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

# Culture Programme 2007 - 2013
## Support for cultural projects

## *Deadlines:*

| Applications 2011 | | Deadline for submission |
|---|---|---|
| Strand 1.2.2 | 24 Month Projects<br>Literary Translation Projects | 03/02/2011<br>12:00 midday CET |

## *eForm Technical Helpdesk:*

| Contact Details | Availability |
|---|---|
| **Tel**: +32 229 90705<br>**Email**: eacea-external-helpdesk@ec.europa.eu | 09:30 to 12:30<br>and<br>14:00 to 16:30 CET/CEST<br>Monday to Friday |

***Version 1:    8 December 2010***

## Table of Contents

# 1   Introduction

Grant applications for Culture Literary Translation projects for the 2011 budgetary year must be made electronically using the eForm, and this online submission is considered to be the master copy. Applicants must also send by post, 1 paper copy of their application package which must include printouts of the submitted eForm and its attachments.

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 *Culture Programme Guide* and the *Instructions for Applicants*. These can be found by following the relevant links from the following webpage:

> http://eacea.ec.europa.eu/culture/funding/2011/index_en.php

The purpose of this document is to provide guidance on the **technical** aspects of completing and submitting the eForm. It does not replace the *Culture Programme Guide* and the *Instructions for Applicants* 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.

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

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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 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. 8.2, 9.0, 9.1 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/

Please note that there are several steps to installing version 8.1.5. You will first need to install 8.1.3. You will then need to use the 'Check for Updates' function (from the Adobe Reader *Help* menu) and this will give you the opportunity to download and install the 'add-on' updates, 8.1.4 and 8.1.5.

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/

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 index 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 index 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 the Applicant Organisation (Part A.2).

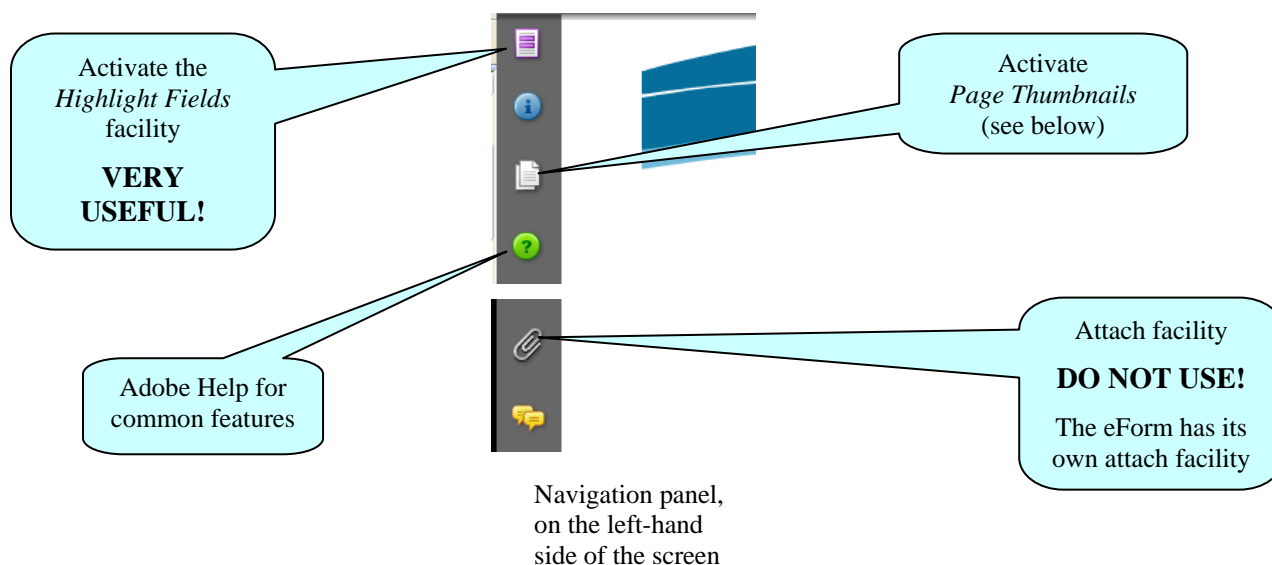# 4   Working with the eForm

## 4.1   Download the eForm from EACEA

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

[http://eacea.ec.europa.eu/eforms/index_en.php](http://eacea.ec.europa.eu/eforms/index_en.php)

Save the form to your local computer or network drive. You may give it a filename of your own choosing.
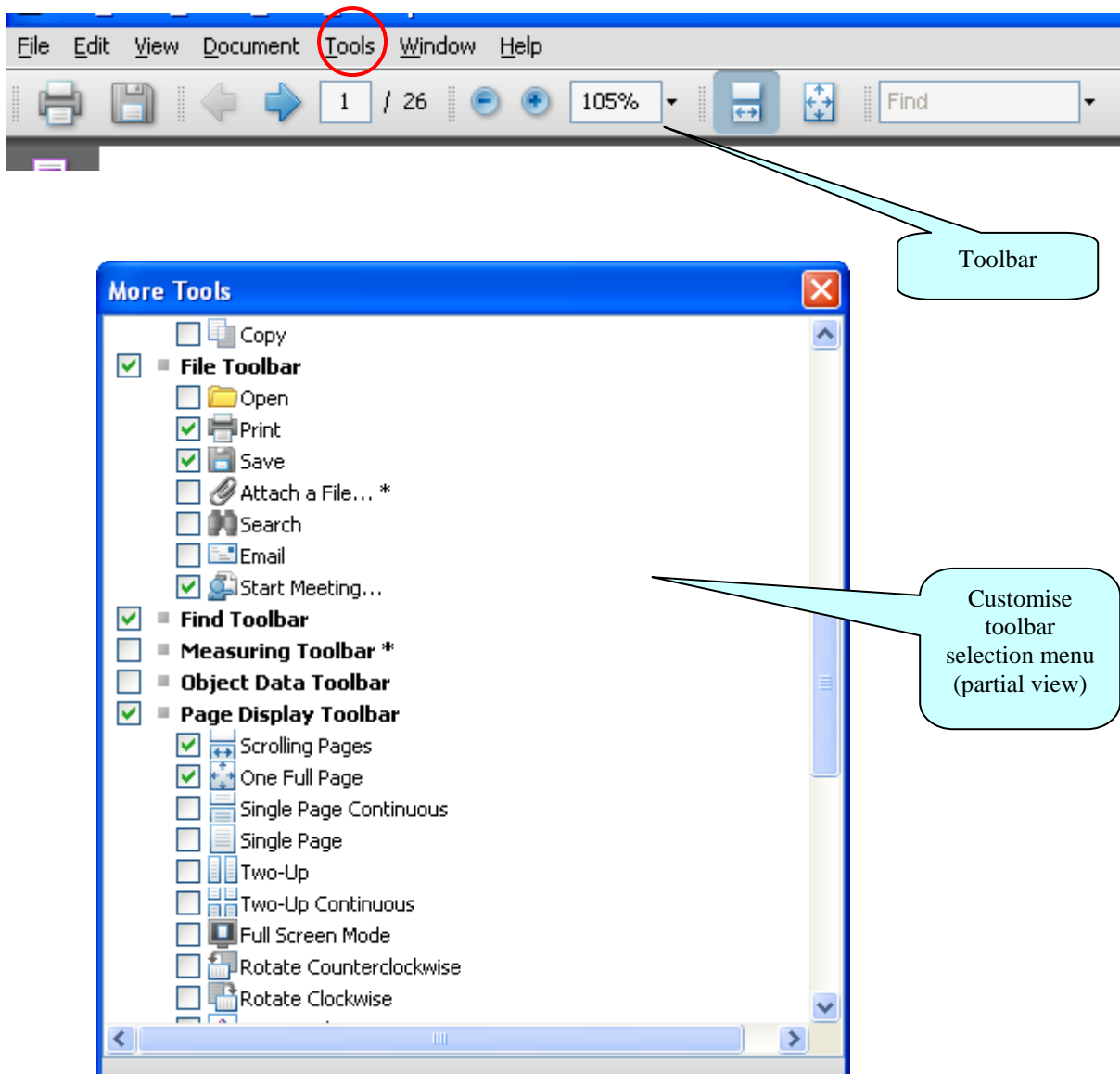
You can now open, edit, save, close, print etc the file in the same way you would any other document you had saved or created on your own computer.

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

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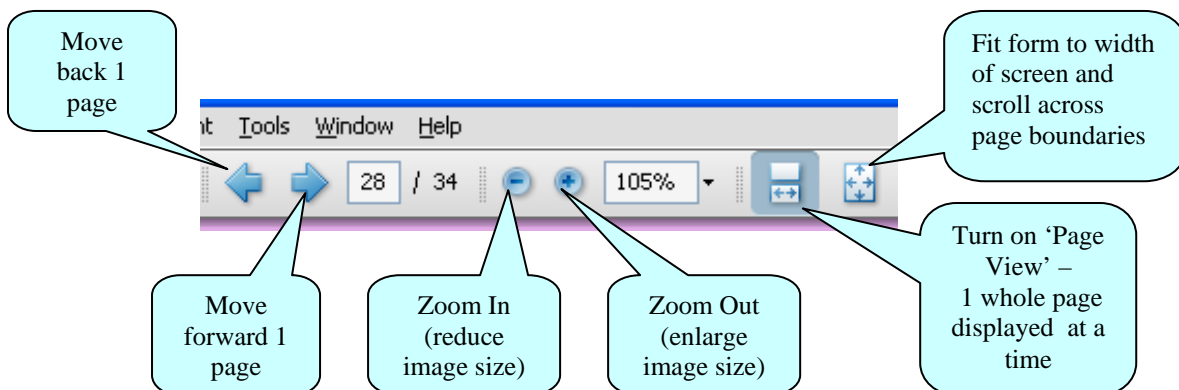
Navigation panel, on the left-hand side of the screen

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.



Toolbar

Customise toolbar selection menu (partial view)

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



Move back 1 page

Fit form to width of screen and scroll across page boundaries

Move forward 1 page

Zoom In (reduce image size)

Zoom Out (enlarge image size)

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 left-hand side of the screen. It contains miniature previews ('thumbnails') of each page:
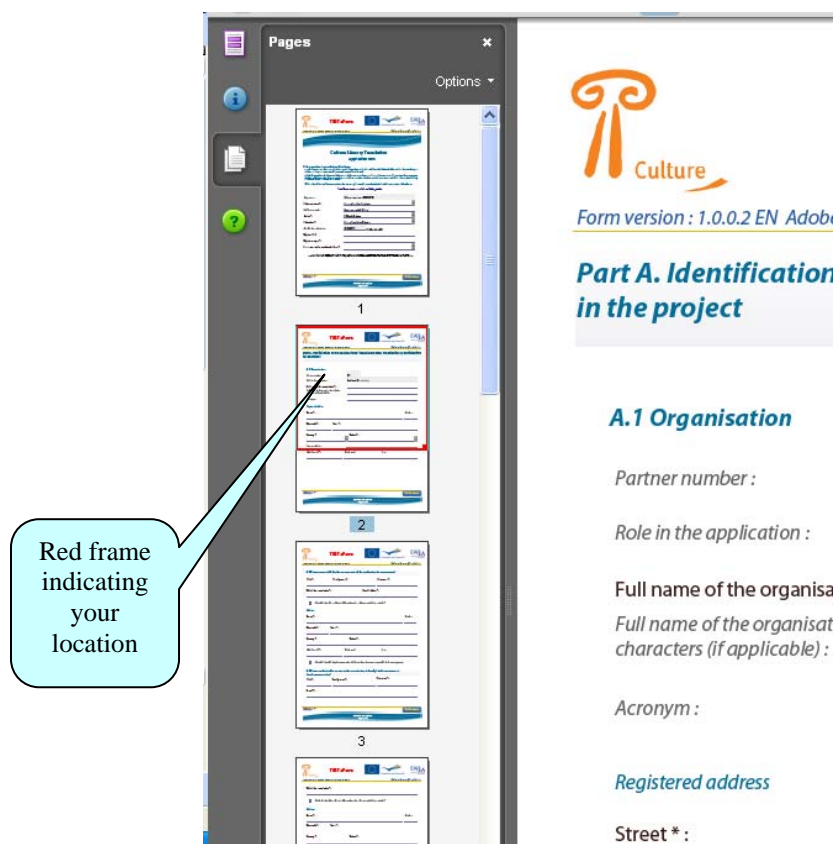


- Use the thumbnails to jump to different areas of the form.

- 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 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 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:     Part time : |
| Calculated automatically | Field contains diagonal grey lines. | Deadline for submission :   03/02/2011 |

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.
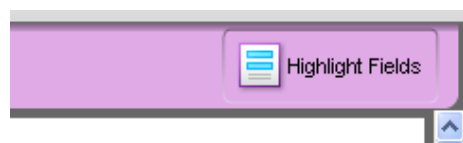
Click on the *Highlight Fields* button and all mandatory and optional fields will gain highlighting that makes them easier to identify (and easier to differentiate from one another).

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).
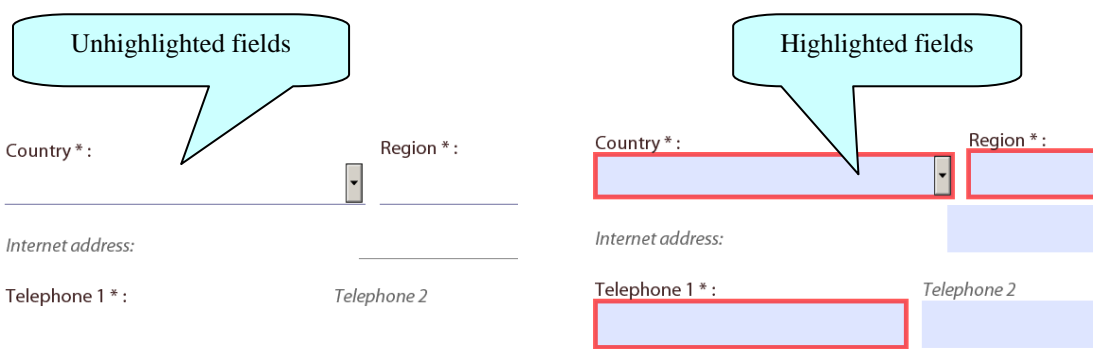
Please note:

- if any mandatory field remains incomplete the eForm will not validate successfully and it will not be possible to submit your form;

- some mandatory fields are automatically filled with the text 'N/A' (Not Applicable) e.g. the second text field in Part B.2.

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:

|  | Rule | Example |
|---|---|---|
| **Dates** | Date fields are in the format dd/mm/yyyy. (In one instance in Part C.6, only the year is required to be recorded and this is mentioned in the field concerned.) | 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  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 books to be translated in Part C.6. 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.
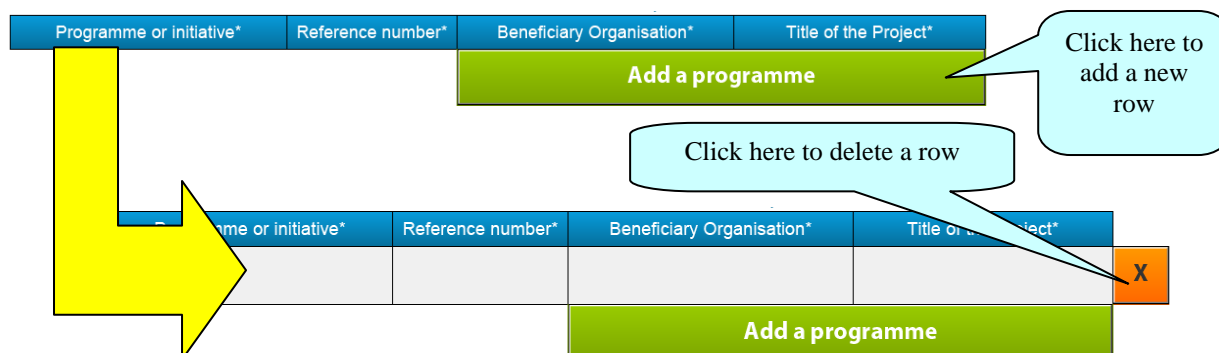


Once you have added a field or row, the delete facility – an orange-coloured button containing an 'x' – appears so that you can delete the field, block of fields or table row concerned (and its contents!).

Please note: some tables are optional but contain fields that are mandatory **once a row has been added**. An example of this can be seen in the screenshot immediately above (Part B.3, table 1).

### 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).

### 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 may 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 |
|------|-------|-----------------|
| Cover Page | Project Title | 300 |
| | Project Acronym | 7 |
| A | Full name of the organisation | 62 |
| | Full name of the organisation in Latin characters | 62 |
| | Acronym | 62 |
| | Street | 57 |
| | Post code | 12 |
| | Town | 60 |
| | Internet address | 60 |
| | Telephone 1 and Telephone 2 | 60 |
| | Fax | 60 |
| | Title | 25 |
| | First name | 62 |
| | Family name | 62 |
| | Role in the organisation | 32 |
| | Email | 100 |
| B | Programme or Initiative | 25 |
| | Reference number | 40 |
| | Beneficiary organisation | 62 |
| | Title of the Project | 300 |
| | Programme concerned | 60 |
| C.6 | Title of the book to be translated | 255 |
| | Author's first name | 30 |
| | Author's last name | 50 |
| | ISBN | 50 |
| | Place of 1st publication | 50 |
| | Please specify the name of the organisation owning the rights | 50 |
| | Type of organisation | 50 |
| | Name of the organisation owning the translation rights | 50 |
| | Name of Translator (Last name) | 50 |
| | First name(s) of Translator | 50 |
| | Nationality of translator | 50 |
| | Grant information, name of the organisation | 50 |
| E.1 | Communication tools, Target group | 50 |

## *4.10   Summary Tables*

Some tables in the eForm are built up for you **automatically**. These are 'summary' tables and they are 'synchronised' with other parts of the form where you enter your data. So, as you progressively enter your items of data (works for translation, translator details etc) the summary tables update automatically, reflecting the content you have added. The summary tables that work in this way are:

| Summary Table | Data source |
|---|---|
| List of books proposed for translation (located at the end of Part C.6) | The details you enter in part C.6 |
| Part F Timetable for the implementation of the project activities | The details you enter in part C.6 |

Please note: these tables are protected and cannot be used to add or delete listed items. This can only be done through the green *Add* and orange *Delete* buttons described earlier.

# 5 Guidance for specific Parts of the form

## 5.1 Part A – Identification of the applicant and, if applicable, other organisations participating in the project

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

- 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.

## 5.2 Part C – Description of the project

Part C.6 Work(s) to be translated

For each book to be translated, a Part C.6 must be completed. Use the *Add a Book* button to generate addditional C.6 blocks of fields.

When you add a book / work to be translated, the form automatically generates the Work Number. If you delete a work, the form automatically performs any re-numbering of the remaining works so that the numbering remains sequential.

When you add a Translator, the form automatically generates the Translator number. If you delete a Translator, the form automatically performs any re-numbering of the remaining Translator numbers so that the numbering remains sequential.

The table in the field 'Grant requested for the translation of the work' only appears in the form once you have selected the Literary Genre.

A summary table of the works you record in this Part is automatically generated at the end of this Part:

**List of books proposed for translation**

| Work No | Work title | Author | Original language | Target language | Poetry | Non-Poetry |
|---------|-----------|--------|-------------------|-----------------|--------|------------|
| 1 | First work title | Author, An | Croatian | Czech | | 4511.8 |
| 2 | Second work title | Author, Another | Italian | Slovenian | | 3383.85 |

A summary table for the implementation timetable is generated in Part F (see below).

C.7 Project's Budget

The Project's Budget is calculated automatically by totalling the value of each occurrence of the 'Grant requested for the translation of the work'.

## 5.3 Part F – Timetable for the implementation of the project activities

There is no data for applicants to record in this part as it contains a summary table that is generated and populated automatically using information recorded in Part C.6 of the eForm.

**Part F. TIMETABLE FOR THE IMPLEMENTATION OF THE PROJECT ACTIVITIES**

Project start date (dd/mm/yyyy): 30/09/2011      Project end date(dd/mm/yyyy): 29/03/2013

| Book No | Title of the Book to be translated | Scheduled date of the beginning of the translation work | Scheduled date of delivery of the translation by the translator | Name of translator(s) | Scheduled date of publication |
|---------|-----------------------------------|--------------------------------------------------------|----------------------------------------------------------------|----------------------|------------------------------|
| 1 | First work title | 30/09/2011 | 14/10/2012 | Tran | 11/02/2013 |
| 2 | Second work title | 15/11/2011 | 19/12/2012 | Slater | 29/03/2013 |

# 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 of Honour;
- Declaration concerning the works to be translated;
- Estimated budget form 1.2.2.

Please respect the following filenames and formats for your attachments:

| Annex | Required Filename | Required Format |
|---|---|---|
| Declaration of Honour | CLTP_ISO country code_company name_DecHon | **.pdf** or **.jpg** or **.tiff** |
| Declaration concerning the works to be translated | CLTP_ISO country code_company name_DecWorks | **.pdf** or **.jpg** or **.tiff** |
| Estimated budget form 1.2.2 | CLTP_ISO country code_company name_Budget | **.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 any image-based document e.g. by reducing its resolution.

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

**CLTP_BE_Bestco_Budget**

(This example filename does not include the extension details – .xls or .xlsx)
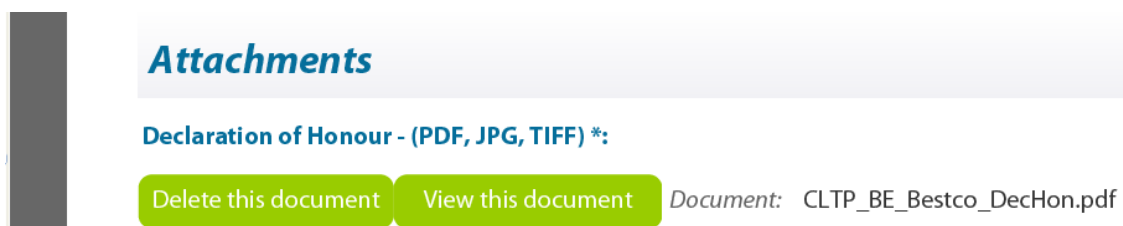
# 7 Validation of your eForm

The *Validate Form* button appears at the bottom 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 concerning the translator's knowledge and experience 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:
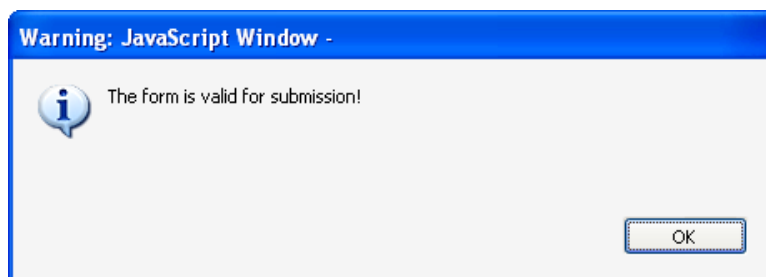


Until your form validates successfully the *Submit* button is disabled and it will not be possible to submit your form. The *Submit* button turns from grey to green when validation has been carried out successfully.
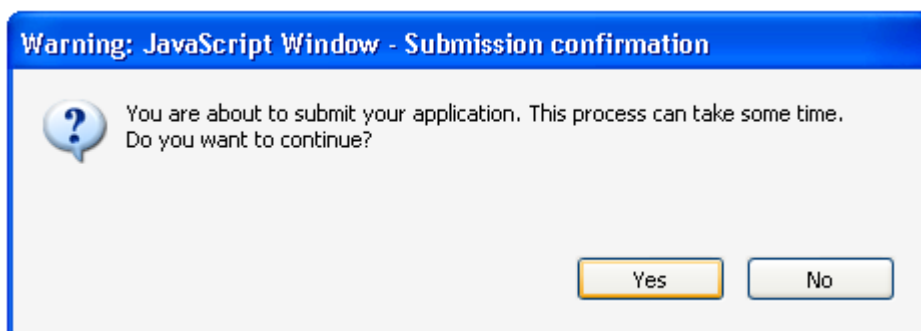
# 8   Submission of your eForm

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.
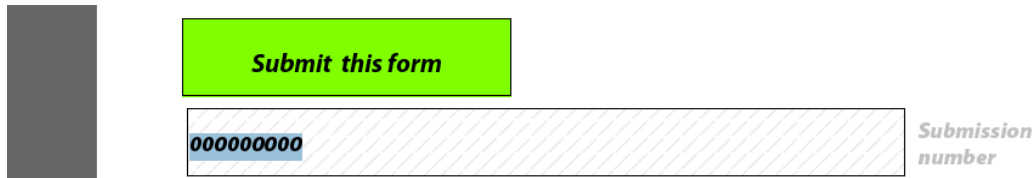


The following message will appear:



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**.

## *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:
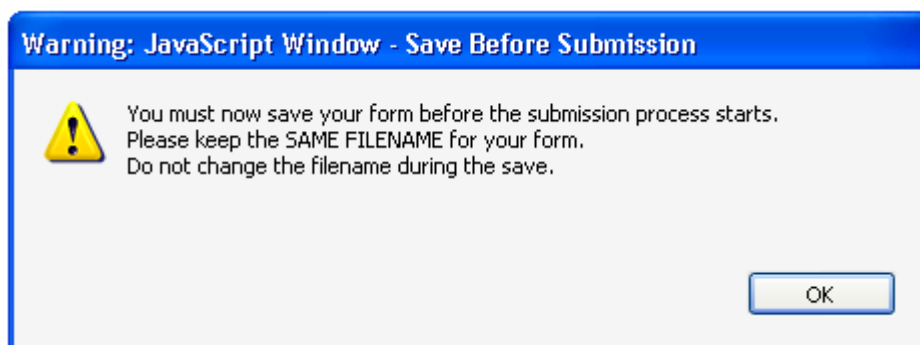


When you click *OK*, the form triggers a *Save As* operation. You will see the classic *Save As* window as appears in the screenshot which follows.

(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.)
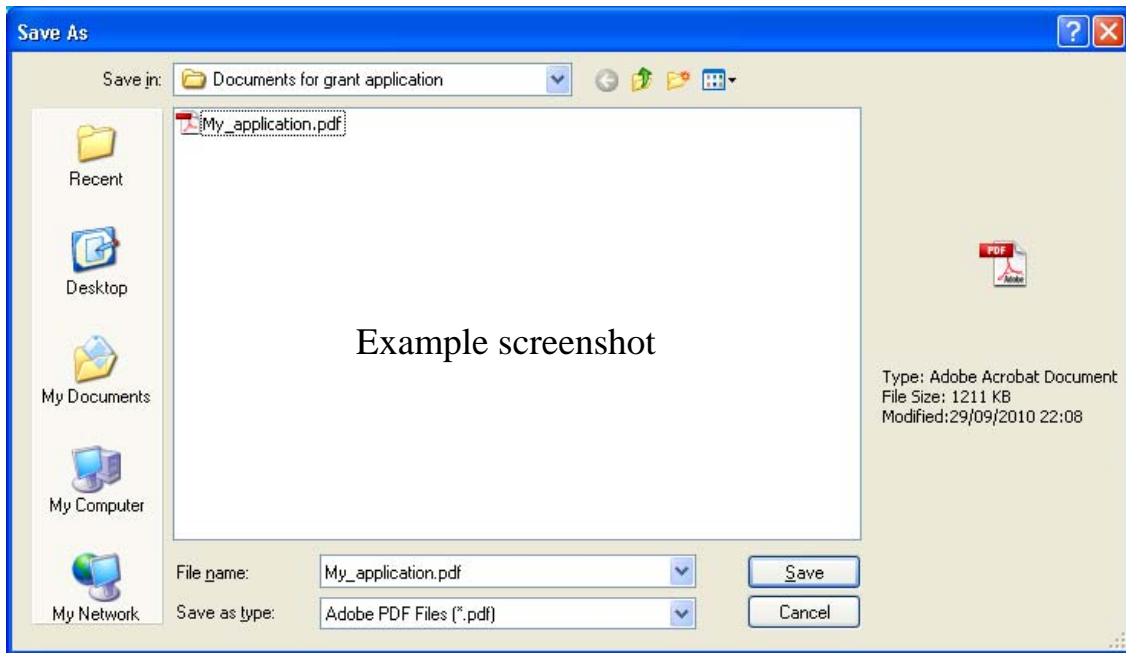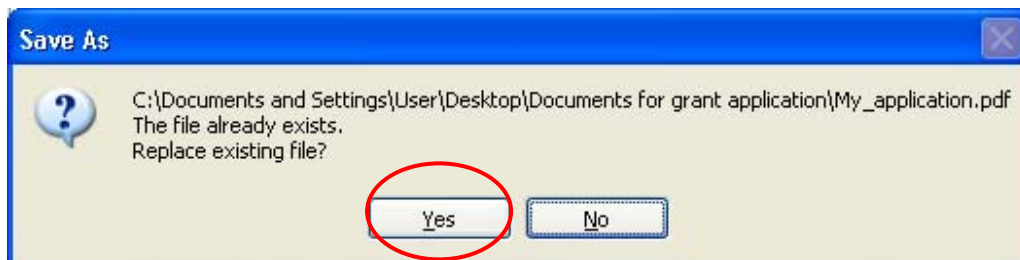
You must now perform the *Save As* by clicking on the *Save* button.
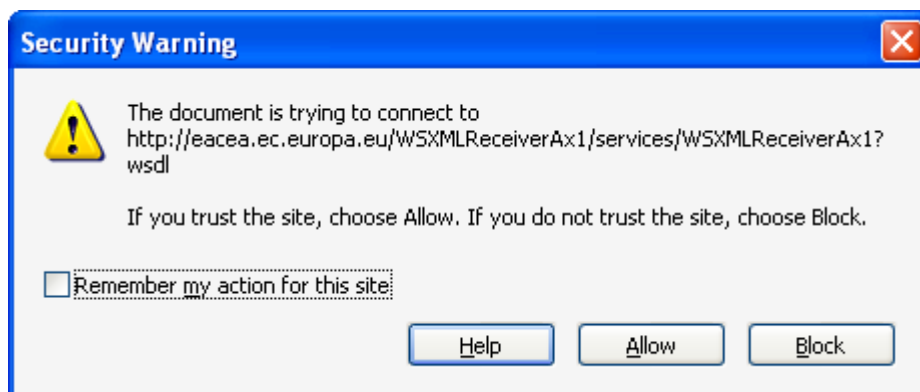
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**Very Important!**

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!

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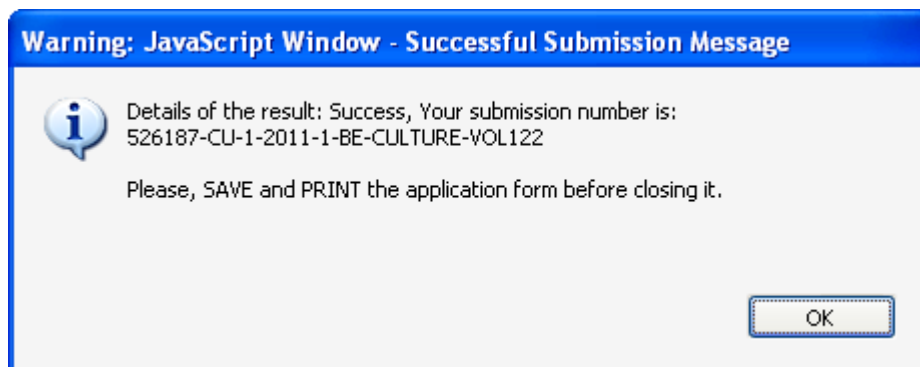Click *Yes* when you are asked if you want to replace the existing file:



## 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:
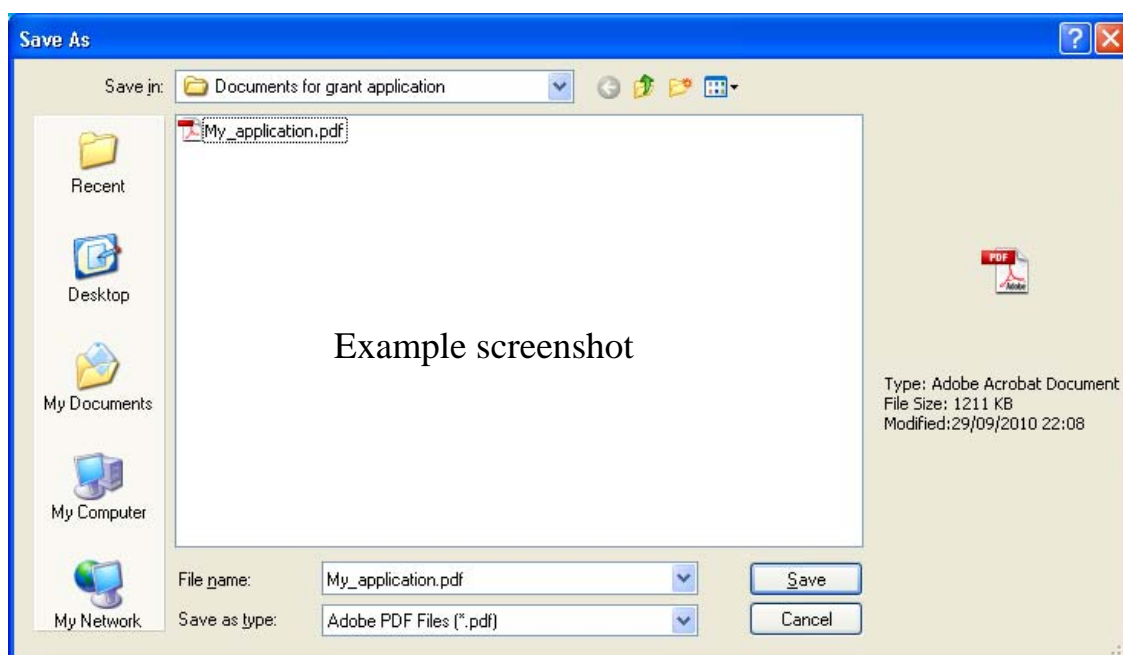


Click 'OK'.

### 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:
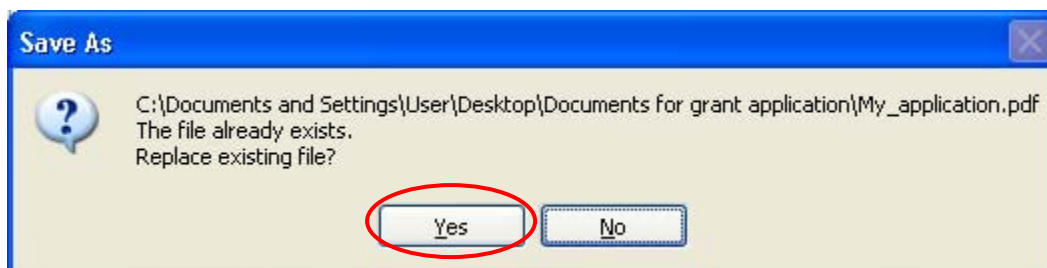


You must now perform the *Save As* by clicking on the *Save* button.

---

**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!

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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. It is also no longer possible to view the documents that you attached via the *View this document* buttons.

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

Please consult the *Culture Programme Guide* and the *Instructions for Applicants* 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.
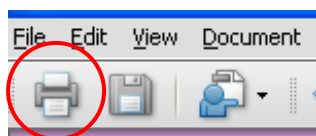


# 10  How to obtain technical assistance – eForm HelpDesk

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:

*eForm HelpDesk: +32 229 90705*
*eacea-external-helpdesk@ec.europa.eu*
*Monday to Friday, excluding public holidays*
*09:30 to 12:30 and 14:00 to 16:30 (CET/CEST)*

Please note that where the deadline for submission of applications falls on a weekend or Belgian public holiday no HelpDesk support will be available.

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

Generally speaking, the funding opportunity webpage will include the mailbox address of the Operational Unit 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 *Instructions for Applicants* document or a link to an in-country contact point which can help you. If you cannot find the answer to your question, please contact the mailbox of the Operational Unit cited on the funding opportunities webpage.

The following table provides some examples of technical and non-technical questions.

| Technical Questions (handled by the External Helpdesk) | Non-technical Questions (handled by an in-country CCP or by the Operational Unit) |
| --- | --- |
| 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 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? |