



PRogramme Information and Activity Management Operational System - PRIAMOS

Guidelines for Applicants (FAQ)

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PRIAMOS – INTRODUCTION

This call for proposals or call for expression of interest is published by Directorate General HOME AFFAIRS or Directorate General JUSTICE of the European Commission, and is facilitated by **PRIAMOS**, a system for the submission of proposals, which allows the applicants to fill in an electronic application form and submit all relevant documents via the internet.

After the deadline, applications are evaluated by internal and/or external evaluators (depending on the modalities of the call). Successful applicants can see their PRIAMOS account turned into a document management and communication tool. It can be used to manage your agreements, communications, addenda and payment requests. Intermediate and final reporting can also be done through PRIAMOS. The use of these services depends on the call you apply for.

In order to access the system, an applicant needs to register (this involves the applicants providing some basic data about themselves and their organisations) and subsequently use a password provided by the system.

Please note that the documents submitted via the PRIAMOS system **do not need** to be sent by regular mail. However, the applicants are strongly advised to print out the Application Form for their own records.

In the event that the Commission receives two or more versions of the same proposal, only the last one submitted (before the deadline) shall be taken into consideration.

We advise you not to wait until the last day to submit your application. You can submit an updated version of your application form until the deadline.



GUIDELINES CONCERNING THE COMPLETION OF THE GRANT APPLICATION FORM

1. How to register as an applicant for a Call for Proposals

The electronic submission of applications via PRIAMOS requires that you first register in the system. In order to register as an applicant please follow the relevant link **Electronic registration/ applications** on the programme website or click directly on: <https://ec.europa.eu/priamos/register>

If your organisation has never before registered in PRIAMOS:

- The information marked with an asterisk is mandatory and should be filled out; otherwise you will receive an error message when you submit the form.
- Note that the fields concerning the organisation's name have limited characters. If the name of your organisation is longer than 40 characters, please use abbreviations or acronyms, but make sure that the name you register is comprehensible and suitable to identify your organisation.
- Please note the difference between:
 - **Address (of registered office – address for the Grant Agreement in case of an award):**
It refers to the official information of the organisation and its officially registered seat. Only one entry of this information can be registered in the system and it should reflect information provided in the legal entity form.
 - **Contact address for the Commission (address for correspondence):**
It refers to the information of the contact person. More than one contact person can be assigned to an organisation, e.g. in case that more applications/grants are ongoing and a different person is responsible for each. For more information, see below.
- The e-mail address under **Contact address for the Commission** will be the one used for communication concerning the registration.
- Upon successful submission of the registration form by clicking on the "Submit" button, a message appears at the bottom of the form including a registration number. This number is of importance concerning the registration procedure, thus it should be kept for future use and reference.
- The filled registration form will be automatically sent to the e-mail you have indicated for correspondence (under contact address for the Commission). This e-mail is for information purposes only and it will not contain the username and password. Please save a copy of the registration form for your own future use.
- PRIAMOS USM (User Service Management) will send your user-name and password by e-mail to the e-mail address indicated for correspondence (under Contact address for the Commission). A **PRIAMOS FAQ document** and this **Guide for Applicants** will be also attached to this e-mail. Please read it. Your request is treated manually, so please allow reasonable time until you receive the reply. In case of undue delay, you may contact the PRIAMOS USM Mailbox HOME-JUST-PRIAMOS-USM@ec.europa.eu indicating your registration number. We endeavour to process each registration request within 2 working days.
- Please note that the user-name and password are specific **for each contact person**, not for each organisation.

If you have already registered as an applicant for any previous DG HOME or DG JUSTICE calls:

- You should use your previous username and password and not register again.
- In case you have forgotten your password, please contact the PRIAMOS USM Mailbox HOME-JUST-PRIAMOS-USM@ec.europa.eu.
- For any changes (adding, deleting, modifying) of the legal representative, the contact person(s) of the organisation or address of the organisation's registered office, you should:
 - access PRIAMOS https://webgate.ec.europa.eu/priamos/toto/bc/bsp/sap/crm_ui_frame/
 - login using your existing password
 - click on **Organizational Data Update** and introduce the changes through the system.On submitting the changes you will receive a registration number for your update request. The PRIAMOS USM team will contact you per e-mail confirming that your request has been processed. More information can be found in the PRIAMOS FAQ document.

Please do not try to add a new contact person or legal representative by modifying an existing person in the database, the request will be rejected. Use the ADD option to create the new person and the DELETE option to remove relevant people.



2. How to register as an applicant for a call for Expression of Interest

Recently a new category of calls has been created in PRIAMOS. When registering for a Call for Expression of Interest, you do so as an individual. There are a number of specific guidelines for this which can be found in this guide:

http://ec.europa.eu/justice/newsroom/contracts/2014_166915_en.htm

3. Log in to the system and download the Grant Application Form

- You will first be invited to change the password you initially received from PRIAMOS USM.
- The contact person who will be responsible for this proposal should log in the system with his/her username and password.
https://webgate.ec.europa.eu/priamos/toto/bc/bsp/sap/crm_ui_frame/
- In order to find the Grant Application Form, click on **Applications - Download Forms**
- Please be careful to select the Grant Application Form applicable to the call under which you want to apply and **save it on your computer ("download")**.
- You can find all mandatory templates for the call if you click on the "Attachments" button, which appears as a paper clip image on the left hand side of the Grant Application Form. **Please save all of them separately on your local drive of your computer by clicking on the diskette icon on top of the form.**
- If you want to submit more than one project under a call for proposals you have to download the form several times. Each form is unique upon its creation. Please check if the forms have different application numbers!

4. Prepare the necessary documents

- Fill out the Grant Application Form saved on your local drive and remember to click on the "Save" button regularly (on top of the pdf application form).
Note that only Adobe Reader can be used to fill out the application (not e.g. Adobe Acrobat, Foxit etc.)
- Some fields are automatically filled out.
Note that the information concerning the Contact Person is filled out according to the user who downloaded the form.
- The fields marked with an asterisk (*) are mandatory. If you do not wish to fill out information in any of these fields, please insert 0. If the field is blank, the application cannot be uploaded on the system.
- Fill out the Project Description, the Budget (make sure that no Error messages appear) and prepare all other requested documents.
- Once all documents are finalised, attach each of them to the application form using the attachments button which appears as a paper clip image on the left hand side of the application form. **Remember to click on Save** (the save button which appears on top of the PDF application form), only then is the document attached. Please name your annexes logically and use only a-z and 1-9 as characters. Do not use multiple dots, comma's hyphens etc. In your filenames. If you include scanned documents do not scan them in a large format. The total upload limit is 100 MB for your entire application package!
- It is not necessary to zip documents before uploading them, they will be compressed in the PDF.
- No handwritten signature is required on the Grant Application Form, nor on the Project Description, nor on the Budget; The application in Priamos will be considered as official and signed. For the rest of the Annexes the need of signature is indicated in the call.

5. Upload the application

- After all documents have been successfully attached, the contact person responsible for this application should log in the system and upload the application under **Applications – Upload Forms**.
- Note that only the *original pdf* document of the Grant Application Form can be uploaded and no other document (e.g. separate Word documents, Budget form, scanned documents etc.).
- Upon successful submission of the Grant Application Form, a confirmation of a successful upload will be displayed at the top of the window.



- In case a field of the application form marked with an asterisk (*) is not filled out, the upload of the application in the system will be rejected. You should fill out the respective field in the application form and click Save. Only afterwards can you upload it in the system.
- After the upload of your Grant Application Form it will be processed by the system and your application created in PRIAMOS. A confirmation email will be sent to the contact person at the end of the process containing the official application number. Contact the PRIAMOS USM if you do not receive the confirmation email within 6 hours of successfully uploading the Grant Application Form.
- For your own future use and reference, the uploaded Grant Application Form will be visible to you if you click **Applications - Overview Applications**.



IMPORTANT NOTES

- Do not use your username for a call for proposals for a call for expression of interest and vice-versa.
- If you want to modify your application or an attachment, it is possible to do so only **until the deadline of the call**. You need to make the necessary modifications to the same Grant Application Form and/or the relevant document(s) **which has/have already been saved (downloaded) on your local drive**. After having brought the necessary modifications, attach again **ALL** requested documents to the application form and upload it again. **ONLY the last uploaded application version and the attachments appearing on it will be considered valid for the evaluation.** If requested documents are not attached to this last version, previously uploaded versions will not be considered for evaluation.
- If you want to submit more than one proposal **for different projects within the same call for proposals**, you should download the Grant Application Form for this Call **for each proposal**. Please make sure that you give to each of the downloaded Grant Application Forms a different name and that you use it consistently only for **the same** project during each stage of the application procedure (filling out the Grant Application Form, attaching the annexes relevant to this project, uploading the application form, re-uploading in case of changes as described above). Please check if the application forms have different application numbers!
- If you want to submit a proposal within another call for proposals that is open at the same time, please be careful to select the Grant Application Form applicable to the call under which you want to apply, save it on your computer ("download") and proceed with steps (2) and (3) explained above.
- Uploading your file should not take more than 10 minutes. If you do not get a confirmation or error message on your screen within 10 minutes, verify your internet connection and submit again. Do not wait to contact the PRIAMOS helpdesk until after the deadline!
- Please consult the FAQ for more information about technical issues and common questions about the use of PRIAMOS

YOU SHOULD NOT WAIT UNTIL THE LAST MOMENT TO REGISTER OR UPLOAD YOUR APPLICATION.

No extension to the deadline will be given and no applications submitted on paper, by e-mail, fax or other means will be considered eligible.



6. Useful links

- Registration as a first time applicant: <https://ec.europa.eu/priamos/register>
- PRIAMOS portal: https://webgate.ec.europa.eu/priamos/toto/bc/bsp/sap/crm_ui_frame
- PRIAMOS Information: http://ec.europa.eu/justice/grants/priamos/index_en.htm
- PRIAMOS FAQ: Request the latest FAQ from the PRIAMOS USM team by email
- PRIAMOS USM mailbox (for technical difficulties and questions): HOME-JUST-PRIAMOS-USM@ec.europa.eu
- DG Justice Call for Expression of Interest:
http://ec.europa.eu/justice/newsroom/contracts/2014_166915_en.htm

7. Technical requirements for PRIAMOS

7.1. **What do I need for working with PRIAMOS (Windows requirements)?**

PRIAMOS can be accessed via the internet, so **an internet browser** is required and **Adobe Reader** is required for filling in forms.

Supported web browsers (32Bit browsers only. 64Bit Browsers are not supported):

- Mozilla Firefox 2 and higher
- Internet Explorer 6 or 7
- Internet Explorer 8 or 9 (in compatibility mode)

NOTE:

By default Windows 7 comes with both the 32Bit and 64Bit versions of Internet Explorer. Only the 32Bit version can be used with PRIAMOS

Supported PDF programmes:

- Adobe Reader 8.1 or higher

NOTE:

**Only Adobe Reader is supported.
By using any other program you will either make your application unreadable to the PRIAMOS system and possibly illegible as an application!!!!**

7.2. **What do I need for working with PRIAMOS (Macintosh requirements)?**

Mac computers are not officially supported, however following the user feedback most of the common Mac products except Ipad and Iphone allowed for basic compatibility. Here also it is imperative to use Adobe Reader (see above).

NOTE: Only Adobe Reader is supported.

By using any other program you will either make your application unreadable to the PRIAMOS system and possibly illegible as an application!!!!

It would be advisable to first **test with your current Macintosh computer** to see if you are successful and not wait until the deadline.

7.3. **Annexes**

For the electronic Annexes that will be attached within the Application Form – unless otherwise stated in the call text – all file formats are supported. We recommend however to use the most common formats to facilitate the evaluators. Please try to use a logic in the choice of your filenames. The filenames of the attachments to the



application form should not consist of any characters besides "a-z A-Z 0-9 _". The filenames should not exceed 80 characters. Do not zip files as this complicates the evaluation process.

7.4. **File size**

The maximum Grant Application Form size accepted by PRIAMOS is **100MB**. When inserting scanned annexes, please make sure the resolution is not too big.

8. **Technical Problems**

If you encounter problems in using PRIAMOS, we suggest you to first check whether your computer, computer network or internet connection are running fine; then verify whether your hardware and software meet the technical requirements mentioned under (6). You can also try, if possible, to use a different computer configuration and/or a different network.

Please consult the FAQ which contains a summary of the most common issues and their solution.

If your problem persists, please contact PRIAMOS USM via email address HOME-JUST-PRIAMOS-USM@ec.europa.eu. Please do not wait until after the deadline to contact the helpdesk.

Please give them your username (EX_xxxx), your registration number, and if applicable, your application number. Please provide a clear and specific description of the problem encountered and include a screenshot of the problem if you can. You will receive a reply as soon as possible.

Please note that the PRIAMOS Helpdesk is able to answer or solve enquiries related to **technical** difficulties only. All other enquiries related to the call for proposals as such (e.g. which documents are relevant and how they should be completed etc.) should be sent directly to the functional mailbox of the particular call indicated in the corresponding call for proposals.