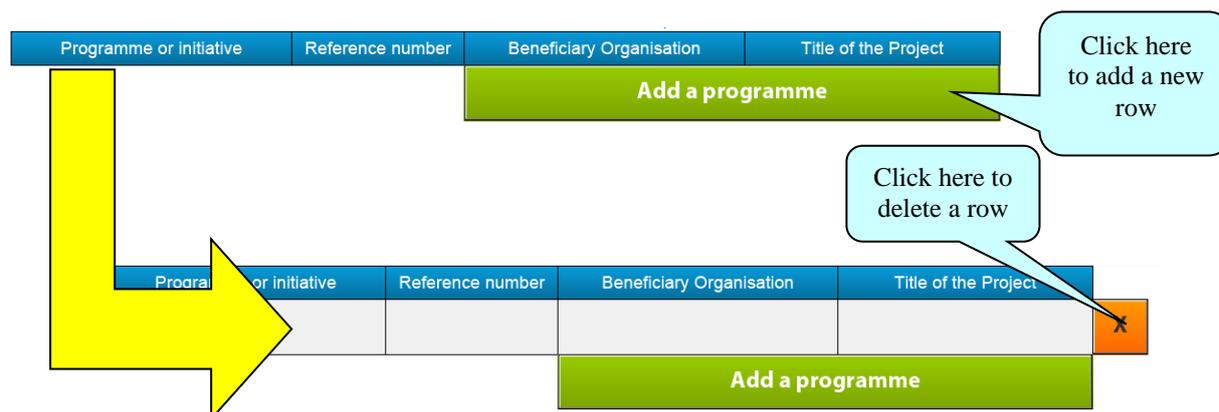
Once you have added a field or row, the delete facility – an orange-coloured button containing an 'x' – appears so that you can delete the field, block of fields or table row concerned (and its contents!).

4.8   Formatting

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

4.9   Character Limits

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

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

Part	Field	Character Limit
A (and F.6)	Project Title	50
	Project Acronym (see section 5.1)	7
	Full name of the organisation	62
	Name in latin characters	62
	Acronym	62
	Department / Faculty	60
	Street	57
	Street Number	5
	Postcode	12
	Town	60
	Internet address	62
	Telephone 1 and Telephone 2	60
	Fax	60
	Family name	62
	First name	62
	E-mail	100
	Role in the organisation (A.2 and A.3)	32
B.3	Programme or Initiative	25
	Reference number	15
	Beneficiary organisation	25
	Title of the Project	25
	Programme concerned	25
F.1	Name of the promoter	62
F.2	Promoter	62
F.7	Promoter	62
	Profile of participants	100
F.8	Promoter	62
	Role of expert(s)	100
F.9	Promoter	62

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 on this page, dictate how the rest of the form appears and behaves. For example, the options that are available in Part C.2, *Type of Activity* are dependent upon the sub-programme and action that you selected.

Information concerning the deadlines for submission

Please be aware of the following constraints:

- Applications may only be submitted for the **<u>next scheduled deadline</u>** – the online system blocks the submission of applications that are for a deadline that is not the next scheduled deadline.

- Once a deadline has passed, there is a gap in time before the online submission system is re-opened for the next scheduled deadline. Here are the details of when the online submission system is opened for each deadline:

    o   Round 1 deadline 01/02/2013 – Submission was opened when the eForm was published;

    o   Round 2 deadline 03/06/2013 – Submission open from 01/03/2013;

    o   Round 3 deadline 03/09/2013 – Submission open from 01/07/2013.

- If you attempt the submission having selected a deadline that is not the next scheduled deadline OR when the online submission system is closed, the submission of your form will be blocked and it will not take place. Nevertheless, it will still be possible for you to submit that **same** form once the submission has been opened for the deadline you are interested in. Be aware, however, that the submission process will have locked your form so you will no longer be able to modify its content or change the attachments.

- It is not possible to submit an application for a deadline that has already passed. The online system blocks such submission attempts.

- If you have attempted the submission for a deadline that has passed, it will **not** be possible to correct the deadline value (and retry the submission) because the form will be locked. You would therefore be obliged to start your application again with a new form.

If you are in any doubt about the schedule of deadlines, please check the Youth in Action Calendar published on the following webpage:

http://eacea.ec.europa.eu/youth/programme/calendar_en.php

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

5.2   *Parts A and B – Organisations*

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

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

- For subsequent partners – P2, P3 etc – the role is for you to select:

- The field 'Internet address' in Part A.1 relates to the organisation's website address.

- The field A.3 – details of the Legal Representative – is only required to be completed for the Applicant Organisation. Consequently, it **only appears** in the form for the Applicant Organisation (P1). For all subsequent organisations, the field A.3 is omitted and only fields A.1 and A.2 are presented for completion.

- The Registered address you enter in Part A.1 is automatically copied to Parts A.2 and A.3. Check the relevant checkbox in order to write different address details in Parts A.2 or A.3.

- Because parts A and B **taken together** represent the details of a single organisation, the form 'numbering' does not follow a 'pure' A, B, C, D, E, F but evolves as follows:

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

- The *Add organisation*(s) button has an accompanying field that allows you to add multiple organisation rows at the same time. These rows are in addition to any that you have already added. **It is recommended that you add your additional organisations in one go**.

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

List of partner organisations

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

The table appears after the end of the details of the last partner organisation that you have entered.

Tips

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

	Cyprus
then	Czech Republic
then	Croatia.

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

5.3 Part C – Description of the Project

C.1 Type of Project
This field only appears in the form for Actions 3.1 and 4.3. For all other actions no field C.1 appears in the form.

C.2 Type of Activity
If you are applying for Action 1.3, this field does not appear in the form.

5.4 Part E – Project implementation / Award criteria

Where there are checkboxes in this Part, please tick at least one checkbox in each mandatory sub-section (E.1, E.2, etc).

The appearance in the form of some of the sub-sections in this Part is dependent upon the Action and, where relevant, sub-action you are applying under.

The following table indicates the conditions under which the different sub-sections appear or are hidden. (Where a sub-section is not mentioned in the table, this means that it appears for **all** Actions.)

Sub-section	Display rule
E.3	Does **not** appear in the form if you are applying under: • Action 1.3
E.4	**Only** appears in the form if you are applying under: • Action 1.3
E.5	Does **not** appear in the form for any Action
E.7	Does **not** appear in the form if you are applying under: • Action 3.1 (Training & Networking sub-actions) **or** • Action 4.3.
E.8	**Only** appears in the form if you are applying under: • Action 1.1 **or** • Action 3.1 Youth Exchanges
E.15	Does **not** appear in the form if you are applying under: • Action 3.1 (Training & Networking sub-actions) **or** • Action 4.3

5.5 *Part F – Participants in the project*

The appearance in the form of some of the sub-sections in this Part is dependent upon the Action and, where relevant, sub-action you are applying under.

The following table indicates the conditions under which the different sub-sections appear or are hidden.

Sub-section	Display rule
F.1	**Only** appears in the form if you are applying under: • Action 1.1 **or** • Action 1.3 **or** • Action 3.1 Youth Exchanges **or** • Action 5.1
F.2	**Only** appears in the form if you are applying under: • Action 1.1 **or** • Action 3.1 Youth Exchanges
F.3	**Only** appears in the form if you are applying under: • Action 1.3 **or** • Action 5.1
F.4	Does not appear in the form for any action
F.5	Does not appear in the form for any action
F.6	Does not appear in the form for any action
F.7	**Only** appears in the form if you are applying under: • Action 3.1 (Training & Networking sub-actions) **or** • Action 4.3
F.8	**Only** appears in the form if you are applying under: • Action 3.1 (Training & Networking sub-actions) **or** • Action 4.3
F.9	**Only** appears in the form if you are applying under: • Action 3.1 (Training & Networking sub-actions) **or** • Action 4.3

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:

- Declaration on Honour;
- Workplan / daily timetable and budget.

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

Annex Filename	Required Format
Declaration of Honour	.pdf, .jpg or .jpeg
Workplan / daily timetable and budget	.xls, .xlsx

Attachment size limitation

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

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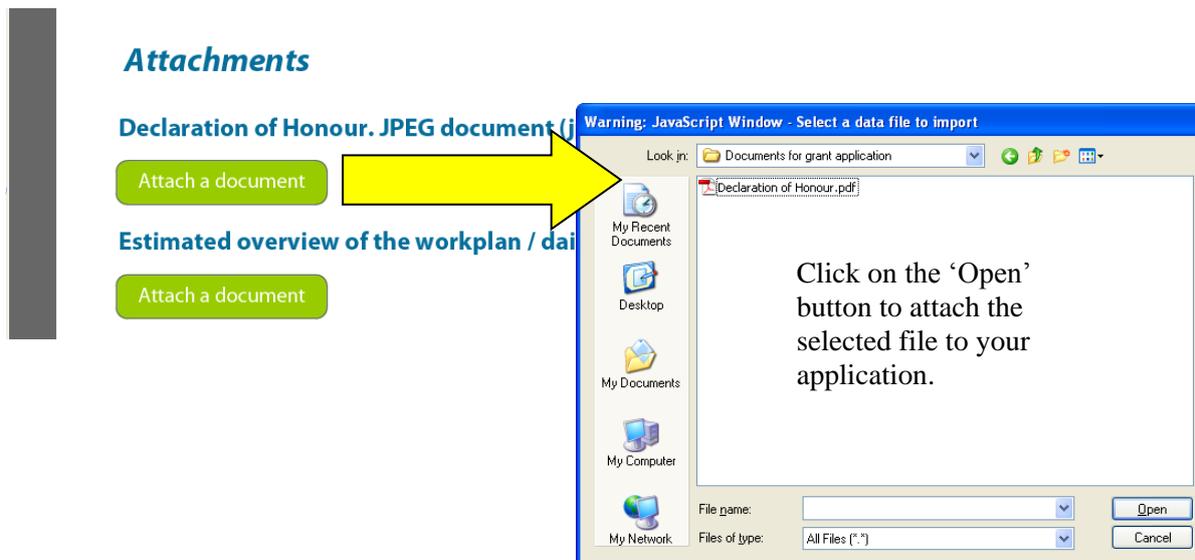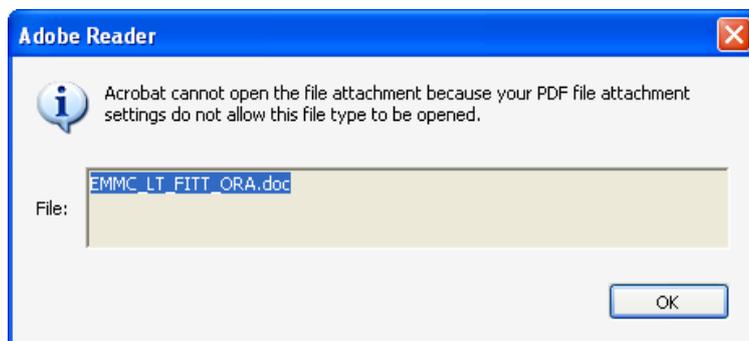

Once a file has been successfully attached, the filename is displayed and the *Attach a document* button is replaced by a *Delete this document* button and a *View this document* button:

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:
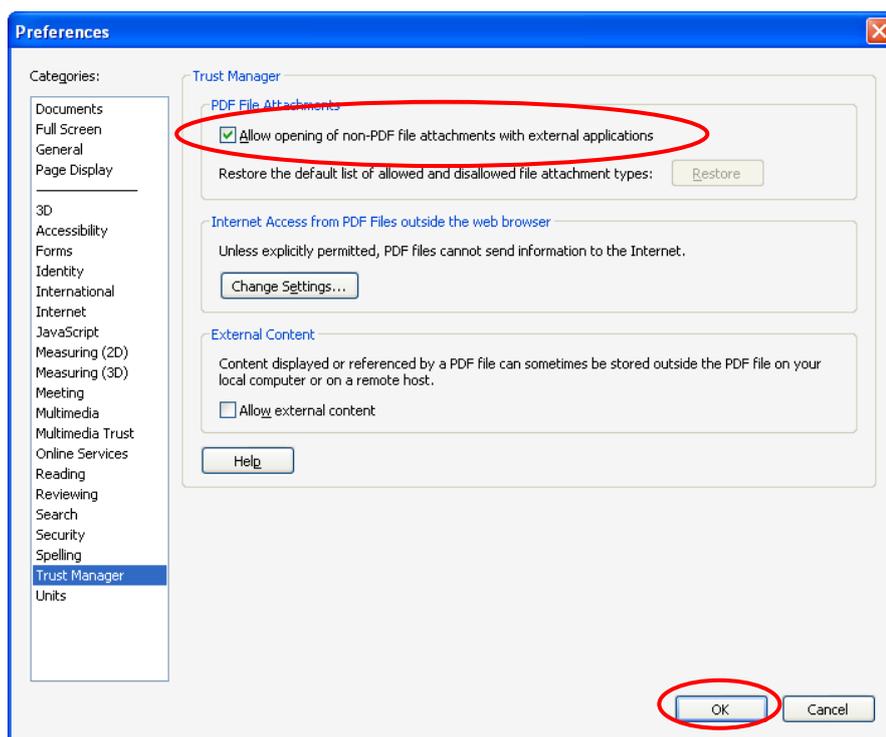
7   Validation of your eForm

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

Validate form

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

When you are ready, click on the button and various checks will be automatically performed to ascertain whether your form is ready for submission. For example, the validation will verify that all mandatory fields have been completed, that no rules have been broken in the budget table and that all the mandatory attachments are present.

If there are any errors present, the total number of them will be listed on the last page of your form. If there are any budget or attachment errors these will be itemised separately in the same list:
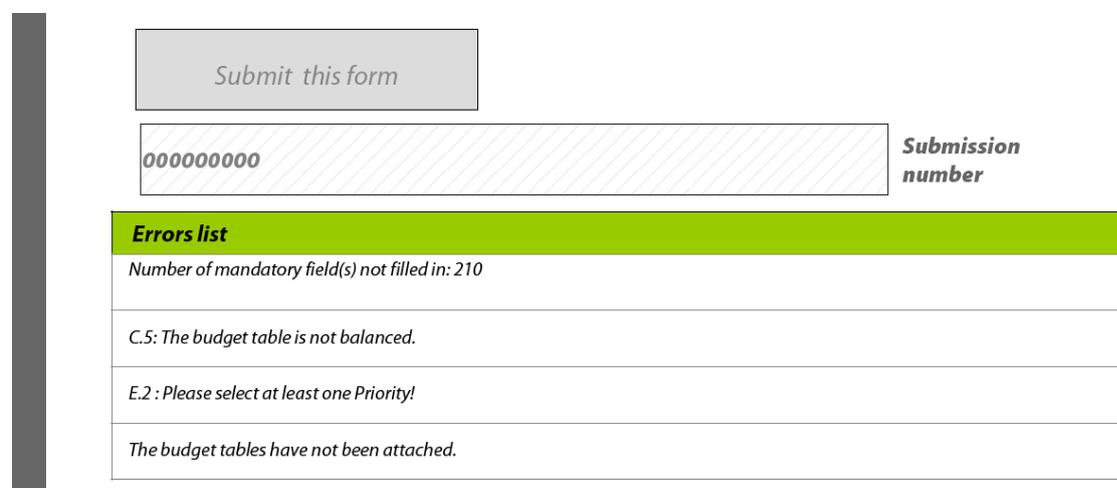
Submit this form	
000000000	**Submission number**

Errors list
Number of mandatory field(s) not filled in: 210
C.5: The budget table is not balanced.
E.2 : Please select at least one Priority!
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:
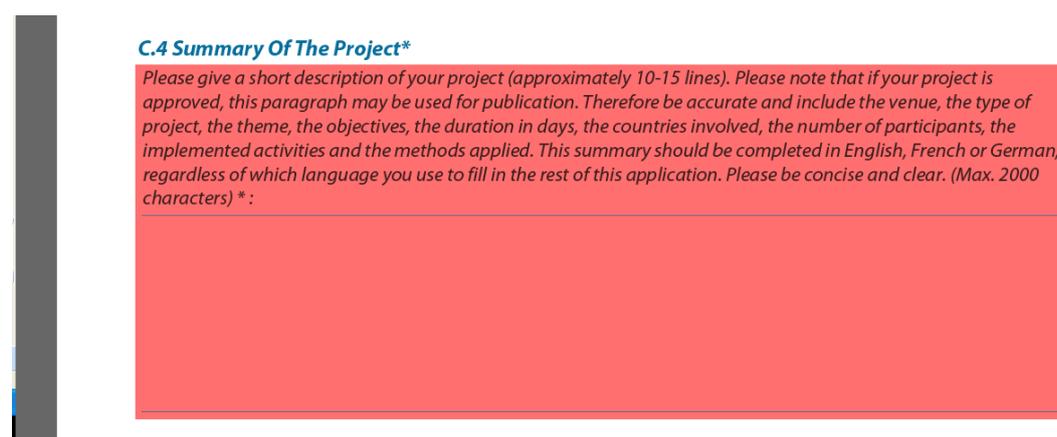
C.4 Summary Of The Project*

Please give a short description of your project (approximately 10-15 lines). Please note that if your project is approved, this paragraph may be used for publication. Therefore be accurate and include the venue, the type of project, the theme, the objectives, the duration in days, the countries involved, the number of participants, the implemented activities and the methods applied. This summary should be completed in English, French or German, regardless of which language you use to fill in the rest of this application. Please be concise and clear. (Max. 2000 characters) * :

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


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

Please note the following:

- When you fix the errors that are highlighted, the *Errors list* is **not** dynamically updated. It is only updated i.e. refreshed when you perform **another** validation.

- The *Go to Next Error* function works best when you fix errors one by one, following the top-to-bottom sequence used by the *Go to Next Error* button. If you fix errors out of sequence e.g. fix an error further down the form, the *Go to Next Error* function will still follow the **original** sequence of errors reported by the validation.

- If you have fixed errors out of sequence, you are recommended to perform a **fresh** validation so that the errors you have fixed are removed from the sequence (and you would then start again from the error nearest the top of the form).

- If you prefer, you can simply do a visual search for the pink errors in your form. If you do this, it is recommended that you first turn **off** the highlighting for mandatory fields (see Section 4.4). You may find the thumbnail view a useful aid to quickly detecting the pink highlighted fields (see Section 4.2).

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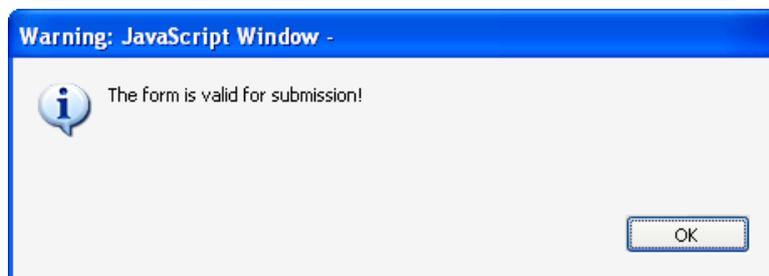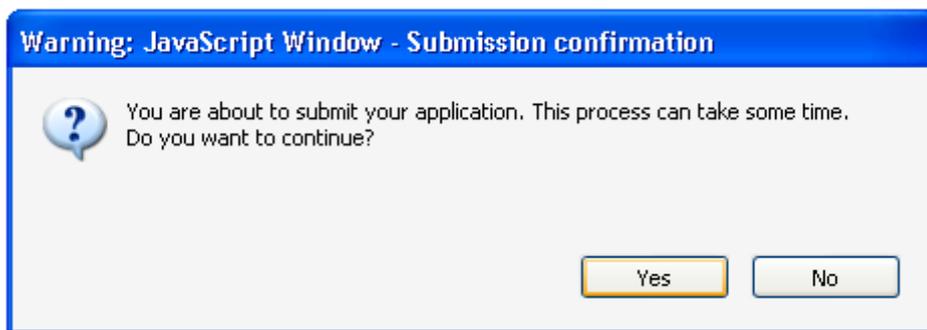

Until your form validates successfully the Submit button is disabled and it will not be possible to submit your form. The Submit button turns from grey to green when validation has been carried out successfully.

8 Submission of your eForm

On the final page of the form is the *Submit this form* button. Once your form has been successfully validated the button is enabled (as confirmed by its green colour). Click on this button to launch the submission. Before proceeding with the submission, please ensure you have consulted and, where necessary, followed the advice on Adobe security settings found in section 2 of this user guide.

Submit this form

000000000   *Submission number*

The following message will appear:

Warning: JavaScript Window - Submission confirmation

You are about to submit your application. This process can take some time.
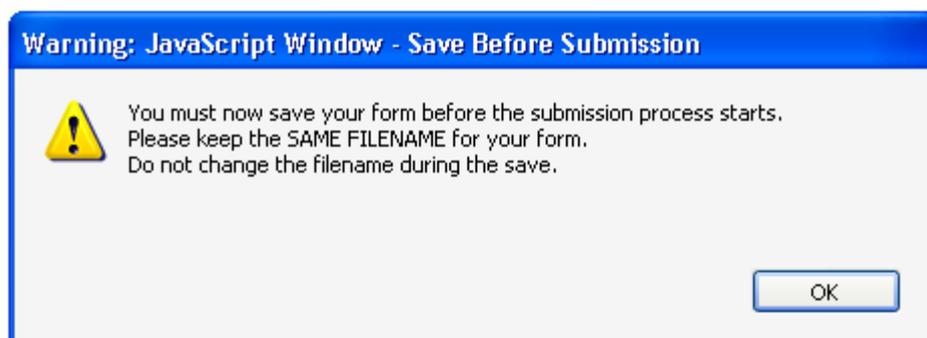Do you want to continue?

Yes   No

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**.

Should you encounter any error messages during the submission of your form, please refer in the first place to the 'Known Issues' section of the eForm home page:

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

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:

Warning: JavaScript Window - Save Before Submission

You must now save your form before the submission process starts.
Please keep the SAME FILENAME for your form.
Do not change the filename during the save.

OK

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

(Please note: this screenshot is simply an **example** of the *Save As* window. The window that **you** see, will reflect the filename and directory name that you have been using.)
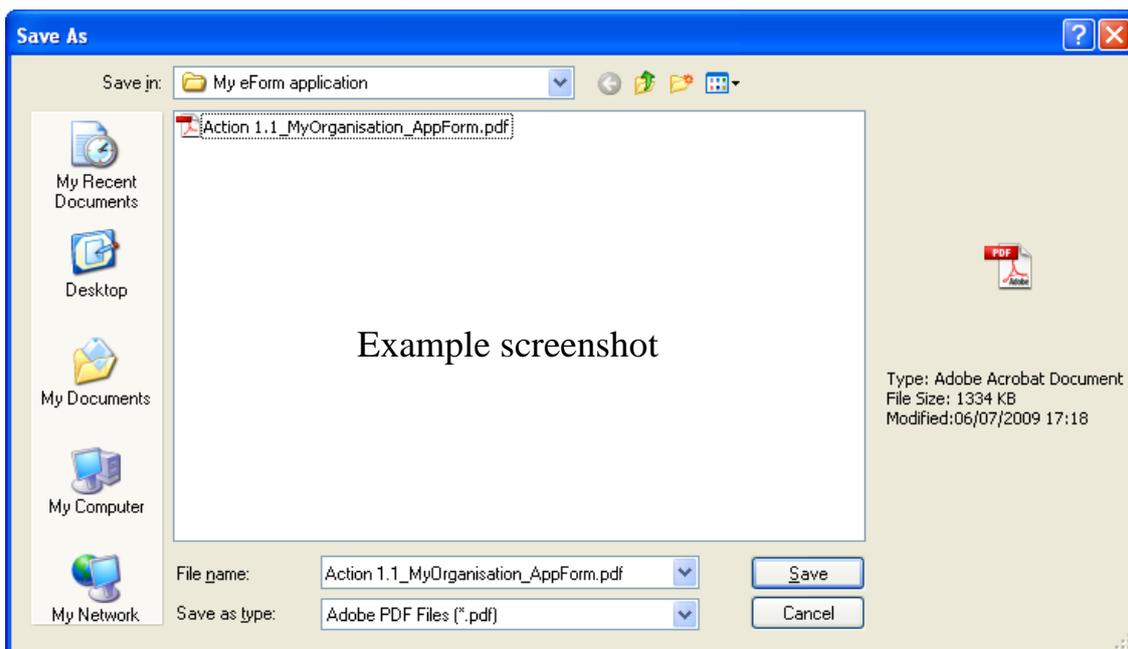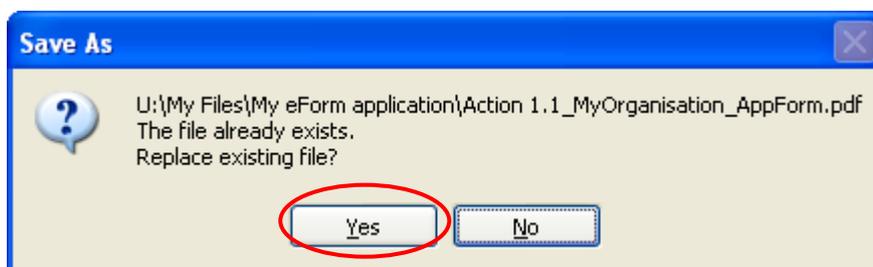
You must now perform the *Save As* by clicking on the *Save* button.
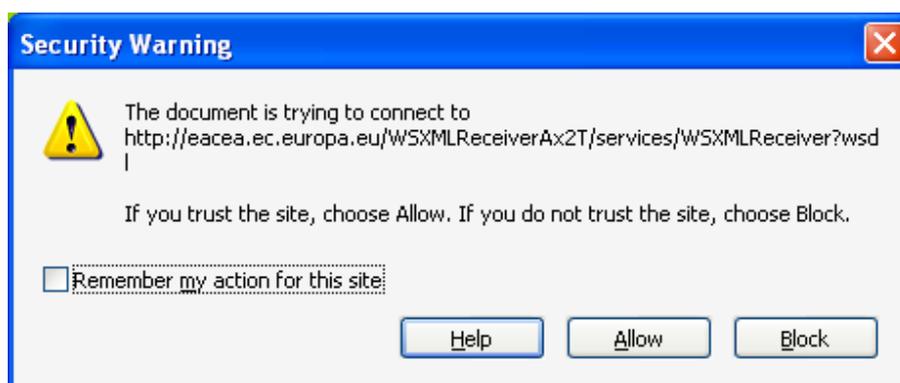

Very Important!

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

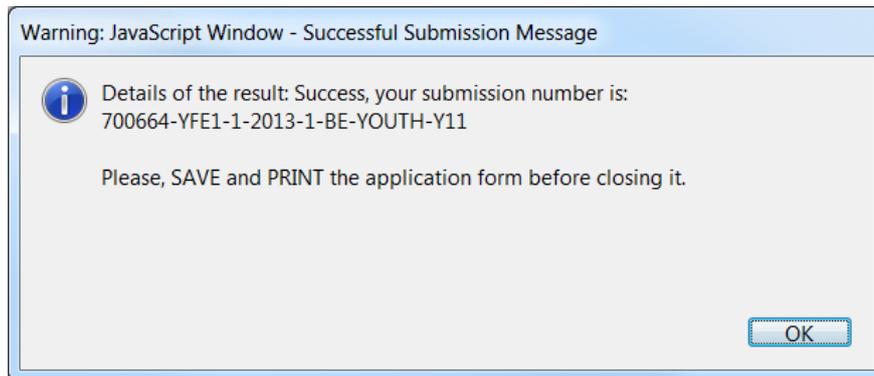Click *Yes* when you are asked if you want to replace the existing file:

8.2   Submission

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

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

When the submission is complete you will see a pop-up message similar to the one that follows:
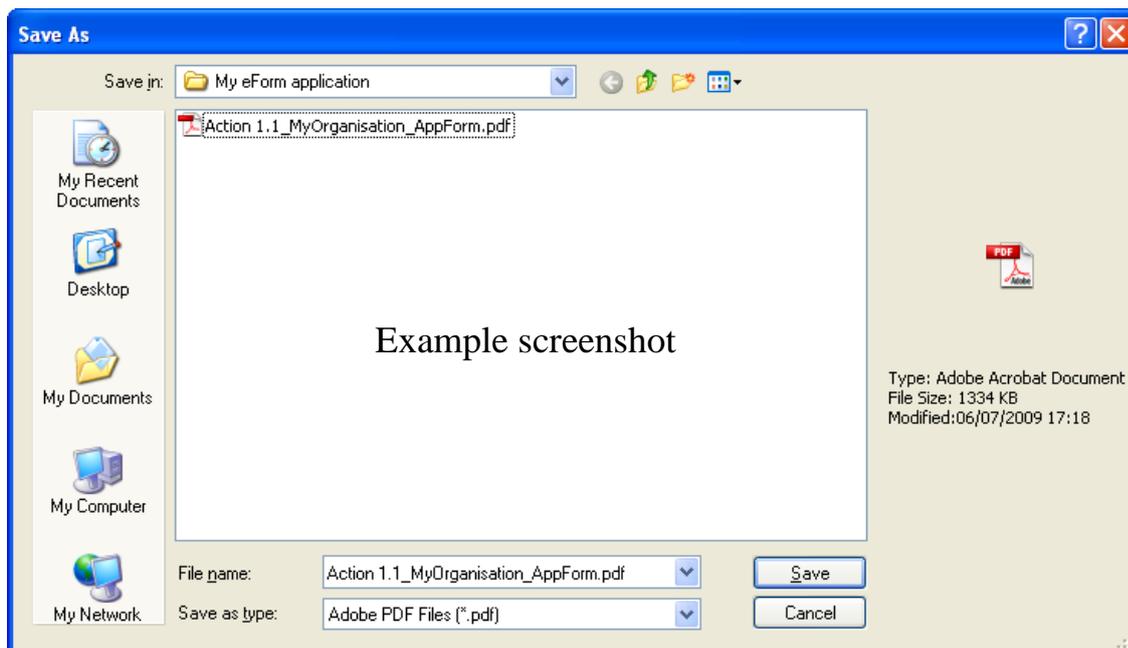

Click 'OK'.

8.3   The mandatory save AFTER submission

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

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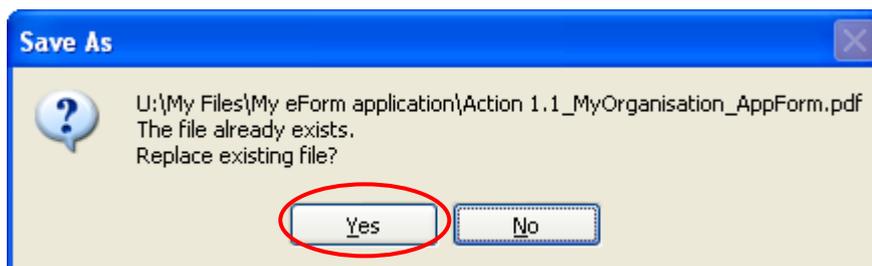

You must now perform the *Save As* by clicking on the *Save* button.

Very Important!

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

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

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

It is also inserted into the footer of your form.

The form has also been saved and this save included the submission number.

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

As part of the submission process, an email message acknowledging receipt of your eForm is automatically sent to the email address you entered for the contact person of the Applicant Organisation (Part A.2).

As indicated by the earlier pop-up message, you may now print the form before closing it.

Please consult the relevant funding opportunities webpage for details of the documents that must be submitted by post to the Agency.

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.
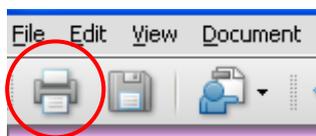
10 How to obtain Technical assistance – EACEA Technical HelpDesk

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 Youth in Action 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 procedure including details of the documents to be submitted by post;
- 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. an *Application Guidelines* 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 *Other Community Grants*?
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 to be sent to the Agency by post and where do I send them?
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?