United Nations Voluntary Fund for Victims of Torture
Users' manual for on-line applications and reports

ON-LINE APPLICATIONS

Welcome to the on-line grants system of the United Nations Voluntary Fund for Victims of Torture available between 15 January and 1 March every year to receive requests for the period January-December of the following year. The deadline for the submission of applications through the on-line grants system is therefore **1 March every year.**

Before starting your on-line application, read carefully the revised Guidelines of the Fund, which are available from its website at http://www.ohchr.org/EN/Issues/Torture/UNVFT/Pages/WhattheFundis.aspx Complete your on-line application filling out all fields that apply and providing all attachments as required.

IMPORTANT: Once you have completed and submitted the application on-line, kindly print out the form and send to the secretariat a hard copy duly signed by fax, e-mail or postal mail.

To report technical problems and/ or address questions related to the on-line application system, please send a message to the e-mail address grantstechsupport@ohchr.org.

Please, find below the main steps to follow and some useful tips to assist you while completing the on-line request.

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How to register or login

Step 1   Go to OHCHR eGrants Online System at https://grants.ohchr.org and click on the icon to apply for a grant to go to the website of the on-line grants system

Step 2   Select the language of your choice from the menu at the top of the page

Step 3   Register or login to prepare and submit an application

First-time applicants and organizations that have never used the on-line system: register
If you have never presented an application to the Fund before or If you submitted an application to the Fund sometime in the past but you have never used the on-line grant system, you need to request the registration of your organization before you are allowed to prepare and submit an application. Click on the option "register", follow the steps to fill in the two screens to submit your request and wait for the approval by the Secretariat. You will receive an e-mail confirming your registration, providing you with a username and a password and giving you instructions on how to proceed.

Organizations already registered in the on-line system: log-in
If you are registered on-line user with the Fund, you should use your existing account. Please, click on the option login, use your username and password.. If you have an ongoing project with the Fund you will not be able to renew the application automatically of the existing project anymore with the Fund for the next cycle. You have to re-enter all information related to the project.. Please, bear in mind the basic rule for registered users to create NEW projects:
- New projects must be of a completely different type form the existing one, either direct assistance or training, and not a mere change in the year of implementation.
- New projects could be similar in nature to the existing ones but implemented in a different country.

IMPORTANT: REGISTERED USERS SHOULD PREPARE AND SUBMIT ANY TYPE OF APPLICATION FOR THE FOLLOWING YEAR USING THEIR EXISTING ACCOUNTS AND SHOULD NOT TRY TO REGISTER AGAIN

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How to submit a request

Step 4 Create a project

New users of the on-line system: The first time you enter the system, <u>create a project</u> by completing the project <u>details</u> which will appear when you click <u>create a new project</u>

- Contact details of the project should only be completed if they are different from those of the site of the organization (see below)
- The project number will be automatically assigned by the system
- Complete the rest of the fields for the project profile and <u>SAVE</u>
- The project you have added will show in the project list as a record and you can start the request by clicking on <u>edit</u> and choosing the tab you want to complete
- Follow these steps for each of the projects that you wish to present for funding

Registered users: you have two options:

- Option 1: you could apply for funding for an existing project. The renew button is however not available anymore. You will need to fill the new application form online by clicking on the icon "create new project".
- Option 2: in addition to option 1, you could choose to create and submit an application for a new project completely different from the existing one (see step 3 above for details on when to create a NEW project). In this case, click on the icon "create NEW project".

Step 5 Select the <u>project</u> that will appear in the table under the corresponding year of funding by clicking on "edit".

Step 6 Start filling in the different <u>screens or sections</u> of the application by clicking on the corresponding tabs. Make sure that you complete all relevant fields that apply and include all attachments as required; otherwise your application will not be saved.

In case you were to select the option of submitting additional documents either <u>by fax, postal mail or e-mail</u>, please make sure that you will provide the documents shortly after the submission of the on-line application. As mentioned above, you should send to the Secretariat a print out of the on-line application duly signed by the project leader.

When you want to close a session, <u>save</u> the last changes and <u>log off</u>.
- ***Note: You only need to register once. Next time you enter into the application, <u>log in</u> with the username and password provided***
- If you loose your password, please use the password retrieval function available from the log-in screen of the system. Kindly note that your password will be sent to the email address that you have indicated in the system.

Organization details
- If you are an ongoing grantee, the contact details of your organization will be available as per your last application. Please check and update if necessary. Kindly note that failure to update contact details of the organization may seriously affect communication with the Secretariat of the Fund and may eventually lead to the cancellation of a grant.
- If you are a first-time applicant or a past grantee, please complete this section
- Once this information is captured by the system, you will only need to update it in the future when necessary.

Banking details
- This is a protected section in the on-line grants system. Kindly provide the information requested and make sure all applicable fields have been completed.

- Once this information is captured by the system, you will only need to update it in the future, if applicable.
- Kindly note that failure to update banking details of the organization may seriously affect the disbursement of grants and may eventually lead to the cancellation of a grant.

Information on victims
Make sure you introduce all details requested, including sub-total by region (by adding new records) and by migration status if available.

Staff required
- Kindly note that this section should include information on ALL staff involved in the implementation of the overall project, regardless on whether their salaries will be covered with the Fund's grant or not
- Enter all categories of posts and positions in the project in the first table.
- The second table provides additional information on all staff members of the project. Add each staff individually by adding one record per staff member working under the project, including consultants and short-term personnel. A position must be created in the first table before records on a staff member holding that position can be added in the second table.
- For both tables, save each record when you have complete all fields. You can edit and delete records as necessary
- To delete a post/position, you must first delete the corresponding staff members records in the second table.
- Both tables should relate to the same staff.
- Do not forget to submit the CVs of the staff.

Financial information – budget*
- Insert the total budget of your organization and **SAVE.**
- Add each budget line as new record and complete the corresponding fields.
- Select the area/field of each type of expense from the list.
- Select the type of budget item from the list or add a new one by selecting "other" and typing.
- To add salaries, please add one staff member per line.
- You could use a line for more than one staff working under the project only if the professional category, salaries and time dedication of the group of staff are similar. In order to do this, choose a type of area (for example, legal), select the number of persons as units; indicate the average cost per staff; indicate their average total dedication to the project by selecting the months (for example, 6 months for a staff working 50% for the project); and introduce the total cost of the group under the project.
- Save the budget line before you use the field for comments for the corresponding line.
- Use the fields for comments per line to explain and provide additional information on each budget line and type of expenses, if necessary. It is particularly important to provide information about the calculation behind the **cost per unit** indicated.
- As you elaborate the proposed budget, you can choose to see the percentage allocated to each type of expense by selecting the tab to show calculations and percentage.

* Refer to the annex at the end of this document for guidance on how to allocate budget lines to the different types of expenses available.

Important: As per the § 11 of the UNVFVT Guidelines, funding requested to the Fund should focus on providing direct assistance to victims of torture. Administrative costs should be reduced to the strict minimum and, in principle, should not be higher than 13% of the total cost of the project.

Funding sources
- Add information about the other sources of funding by adding a record per source.
- You can introduce the name of the source and its objective either by selecting from the lists provided or by typing in the field "Other, please provide".

- If the sources are in-kind, please explain the type of contribution, the purpose and indicate its estimated value in cash, if possible.
- Do not forget to attach copies of the proofs of other sources of funding or pledges received form donors, if available.

Case studies (for direct assistance projects)
- Download and use the form provided to draft the case studies and then upload the final document
- When drafting the case studies, make sure you answer all questions in the list.

Signature and submission
- Authorizations: As established in the Fund's Guidelines, all organizations subsidized by the Fund should allow the Secretariat full access to their financial records. If you choose "NO" your application will not be considered admissible and the system will not allow you to submit it.
- Submissions: you need to agree with the terms of the Guidelines before you can submit the application
- You will receive an email confirming receipt of the application with your project number to be used as a reference in your communications with the Secretariat of the Fund.

Other useful tips
- Save frequently while introducing information in each screen to make sure you do not loose it. Consider the option of copy-pasting text from Word documents into the required fields in each screen. By working in Word you might be able to avoid problems with the connection and the server
- Fields for text have a limit of 4,000 characters and any additional characters will be deleted automatically. Therefore, make sure that you do not introduce text above that limit otherwise part of the information may be lost.
- Calendars: you can browse through the days of the month that appears. You can browse quicker through the days/ months/ years by clicking on the name of the month and then selecting the month, years and date and clicking OK.
- When server errors occur, a message will be displayed informing you that the web team/ master have been notified through an e-mail about the error. If <u>this does not happen</u>, please proceed as follows:
  o Capture server error page by pressing "Print screen" button.
  o Open a word document.
  o Press "Ctrl+C" to copy the page into the word doc.
  o Save it with name "(P. number) - server error (1, 2, 3…)"
  o Submit server errors as they occur to the e-mail address grantstechsupport@ohchr.org

- If you are not sure of how to fill in a particular section in the application, send a message to grantstechsupport@ohchr.org
- To report any type of IT problem and/ or question, please send a message to grantstechsupport@ohchr.org
- Once you have completed the entire application, check that all information is there before submitting it. You can do this by using the print out option. Please note that in case mandatory fields are not duly completed, the system will not allow your application to be submitted.
- Once you have submitted the application on-line, please print out a copy and send it duly signed to the secretariat by fax or e-mail (+41 229179017; unvfvt@ohchr.org).

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<u>REMINDER</u>: Reports on grants used during 2013 will be prepared using the on-line system and, similarly to the on-line applications, they should be submitted **by 1st March 2014 at the latest**.

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United Nations Voluntary Fund for Victims of Torture
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ON-LINE REPORTS

Welcome to the on-line grant system of the United Nations Voluntary Fund for Victims of Torture available between 15 January and 1 March every year to receive reports on the use of grants during the period January-December of the previous year. The deadline for the submission of reports through the on-line grants system is therefore **1 March every year.**

Before starting your on-line report, read carefully the revised Guidelines of the Fund, which are available from its website at http://www.ohchr.org/EN/Issues/Pages/TortureFundMain.aspx. Complete your on-line report filling out all fields that apply and providing all attachments as required.

IMPORTANT: Once you have completed and submitted the report on-line, kindly print out the form and send a hard copy duly signed to the secretariat by fax, e-mail or postal mail.

To report technical problems and/ or address questions related to the on-line reporting system, please send a message to the e-mail address grantstechsupport@ohchr.org.

Please, find below the main steps to follow and some useful tips to assist you while completing the on-line report.

<div align="center">*****************</div>

Steps to follow

Step 1   Go to the grants website of the Fund https://grants.ohchr.org and log in to your account using your username and password

Step 2   Select your language from the top menu on your right-hand side. You should select the language in which you will be preparing and submitting the report

Step 3   Select to report on the project from your list by clicking on the link "report". Before you start your report, you may choose to print the application on which you will be reporting by clicking "print"

Step 4   Complete every screen/section of the report as required. You may simultaneously browse through your application to either extract text or just to refer to your proposal

Step 5   Kindly note that in the financial information screen you will only be allowed to edit the numerical fields of the existing budget lines. You will NOT be able to add new budgets lines to the approved revised budget. Should you have a question regarding this, kindly contact the Secretariat of the Fund for guidance

> *Use the fields for comments available for each budget item to explain and provide additional information, particularly if there are relevant changes with respect to the amounts of the approved budget lines.*

Step 6   Make sure that you complete all relevant fields that apply and include all attachments as required.

Step 7   When you want to end a working session and continue the report later, save the last changes and log off.

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Financial report
- Edit the numerical fields of each budget line as necessary
- Save the budget line before you use the field for comments for the corresponding line
- Should an expense initially attributed to the Fund be no longer covered with the grant, change the amount to "zero" and kindly explain the reason of such a change
- It is particularly important to explain any change in the calculation behind the **cost per unit** initially indicated. Kindly use the field for comments available for each budget item

Other useful tips
- You may enlarge or reduce the view of your application by moving the dividing line with your mouse
- Similarly to when you prepared the on-line application, consider the option of copy-pasting text from a word document into the required fields in each screen. By working off line you might be able to avoid problems with the connection and the server
- Save frequently while introducing information in each screen to make sure you do not loose information. Given the new layout, you may need to scroll-down the different screens and sub-screens in order to find the save button
- When server errors occur, a message will be displayed informing you that the web team/ master have been notified through an e-mail about the error. If this does not happen, please proceed as follows:
    - Capture server error page by pressing "Print screen" button
    - Open a word document
    - Press "Ctrl+C" to copy the page into the word doc
    - Save it with name "(P. number) - server error (1, 2, 3…)"
    - Submit server errors as they occur to the e-mail address grantstechsupport@ohchr.org

- If you are not sure of how to fill in a particular section in the report, send a message to grantstechsupport@ohchr.org
- If you encounter problems with your user name and password, send a message to grantstechsupport@ohchr.org
- For any type of IT problem and/ or question, please send a message to grantstechsupport@ohchr.org
- Once you have completed the entire report, check that all information is there before submitting. You can do this by printing the document.

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ANNEX TO UNVFVT USER'S MANUAL
How to assign types of expenses

- The on-line proposed budget is built around a given menu of seven different types of expenses.
- Five types of expenses are related to the direct assistance to clients, that is, medical, psychological, legal, social and financial. All of these expenses refer to the assistance provided to victims of torture and/or their family members.
    - o For instance, the type of expense "Financial" should be used for budget lines which refer to the cost of the financial assistance provided to clients in the form of either petty cash to pay for transportation to receive assistance or micro-credit to start-up a business, etc
- The type of expense "In-house training" is meant to be assigned to activities related to the training of the staff involved in the implementation of the project
- The type of expense "administration" should be used for budget lines related to the costs of managing and running the project
- Fields for comments available for each budget item are to be used to provide further information on the specific calculation behind the corresponding cost of the budget item
    - o For instance, budget lines that refer to "travel", either national or international, should include in the field for comments additional information on the purpose of the travel, points of origin and destination, staff travelling, means of transportation, number and duration of trips, expenses to be covered (accommodation, meals...)

Below there is a non-exhaustive list of concrete examples on how to assign specific budget items to types of expenses.

Type of expense	Examples of budget lines	Comments
Medical	Salary of doctor; medicines; travel of doctor to provide medical assistance; travel of client to receive medical assistance…	Should be connected to the table of staff and time dedication indicated; travel should be explained as mentioned above
Psychological	Salary of psychologist; travel of psychologist to provide psychological assistance; travel of client to receive psychological assistance…	Should be connected to the table of staff and time dedication indicated; travel should be explained as mentioned above
Legal	Salary of lawyer or para-legal staff; legal fees; travel of psychologist to provide psychological assistance; travel of client to receive psychological assistance…	Should be connected to the table of staff and time dedication indicated; travel should be explained as mentioned above
Social	Salary of social worker; travel of social worker to provide social assistance; travel of client to receive social assistance…	Should be connected to the table of staff and time dedication indicated; travel should be explained as mentioned above
Financial	Financial assistance to client to pay for transportation to receive assistance;	Purpose and average calculation of financial assistance per client is to be explained
In-house training	Cost of 2-day training to staff on medical documentation of torture, including training materials, etc	Different budget lines should lay out the different costs of the training
Administration	Rent of premises; communication; office supplies, office equipment; security; audit fees…	Different budget lines should lay out the different costs of the running of the project