

# Chapter 6 - Help in e-Calls PROSPECT

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## 6. Help in e-Calls PROSPECT

The following solutions are available should you have any issues/questions regarding e-Calls PROSPECT.

### 6.1 E-Learnings

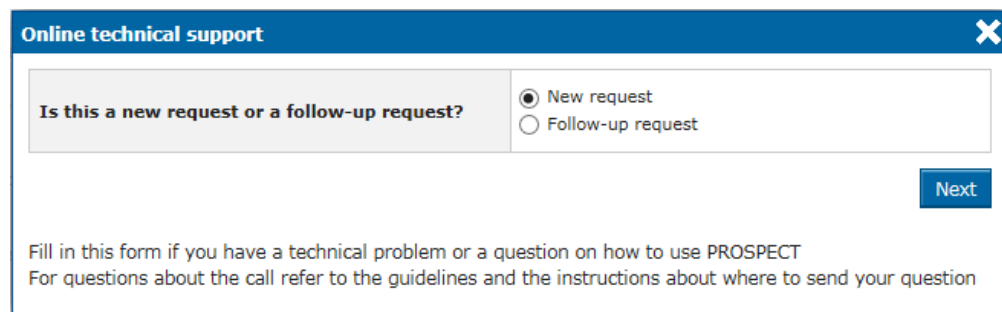
[e-Calls PROSPECT e-learning videos](#) are available to show you how to perform specific actions in e-Calls PROSPECT:

- Using e-Calls PROSPECT to find a call for proposals to apply for;
- Filling in an application for a call for proposals and sending it to the European Commission;
- Monitoring the status of your application and viewing the results of evaluations related to it.

### 6.2 e-Calls PROSPECT Support Helpdesk (IT issues only)

Should you have any technical difficulties while using e-Calls PROSPECT, please select the "**Online support**" option in the left main menu.

A pop-up window will request whether you are contacting the support team for a new request, or for updates on an existing request.



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

#### 6.2.1 New requests for support

Select the "**New request**" option, and then click on the "**Next**" button. A form will be displayed.

Online technical support: new request

e-mail \*

uat:july.2013.org1@gmail.com

Phone number \*

Call reference

150240 Lot 2 Leave empty if not applicable

Category \*

Contact tab

Project tab

Co-applicants tab

Document tab

Technical issue

Letters

PADOR

PADOR request access

Other

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 – 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 connected user. You can change it if you require receiving helpdesk information at a different e-mail address.
Phone number	Enter the phone number where the helpdesk 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 screen where you encountered the error: application tab, other technical issue, PADOR, Other...
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 the support team 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 the IT Helpdesk registers your help request, you will receive an automatically generated e-mail which will contain the reference of your request (SMT Reference - highlighted in the **red** box in the image example below). Please use this reference in any future communication with the IT Helpdesk regarding this same request.

Do not forget to include the call number, as well as the lot for which you are applying.

Status	Registered
Subject	PRO - Issue with uploading documents
Reference	IM0014773988
Registration time	20/06/2016 17:12
Request type	REQUEST FOR INFORMATION
Description	Issue with attaching documents  Should you wish to add further information to your ticket, please reply to this email.
More Information	Follow the history and details of your request: From <a href="#">INSIDE the European Institutions</a> or from <a href="#">OUTSIDE the European Institutions</a> .



Please note that if the issue concerns the call itself (**not the e-Calls PROSPECT application**) – such as publication details, application details, requirements for applications, etc. – you must address your request to the functional e-mail address of the specific call.

## 6.2.2 Follow-up on existing requests

Select the **"Follow-up request"** option (displayed once you click on the "Online support" link in the left main menu), 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  
For questions about the call refer to the guidelines and the instructions about where to send your question

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

Online technical support: follow-up request

e-mail \*

Johns@gmail.com

Phone number \*

555-44454

Incident reference \*

IM001035555

Description of your request \*

New error

Attachments

13-Prospect - Evaluation.ppt

Send

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

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

Enter the required information – 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 connected user. You can change it if you require receiving helpdesk information at a different e-mail address.
Phone number	Enter the phone number where the helpdesk can contact you for details concerning your request.
Incident reference	Enter the reference you received when your initial request was recorded by the helpdesk team.
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 the support team in detecting the cause of the problem.

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

## 6.3 e-Calls PADOR

Should you have any questions concerning e-Calls PADOR, please consult the dedicated [e-Calls PADOR webpage](#), [e-learning videos](#), and the [e-Calls PADOR Manual for Applicants](#).

If you still have not found an answer to your question, you may contact [EC External Relations Application Support](#) (ERAS).

[How to submit an offline form? In the case of technical issues in e-Calls PROSPECT Manual for Applicants](#)