

# Chapter 3 - Updating an existing e-Calls PADOR profile

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## 3. Updating an existing e-Calls PADOR profile

To update an existing e-Calls PADOR profile, you have to be on the list of users of relevant profile, and have the relevant permissions (i.e "Edit"). Every time you update a profile, a user who has the permission to "Sign", has to connect to e-Calls PADOR and sign the profile again to validate the data (please see [Chapter 2.3.2 Signing the profile - How to validate the profile/get the EUROPEAID ID?](#) for more information on how to sign the profile).

Once the profile has been signed again, a notification will be visible in e-Calls PADOR, and a notification e-mail will be sent to all users in the "User list" tab.

### 3.1 I am already on the list of users

If you **are already on the user list** in the "User list" tab of the profile, please follow the below instructions to modify the existing profile:

1. In the left main menu, click on the "My organisation" link and select from the existing profiles the one you want to modify/update.

My organisations		
EuropeAid ID	Organisation name	Last signed:
AM-2016-BNK-1705000647	<a href="#">My Organisation AN</a>	17/05/2016

2. Follow the data entry instructions in [Chapter 2.3 - Create an e-Calls PADOR profile of your organisation](#) of this manual.

### 3.2 I am not yet on the list of users

If you **are not yet on the user list** in the "User list" tab of the profile, please follow the below instructions to modify the existing profile:

1. In the left main menu, click on the "Search organisation" link.
2. Fill-in the search criteria of the organisation in the fields as illustrated in the image below.

#### Search

Note that the search takes accents into account. Example: "société" and "societe" will give different results.

Established in *	<input type="text"/>	EuropeAid ID	<input type="text"/>
Organisation name	<input type="text"/>	Registration number	<input type="text"/>
Abbreviation	<input type="text"/>	VAT number	<input type="text"/>

Fields marked with an asterisk (\*) are mandatory

#### Search results: PADOR profiles

You have to specify at the least 2 search criteria: (1) the country of establishment, and (2) one of the remaining fields. Then, click on the "Search" button.

3. **Check the search results** and identify the organisation by making sure the organisation's information corresponds to the one you are looking for. You can also see if it is **linked to an European Commission contract**.

#### Search results: PADOR profiles

This is the list of signed (validated) profiles found on the basis of the criteria you provided.

If you want to request access, send an e-mail to the organisation. Otherwise, contact the IT support via the online support form in the left menu and follow the instructions. See also the user manual.

Organisation name	City	E-mail	Linked to an EC contract
<a href="#">BUNDESKAMMER FÜR ARBEITER UND ANGESTELLTE (B...</a>	Vienna	prospect.redirect@gmail.com	Yes

- Click on the name of the organisation to display the address details, allowing you to contact the organisation to request access to their profile. The organisation grants you this access through the "+ Add a user" functionality on their "User list" tab – please see [Chapter 2.3.1.3 - User List tab](#) for more information).

**i Address details for myorg** ×

**Address**

**P.O. Box** 10102

**Postal Code**

**City** La Paz

**E-mail** [contact@myorg.com](mailto:contact@myorg.com)

OK

- Once you have gained access to the profile, you can update it by following the instructions in [Chapter 3.1 - I am already on list of users](#).

In case of difficulties in getting access to the profile, please contact IT Support by clicking on the "Online IT Support" link in the left main menu. For more information concerning support, please read [Chapter 6.3 - Online IT Support](#).

**To gain access to a profile, you have to send an official request by attaching the following information:**

- A scanned signed version of a LEF Form duly filled in and signed.**

To obtain a LEF Form, please [click here >>](#), search for the LEF Form you need (**E3e2 Legal Entity File (for private bodies)** or **E3e3 Legal Entity File (for public bodies)**), then download the relevant document.

E3e2	Legal Entity File (private companies)	Download
E3e3	Legal Entity File (public bodies)	Download

- A scanned version of the original statutes of the organisation.**
- An official letter (written in English, French or Spanish) attesting that you are a member of the organisation and authorised to access the e-calls PADOR profile as a signatory user.** If you are requesting to add other users on the "User list", indicate the persons' names and e-mail address linked to their EU Login profile (please see [Chapter 2.1 - Log-in to e-Calls PADOR with your e-mail address](#)), and specify who can have the permission to "Sign" the e-Calls PADOR profile.



Please note that it is mandatory to have **at least two users** who can "Sign" the e-Calls PADOR profile.-

[How to register your organisation in e-Calls PADOR?](#)

[Notifications in e-Calls PADOR](#)