GUIDE FOR APPLICANTS

SUPPORT FOR EUROPEAN COOPERATION PROJECTS

CREATIVE EUROPE (2014-2020)
CULTURE SUB-PROGRAMME
Disclaimer:

The present guide intends to provide useful information for applicants. It does not replace or overrule the official Guidelines.
This 'Guide for applicants' provides practical guidance on how to apply to the calls for proposal launched under the Culture Sub-programme of Creative Europe.

Before making an application, please ensure that you have carefully read the specific Guidelines of the funding scheme for which you want to apply. We also recommend reading the eForm User Guide: http://eacea.ec.europa.eu/creative-europe/funding/cooperation-projects-2015_en.

Grant applications for the Culture Sub-programme can only be made through the specifically designed electronic application form ('the eForm').

In order to be able to create the eForm, applicants (i.e. project leader and partners) have to register their organisations in the Education, Audiovisual, Culture, Citizenship and Volunteering Participant Portal and receive a Participant Identification Code (PIC). Without this PIC, the eForm cannot be generated.

Next to the eForm, applicants have to send – by the deadline mentioned in the call for proposals – an application package by post.

The first section of this document deals with how to generate and complete the eForm. The second section explains which documents should be sent to the Agency in the application package. The third section provides some guidance on completing the budget form. In the fourth section some tips on communication with the Agency are given.
SECTION 1. GENERATING AND COMPLETING THE eFORM

A. Registration in the Participant Portal

Before being able to create a grant application through the eForm, all applicants (i.e. project leader and partners) have to register their organisation in the Education, Audiovisual, Culture, Citizenship and Volunteering Participant Portal. The Participant Portal is the tool through which all legal and financial information related to the organisations will be managed.

Information on how to register in the Participant Portal can be found at: http://ec.europa.eu/education/participants/portal.

The legal entity form and the required annexes will have to be uploaded in the portal. You can find the legal entity form here: http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm.

Registration in the portal will result in the creation of a Participant Identification Code (PIC). You will need these PICs to generate your eForm.

Important remarks:

You only need to create a PIC once. If your organisation already created a PIC in order to apply for a previous call for proposals, the same PIC has to be used.

When registering in the Participant Portal, please be careful that both you and your partners encode the correct 'Registration Date' in the portal. This is NOT the date on which the registration in the portal is done, but the date on which the organisation was legally registered with the authorities as a legal entity.

B. Generating the electronic application form (eForm)

Once all partners who will be involved in the project have their PIC, the eForm can be generated by going to the Participant Partnership Management Tool: https://eacea.ec.europa.eu/PPMT/

Create a new application by clicking on "Create new application eForm".
Select the Creative Europe Programme

You can filter the different calls under the Culture Sub-programme by clicking on the arrows next to Sub-programme name.

Double-click on the line of the type of application you want to make. Be careful to choose correctly between either Category 1 Smaller scale projects or Category 2 Larger scale projects.

Select the language version of the eForm (English, German or French) and click ‘Next step’.
You must then enter the PIC codes of the partners in the project and identify which organisation will act as applicant organisation (i.e. lead partner). Click on ‘Next step' when you have entered the PIC codes of all partners and click on ‘Create application eForm'. Your eForm will be generated. Make sure to save it on your computer.

Instructions on how to complete the eForm and which documents to attach can be found in Section 2 of this document.

Please note that the eForm must be validated and submitted before the deadline. Applications which could not be submitted in time, or are made in any other way than through the eForm will be automatically rejected. No exceptions will be made.

Make sure that you have officially submitted your eForm, that you have received a submission number and that you have received an e-mail acknowledging receipt of your application. For more information please read the eForm User Guide.

In case of a technical problem (e.g. you are not able to create the eForm, the eForm crashes or freezes, you encounter problems during submission, etc.), contact the EACEA Technical HelpDesk (eacea-helpdesk@ec.europa.eu or +32 229 90705). In the approach of the deadline, please ensure that you request assistance before the deadline has passed. If the problem cannot be solved immediately, the EACEA Technical HelpDesk can – in exceptional cases and only when the problem has been notified before the deadline and is linked to technical problems related to the eForm itself – submit the eForm on your behalf. If the EACEA Technical HelpDesk is contacted after 12:00 midday Brussels time on the day of the deadline, your application will under no circumstances be accepted due to the principle of equal treatment of all applicants.

When contacting the EACEA Technical HelpDesk by e-mail, clearly describe the technical problem. It is advisable to attach a document with print screens to illustrate the problem and to join your eForm.

Should you encounter problems of a non-technical nature (e.g. problems with filling in the budget form, questions concerning the content of the eForm or the rules applicable to the scheme, etc.), please contact, in due time, the Creative Europe Desk (http://ec.europa.eu/culture/tools/creative-desks_en.htm) of your country. If they cannot help, or are unavailable, you can write an e-mail to EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu.

Please note that in compliance with the principle of equal treatment of all applicants, neither Commission services nor EACEA staff are authorised to answer questions aimed at helping to develop your application.

C. Completing the eForm

Cover page

Note that the eForm must be completed in one of the official languages of the Union.

Part A. Identification of the applicant and if applicable other organisation(s) participating in the project

This part of the eForm must be completed for all organisations participating in the project (project leader and partners). Please note that you need to respect the minimum number of participating organisations as stipulated in the Guidelines in the section on eligibility criteria.
Parts of this section will be pre-filled with information coming from the Participant Portal. The rest must be completed manually.

**Important remarks:**

For partners, the legal representative (and not the contact person) should be identified in the eForm (in part A.2 of the eForm).

Note that the legal representative (both for the project leader and the partners) mentioned in the eForm must be the same person as the one signing the documents that must be submitted together with the eForm and in the application package.

The eForm has been configured to accept organisations from all countries potentially eligible to apply for the Culture Sub-programme. As applicant, it is your responsibility to verify which countries are indeed eligible for participation by consulting [http://ec.europa.eu/culture/opportunities/documents/eligible-countries_en.pdf](http://ec.europa.eu/culture/opportunities/documents/eligible-countries_en.pdf).

Should you wish to **remove or add organisations participating in the project after you have generated your eForm**, you will have to upload the eForm in the Participant Partnership Management Tool ([https://eacea.ec.europa.eu/PPMT/](https://eacea.ec.europa.eu/PPMT/)) and revise the list of partners. All other information already encoded in the eForm will remain untouched. Please consult the eForm User Guide ([http://eacea.ec.europa.eu/creative-europe/funding/cooperation-projects-2015_en](http://eacea.ec.europa.eu/creative-europe/funding/cooperation-projects-2015_en)) for detailed instructions.

Click on 'Browse' and select the eForm that you were working on. Click on 'Upload' and on 'Next step' when you see the list of organisations originally involved in the application. You can now either remove certain organisations, or add new ones by entering their PIC. Finally you have to re-generate your eForm.

Should the project leader’s contact details change at any moment during the selection procedure, you have to communicate these changes immediately by sending an e-mail to: EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu. Clearly mention your submission number in the header of the message.
Part B. Organisation and activities

This part of the eForm must be completed by all organisations participating in the project (project leader and partners).

Parts of this section will be pre-filled with information coming from the Participant Portal. The rest must be completed manually.

B.3 Other EU grants

3.1 Please only provide information on EU funding received in the last three years. Indicate the EU Programme, the grant agreement number (contract reference number), the organisation which was awarded the grant and the title of the project.

3.2 Should you have requested funding from another EU Programme for the same project as the one for which you are filling in the current application form, fill in these fields by indicating the Programme concerned and the amount requested. In case your application is selected for funding by the other Programme, you should inform our services by e-mail immediately: EACEA-CREATIVE-EUROPE-COOPERATIONPROJECTS@ec.europa.eu.

Part C. Description of the project

C.1 Calendar of the project

The project start date should lie between May and December 2015 for Category 1 Smaller scale projects and between June and December 2015 for Category 2 Larger scale projects. However, a EU grant may be awarded for a project which has already begun if the applicant can demonstrate (justification to be provided in the cover letter) the need to start the project before the agreement has been signed.

Early start dates cannot be encoded in part C.1 of the eForm. You will have to encode a start date as of the 1st of May (Category 1) or the 1st of June (Category 2), and provide the correct early start (and end dates) in the cover letter, together with an adequate justification. Note that this justification will be assessed by the Agency and will not be granted automatically. It will, however, be possible to enter the correct dates in part F – Work programme.

C.2 Organisation – dependencies

In the column ‘Number of staff employed by the organisation’, please encode the number of staff normally working for the organisation. In the column ‘Number of staff recruited by the organisation in relation to this project’, please provide information on the new staff that will be recruited for the implementation of the project.

If there is a dependency between the project leader and the partners involved in the application, please explain the nature of this dependency.

Two organisations (legal entities) have a dependency where there is a controlling relationship between them. This is the case when a legal entity directly or indirectly controls the other or a legal entity is under the same direct or indirect control as the other.
Legal entity A controls legal entity B when:
- A, directly or indirectly, holds more than 50% of the share capital or a majority of voting rights of the shareholders or associates of B.
or
- A, directly or indirectly, holds in fact or in law the decision-making power in B.

Ownership or supervision of legal entities by the same public body shall not in itself give rise to a controlling relationship between them.

C.3 Relevance to the specific objectives of the Programme

Please choose as appropriate. If more than one priority is ticked, you will have to provide a ranking.

C.4 Fields

Please choose at least one sub-field. Note that if more than one sub-field is ticked, the project will be considered as being interdisciplinary and you will need to identify the three most relevant fields.

C.5 Countries participating in the Culture Sub-programme that will host and/or benefit from the activities

Please select as appropriate. Make sure that your choices are coherent with the project description and work programme.

C.6 Summary of the project

Select the language in which you want to write the project summary. Should you select another language than English, you will also be required to provide a project summary in English.

Note that this summary in English may be used for dissemination purposes. Hence, the summary should provide the reader with a clear understanding of the objectives and content of the project and its relevance to the Culture Sub-programme.

C.7 Summary of the project’s budget

First complete the budget form (see Section 3 for instructions). Copy the total amounts of the different budget chapters from the budget form into the eForm.

In case of a discrepancy between the summary of the project’s budget in the eForm and the estimated budget attached to the eForm, the figures that will be taken into consideration for the analysis will be those provided in the Excel budget form attached to the eForm.

The distribution of the EU grant between the project leader and the partners must be provided in the eForm as well. Make sure that the figures correspond to the information in the budget form.

Part D. Overview of the partners’ operational & financial capacity

This part of the eForm must be filled in for all the partners participating in the project.

Each partner should provide information on its experience in European and international projects. Give a concise description of each partner’s activities permitting to evaluate their operational capacity in relation to the project for which you are applying.
Each partner involved in the project should also indicate the amount in self-financing it will contribute to the project. **This amount should correspond to the amount mentioned in the mandate letters, and to the information provided in the budget form.**

If other organisations, besides the project leader and the partners, contribute to the project, you can detail their role at the end of this section of the eForm. Note that these organisations will not be able to incur eligible costs in the framework of the project.

**Part E. Award criteria**

Note that the answers provided under this part of the eForm will serve to evaluate the quality of the application.

**Part F. Work programme**

Please provide a detailed work programme for the whole duration of the project. Make one entry per activity. Do not group activities unless there really is no other possibility. Experts will evaluate your capacity to plan and successfully achieve your objectives based on the work programme.

You are required to provide a brief description of each activity (cultural activity, meeting, workshop, conferences, residency, etc.), as well as a start and end date, the country and place where the activity will take place, and the name of the partner responsible for the activity.

Make sure that the information provided in the work programme is coherent with the detailed description of the project and the budget form.

If you are requesting an early start of your project, you can encode the correct start and end date of activities in the work programme.

You can encode up to 50 activities in the eForm. If you have more activities, you must detail the rest of the activities in a table in the detailed description of the project, using the same table structure as in the eForm.

**Part G. Statistics**

Please provide statistical information corresponding to your project.

**Attachments**

1. **Detailed description of the project**

There is no prescribed format for this document. However, the document should describe in a clear manner the general concept and objectives of the project and their relevance to the objectives and priorities of the Culture Sub-programme. It should lay out the activities envisaged and their objectives, the potential impact of the project at European level, the role of the different partners, as well as any other elements deemed appropriate.

In case the eForm does not provide enough space to adequately describe any of the aspects of your project, you may insert these elements in the detailed description.

In case your project is selected, the detailed description of the project will be annexed as an integral part to the grant agreement.
2. Declaration on honour


This document must be **duly completed and signed** by the legal representative of the project leader. It consists of two parts:

- **Declaration on honour on legal status and operational and financial capacity**
  
  **The amount of the EU grant requested must be filled in**, and the document must be signed by the legal representative of the project leader.

- **Declaration on honour on exclusion criteria** (only required if the EU grant requested is above EUR 60.000)
  
  The document must be signed by the legal representative of the project leader.

Carefully check that you annex both parts of the declaration on honour to the eForm. Absence of either one or the other will make your application ineligible. For applications for a grant below or equal to EUR 60.000, only the declaration on honour on legal status and operational and financial capacity must be uploaded.

**Note that the EUR 60.000 refer to the total EU grant requested for the project, and not to the part of the EU grant that will go to the project leader.**

3. Budget form


Complete the budget form and attach it directly to the eForm (in xls, xlsx or ods version). A signed (by the legal representative of the project leader) copy of the budget form must be saved on the USB stick or CD-Rom that must be sent as part of the application package.

In case your project is selected, the eligible estimated budget will be annexed as an integral part to the grant agreement.

Please consult Section 3 of this guide for instructions on how to fill in the budget form.

**D. Submitting the eForm (deadline: 1 October 2015, 12.00 midday Brussels time)**

Once your eForm is complete and all mandatory documents have been attached, you must submit it. You will receive an e-mail from the Agency, acknowledging receipt of your electronic application.

Please note that the eForm must be validated and submitted **before the deadline**. Applications which could not be submitted in time, or are made in any other way than through the eForm will be automatically rejected. **No exceptions will be made.**

Make sure that you have officially submitted your eForm, that you have received a submission number and that you have received an e-mail acknowledging receipt of your application. For more information please read the eForm User Guide.
In case of a technical problem (e.g. you are not able to create the eForm, the eForm crashes or freezes, you encounter problems during submission, etc.), contact the EACEA Technical HelpDesk (eacea-helpdesk@ec.europa.eu or +32 229 90705). In the approach of the deadline, please ensure that you request assistance before the deadline has passed. If the problem cannot be solved immediately, the EACEA Technical HelpDesk can – in exceptional cases and only when the problem has been notified before the deadline and is linked to technical problems related to the eForm itself – submit the eForm on your behalf. If the EACEA Technical HelpDesk is contacted after 12:00 midday Brussels time on the day of the deadline, your application will under no circumstances be accepted due to the principle of equal treatment of all applicants.

When contacting the EACEA Technical HelpDesk by e-mail, clearly describe the technical problem. It is advisable to attach a document with print screens to illustrate the problem and to join your eForm.
SECTION 2. APPLICATION PACKAGE

(deadline: 1 October 2015, the postmark serves as proof)

The application package to be sent to the Agency must include all documents that cannot be submitted together with the eForm. The package must contain:

I. Documents to be provided on paper

1. An official cover letter signed by the legal representative of the project leader. Should your project start earlier than the normal start dates foreseen in the guidelines of the scheme, this cover letter will need to contain an explanation justifying this early start date (see also Section 1, C, C.1 Calendar of the project).

II. Documents to be provided on USB stick or CD-Rom

2. A scanned cooperation agreement, signed by the legal representative of each partner and the legal representative of the project leader.

The cooperation agreement should clearly describe the tasks and roles to be carried out by each partner, as well as their financial contribution. There is no template provided for this document as the modalities governing the cooperation are to be decided by the project partners, but to give you an idea, the cooperation agreement could contain the following information:

- a clear description of the objectives of the project,
- a clear description of the activities which will be implemented in order to achieve these objectives,
- a clear description of the role and obligations of the project leader and each partner in the design and implementation of the project, including the tasks assigned to each partner,
- a clear description of the budgetary and financial framework including the amounts of financial contributions, and pre-financing amounts,
- legal aspects such as duration of agreement, liability, breach of contract, termination of agreement, governing law and dispute resolution.

We advise you to sign a multilateral agreement between the project leader and all partners in a unique document containing all signatures. Please make sure that this document is coherent with your project description.

3. The duly filled in and scanned mandate letters per partner, signed by the legal representative of the partner and the legal representative of the project leader.

By signing the mandate letter, each partner grants the project leader power of attorney to act in their name and for their account during the implementation of the action.

The template document can be found at: https://eacea.ec.europa.eu/creative-europe/funding/cooperation-projects-2015_en.

4. The statutes/articles of incorporation of the project leader and each of the partners. These must allow the Agency to verify the aims and objectives of the organisations involved in the project (are they indeed active in the cultural and creative sector?), as well as the date of creation of the organisations (does the organisation indeed exist as a legal person for at least 2 years on the date of the deadline for submission?).
5. The curriculum vitae of the persons responsible for the overall coordination and implementation of the action on behalf of the project leader and each of the partners. Make sure that the Agency can identify for which organisation the people will be acting.

6. The scanned budget form, signed by the legal representative of the project leader.

7. Copies of activity reports of the project leader and partners of the last two years (only if the grant requested is above EUR 60,000). These activity reports must allow the Agency to verify that the organisations are indeed active in the cultural and creative sector.

8. The scanned financial identification form, signed by the legal representative of the project leader. If the financial identification form is not stamped by the bank, you also need to provide a copy of a recent bank statement.

   This form can be downloaded from: http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm.

9. The financial capacity form for the project leader (only if the grant requested is above EUR 60,000).

   The template document can be found at: https://eacea.ec.europa.eu/creative-europe/funding/cooperation-projects-2015_en.

10. The financial statements (including balance sheet and profit and loss accounts) of the project leader for the last two financial years for which the accounts have been closed (only if the grant requested is above EUR 60,000).

   Applicants who have closed only one financial year at the date of submission are authorised to provide financial statements for this year only.

11. An external audit report produced by an approved external auditor, certifying the accounts of the project leader of the last available financial year (only if the grant requested is above EUR 750,000).

Please note that failure to include any of these documents makes your application ineligible. No exceptions will be granted.

For the documents to be provided on USB stick or CD-ROM, follow these instructions:

- Do not make separate folders per type of document or per organisation. All documents have to be saved at the same level.

- Make one document, combining all related documents:
  ° the signed mandates of all partners (2 pages per mandate) should be scanned and saved in one document.
  ° the signed cooperation agreement should be scanned and saved in one document.
  ° the statutes/articles of association should be saved in one separate file per organisation.
  ° the activity reports should be saved in one separate file per organisation (combining two years).
  ° the CVs should be collected in one file.
All pages of the signed estimated budget form should be scanned and saved in one document.

The financial identification form should be scanned together with its supporting documents (bank statement).

The financial capacity form should be one separate file.

The balance sheets, profit/loss accounts should be saved in one separate file (combining two years).

The external audit report should be saved in one separate file.

How to send the application package

The application package must be sent by post (the postmark serves as proof), by express courier service (the registered delivery receipt of the mail service serves as proof), or delivered in person, by applicants themselves, not later than 16:00 Brussels time on the set deadline. In the latter case, a receipt must be obtained as proof of submission, signed and dated by the official in the central mail department who took delivery. This department is open from 08:00 to 17:00 from Monday to Thursday and from 08:00 to 16:00 on Friday. It is closed on Saturdays, Sundays and Commission holidays. For security reasons no applications are accepted at the premises of the Agency.

Do not forget to mark the submission number which you receive after submitting your eForm on the envelope.

Address to which the application package must be sent (or delivered in person):

Education, Audiovisual & Culture Executive Agency
Creative Europe Programme (2014-2020)
Culture Sub-programme – Cooperation projects category 1 or category 2 [choose]
Application number: [fill in your application number]
Avenue du Bourget 1
(BOUR 04/02)
BE – 1049 Brussels
Belgium

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1 January (New Year's Day), 2 January (day after New Year's Day), Easter Monday, 1 May (Labour Day), 9 May (Europe Day), Ascension Day, Whit Monday, 21 July (Belgian National Holiday), 15 August (Assumption Day), 1 November (All Saints' Day), 24 December (p.m. – Christmas Eve), 25 December (Christmas Day), 31 December (New Year's Eve).
SECTION 3. BUDGET FORM

A. General remarks

The mandatory template can be found at: https://eacea.ec.europa.eu/creative-europe/funding/cooperation-projects-2015_en.

The completed document (in xls, xlsx or ods format) must be attached directly to the eForm. A signed copy of the budget form (scanned version of all the worksheets) must be saved on the USB stick or CD-Rom which is part of the application package.

If your project is selected, the estimated budget will be annexed as an integral part to the grant agreement.

Please take sufficient time to fill in your budget. Make sure that it is coherent with the information you provide in the eForm and in any other documents (mandates, detailed description, cooperation agreement, etc.) which are part of the application.

All amounts must be given in EUR. Applications from countries outside the euro zone must use the official EUR exchange rate published in the Official Journal of the EU on the date of the publication of the call for proposals.

Before completing the budget, please make sure that you have carefully read the Guidelines related to the funding scheme for which you are applying. Sections 9 (Funding conditions) and 10 (Sub-contracting and awarding procurement contract) contain important information for completing the budget, such as what is and what is not eligible expenditure.

The budget was made using Microsoft Excel 2010. It is recommended to use the same version to complete the budget form. An open source version of the budget form is also provided.

There are formulas in the workbook which ensure its proper functioning. If you need extra rows in a specific budget chapter, you need to copy and existing row in the same budget chapter, and copy it between two already existing rows in the concerning budget chapter. You can then renumber the rows manually. Do NOT insert the copied row after the last existing row in the budget chapter because then the totals will not be correct anymore.
B. How to fill in the budget form

Start by filling in the name of the project leader and the title of the project in the yellow fields of the 'Consolidated revenues' worksheet.

Detailed and consolidated budget – Expenditure

You must then fill in the detailed expenditure per partner in the project. The expenditure of the project leader must be completed in the worksheet 'Detailed exp project leader'. Per partner involved in the project there is a separate worksheet (please follow the order used in the eForm). The name of each partner must be entered in the yellow field on top of their specific worksheet.

If the project leader or any of the partners is based in a country outside the euro zone, the applicable exchange rate (i.e. the one published in the Official Journal of the EU on
the date of publication of the call for proposals) and the currency used must be filled in in the yellow fields in the worksheet of that specific partner.

Per cost incurred, you must:
- provide a description of the cost
- give the reference number of the activity in the eForm work programme to which the cost is related
- choose whether the cost is related to the project leader, a specific partner, or whether it is related to a joint activity
- the number of units
- the unit cost or rate
  (the total amount is calculated automatically)
- whether the cost is related to a third country\(^2\) or not
- whether the cost concerns subcontracting\(^3\) or not.

The expenditure encoded in the different worksheets will be transferred automatically to the 'Consolidated expenditure' worksheet.

Once all expenditure is encoded, you will need to check in this worksheet that the max. 30% of third country costs is respected. If this is not the case, adjustments at the level of the detailed expenditure per partner will have to be made.

Please foresee in your travel/subsistence costs a trip for two people to Brussels to participate in a kick-off meeting for project leaders of selected projects.

**Consolidated budget – Revenues**

On the revenue part, please provide information on contributions from private and public sources for the project, and on income generated by the project.

The self-financing in own and raised funds must be completed for all partners. **Note that these amounts are regarded as secured and that they must, as a minimum, be entered in the revenue section of the final report.**

Encode the EU grant requested and verify that it respects the maximum amount (EUR 200,000 for category 1 Smaller scale projects and EUR 2,000,000 for category 2 Larger scale projects) and maximum percentage of co-financing (60% for category 1 Smaller scale projects and 50% for category 2 Larger scale projects).

**Please make sure that your budget is balanced (i.e. expenditure = revenues).**

\(^2\) A third country cost is a cost relating to natural persons who are citizens of a country not participating in the Culture Sub-programme, organisations based in such a country or activities taking place in such a country.

\(^3\) Please consult section 10 of the Guidelines for a definition of and rules on subcontracting.
## SECTION 4. COMMUNICATING WITH THE AGENCY


Information on latest developments will be provided on the same website. We recommend that you consult it regularly.

All queries related to the preparation and submission of applications should be addressed to the Creative Europe Desk of your country. A contact list is available at: [http://ec.europa.eu/culture/tools/creative-desks_en.htm](http://ec.europa.eu/culture/tools/creative-desks_en.htm).

| For reasons of transparency, equal treatment and non-discrimination, no communication with the Agency is allowed during the selection procedure, except for technical problems. |


If, after referring to this Guide, you still have questions or the technical problem has not been solved, please contact the EACEA Technical HelpDesk by phone or e-mail:

- **Phone HelpDesk**: +32 229 90705
- **Email HelpDesk**: eacea-helpdesk@ec.europa.eu

This service is available from Monday to Thursday from 08.30 to 17.30, and on Friday from 08.30 to 17.00 (Brussels time), except on the day of the deadline for submission when the Technical HelpDesk closes at 12.00 midday Brussels time.

In the approach of the deadline, please ensure that you request assistance **before the deadline** has passed. If the problem cannot be solved immediately, the EACEA Technical HelpDesk can – **in exceptional cases** and only when the problem has been notified before the deadline, is linked to technical problems related to the eForm itself and is accompanied by an otherwise valid version of the eForm – submit the eForm on your behalf. If the EACEA Technical HelpDesk is contacted **after 12:00 midday Brussels time** on the day of the deadline, your application will under no circumstances be accepted due to the **principle of equal treatment of all applicants**.

When contacting the EACEA Technical HelpDesk by e-mail, clearly describe the technical problem. **It is advisable to attach a document with print screens to illustrate the problem and to join your eForm.**