

# 10 minute guide

To the proposal submission – version 3.3

(Last Updated on 20/6/2013)

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# Read this first

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## Contacting the service desk

The service desk is best connected by electronic mail or by telephone. Do not wait until the last moment before the deadline of your call.

Please mention the following information on every support request:

- Your telephone number and prime electronic mail
- The call and funding scheme you have applied to
- The version of the Adobe Reader
- The internet browser and version
- The operating system and version

Service desk contact details:

- The service desk is available on weekdays between 9:00 and 18:00 Brussels Time
- It can be contacted by phone at this number +32 2 29 92222
- Or alternatively by electronic mail at this address [DIGIT-EFP7-SEP-SUPPORT@ec.europa.eu](mailto:DIGIT-EFP7-SEP-SUPPORT@ec.europa.eu)

## Getting the right support

- For issues related to the use of the submission system, contact the dedicated service desk by: Electronic mail address: [DIGIT-EFP7-SEP-SUPPORT@ec.europa.eu](mailto:DIGIT-EFP7-SEP-SUPPORT@ec.europa.eu)  
Telephone: +32 (2) 29 92222
- For questions related to the content of the call itself, contact the Research Enquiry Service of the European Commission: <http://ec.europa.eu/research/enquiries>
- For issues related to installation of the Adobe Reader, contact your local information system assistance. Installing the Adobe Reader may require administrator rights on the machine you are using.
- For key information related to the call for proposals, a valuable source of information is the call fiche available from the participant portal.

# Mandatory requirements

The electronic submission system of the European Commission is a web application; an Internet connection is thus mandatory. The system has been tested with a set of reference configurations. However, this does not guarantee that the system will be fully functional on your computer. A diagnostic window is provided and may warn you of possible incompatibilities.

The follow table shows the mandatory system requirements

Component	Mandatory requirements
Adobe Reader	Version 9 or above. All previous reader installations removed
Internet connexion	ADSL Line, 512 Kbps
Memory	RAM – 512 Kbytes
Screen resolution	Minimum 1024 x 768
JavaScript	JavaScript must be enabled
Cookies	Cookies must be enabled
Pop-up blocker	No effect
User ID	Valid user ID with the Commission (ECAS account)

The following table shows the operating systems and browsers actively supported by the system, as well as the Adobe Reader version recommended for each configuration.

Operating system	Internet browser	Adobe Reader
Windows XP	Internet Explorer 7 & 8 Firefox 3.6 or above Google Chrome 10 or above Opera 10.6 & 11 Safari 5	Version 9 or above
Windows Vista & 7	Internet Explorer 8 & 9 Firefox 3.6 or above Chrome 10 or above	Version 10
Mac OSX	Safari 5 or above	Version 10.1.3 - Newer Mac's run on 64bit which is incompatible with Adobe Reader 9 and 10
Note: The system is best viewed with Mozilla Firefox 3 and above		

## Adobe reader

The electronic submission system of the European Commission relies on Adobe form technology for key parts of the process (Adobe Reader version 9 or above must be installed on your machine).

To download Adobe Reader follow this link [Adobe Reader Download](#)

## Account with the European Commission - ECAS

To access the system, users must obtain an account with the European Commission, as the system does not issue passwords. Users are advised to identify themselves upon accessing the participants' portal.

To create an account with the European Commission follow this link [create ECAS account](#)

## Using participant identification code

All participants are required to obtain and use a participant identification code. This avoids repeating the same organisation details over and over again. It also speeds up the processing of information by the European commission services.

## Notes

### System performance and availability

The submission can be slow depending on a series of conditions, like the Internet access line speed, current loads on the system. Therefore, it is highly recommended to allow the system to complete the operation before starting over as this may cause the system to slow down ever further. Please if possible, report promptly any issue encountered when using the system.

### Submission deadline

Do not wait until the last two days before the deadline to submit your proposal. You can submit the proposal many times before the deadline: the previous version of the proposal will be overwritten with the new one. The system issues a confirmation mail for each submission.

### Draft and submitted proposals

A proposal can be at the same time in draft and in submitted status, with different contents. Upon the submit action, the draft version becomes the submitted version. You can still update the draft version with new content with one proposal already submitted.