



## **eForm Technical User Guide**

*How to complete & submit the eForm*

**MEDIA 2007 (2007 – 2013)**

**Programme of support for the European audiovisual sector**

**Project Development**

*Deadlines:*

<b>Applications 2012 / 2013</b>	<b>Deadlines for submission</b>
Single Project Slate Funding Slate Funding 2nd stage Interactive Work	Round 1 23/11/2012 12:00 midday Brussels time  Round 2 12/04/2013 12:00 midday Brussels time

*EACEA Technical Helpdesk:*

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## 1 Introduction

Grant applications for development support from the MEDIA Programme must be made electronically using the eForm, and this online submission is considered to be the master copy. Applicants must also send 1 paper copy by post (as part of the application package).

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 follow the relevant links from the Project development webpage:

[http://ec.europa.eu/culture/media/programme/producer/develop/index\\_en.htm](http://ec.europa.eu/culture/media/programme/producer/develop/index_en.htm)

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. The Guidelines for each Action can also be found by following the relevant links from the Project development webpage cited above.

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

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

## 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, 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 8.1.5 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](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 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](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](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

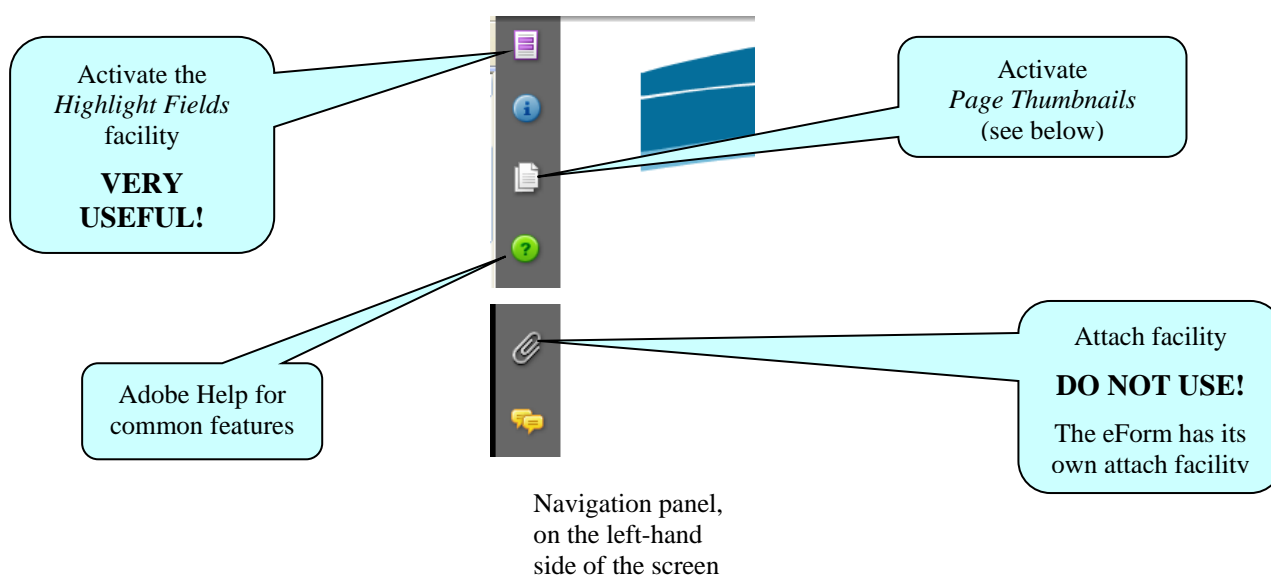
A link to a read-only copy of the form can be found on the on the EACEA eForm home page:

[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.

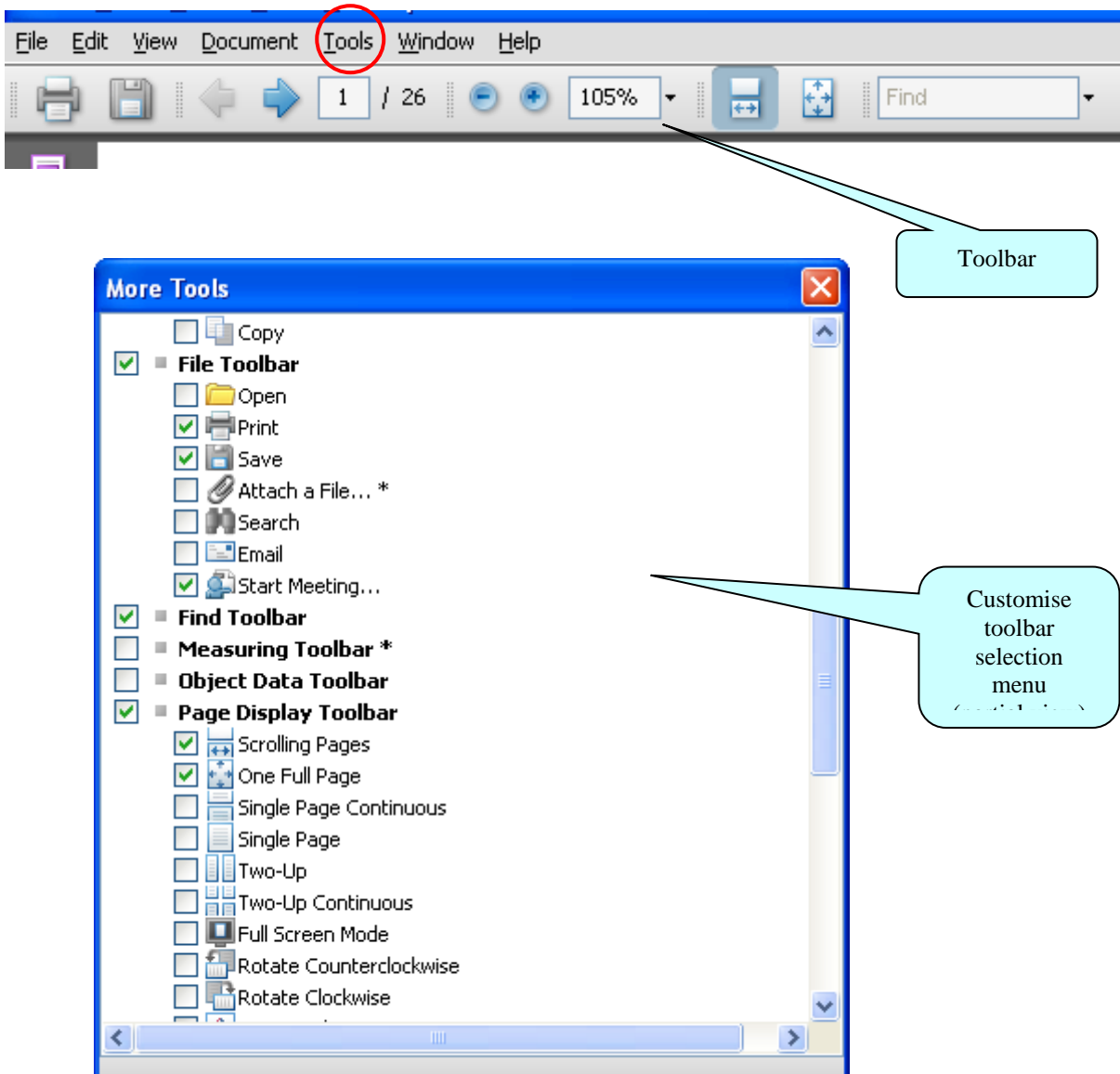
You can now open, edit, save, close, print etc the file in the same way you would any other document you had saved or created on your own computer.

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

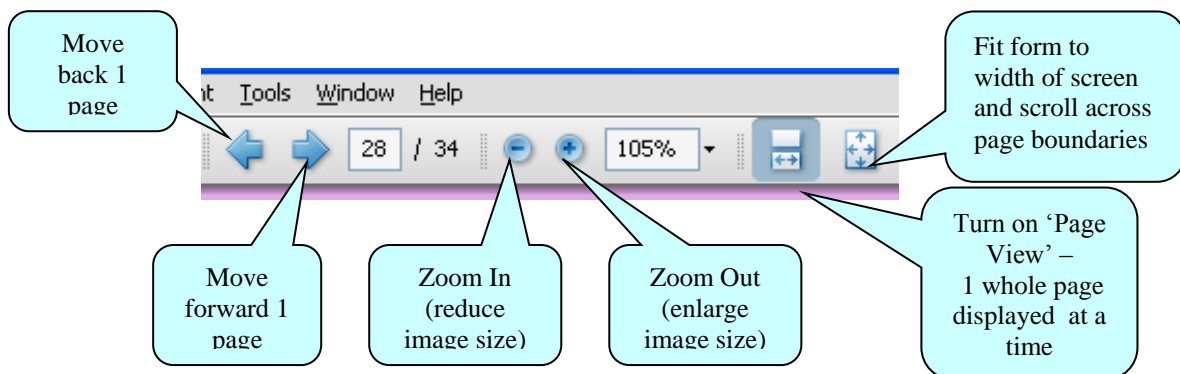


### Toolbar

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.

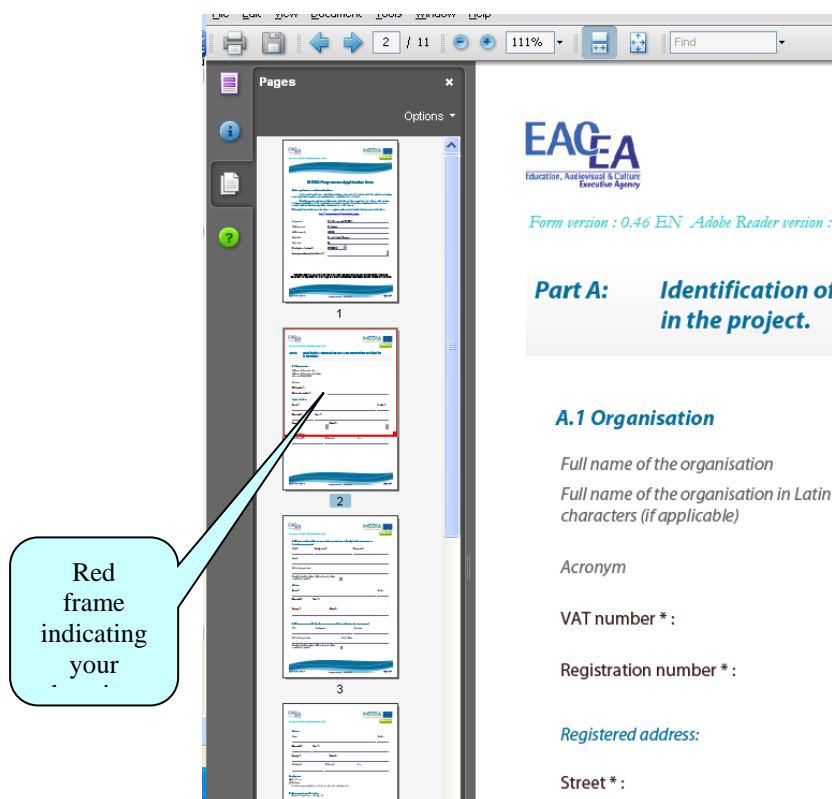


Explained here are some of the commonly used display and navigation options:



## 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:

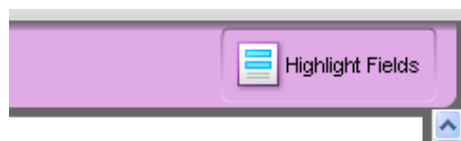
- Click inside a text field to enter data.
- Click to select options from e.g. dropdown menus, radio buttons, pop-up calendars and checkboxes.
- Press Tab to move forward one field or Shift+Tab to move backward one field.
- Point and click with the mouse to select a specific field.

#### 4.4 Mandatory, optional and calculated fields

Field Type	Characteristics	Examples
Mandatory	Field label is accompanied by an asterisk *	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">Telephone 1 * :</div> <div style="border: 1px solid black; width: 150px; height: 30px; background-color: #0070C0; color: white; padding: 5px;">Nationality of Shareholder*</div> </div>
Optional	Field label has no asterisk	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">Telephone 2:</div> <div style="border: 1px solid black; width: 150px; height: 30px; background-color: #D9E1F2; padding: 5px;">Please specify if role is other</div> </div>
Calculated automatically	Field contains diagonal grey lines.	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;">Deadline for submission :</div> <div style="border: 1px solid black; width: 100px; height: 30px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, #D9E1F2 2px, #D9E1F2 4px); padding: 5px;">23/11/2012</div> </div>

#### How to highlight mandatory fields

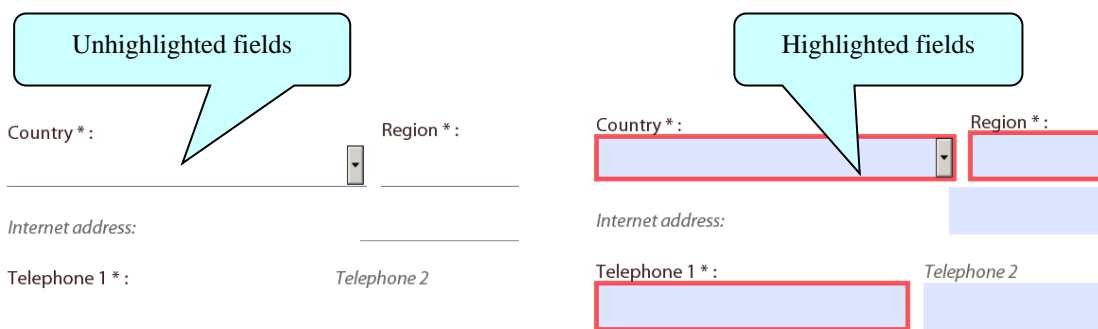
Click on the purple button  in the navigation panel and this will activate the *Document message bar* which incorporates the *Highlight Fields* feature.




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.

Once you have activated the highlighting you can click the purple  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

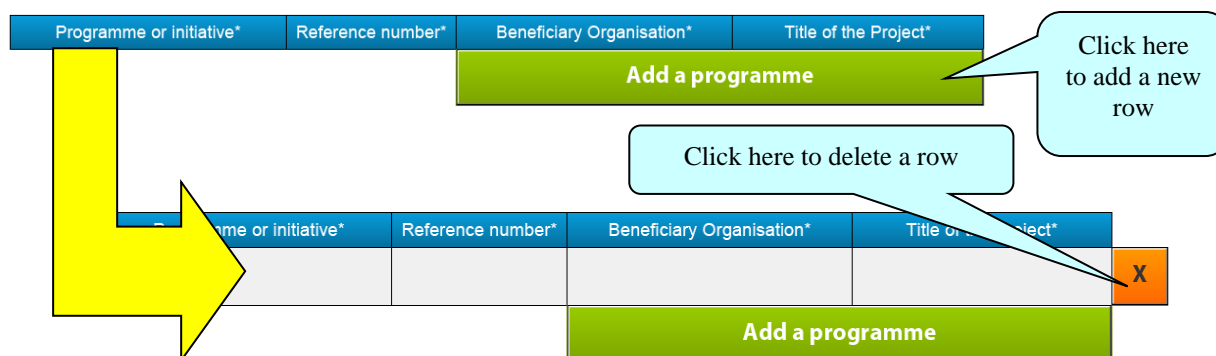
Please respect the following rules when entering dates and numbers on the form:

	Rule	Example
<b>Numbers</b>	For monetary and percentage values, decimal commas and values are permitted. All other numbers are whole numbers only.	-
<b>Dates</b>	Date fields are generally in the format dd/mm/yyyy. However, where the year value only is requested, this should be provided in the format yyyy.	01/10/2011 for 1st October 2011
<b>Telephone numbers</b>	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 shareholders in Part D.1. 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 other fields, please consult the following table:

Part	Field	Character Limit
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
	Street	64
	Post code	12
	Town	60
	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.1	Title of project	100
	Please specify	62
	Treatment/script language of the submitted version	100
	Production language	100
	Author(s)	100
	Author(s)/Game(play) designer	100
	Director	100
	Director/Project Leader	100
	Other key members of the creative team - Name	100
	Other key members of the creative team - Please specify if role is other	62
	Countries intended for possible co-production	100
C.3	Author(s) of concept/subject/treatment/script/literary bible	100
	Treatment/script language of the submitted version	100
	Author(s) of the existing work (literary, audiovisual, comic-strip work etc.)	100
	Title of the existing work	100

<b>Part</b>	<b>Field</b>	<b>Character Limit</b>
D.1	Name of Shareholder	100
	Nationality of Shareholder	62
	Main activity if legal person	100
	Name	100
	Nationality	62
D.2	Title of the work	100
	Financing plan - Partner Name	100
	Personal experience of (Name)	100
	Name of distributor	50
	Please specify	62
	URL	100
D.4	Title	100
	Director	100
	Director/Project leader	100
	Name and nationality of Co-producers	300
	Distribution territories	250
	Selection at Festivals (if any)	500
	Delivery platform	500
	Prizes (if any)	500
D.5	Title of the audiovisual related work	100
	Production company of the audiovisual related work	100
E.4	Project title	100
	Specify which training has been followed	100

## 5 Guidance for specific Parts of the form

### 5.1 Cover Page

#### **Important!**

##### Fill in the fields of the Cover Page first!

Please ensure that you complete all the fields of the Cover Page (page 1) **before** going on to complete the rest of the form. This is because the selections that you make, dictate how the rest of the form appears and behaves.

If, after filling in parts of your form, you change your choice of Action / Sub-action – or even just re-select the **same** Action / Sub-action from the dropdown menu – you will **lose data** that you have entered elsewhere in the form.

##### Deadlines for submission (Rounds)

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:
  - Round 1 deadline 23/11/2012 Submission opened when the eForm was published;
  - Round 2 deadline 12/04/2013 Submission open from 01/01/2013.
- If you attempt the submission having selected the 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. 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.
- 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.
- Please ensure you have filled in all the Applicant Organisation details **before going on to complete the rest of the form**. This is because the forms adapts according to the ‘Country’ value that you have selected.

### **5.3 Part C – Description of the project**

The number of projects required to be recorded varies according to the Action and Sub-action you selected on the Cover Page. Where there is a **minimum** number of projects associated with an Action and Sub-action, the form automatically generates all the necessary project fields for you to complete. If you subsequently add further projects (where this is applicable) and then decide to delete one of them, the form automatically re-numbers the remaining projects so that the numbering remains sequential.

#### Slate Funding/Slate Funding 2nd stage applications ONLY

The fields C.1, C.2 and C.3 are repeated for every project that you record in Part C of the form. Moreover, for each of these projects in Part C, a corresponding Part E.1, E.2 and E.3 is automatically generated in the form for you to complete.

If you delete a project in Part C.1/C.2/C.3 of the form – which becomes possible if you have recorded more than three projects – the corresponding fields in Part E.1/E.2/E.3 are also deleted.

#### Single Project applications ONLY

The project title you enter in Part C.1 is automatically copied to Part E.1

### **5.4 Part D – Technical capacity**

In this Part, you may be required to enter a list of projects (D.2) and work items (D.4). The numbering for these projects and work items is generated automatically by the form. If you delete one of the items you have entered, the form automatically re-numbers the remaining items so that the numbering remains sequential.

### **5.5 Part E – Project implementation / award criteria**

See section 5.3 above for details of the synchronisation between Part E and Part C of the form.

## 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:

- Detailed description of the project;
- Development Budget.

Please respect the following filenames and formats for your attachments:

Annex	Required Filename	Required Format
Description of Project	Dev_t_ISO country code_company name_ProjDesc	<b>.pdf or .doc or .docx</b>
Development Budget	Dev_t_ISO country code_company name_Budget	<b>.xls or .xlsx</b>

### 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.

If your Detailed description of the project is a Microsoft Word document and contains images, this may result in a large-sized document. This in turn could result in your attachments exceeding the **5MB** limit. If this happens, you can reduce the size of the document by converting it from Microsoft Word to pdf format.

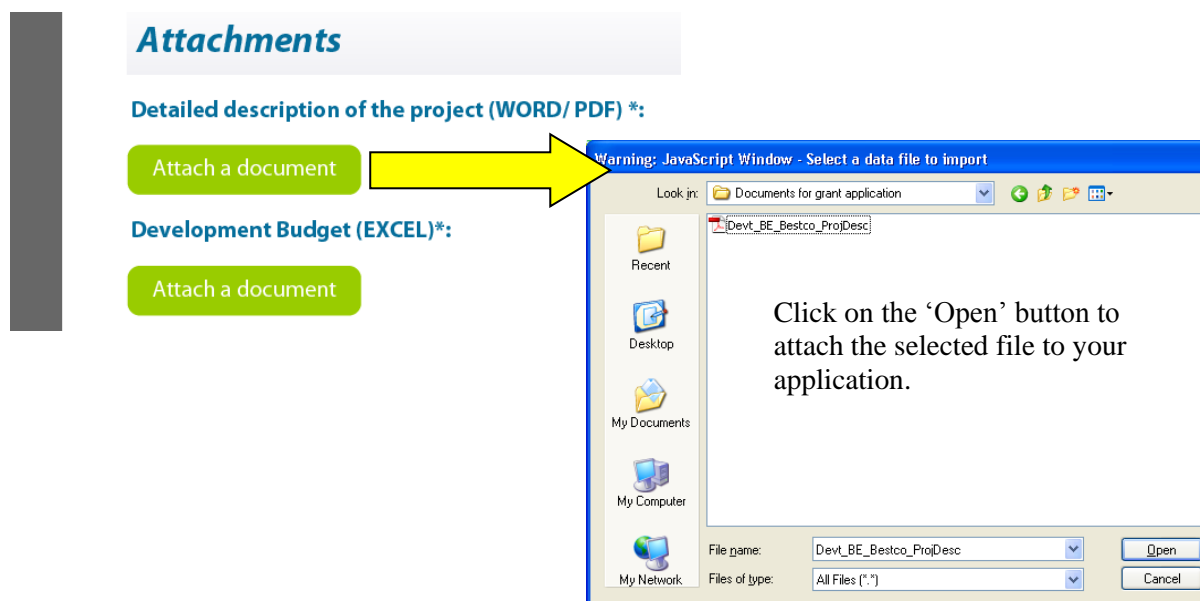
### Example filename

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

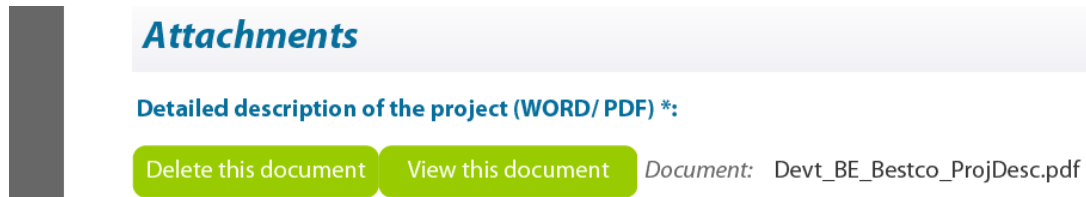
**Dev\_t\_BE\_Bestco\_Budget**

(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:

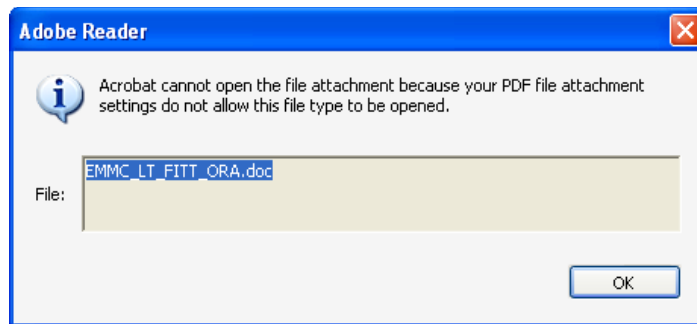


Once a file has been successfully attached, the filename is displayed and the *Attach a document* button is replaced by a *Delete this document* button and a *View this document* button:



### Viewing attached documents

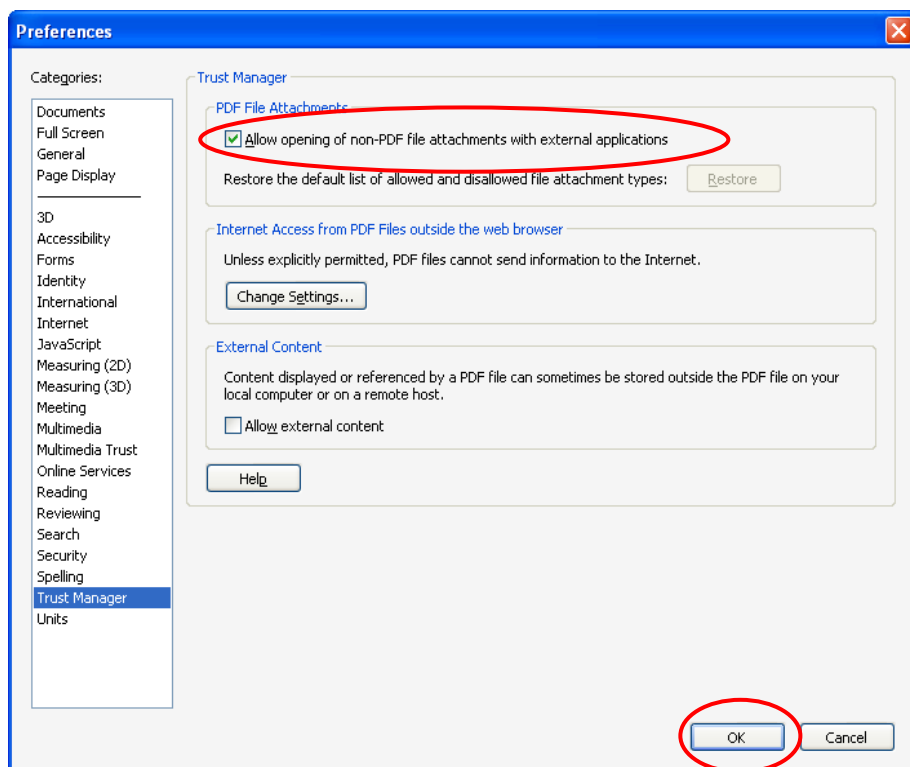
You may encounter the following information message when trying to view non-PDF documents that you have attached:



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:



## 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:

<i>Submit this form</i>	
000000000	<b>Submission number :</b>
<b>Errors list</b>	
Number of mandatory field(s) not filled in: 86	
Description of the project has not been attached	
The budget tables have not been attached.	

The errors themselves will be highlighted in pink. In the example that follows the mandatory field *Summary of the project* has not been completed:

**C.2 Summary of the project**

Log-line of the project in English (max 1000 characters) \* :



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

*Go to next error*

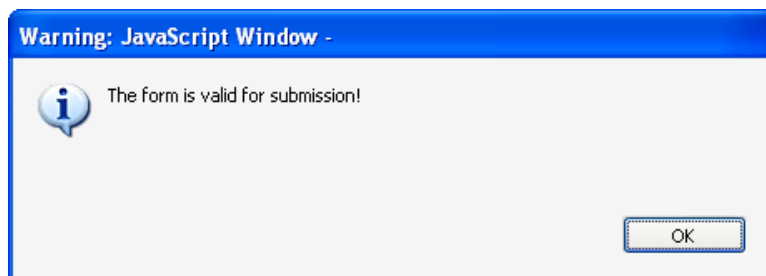
*Validate form*

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).

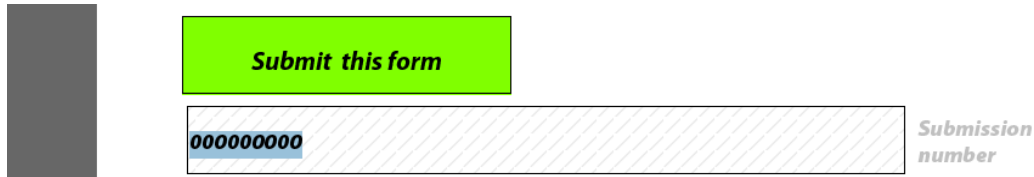
Whichever method you use, fix the errors that are present and validate your form again. If all errors have been resolved you will see the following pop-up message:



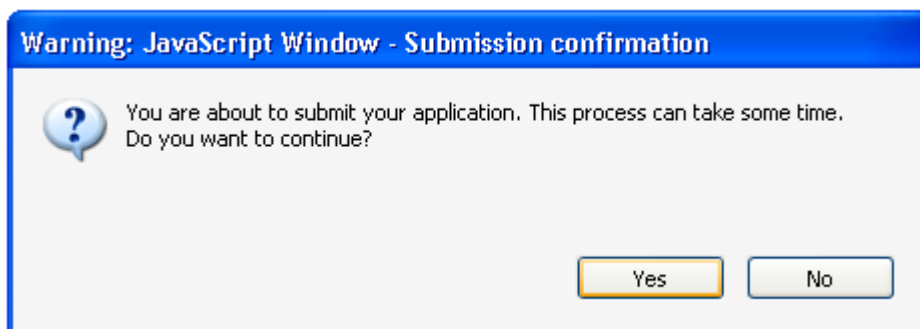
Until your form validates successfully the *Submit* button is disabled and it will not be possible to submit your form. The *Submit* button turns from grey to green when validation has been carried out successfully.

## 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.



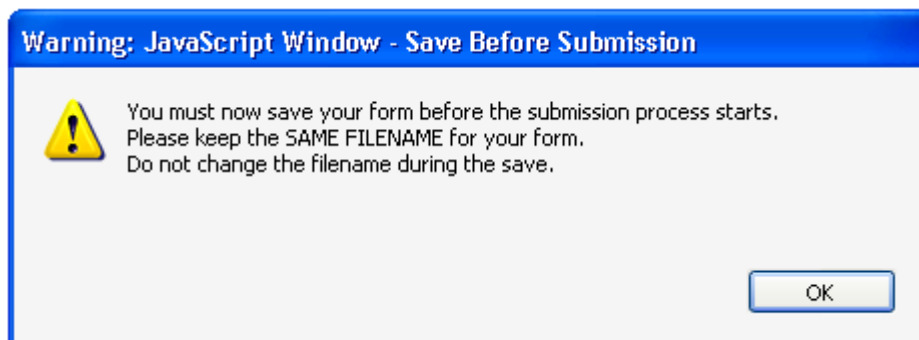
The following message will appear:



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 or change the attachments.**

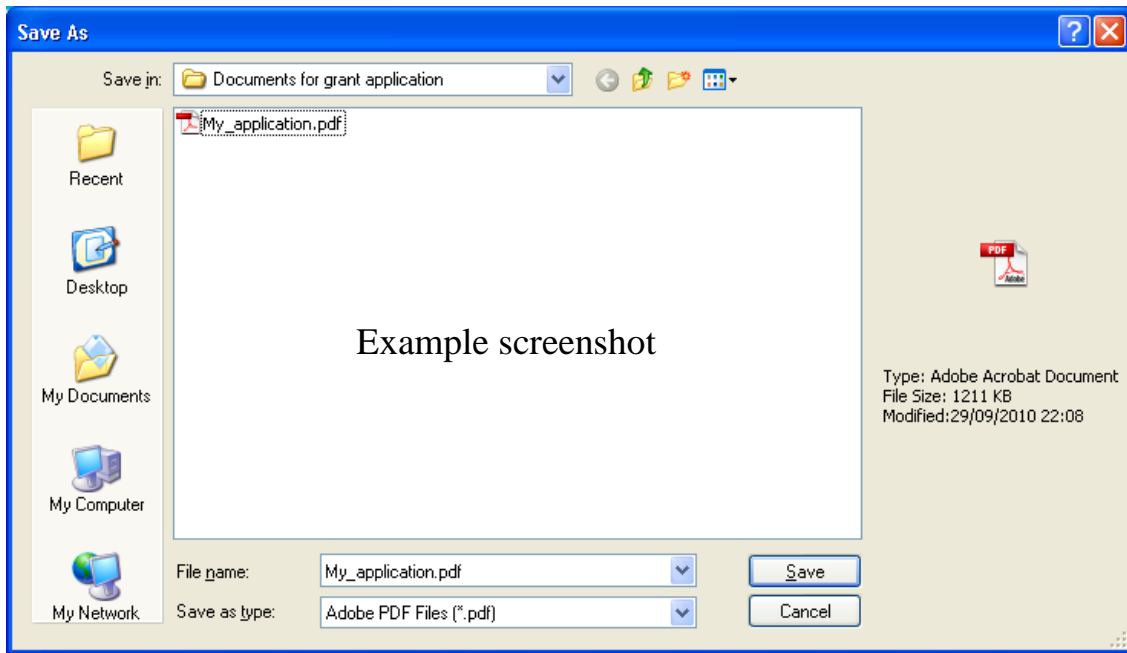
### 8.1 The mandatory save *BEFORE* submission

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.)

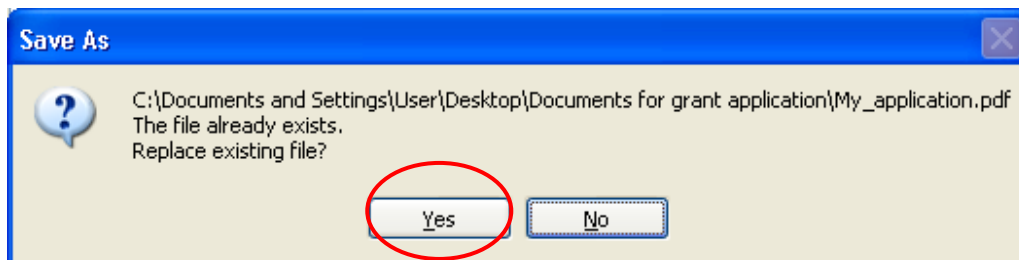


You must now perform the *Save As* by clicking on the *Save* button.

**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:



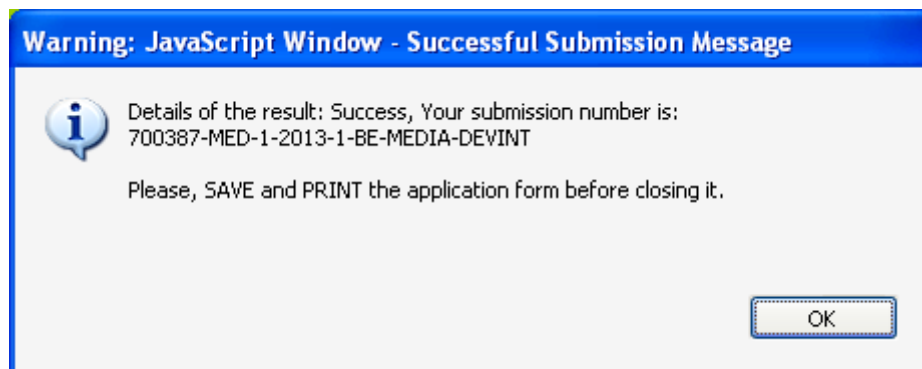
## 8.2 Submission

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:

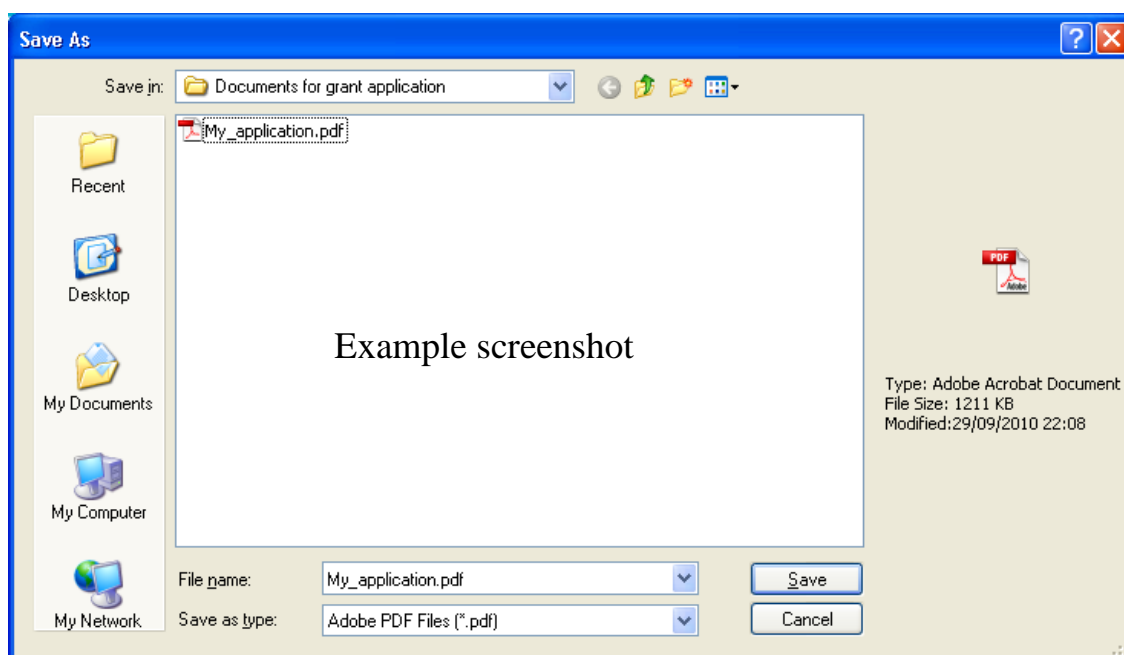


Click 'OK'.

### 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:

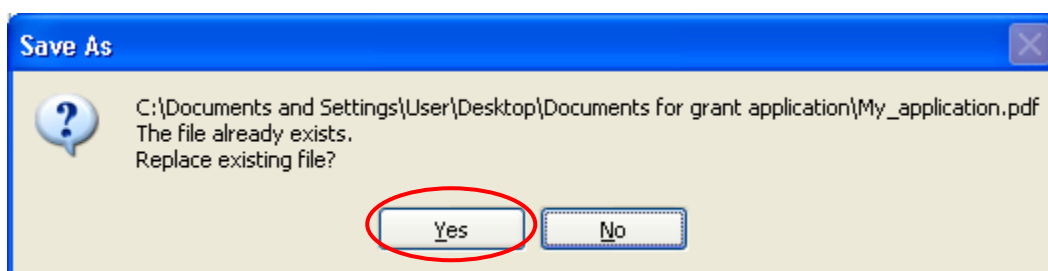


You must now perform the *Save As* by clicking on the *Save* button.

### 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.

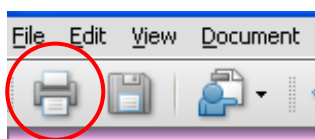
As part of the submission process, an email message acknowledging receipt of your eForm is automatically sent to the email address you entered for the contact person of the Applicant Organisation (Part A.2).

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 09:30 to 17:30***  
***Fridays 09:30 to 17:00***  
***Excluding public holidays***  
***All times are Brussels time***

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](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 **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 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 which can help you. If you cannot find the answer to your question, please contact the mailbox of the programme team cited on the funding opportunities webpage.

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

<b>Technical Questions (handled by the EACEA Technical Helpdesk)</b>	<b>Non-technical Questions (handled by an in-country MEDIA Desk or by the programme team)</b>
I can't download the form.	What is required to be entered for the field <i>Other Community Grants</i> ?
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?