

EPSS Electronic Proposal Submission System era-net TRANSPORT 1 A State Login Information Registration ELECTRONIC PROPOSAL SUBMISSION SYSTEM (EPSS) Downloads The EPSS of ERA-NET TRANSPORT is a web-based tool that allows applicants to create their Guide for Applicants [PDF] proposal for trans-national calls on-line. EPSS User Manual [PDF] Currently the EPSS is open for the transnational call: Electromobility⁺ The deadline for submission of proposals for this call is: 31 March 2011, 17:00 (Brussels Local time). Detailed information about the call and on how to use the EPSS tool can be obtained from the documents available in the information column on the right. LOGIN Login Name: Password: login If you lost or forgot your password, please click here. In order to register to the EPSS please click here. 2

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Chapter 1

Usage

1.1 Proposal Coordinator

1.1.1 Registration

In order to use the Electronic Proposal Submission System, the proposal coordinator has to register at the EPSS webpage.

https://www.epss-electromobilityplus.eu

In the next step he/she uses the registration link in the column on the left side (see Figure 1.1).

CRA-NET TRANSPORT		
Login		
Registration		Information
	ELECTRONIC PROPOSAL SUBMISSION SYSTEM (EPSS)	Downloads Guide for Applicants [PDF]
	In ourse to prepare and submit you propose not the Cat, prease eince an use recessary information in the text fields below and click on the Submit button at the bottom of the page.	EPSS User Manual [PDF]
	Only coordinators should register to the EPSS. Other applicants obtain the access information to the system once the coordinators activate their account.	
	After registration, you will receive an email with the necessary access information for uploading your documents. Your Data will only be used for the Electromobility+ Call.	
	Note: All fields marked with * are mandatory.	
	1.) General data	
	1. Title: Mr	
	2b'. Contact Last Name:	
	2c*, Login Name:	

Figure 1.1: Registration form

The proposal coordinator has to fill in the registration form, where most of the fields are mandatory:

Contact First Name First name of the contact person

Contact Last Name Last name of the contact person

Login Name Login name to identify the contact person (must be unique within the system)

- **Organisation Type** Type of your organisation (select the one that most appropriately describes your organisation)
- **Organisation Type (specify)** If *Other, please specify below* is chosen above, an input field will appear where the proposal coordinator must specify the organisation type.

Organisation Full name of your organisation

Address (Street, Zip/Postal Code, Town, Country)

E-Mail Address Please make sure that you fill in the address of an account you check regularly.

Phone Number

Password Minimum length: 5 characters

Please note that the registration will not proceed if one of these fields are empty.

The password has to be filled in twice. The proposal coordinator should treat this password confidentially. He should not give his password to other people, including other applicants.

One login name can only be used once in the system. If a login name was registered, this name can't be used for another registration.

Please note that the login name is limited to alpha-numeric characters (a-z,A-Z,0-9) and underscore (_). No other characters (including whitespace) are allowed.

After the registration form was successfully submitted, the proposal coordinator will receive an *Activation* e-mail that includes a link to the submission system. The proposal coordinator has to click *e-mail* on this link (or copy and paste it to the URL field of his/her browser) in order to complete the registration process (so called *double-opt-in*). This link can be used only once.

Done that, the proposal coordinator will be able to login to the system with the mentioned login name and password.

1.1.2 Login

The registered (and verified, see above) proposal coordinator can login to the system by visiting

https://www.epss-electromobilityplus.eu

and choosing Login from the navigation menu on the left side.

If the proposal coordinator has lost or forgotten the password, it can be reset with the function *Password lost* (see Figure 1.2).

A form will ask for the e-mail address of the proposal coordinator and a message containing confirmation links for all active registrations will be sent to this address.

By clicking on one of these links the proposal coordinator will be able to set a new password for the selected account.

CRA-NET TRANSPORT		
Login		
Registration		Information
	ELECTRONIC PROPOSAL SUBMISSION SYSTEM (EPSS)	Downloads
	The EPSS of ERA-NET TRANSPORT is a web-based tool that allows applicants to create their proposal for trans-national calls on-line.	Guide for Applicants [PDF] EPSS User Manual [PDF]
	Currently the EPSS is open for the transnational call:	
	Electromobility ⁺	
	The deadline for submission of proposals for this call is: 31 March 2011, 17:00 (Brussels Local time).	
	Detailed information about the call and on how to use the EPSS tool can be obtained from the documents available in the information column on the right.	
	LOGIN	
	Login Name: Password: Iogin	
	If you lost or forgot your password, please click here.	
	In order to register to the EPSS please click here.	

Figure 1.2: Login form

After successful login the submission system will be ready to use (see Figure 1.3).

1.1.3 Welcome

The welcome page is the first page that will be presented to the proposal coordinator after login.

1.1.4 Part A - Coordinator

In this section the proposal coordinator edits his/her profile data.

Password

Please note that the login name is limited to alpha-numeric characters (a-z,A-Z,0-9) and underscore (_). No other characters (including whitespace) are allowed.

Also the password can be changed here. If the password fields are left empty, the password will not be changed. Otherwise both entries have to be equal.

CRA-NET TRANSPORT		11111
Welcome		
Part A - Coordinator		Information
Part A - Applicants		
Part A - Project Data	ELECTRONIC PROPOSAL SUBMISSION SYSTEM (EPSS)	Downloads
Part A - Project finances	PROPOSAL COORDINATOR (APPLICANT 1)	Guide for Applicants [PDF]
Part A - Summary	All fields marked with * are mandatory for the submission of the Proposal.	Part B [DOC] EPSS User Manual [PDE]
Part B - Upload		
Part A and B - Submission	Title:	National/Regional Information
Logout	Mr	Links to external sites
	Contact	Information (FR)
	Markus	Information (DE)
	*Last Name:	Information (AT)
	Mustermann	Information (SE)
		Information (DK)
	*Login Name:	Information (PL)
	m_mustermann	Information (TR)
	Status of Organisation:	Information (BE-VLG)
	2.1 Enterprise	Information (IT-21)
	*Name of Organisation/Institution/Company:	
	Musterfirma	
	Department:	

Figure 1.3: Proposal coordinator form

All fields marked with one asterisk (*) are mandatory for the submission of the Proposal.

Changes to the form must be saved by using the button *Save present status of editing* (See Figure 1.4).

Save present status of editing

Figure 1.4: Button used to save changes

National Rules

If special national information exists for the country/region of the proposal coordinator, he/she has to confirm that he/she was informed about the existence of important national/regional information related to the call Electromobility+ by marking the checkbox (See Figure 1.5).

Dependencies with (an) other applicant(s)

Two applicants (legal entities) are dependent on each other where there is a controlling relationship between them:

- A legal entity is under the same direct or indirect control as another legal entity (same group);
 or
- A legal entity directly or indirectly controls another legal entity (controls); or
- A legal entity is directly or indirectly controlled by another legal entity (controlled by).

Control

Legal entity A controls legal entity B if:

- A, directly or indirectly, holds more than 50% of the nominal value of the issued share capital or a majority of the voting rights of the shareholders or associates of B, or
- A, directly or indirectly, holds in fact or in law the decision-making powers in B.

The following relationships between legal entities shall not in themselves be deemed to constitute controlling relationships:

- (a) the same public investment corporation, institutional investor or venture-capital company has a direct or indirect holding of more than 50% of the nominal value of the issued share capital or a majority of voting rights of the shareholders or associates;
- (b) the legal entities concerned are owned or supervised by the same public body.

I confirm that I was informed about the existence of important national/regional Information related to the call Electromobility+. ☑ YES (Link to national/regional information)	
Dependencies: If there are dependencies between your organisation and (an)other applicant(s) in this proposal, please specify. Definitions of the character of dependencies are provided in the Glossary. My Organisation has no dependency with	

Figure 1.5: Proposal coordinator form, national rules and dependencies

Character of dependence

According to the explanation mentioned above, please choose the appropriate option from the Dependencies select box:

- controls
- is controlled by
- is in the same group as
- has no dependency with (default)

1.1.5 Part A - Applicants

In this section the proposal coordinator can add, edit and delete applicants (see Figure 1.6).

Before further applicants have been added the only applicant on the list is the proposal coordinator. In order to add an applicant, choose Add new Applicant.

The proposal coordinator can add an unlimited number of applicants

A form will be displayed, where the proposal coordinator can fill in all relevant data according to the applicant.

All fields marked with two asterisks (**) are mandatory to be filled in by the proposal coordinator to set up a new applicant.

Please note that for the submission all fields marked with asterisks (*/**) must be filled. Submission of the proposal will not be possible if one of these fields is empty.

The login name is limited to alpha-numeric characters (a-z,A-Z,0-9) and underscore (_). No other characters (including whitespace) are allowed.

While adding a new applicant, the proposal coordinator can't enter a password for this appli- Applicants will cant. The applicant will choose his/her own password later.

choose their own passwords

CRA-NCT TRANSPORT		
Welcome		
Part A - Coordinator		Information
Part A - Applicants	ELECTRONIC BRODOS AL SUBMISSION SYSTEM (EDSS)	
Part A - Project Data	ELECTRONIC PROPOSAL SUBMISSION STSTEM (EPSS)	Downloads
Part A - Project finances	APPLICANTS	Guide for Applicants [PDF
Part A - Summary	# Organisation Contact Name	Part B [DOC] EPSS User Manual [PDE]
Part B - Upload	1 Musterfirma Klaus' kjfdk" kslfkdlfk' edit	
Part A and B - Submission	2 Another Organisation Muller edit delete activate	
Logout	Add new Applicant	
	The applicants are numbered in the order of entry in Form A.	
	Please ensure that the same numbering of applicants is used in Form A and Form B of the	
	proposal.	
	Please note that all applicants must ensure that they have the authorisation of their organisation to participate in the proposal and any project arising from it. Coordinators are advised to ensure that this is the case prior to the submission of the proposal.	
		.2.

Figure 1.6: List of applicants

7

Deet Deer (if anniable)	
Post box (ii applicable):	
*Country:	
Norway	
**Email Address:	
1	
*Phone Number:	
Mobile Phone Number:	
Fax Number:	
The applicant has read the respective national / regional information provided:	
The opposite rest care to prove the rest of the rest o	
YES	
TES	
YES The applicant has provided information on dependencies with other applicants in	
The applicant has provided information on dependencies with other applicants in the proposal:	
The applicant has provided information on dependencies with other applicants in the proposal:	
The applicant has provided information on dependencies with other applicants in the proposal: YES	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES (is in the came game as: (if is the came gam	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES is in the same group as Austerfirma Save program status of edition	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Save present status of editing	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Save present status of editing	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Save present status of editing	
YES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Save present status of editing	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
YES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
TES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Save present status of editing	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	
YES The applicant has provided information on dependencies with other applicants in the proposal: YES Is in the same group as Musterfirma Save present status of editing	2 10

Figure 1.7: Applicant edit form

The confirmation of receiving the national/regional information as well as the naming of dependencies have to be done by each applicant him-/herself (See figure 1.7).

Existing applicants can be edited and deleted by clicking on the edit or delete link.

To invite the applicant to completing the proposal the proposal coordinator uses the link *activate*. An e-mail with all relevant data will be sent to the respective applicant.

The link *activate* will then change to *remind*. By using the link *remind* the coordinator can remind the activated applicants to complete their registration by setting the password.

After the first submission of the proposal (see 1.1.9) the accounts of all applicants (except the proposal coordinator) will be de-activated. From that moment only the proposal coordinator can edit the proposal.

If necessary the the proposal coodinator can re-activiate an applicant 's account by using the activate function.

1.1.6 Part A - Project Data

In this form (see Figure 1.8), the proposal coordinator enters all relevant data according to the project. Please note that all fields are mandatory. Submission of the proposal will not be possible if one of these fields is empty.

The project acronym has to be unique within the system. If the project Acronym is in use already, an error message will inform about that. In this case, another acronym has to be chosen.

The total requested funding of the project and the total cost of the project are calculated based on the figures entered in the Finance section .

The project summary is limited to 2000 characters. If the summary exceeds this limitation, an error message will inform the proposal coordinator that he/she has to shorten the summary.

CRA-NET TRANSPORT		
Welcome		
Part A - Coordinator		Important Information
Part A - Applicants		
Part A - Project Data	ERA-NET PLUS ELECTROMOBILITY+	Downloads
Part A - Project finances	BASIC PROJECT DATA	User Manual [PDF]
Part A - Summary	Note: All fields marked with " are mandatory.	Guide for Applicants [PDF]
Part B - Upload		
Part A and B - Submission	*Key Dimension the project is related to (only one topic allowed)	
Logout	1 Energy and environmental policy approach	
	*Project title (max. 250 characters) Musterprojekt Project acronym (max. 20 characters) MP *Project duration 12 Month *Total requested budget of the project (€) 70000 *Total cost of the project (€) 46000 *Write/copy project summary here: (maximum 3000 characters, incl. space) The summary should include the specific objectives of the proposed project. In case your project will be selected for finding, this summary will be published in the frame of Electromobility- dissemination activities. Coging soon	

Figure 1.8: Project data

Changes to the form must be saved by using the button *Save present status of editing* (See Figure 1.4).

1.1.7 Part A - Project finances

In this form (see Figure 1.9), the proposal coordinator can enter all relevant finance data (in Only whole EUR). For each applicant (including the proposal coordinator), the following fields must be numbers are filled in: allowed.

- Personnel cost
- Travel cost
- Technical Equipment
- Consumables
- Subcontracts
- Requested funding

In case there are no costs in one category enter 0 (zero).

Total costs for each category and for the project are calculated automatically.

Please note that only whole numbers are allowed.

CRA-NET TRANSPORT								
Welcome		Share on Printe						
Part A - Coordinator								
Part A - Applicants								
Part A - Project Data	ELECTRONIC PROPOSA	AL SUBMISS	ON SYSTEM	(EPSS)				
Part A - Project finances	PROJECT FINANCES							
Part A - Summary	Please enter all values as ir	ntegers (whole	numbers, 0-9) în EUR.				
Part B - Upload								
Part A and B - Submission				Cost Categor	es			
Logout	Organisation Name	Personnel	Travel	Technical Equipment	Consumables	Subcontracts	Total Costs	Requested Funding
	Musterfirma	10000	1000	10000	5000	2000	28000	50000
	Another Organisation	5800	2000	5000	2000	1000	15800	20000
	TOTAL	15800	3000	15000	7000	3000	43800	70000
	Save changes							
								7

Figure 1.9: Project Finances

Changes to the form must be saved by using the button Save present status of editing (See Figure 1.4).

Currency is EUR

1.1.8 Part B - Upload

The Part B of the proposal can be uploaded only as PDF file (see Figure 1.10). The maximum size of the PDF is 10 MByte.

If the PDF file was uploaded successfully, the message *Document uploaded* will be shown above the upload element. The proposal coordinator can download the uploaded file to view the document by clicking on *download*.

To delete an uploaded document, the Coordinator may use the *delete* link.

To update the Part B document in EPSS the proposal coordinator has to upload a new version. Each uploaded file will replace the previous version.

CRA-NET TRANSPORT		
Welcome		
Part A - Coordinator		Information
Part A - Applicants	ELECTRONIC BRODOS & SUBMISSION SYSTEM (EDSS)	
Part A - Project Data	ELECTRONIC PROPOSAL SUBMISSION STSTEM (EPS)	Downloads
Part A - Project finances	UPLOAD PART B	Guide for Applicants [PDF]
Part A - Summary	Note: All fields marked with - are mandatory.	Part B [DOC] EPSS User Manual [PDF]
Part B - Upload		
Part A and B - Submission	*Upload Part B (pdf-file)	
Logout	Durchsuchen	
	Save present status of editing	
		.2. 💽

Figure 1.10: Upload form

1.1.9 Part A and B - Submission

In order to submit a proposal, all mandatory fields must be filled and a valid Part B PDF file must have been uploaded. All fields marked with asterisks (*/**) are mandatory for the submission of the Proposal.

If one or more requirements are not met, an error message will occur and the proposal can't be submitted.

Proposal not yet submitted

If the proposal was not yet submitted, a red warning box will appear. If the proposal data is incomplete, a submission is not possible (see Figure 1.11).



Figure 1.11: "No submission possible because of errors"

If all requirements are met, the proposal coordinator can submit the proposal using the SUBMIT button (see Figure 1.12).



Figure 1.12: "No more errors, submission possible"

Submission done

If the proposal was submitted and no changes to the relevant data were made thereafter, the submission section shows a green messagebox *All entered entries and the uploaded file are submitted* (see Figure 1.13).

CRA-NET TRANSPORT		
Welcome		
Part A - Coordinator		Important Information
Part A - Applicants		
Part A - Project Data	ERA-NET PLUS ELECTROMOBILITY+	Downloads
Part A - Project finances	SUBMISSION	User Manual [PDF]
Part A - Summary		Guide for Applicants [PDF]
Part B - Upload	All entered entries and the uploaded file are submitted.	
Part A and B - Submission		
Logout	To submit the current version of your Proposal, cick "SUBMIT". All modifications of uploads and documents will be confirmed by email.	
		20

Figure 1.13: Submission done

After each submission, the proposal coordinator will be informed by an e-mail that contains the date and hour of submission.

Submission not up-to-date

If the proposal was submitted and changes to the relevant data or uploaded file are made thereafter, the submission section shows a red messagebox *There are unsubmitted values*.

Applicants are de-activated after Submission

After the first submission of the proposal (see 1.1.9) the accounts of all applicants (except the proposal coordinator) will be de-activated. From that moment only the proposal coordinator can edit the proposal.

If necessary the the proposal coordinator can re-activiate an applicant 's account by using the activate function (see 1.1.5 on page 8).

1.1.10 Part A - Summary

This section will list all entries in Part A, including proposal coordinator/applicants data, project data and project finances.

Please note that the project summary displays the **present status** (at the moment the summary is generated) of the proposal editing. If there are unsubmitted entries (changes in the input forms that were not submitted yet, see above), a warning will be displayed.

This project summary can be downloaded as pdf file.

1.2 Applicants

1.2.1 Invitation

Applicants are invited to the EPSS system by the proposal coordinator. After activation of the applicant account by the coordinator the respective applicant will receive an e-mail with a link pointing to a page where he/she can enter his/her password for the EPSS applicant account.

After setting the password the applicant will receive a confirmation e-mail including his/her login name and a link to the EPSS login page (see Figure 1.14).

LEASE SET YOUR PASSWORD:
Login-Name: applicantusername
Please enter a new Password (you have to enter it twice):
Password:
Password (repeat):
Set password
Back to login

Figure 1.14: Password setting dialog

1.2.2 Login

The invited applicant can login to the system by visiting

https://www.epss-electromobilityplus.eu

and choosing Login from the navigation menu on the left side.

If the applicant has lost or forgotten the password, it can be reset with the function *Password lost*. A form will ask for the e-mail address of the applicant and a message containing confirmation links for all active registrations will be sent to this address. By clicking on one of these links the applicant will be able to set a new password for the selected account.

1.2.3 Applicant Data

In this section the applicant edits his/her profile data. Initially made entries by the coordinator *Profile and* can be complemented/changed by the applicant. *Password*

The applicant can edit the profile only before the first submission of the proposal. After a submission of a proposal only the coordinator can edit the proposal. The applicants can only make editing work on their profiles if they have been activated again by the coordinator.

Please note that the login name is limited to alpha-numeric characters (a-z,A-Z,0-9) and underscore (_). No other characters (including whitespace) are allowed.

Also the password can be changed here. If the password fields are left empty, the password will not be changed. Otherwise both entries have to be equal.

National Rules

If additional national information related to the call Electromobility+ exists for the country/region of the applicant, the applicant has to confirm that he/she was informed about their existence by marking the checkbox (see Figure 1.15).

Dependencies with (an) other applicant(s)

Two applicants (legal entities) are dependent on each other where there is a controlling relationship between them:

- A legal entity is under the same direct or indirect control as another legal entity (same group);
 or
- A legal entity directly or indirectly controls another legal entity (controls); or
- A legal entity is directly or indirectly controlled by another legal entity (controlled by).

Control

Legal entity A controls legal entity B if:

• A, directly or indirectly, holds more than 50% of the nominal value of the issued share capital or a majority of the voting rights of the shareholders or associates of B,

or

• A, directly or indirectly, holds in fact or in law the decision-making powers in B.

The following relationships between legal entities shall not in themselves be deemed to constitute controlling relationships:

- (a) the same public investment corporation, institutional investor or venture-capital company has a direct or indirect holding of more than 50% of the nominal value of the issued share capital or a majority of voting rights of the shareholders or associates;
- (b) the legal entities concerned are owned or supervised by the same public body.

I confirm that I was informed about the existence of important national/regional information related to the call Electromobility+.
Dependencies: If there are dependencies between your organisation and (an)other applicant(s) in this proposal, please specify. Definitions of the character of dependencies are provided in the Glossary. My Organisation My Organisation

Figure 1.15: Applicant Form, National Rules and Dependencies

Character of dependence

According to the explanation above mentioned, please choose the appropriate option from the Dependencies select box:

- controls
- is controlled by
- is in the same group as
- has no dependency with (default)

1.2.4 Part A - Project Summary

This section will list all entries regarding Part A, including proposal coordinator/applicants data, project data and project finances (see Figure 1.16).

Please note that the **state of editing** will be displayed. If there are unsubmitted entries (changes in the input forms that were not submitted yet, see above), a warning will be displayed.

The present status of editing of the EPSS entries to a proposal can be viewed in a pdf file which can be downloaded (*download PDF*).

CRA-NET TRANSPORT			
Welcome			
Part A - Coordinator			Information
Part A - Applicants			
Part A - Project Data	ELECTRONIC PROPOSAL SU	IBMISSION SYSTEM (EPSS)	Downloads
Part A - Project finances	PART A SUMMARY		Guide for Applicants [PDF]
Part A - Summary			Part B [DOC] EBSS User Manual [DDE]
Part B - Upload	To print this summary, please	download the printer-mendiy PDr File.	
Part A and B - Submission	Your proposal update has not b	een submitted vet!	
Logout	Total proposal opeace has not occar sadarineed yeer		
	Proposal Coordinator (Applicant 1)		
	Title	Mr.	
	Login Name	mustermann	
	Contact Name	Mustermann	
	Contact First Name	Markus	
	Organisation Type	2.1 Enterprise	
	Organisation (please specify)		
	Name of Organisation	Musterfirma	
	Department	Department	
	POB		
	Street	Musterstrasse	
	Zip/Postal Code	12345	
	Town/City	Musterstadt	

Figure 1.16: Project Summary

Chapter 2

Troubleshooting

2.1 Login

2.1.1 Login fails

If you have activated your account and the login fails: please try again. Check the spelling of your login name. Retype your password slowly (for security reasons the password is not shown while you type it in).

Use the function *Password lost*. If this does not help, please ask your proposal coordinator if your account is still inactive (in case you are an applicant) or contact the EPSS Help Desk.

Mistakes sometimes occur by copy and paste. If you copy and paste your login name or your password, make sure that you copied exactly that what you wanted. Often spaces or line breaks or even other characters are copied unintentionally.

2.1.2 Password Lost

In case you have lost your password, please click on the link **Password Lost** on the Login Page.

You will be asked for your e-mail address.

Please make sure you enter the e-mail address you registered with. (Many people use different mail accounts for different purposes.)

After submitting the form, you should receive an e-mail with links shortly after. In case you should not recieve an e-mail, you probably have not filled in the correct e-mail address. Try again.

In case you have received no e-mail (even after a re-try), please contact the EPSS Helpdesk (see 2.5, page 18).

2.2 Registration

2.2.1 Error message

Before the data you entered is stored in the system, all entries will be validated by the system. If you get an error message, you filled in invalid data (for example 'two' in a field that only allows numeric data). Please revise your entries accordingly.

2.2.2 No confirmation e-mail

Perhaps your e-mail address was not correctly filled in. If you should not receive an activation e-mail, the e-mail address was not correct.

In that case, please register again and double-check that you typed in the correct e-mail address.

2.3 Forms

2.3.1 Error message

Before the data you entered is stored in the system, all entries will be validated. If you get an error message, you filled in invalid data (for example 'two' in a field that only allows numeric data). Please revise your entries accordingly.

2.4 Other

2.4.1 After saving, I get to the login page

You filled in a form, hit enter and got to the login page? That is called 'session timeout'. If you have logged in to the system, your session is active for about 20 minutes. Each time you select a navigation link or save form entries, the session time is reset.

But if you stay inactive ¹ for about 20 minutes, the session will time out and you are considered as not logged in anymore, resulting in a redirection to the login page.

2.5 EPSS Help Desk

For further questions please contact

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¹Please note that an action in this context is clicking on a link or a button. Changing a form entry is not considered as action.

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