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

Call 21/2012
MEDIA Programme 2007 - 2013
Distribution – Selective Support

Deadlines:

Applications 2012	Deadlines for submission
Support for the transnational distribution of European films and the networking of European cinema distribution companies - System of 'selective' support	30/11/2012 12:00 midday 01/04/2013 12:00 midday 01/07/2013 12:00 midday All times are Brussels time

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

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1   Introduction

Grant applications for the MEDIA Programme for the 2013 budgetary year must be made using the eForm, and this online submission is considered to be the master copy. However, in order to provide safeguards for both applicants and for the Agency, 1 paper copy must also be sent by post.

Please note: the application package for the paper copy has **additional** annexes (that are not part of the online submission). Please ensure that your paper copy includes **all requested documents**. For details of these, please consult the MEDIA *Programme Website*.

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

http://ec.europa.eu/culture/media/programme/distrib/schemes/select/index_en.htm

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

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

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2   Technical Requirements & Considerations

The application form is an interactive PDF form that requires Adobe Reader software 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 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 some versions of Adobe Reader and Adobe Acrobat
If you are using a version of Adobe Reader or Adobe Acrobat that incorporates **Enhanced Security**, it is possible that the enhanced security settings will block the submission of your eForm. The involved versions of Adobe Reader and Adobe Acrobat are:

- 8.2 or any *higher* version 8 than this (including any sub-versions e.g. 8.2.1, 8.2.2 etc);

- 9.3 or any *higher* version 9 than this (and including any sub-versions e.g. 9.3.1, 9.4.2 etc;

- any version X (including any sub-versions e.g. 10.0.1)

The disabling of the Enhanced Security is performed from the following Adobe Reader menu path:

Edit > Preferences > Security (Enhanced)

Uncheck the box *Enable Enhanced Security* and click *OK*. Once the submission has been performed you can re-enable the Enhanced Security. For more detailed instructions (including screenshots), please refer to the relevant 'Known Issue' on the following webpage:

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

Here you will also find instructions on how to leave Enhanced Security **enabled** but identify your eForm as a trusted item (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. You do not need to be connected to the internet for this and no connection to the EACEA website or any Commission server is required. Completion of the form includes the attachment of the annexes.

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

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

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

 (vi)   You print your form.

 (vii)   An email acknowledging receipt of your form is automatically sent to the email address that you entered for the contact person of your Organisation (Part A.3).

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 on the EACEA eForm home page:
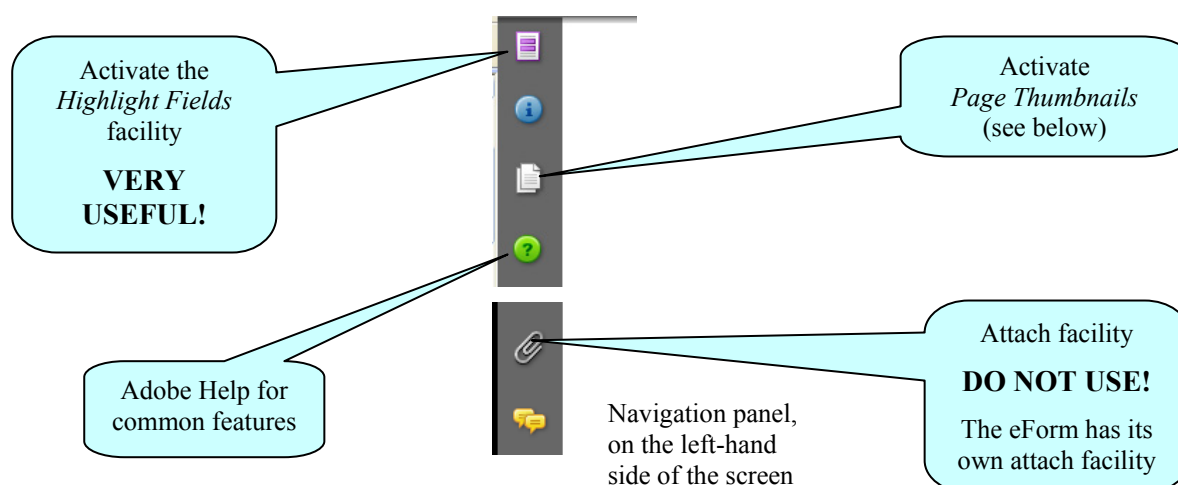
      http://eacea.ec.europa.eu/eforms/index_en.php

Save the form to your local computer respecting the following filename convention:

      dis_sel_company ISO country code_company name_AppForm.pdf
   *e.g.: dis_sel_BE_Filmcompany_AppForm.pdf*

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

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

Activate the *Highlight Fields* facility

VERY USEFUL!

Activate *Page Thumbnails* (see below)

Adobe Help for common features

Attach facility

DO NOT USE!

The eForm has its own attach facility

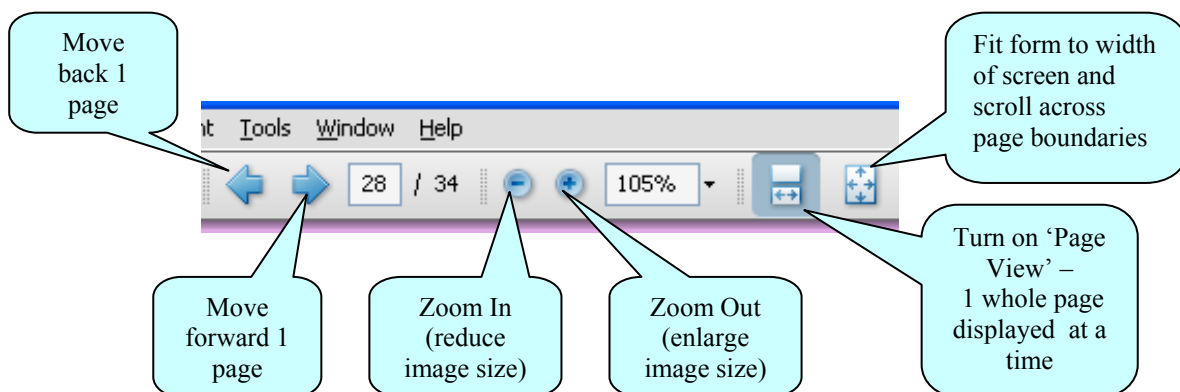Navigation panel, on the left-hand side of the screen

<u>Toolbar</u>

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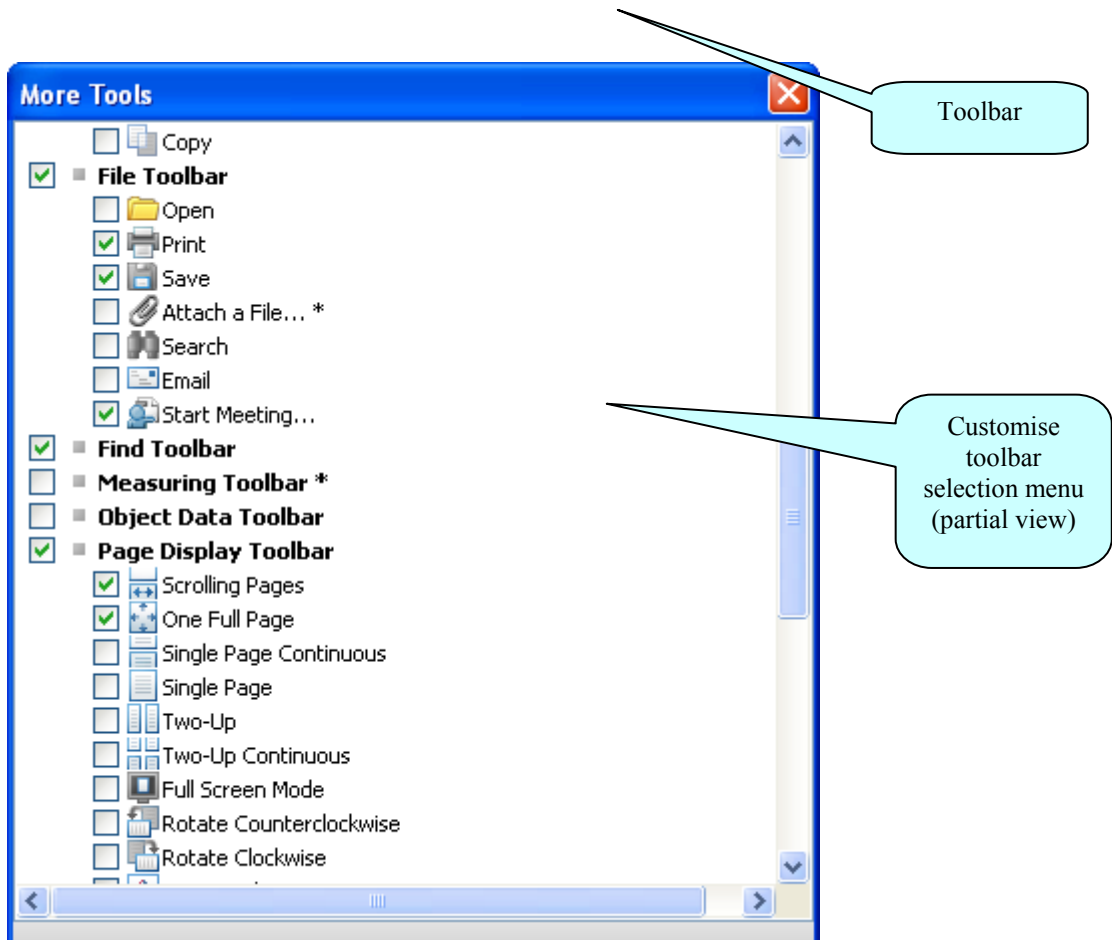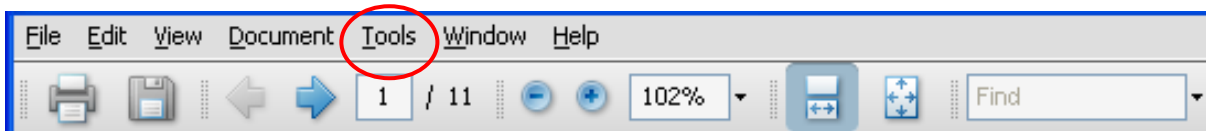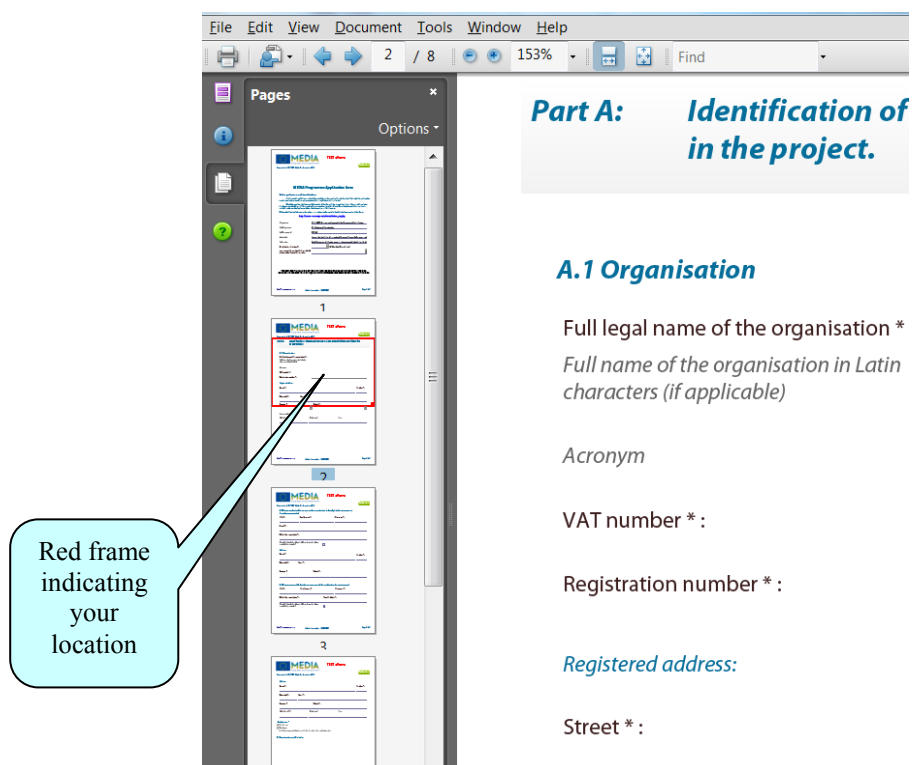

Explained here are some of the commonly used display and navigation options:

Page Thumbnails

If you activate the *Page Thumbnails* option, a new panel is opened up on the left-hand side of the screen. It contains miniature previews ('thumbnails') of each page:

- Use the thumbnails to jump to different areas of the form.

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

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

Zoom in / Zoom out

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

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

4.3   eForm completion

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

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

Please note that when you use the tab facility, the tab doesn't just 'land' on modifiable form fields – it also lands on the various buttons and protected fields that appear in the form. In order to reach the next field that you wish to complete, simply continue tabbing until the cursor point arrives in the desired field.

4.4   Mandatory, optional and calculated fields

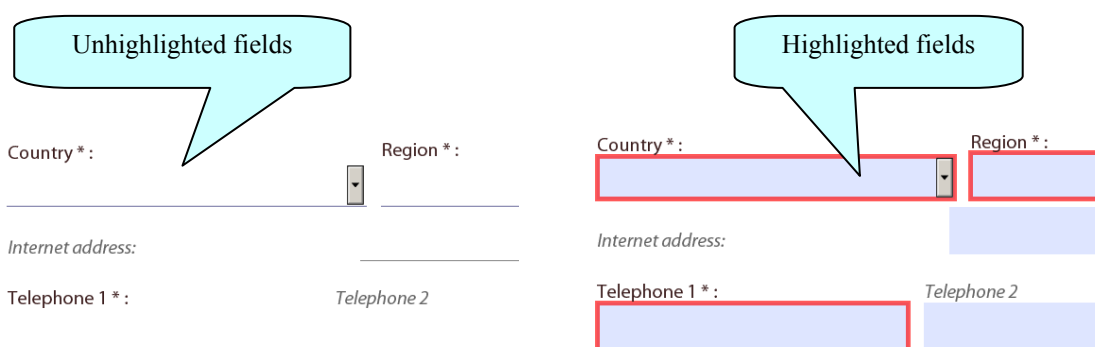| Field Type	Characteristics	Examples
Mandatory	Field label is accompanied by an asterisk *	Telephone 1 * :
Optional	Field label has no asterisk	Telephone 2: Production Designer
Calculated automatically	Field contains diagonal grey lines.	Total Number of towns forecast for first release: 0

How to highlight mandatory fields

Click on the purple button [icon] in the navigation panel and this will activate the *Document message bar* which incorporates the *Highlight Fields* feature.
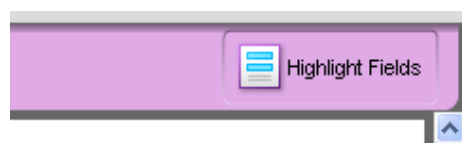
Click on the *Highlight Fields* button and all mandatory and optional fields will gain highlighting that makes them easier to identify (and easier to differentiate from one another).

Mandatory fields – red border and a light blue background
Optional fields – light blue background (and a black border when you hover the cursor over them).

Unhighlighted fields

Highlighted fields

Country * :

Region * :

Internet address:

Telephone 1 * :

Telephone 2

Please note: if any mandatory field remains incomplete the eForm will not validate successfully and it will not be possible to submit your form.

Once you have activated the highlighting you can click the purple [icon] 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	Only whole numbers are accepted. Do not use any separators such as commas or dots. The exception to this is the *% in the co-production* field where decimal places are permitted.	50000 not 50,000
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 but please provide the country code.	-

4.7   Formatting

If you enter formatted content into the form e.g. through copy-and-paste from other document sources, the eForm will strip off the formatting and plain text only will be pasted into the form.

Please do **not** copy bullet points into your form. The formatting of some bullets can trigger the requirement to download add-ons to your Adobe Reader software (so that it can handle those bullets).

4.8   Character Limits

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

Part	Field	Character Limit
A	Full name of the organisation	192
	Full name of the organisation in Latin characters	192
	Acronym	64
	VAT number	64
	Registration number	64
	Street	64
	Post code	12
	Town	64
	Internet address	192
	Street	64
	Post code	12
	Town	64
	First name	64
	Family name	64
	Role in the organisation	64
	Email	128
C.1 & C.2.1 (**Coordinator** selected)	Title of the film	256
	Director name	192
	Script writer	192
	Actor 1	192
	Actor 2	192
	Actor 3	192
	Composer	192
	Photo director	192
	Production Designer	192
	Editor	192
	Sound	192
C.2.2, C.2.3 & C.2.4 (**Coordinator** selected)	Format	64
	Shooting language	64
	Name of the company	192
	Address	64
	Post code	12
	Town	64
	Fax	64
	Phone	64
	Email	128
	Distributor	192
C.1, C.2 & C.3 (**Distributor** selected)	Film Title	256
	Film Director	192
	Target audience	1024

5   Guidance for specific Parts of the form

5.1   Cover Page

Important!
Information concerning the deadlines for submission

Please be aware of the following constraints:

- Applications may only be submitted for the **next scheduled deadline** – 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   Deadline 30/11/2012   Submission was opened when the eForm was published;

    o   Deadline 01/04/2013   Submission open from 15/01/2013;

    o   Deadline 01/07/2013   Submission open from 02/05/2013.

- 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 resubmit) because the form will be locked. You would therefore be obliged to start your application again with a new form!

5.2   Part A – Identification of the applicant and other organisations participating in the project

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

- Select 'Coordinator' or 'Distributor' **before** completing the rest of the form. The fields that appear in the rest of the form vary according to the choice you have made.

Applying as *
○ Coordinator
○ Distributor
    The following parts of the form will adapt based on this application role.

NB Once you have selected 'Coordinator' or 'Distributor', if you subsequently change your selection this will automatically modify the rest of the form!

5.3   Part C – Action Identification

APPLYING AS **COORDINATOR**

C.2.1 Cast & Crew

- Include first and last name;
- TIP: when completing a field that requires a country value e.g. nationality, country of residence, shooting location etc., 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 move to the next country that begins with that same letter. The up and down arrow keys on the keyboard can also be used to navigate the list without deploying the dropdown menu.

C.2.2 Information regarding the film

- Enter the 'Length (in minutes)' in rounded up minutes (e.g.: '91' for a film lasting 90 minutes and 10 seconds;
- Please keep the 'Format' field concise and as short as possible.

C.2.3 Financing Plan of the film

- Enter the full legal company name of the Producer and Co-producers.

C.2.4 Distributors participating in the grouping

- Enter the full legal company name of the distributors;
- Forecast dates may be approximations;
- Enter the amount requested in whole numbers of Euros only – do not use decimal places;
- Total fields are calculated automatically and cannot be entered manually.

APPLYING AS **DISTRIBUTOR**

C.1 Film Title

- Please enter the original film title. It is not required to translate or modify any part of the film title.

C.3 Description of the Action

- Enter the 'Predicted number of weeks in exhibition' as a whole number of weeks without any fractions of a week e.g. enter '52' to represent 1 year.
- Enter the 'Distribution territory' by entering country names. Separate the names by commas if more than one territory is concerned.

6   Attaching Documents to your eForm

Depending on whether you are applying as a Coordinator or Distributor the following mandatory annexes, which are a formal part of your grant application, must be attached to your eForm:

Distributor**:**

- Declaration of Honour;
- Budget.

Coordinator:

- Declaration of Honour.

Please respect the following filenames and formats for your attachments:

Annex	Required Filename	Required Format
Declaration of Honour	dis_sel_ISO country code_company name_DecHon	.pdf, .doc, .docx, .jpg or .jpeg
Budget	dis_sel_ISO country code_company name_Bud	.xls or .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 document e.g. by reducing its resolution.

Example filename
For a company called Bestco based in Belgium, the budget annex would be named:

dis_sel_BE_Bestco_Bud

(This example filename does not include the extension details – .xls or .xlsx)

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:

Click on the 'Open' button to attach the selected file to your application.

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:
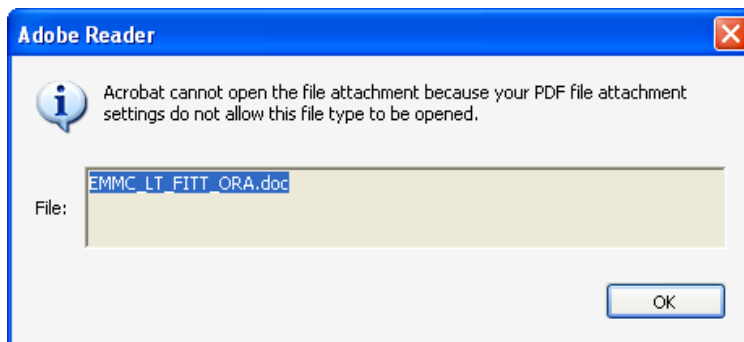

Viewing attached documents (prior to submission)

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:
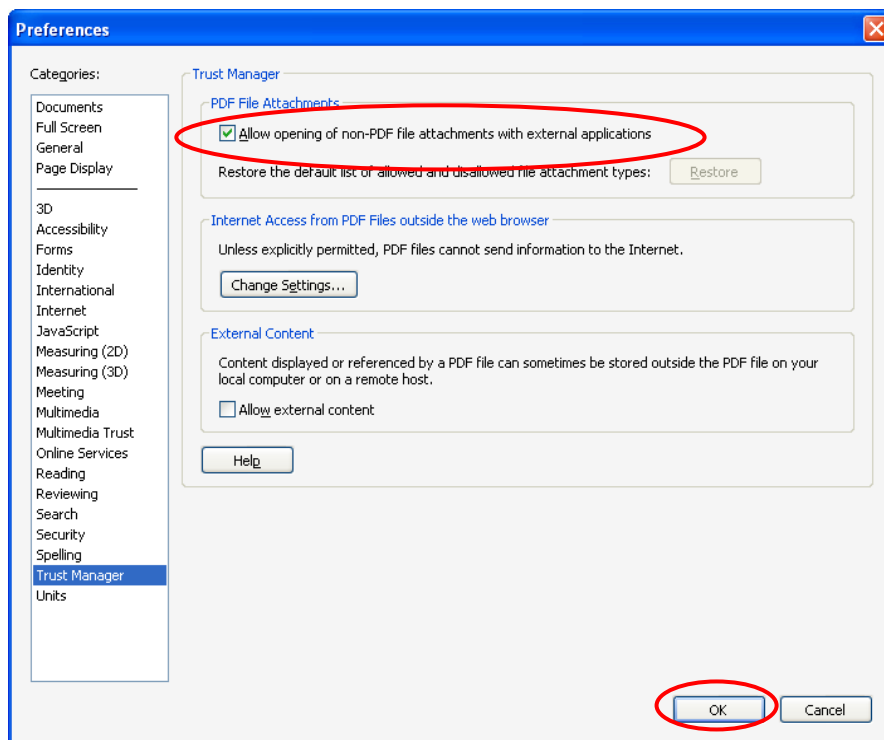
Please note: once you have submitted your eForm it is no longer possible to open and view your attached documents.

7   Validation of your eForm

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

 Clicking the button validates the whole form, not just the page you are on.

(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. It also uses up computer memory, so it is best not to validate if you know that you still have a significant number of mandatory fields to complete.)

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 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:

The errors themselves will be highlighted in pink. In the example that follows the mandatory fields *VAT number* and *Registration number* have not been completed:

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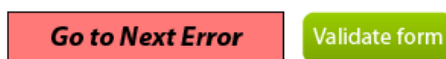

Use this button to jump from error to error in your form. The function starts with the error nearest the top of the form i.e. nearest to Page 1 and descends the form moving to the next error with each click.

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:
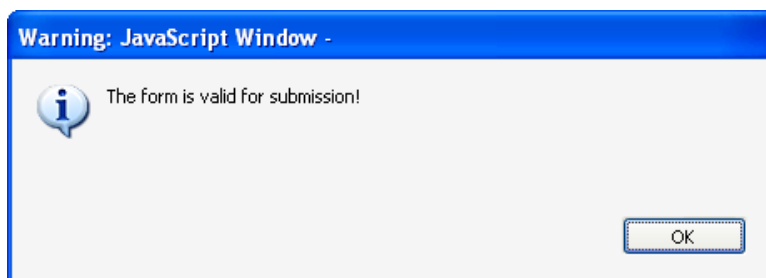

Until your form validates successfully the *Submit* button is disabled and it will not be possible to submit your form. The *Submit* button turns from grey to green when validation has been carried out successfully.

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.


The following message will appear:
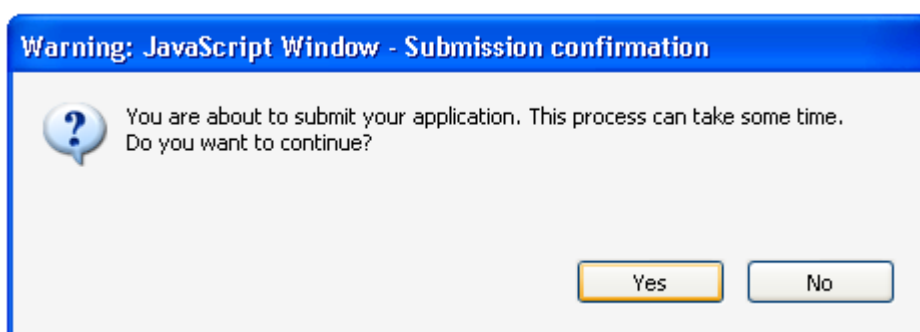
If for any reason you do not want to continue, you may click *No* and carry out the submission at a later time. The submission process will end. **Once you click *Yes* your form will be locked and it will no longer be possible to modify its content, change the attachments or view the attachments**.

8.1 The mandatory save BEFORE submission

If you click *Yes,* the next step of the submission process is a **mandatory save**. The following message appears:
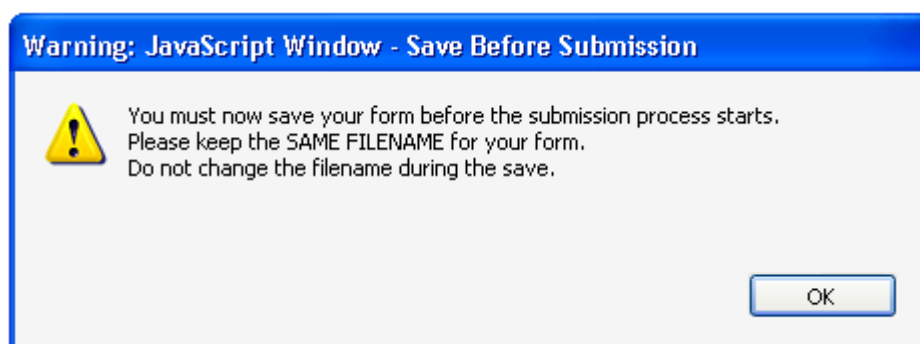
When you click *OK*, the form triggers a *Save As* operation. You will see the classic *Save As* window as appears in the screenshot which follows.

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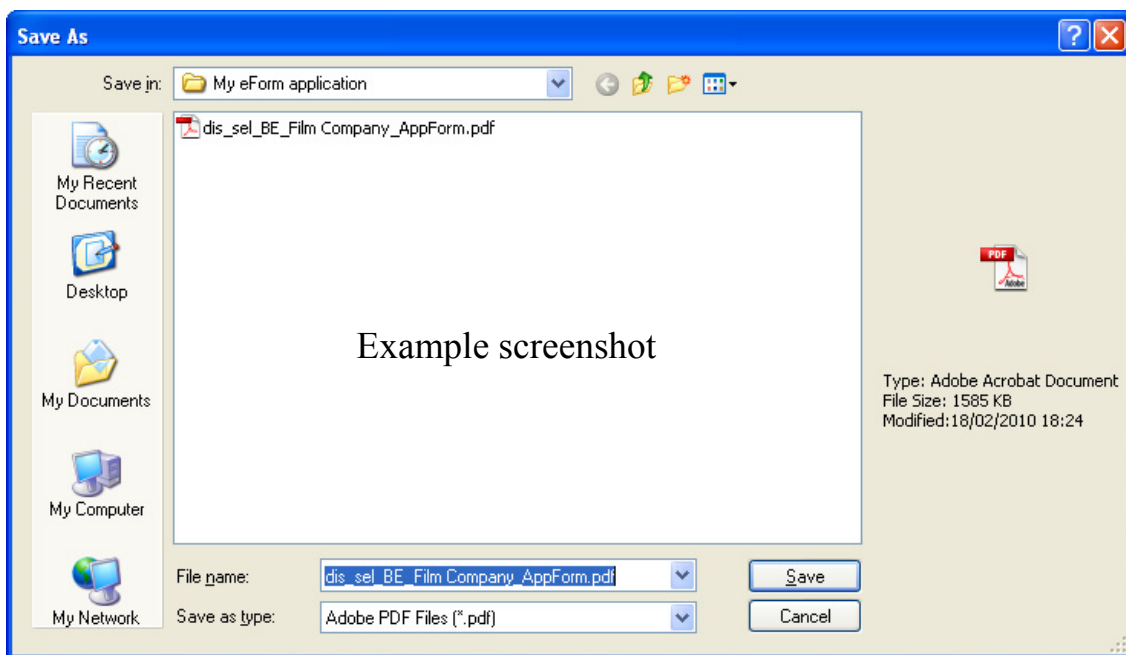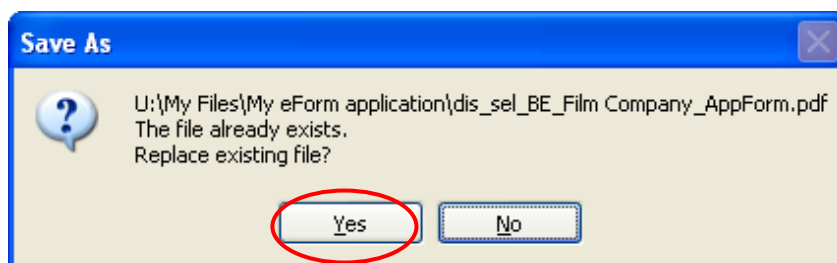
You must now perform the *Save As* by clicking on the *Save* button.
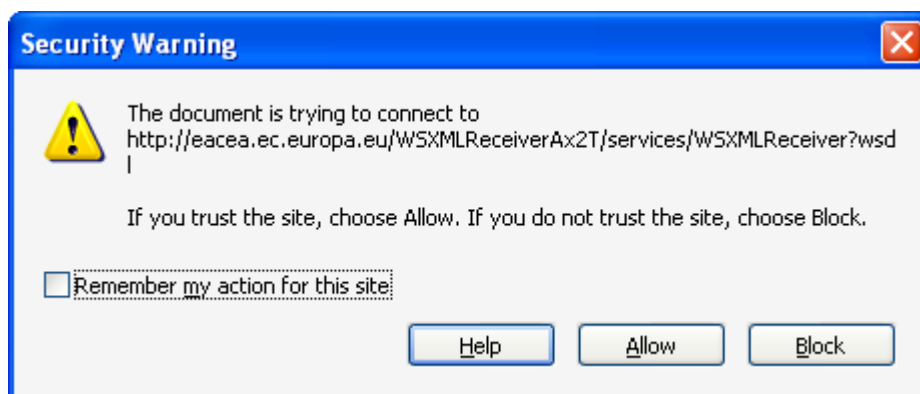

Very Important!

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

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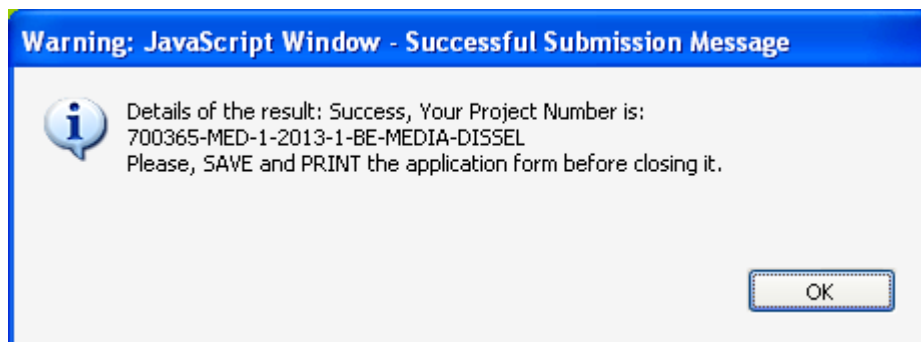

8.2   Submission

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

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

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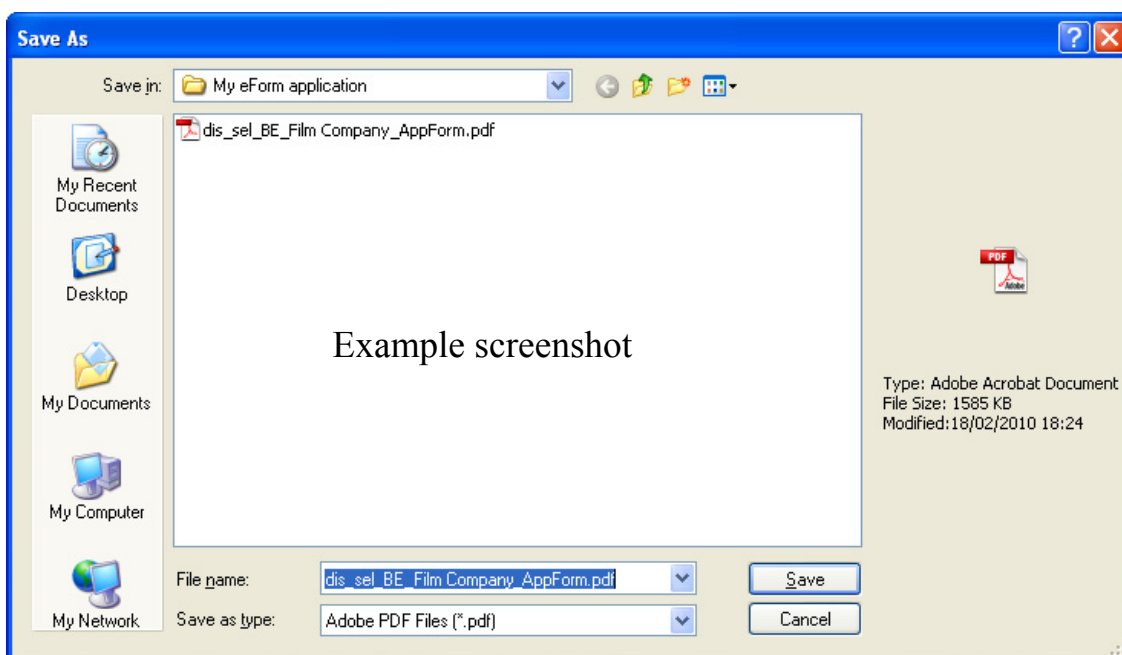

Click 'OK'.

8.3   *The mandatory save AFTER submission*

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

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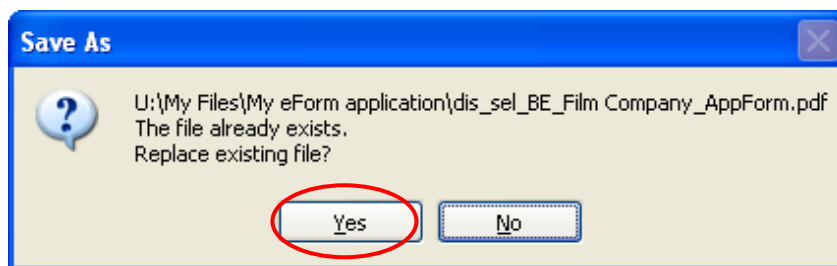

You must now perform the *Save As* by clicking on the *Save* button.

Very Important!

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

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

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

It is also inserted into the footer of your form.

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

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

As part of the submission process, an email message acknowledging receipt of your eForm is automatically sent to the email address you entered for the contact person of the Applicant Organisation (Part A.3).

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

Please consult the *Guidelines* for details of how to submit the paper version of your eForm.

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.
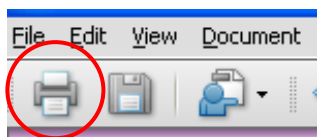
10 How to obtain technical assistance – EACEA Technical HelpDesk

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 website of the programme you are applying for 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 **Selective support** webpage of the programme/action that you are applying for. On this webpage you will find details of how to obtain non-technical assistance e.g. assistance with questions on:

- the content of the eForm;
- the application process including instructions for providing the backup copy;
- the rules of the programme / Call that you are applying for.

Generally speaking, the Selective support webpage will include the mailbox address of the programme team that is responsible for the programme/action that you are applying for. The page will also contain documentation that may already provide an answer to your non-technical question e.g. a *Programme Guide* or *Guidelines* document or a link to an in-country Helpdesk / MEDIA Desk which can help you. If you cannot find the answer to your question, please contact the mailbox of the programme team cited on the Selective support 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 or by an in-country Helpdesk)
I can't download the form.	What is required to be entered for the field *Registration number*?
A dropdown list isn't working.	Why isn't country A in the dropdown list?
I can't attach my budget form (or other annexe/attachment).	I need help with completing my budget form.
How does the synchronisation of fields work?	Why is this field mandatory?
I can't delete a table row that I have entered.	Our project has more than one coordinator. What should I do? What is the minimum / maximum number of partners that is allowed?
My form freezes/crashes.	What documents are required for the paper backup and where do I send it?
My form is working slowly.	I need more characters for my answer!
My form won't validate.	What do you mean by the term 'acronym'?
My form won't submit.	Where are the templates for the attachments and additional documents?
I think there is a bug in the form.	What should I enter in the form for my project start and end dates?