Chapter 6 - Help in e-Calls PADOR

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6. Help in e-Calls PADOR

6.1 How to solve issues relating to errors

If all the mandatory information has been entered on each tab, a confirmation message is displayed in the top right side of the page.

If any information is missing, a list of error messages is displayed. You may choose to close the pop-up window and correct the errors, provide the missing information at a later stage, or ignore these messages and save.

> ⓘ Please note that you will **not be able to sign the profile if any mandatory information is missing!** If you try to sign the profile, but some mandatory fields are still missing, you need to go back and make sure that all the required information is complete. Error messages for missing mandatory information are indicated in red (as illustrated in the image below).

⚠ Remember to complete the missing information and sign the profile ✕

PAD_50110 - PROFILE   E-mail is mandatory

PAD_50120 - PROFILE   Enter the address and postal code (if available) or the P.O. box

[Close]

6.2 User Manual, e-Learnings and Frequently Asked Questions

Select the "**User Manual**" link in the left main menu. You will be redirected to the documents you need: User Manuals, e-Learnings, FAQs, as well as the **EuropeAid Offline Registration Form**.

6.3 Online IT Support

For any technical assistance request, please use the "Online IT Support" Form available for the application via the dedicated link in the left main menu.

To ensure a reply as soon as possible, you are kindly asked to contact us in English or French.

Online technical support   ✕

Is this a new request or a follow-up request?   ◉ New request   ○ Follow-up request

[Next]

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

6.3.1 New requests for support

For a new support request, select the "**New request**" option on the pop-up window, and then click on the "**Next**" button. An online form will be displayed.

Online technical support: new request

e-mail *	user.name@ec.europa.eu
Phone number *	55577
Call reference	1310232 Lot 1 Leave empty if not applicable
Category *	PADOR

Description of your request *

Attachments ↑ No document ...

Send

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

For any technical assistance request, please use the 'Online support' form available in the system; to ensure a reply at the earliest convenience, you are kindly asked to contact us in English or French.

Enter the required information – Pleas note that **all** the fields marked with an asterisk (*) are mandatory:

Field	Description
E-mail	The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you want to receive IT support information at a different e-mail address.
Phone number	Enter the phone number where IT support can contact you for details concerning your request.
Call reference	Enter the call reference and *lot* that your request concerns, if applicable. If you are inside the call, the system detects automatically the reference and the lot number.
Category	Select the tab or part of the system where you encountered the error.
Description of your request	Use this field to explain the technical difficulty that you are experiencing.
Attachments	Click on the blue arrow to upload a screenshot of the error / issue – this is not mandatory but can help IT support in detecting the cause of the problem.

Click on the "**Send**" button when all the information has been filled in. Your request will be treated as soon as possible.

Once IT Support registers your help request, you will receive an automatically generated e-mail which will contain the reference of your request (SMT Reference). Please use this reference in any future communication with IT Support regarding the same request.

6.3.2 Follow-up on existing requests

For an existing support request, select the "**Follow up request**" option on the pop-up window, and then click on the "**Next**" button.

Online technical support

Is this a new request or a follow-up request?	○ New request ● Follow-up request

Next

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

An online form will be displayed, allowing you to enter your contact details, as well as the incident reference (SMT Reference).

Online technical support: follow-up request

e-mail *	john@gmail.com
Phone number *	00446522542162
Incident reference *	IM0013212345

Description of your request *

New error when clicking "Upload"

Attachments	🗑 add edit doc.PNG

Send

Fill in this form if you have a technical problem or a question on how to use PROSPECT/PADOR.

For questions about the call refer to the guidelines and the instructions about where to send your question.

For any technical assistance request, please use the 'Online support' form available in the system; to ensure a reply at the earliest convenience, you are kindly asked to contact us in English or French.

Enter the required information – Pleas note that **all** the fields marked with an asterisk (*) are mandatory:

Field	Description
e-mail	The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you want to receive IT support information at a different e-mail address.
Phone number	Enter the phone number where IT support can contact you for details concerning your request.
Incident reference	Enter the reference you received when your initial request was recorded by IT support.
Description of your request	Use this field to explain the technical difficulty that you are experiencing.
Attachments	Click on the blue arrow to upload a screenshot of the error / issue – this is not mandatory but can help IT support in detecting the cause of the problem.

Click on the "**Send**" button when all the information has been filled in.

Print your profile in e-Calls PADOR

Manual for Applicants