PRogramme Information and Activity Management Operational System (PRIAMOS)

Frequently Asked Questions (FAQ)

the **PRIAMOS USM Team**
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Frequently Asked Questions (FAQ) – rev. 3.8/22.11.2012

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REQUIREMENTS

1. What do I need for working with PRIAMOS (Windows requirements)?

PRIAMOS can be accessed via the internet, so **an internet browser** is required and **Adobe Reader** is required for filling in forms.

Supported web browsers (32Bit browsers only. 64Bit Browsers are not supported):

- Mozilla Firefox 2 and higher
- Internet Explorer 6 or 7
- Internet Explorer 8 or 9 (in compatibility mode)

> **NOTE:** By default Windows 7 64Bits comes with both the 32Bit and 64Bit versions of Internet Explorer Only the 32Bit version can be used with PRIAMOS

Supported PDF programmes:

- Adobe Reader 8.0 or higher

> **NOTE:** Only Adobe Reader is supported. No other PDF applications are supported (Including Adobe Writer).
> **By using any other program you will make your application unreadable to the PRIAMOS system!**

2. What do I need for working with PRIAMOS (Macintosh requirements)?

Mac computers are **not officially supported**. However PRIAMOS has been **used successfully** with Mac computers.

Supported Operating System:

- OS X version 10.5.8 (Leopard)

Supported web browsers:

- Mozilla Firefox 2.5 or higher

Supported PDF programmes:

- Adobe Reader 8.1.x

> **NOTE:** The above are only guidelines, but most importantly a compatible web browser and PDF application are required.

It would be advisable to first **test with your current Macintosh computer** to see if you are successful before upgrading/changing your browser and/or PDF application.

REGISTERING IN PRIAMOS

3. How do I register an organisation in PRIAMOS?

It is required that an organisation is **registered in PRIAMOS** in order to download the application forms and follow up on any Grants.

Only **one registration per organisation** is required as it can be used for multiple applications. Multiple Legal Representatives and Contact Persons can be linked to each organisation registered in PRIAMOS.

Registering in PRIAMOS:

- Follow the below **link** to open the registration form:
  https://ec.europa.eu/priamos/register

- **Fill in and submit** the registration form. (fields marked with a " * " are compulsory)
- On **correct registration**, a short message will appear on the screen and the form will be displayed empty.
- On **incorrect registration** (e.g. a mandatory field not filled), a short message will appear on the screen. The form appears again, prefilled with your current data. There you can make necessary corrections and submit the registration form again.
- Once the registration is **successfully submitted** the registration request will be submitted to the PRIAMOS system. You will receive a **confirmation email** within 15 minutes.
- The registration is then **processed manually**, please be patient. This can take some time.
- When the registration has been manually processed, an **email with the login information** will be sent to the contact person's email address.

4. Do I need to register each time I want to apply for a grant?

No, once an organisation is registered in PRIAMOS it can be used for multiple applications.

WORKING IN PRIAMOS

5. How do I login to PRIAMOS?

Only registered PRIAMOS users can login to PRIAMOS.

- To login please use following **link**:

  https://webgate.ec.europa.eu/priamos/toto/bc/bsp/sap/crm_ui_frame

! Please note: ONLY LOG IN in English !

- Use the Login name and Password sent to the **Contact Persons** email address after the registration request has been accepted in PRIAMOS (We recommend insert this password by copy and paste).
- You will be requested to **change your password** during the your first login.

NOTES:
1. **Password rules**: minimum length of 8 characters, at least 1 lower case letter, 1 upper case letter and 1 digit.
2. While you type the password, please pay attention to the keyboard settings you have. In different national keyboards the keys are placed differently.
3. If you have a problem with your password, contact HOME-JUST-PRIAMOS-USM@ec.europa.eu . Please **indicate your login name** in your email.

6. I have lost my Login name and/or Password and want to login to PRIAMOS, what must I do?

It is **not possible to recover your login name** and/or password details automatically. An email must be sent to the USM mailbox requesting a reset.

To recover your login details:

- Send an email to HOME-JUST-PRIAMOS-USM@ec.europa.eu indicating the following (where possible):
  - The **name of your organisation**
  - The **registration number of the organisation** received during the registration procedure
  - Your **PRIAMOS login name**
  - The **email address** of a contact person in PRIAMOS

NOTES:
1. These **requests are treated manually**. You will receive your login name and new initial password by email once your request has been processed manually. Please be patient.
2. After the password reset, when you first login to PRIAMOS, you will be **prompted to reset your password**. This is for security reasons. The password rules are a minimum length of 8 characters, at least 1 lower case letter and 1 upper case letter and 1 digit.

7. How do I log off of PRIAMOS?

When you have finished working in PRIAMOS use the "**Log Off**" option instead of closing your browser window.

THE APPLICATION

8. Can I make changes to my organisations details, including the Legal Representatives and Contact Persons in PRIAMOS?

Currently you are able to manage your contact details by your self:

- **Login** to PRIAMOS
- Click on the "**Organizational Data Update**" link in the left menu.
- The contact details are at the top. The contact persons and/or legal representatives can be **added, modified or deleted**. Select the relevant link from the "**Navigation**" section. The rest of the navigation is intuitive.
- Requested changes will be **valid after approval by the system administrator** and only then will be available in newly downloaded application forms.

Please choose the correct option when working with contact person or legal representatives:

- **Add:** Use the add option to add a **new** contact person or legal representative
- **Modify:** Use modify to change the details of an **existing** contact person or legal representative
- **Delete:** Use to delete the data for a person who is **no longer involved** with the organisation

DO NOT choose MODIFY to change the details of one person to a different person, the request will be rejected.

NOTE:
1. Each change **request is treated manually**. Do not repeat the same request again. The request will be processed soon and you will be informed by email. **Please be patient**.
2. Do not resubmit an application form if contact details have been changed. Your contact details in PRIAMOS system are always the details last submitted. If necessary you will be contacted.

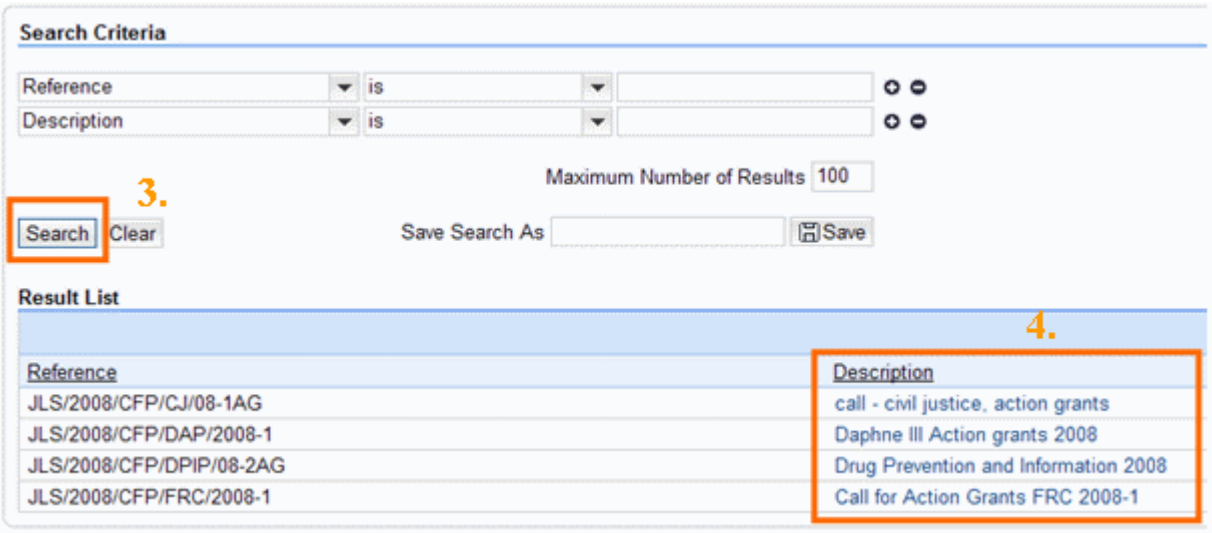
9. How can I download a grant application form?

NOTE: Please **save the application form to your local computer** before you start filling it in.

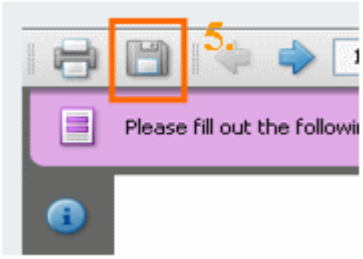
Follow the below steps to download an application form:

- Click the "**Applications**" link in the left menu and then click on "**Download Forms**" link.

- In the selection screen, it is **recommended to leave the criteria fields empty** and simply click on the "**Search**" button. Then you will see all application forms available for Call For Proposals currently open for submission.



- **Click on the description** (blue text) in the "**Description**" column of the relevant application form.
- **Save the application form** to your local computer by clicking on the diskette icon at the top of the application form.



10. Not all drop-down boxes are working in my form?

Please make sure that when you log on to PRIAMOS that you only connect in English. Other language versions of PRIAMOS are not supported. You may however fill in the form in any official European language, unless it is specified otherwise in the call text of the Call for Proposals for which you are applying.

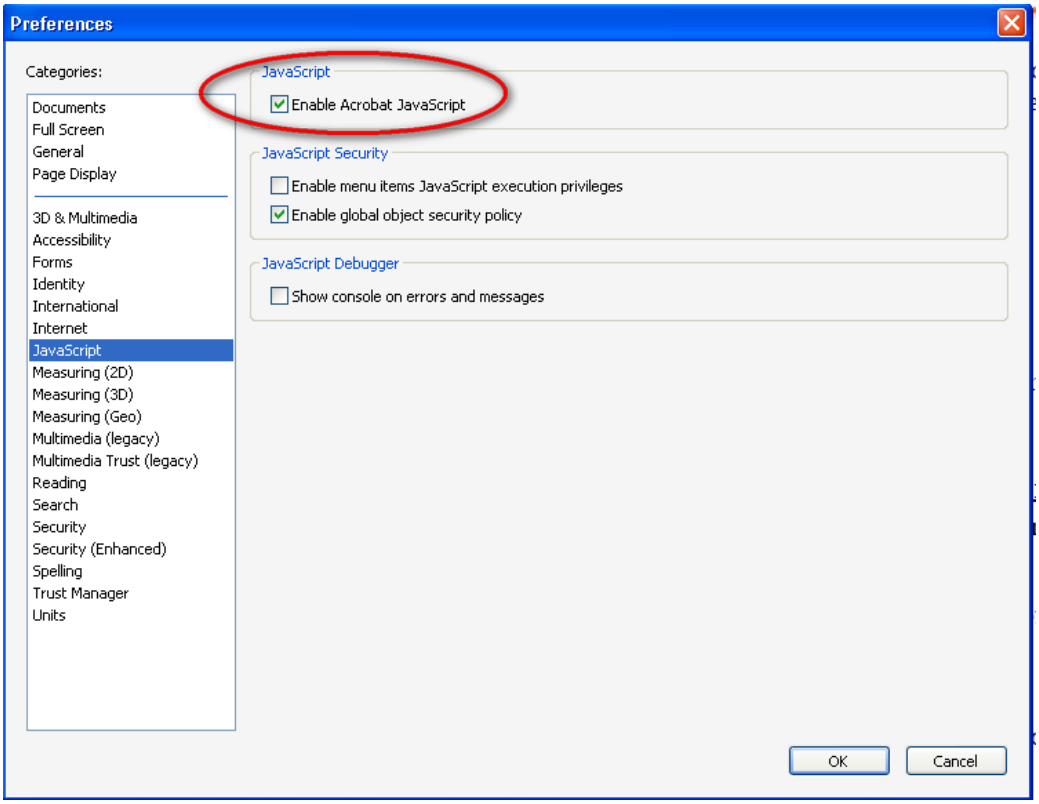
11. I cannot visualise the application form: PRIAMOS freezes or displays a "Please wait..." message

There are 2 possible causes for the below message:

Please wait...
If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

A **A 64Bit version of internet browser is being used**. Please use a 32Bit version of Internet Explorer or Firefox. By default there is a 64 Bit and 32 Bit version of Internet Explorer installed on Windows 7 64 Bit computers.

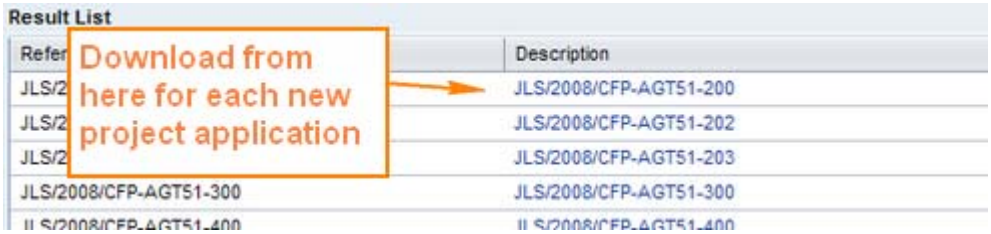
B **Adobe Reader JavaScript is not enabled**. Some versions of Acrobat reader are installed without JavaScript enabled. PRIAMOS uses dynamic PDF forms so JavaScript must be enabled. You can enable JavaScript when you go to 'Edit' and then 'Preferences'.



12. Can I use the same application form to apply for 2 or more projects under the same call?

No, each downloaded application form can only be used for one project application. Each application form is unique.

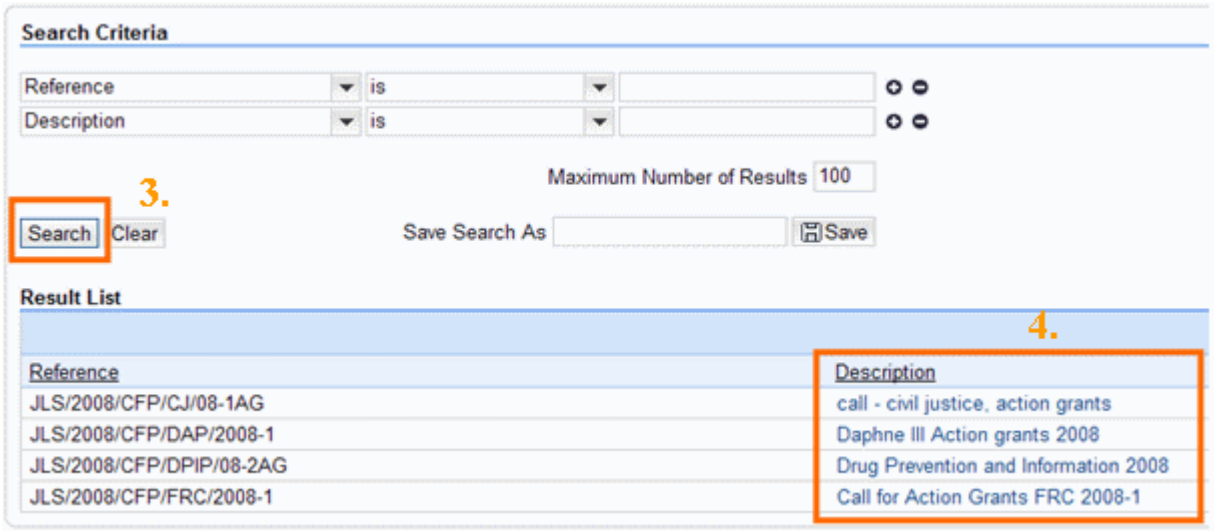
NOTE: DO NOT OPEN THE APPLICATION FORM AND SAVE IT MULTIPLE TIMES (i.e. 1 time for each planned project application). The process of clicking on the Description link to open the application form in your browser must be performed for each new project application (see the steps below for instructions)



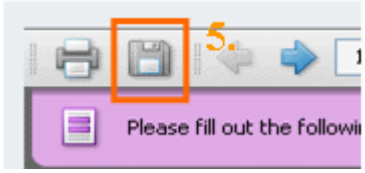
The following are the **minimum steps for creating application forms for multiple projects** related to the same Call for Proposal:

- **Click** the "**Applications**" link in the left menu and then click on "**Download Forms**" link.

- In the selection screen, it is recommended to leave the criteria fields empty and simply click on the **"Search" button**. Then you will see all application forms available for download.



- **Click on the description** (blue text) in the "Description" column of the relevant application form.
- **Save** the application form to your local computer by clicking on the diskette icon at the top of the application form.



- **Repeat ALL** the steps above and save the 2nd application form to your computer

NOTE: If the same PDF Application form is used for different projects, PRIAMOS understands it as an update to a previously submitted application and **will update the existing application**.

13. I cannot fit the title of my project into the field provided for it in the application form, what can I do?

The Title field is **limited to 40 characters**, if your project name is too long to fit then **use abbreviations** in the name to make it shorter and include the full title in the Project Summary field.

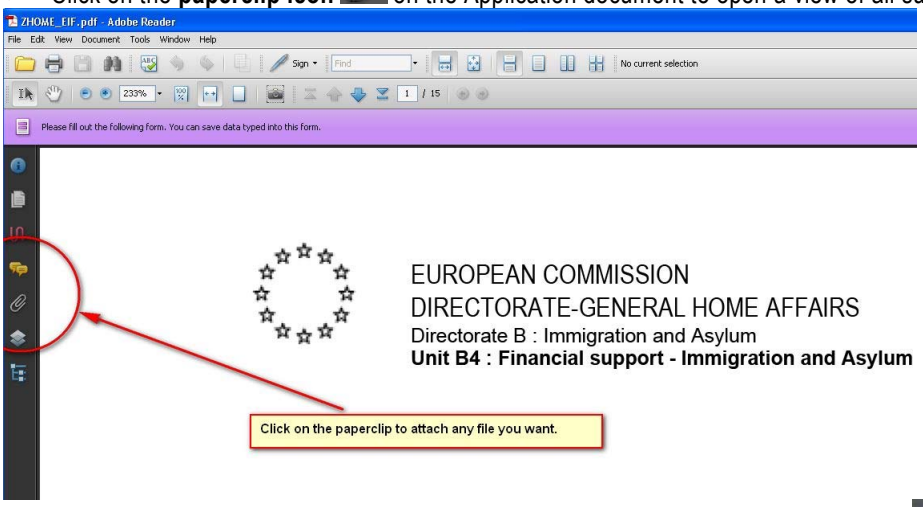
14. I have downloaded the application form, but where can I find and/or add annexes?

Editing of the application form has to be **done on your local computer** and not in the internet browser window.

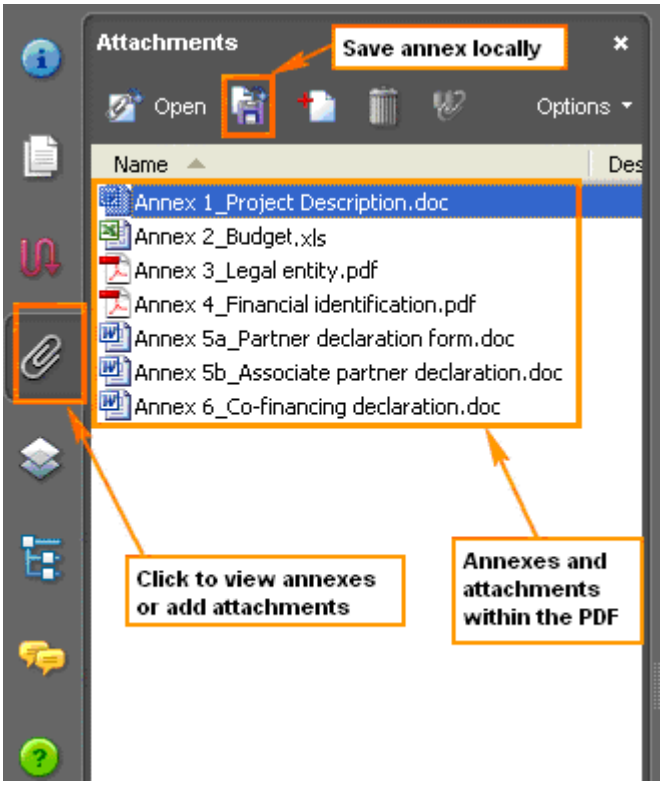
All annexes to the Application form can be found in the attachments window of the PDF form and can be edited as follows:

- Open the relevant application form with **Adobe Reader**

- Click on the **paperclip icon** on the Application document to open a view of all supplied annexes



- Highlight the annex to be edited and **save it to your local computer** by clicking the icon
- **Fill in** the annex
- **Re-attach** the annex using the icon
- **Delete** unnecessary attachments using the icon
- Attach any extra documents before uploading



NOTE: All attachments have to be **inserted directly into the downloaded PDF application form** and cannot be uploaded separately or sent by email.

15. The text I pasted into a Word annex does not fit in the text box, some disappears out the edge of the text box. How can I fix this?

This issue is common when text is being **copied from another document** into the annex. The reason for it is that the formatting of the text is also being copied from the originating document and it is not compatible with the annexes formatting.

To solve this you either need to:

- Type the text **manually** into the annex

Or

- **Paste the text into a text application** that has no formatting (e.g. Notepad or WordPad) and then copy the text again from this application and paste it into the annex.

Or

- Change the view of Microsoft to **Web layout**

16. The relevant authorised signatory and/or contact person is not in the list to choose from in my downloaded application form, how can I correct this?

The solution to this issue will depend on whether you have already uploaded the application form into PRIAMOS or not.

Application form has not yet been uploaded

If the application form has not yet been uploaded into PRIAMOS yet then the relevant **person can still be added** to the form as follows:

- **Login** to PRIAMOS
- **Add** the new legal representative/contact person (as explained in a previous question in this FAQ)
- Wait for the **confirmation email** from the PRIAMOS USM Team stating the person has been created in the system
- **Download the application form** once more
- The newly created **person should now be available** in the application form

The application form has already been uploaded at least once

In this case the authorising authority and contact person have already been allocated to the application in PRIAMOS. The person(s) will have to be changed manually by an authorised European Commission user.

Please do the following:

- **Login** to PRIAMOS
- **Add** the new legal representative/contact person
- Wait for the **confirmation email** from the PRIAMOS USM Team stating the person has been created in the system
- **Send an email to the relevant mailbox** mentioned in the Call for Proposal requesting a change to the application details of the relevant person
- **NOTE: DO NOT download a new application form** and submit it as this will result in a new application and not an update of the existing application

17. Is there a size limit on the size of the application form I can upload?

There is a size limit of **100MB** for applications when uploading them into PRIAMOS. This size limit is for the complete application, including all annexes.

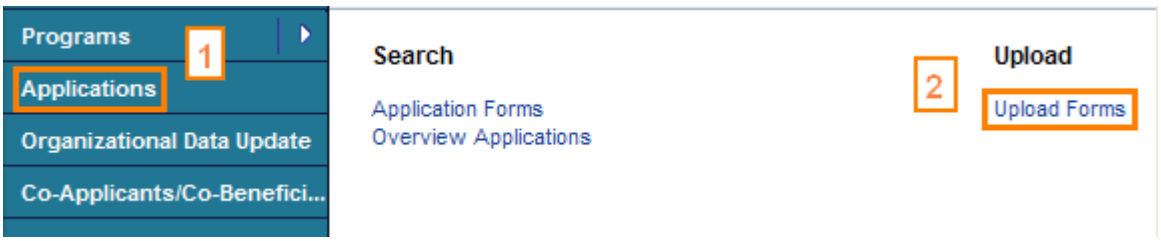
If a file of larger than 100MB is uploaded an error message will be displayed immediately after clicking the "Upload" button.

18. How do I upload the completed application form?

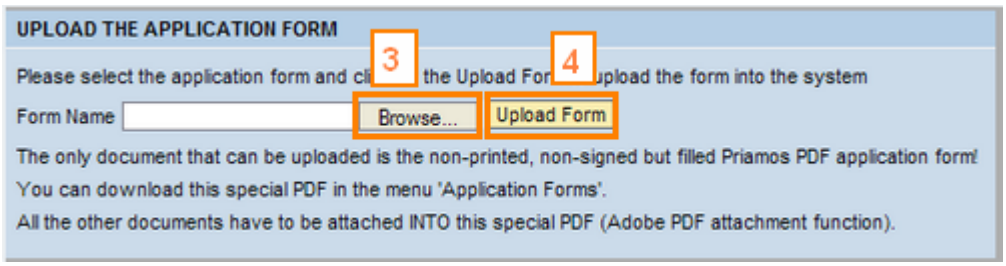
Once you have finished preparation of your application you should **save it locally on your computer**.

Submit your application into PRIAMOS as follows:

- **Login** to PRIAMOS
- Select "**Applications**" -> "**Upload forms**"



- Click on the "**Browse...**" button and **select the relevant application form** in your local computer
- Click on the "**Upload Form**" button



- A message will be displayed when the application has been checked and uploaded correctly.
- A **confirmation email with the official application number** will also be sent to the Contact Persons email address when the application form has been **successfully processed** and created in PRIAMOS.

NOTE: In case the upload has not been successful an **alert message(s) (in red)** will appear at the top of the screen. Check the Errors section of this FAQ document for possible causes and solutions.

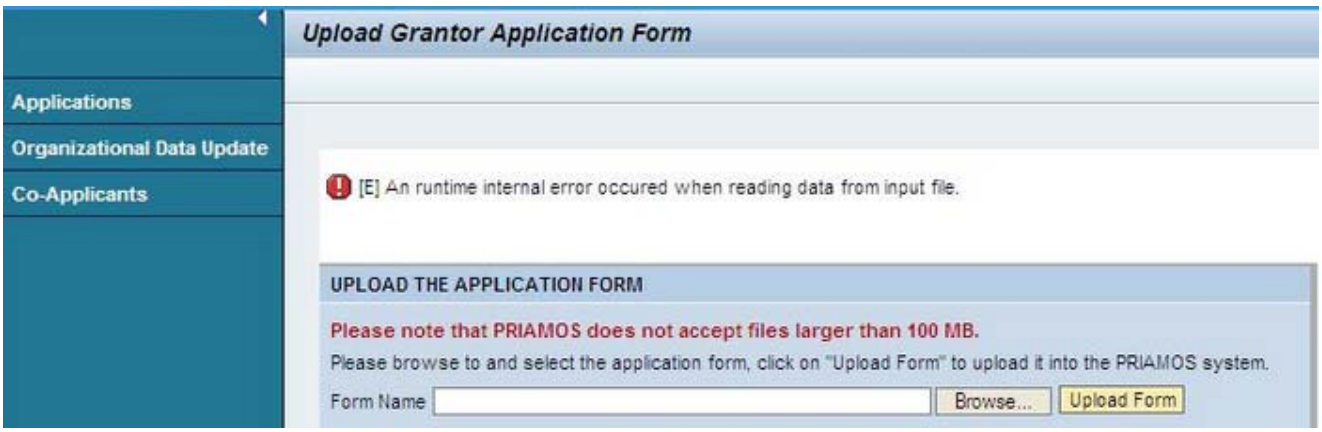
19. When I upload I see " (E) Form check is not ok" on the screen?

Depending on your browser settings part of the screen is hidden. Under the message "(E) Form check is not ok" there are 1 or more lines specifying which compulsory fields are not properly filled out. The most frequent fields that are forgotten are:

- IBAN field can not contain any blank spaces
- Organisation registration number is not filled out
- Not all the lines in the cost table are filled. Please write 0 instead of leaving it blank.

20. When I upload I see " (E) An runtime internal error occurred when reading data from input file." on the screen?

It is possible that the message "(E) Form check is not ok" when uploading an application form. There are numerous possible causes of the message.



The most common cause is the size of the application form; the application form can have a **maximum size of 100MB**. Please reduce the size of the application form and attempt the upload again.

If the error message occurs again please contact the PRIAMOS Help Desk, as indicated in the last question of this document.

21. I have problems uploading my application form, can I send it by email or a paper copy by post?

An application submitted by post or by email **will not be accepted** as unless you have been specifically requested to submit your application this way by the Unit handling the Call For Proposal.

It is important that you let the Unit handling the Call For Proposal know that you are having problems submitting your application **before the application deadline of the relevant Call For Proposal**.

22. How can I be sure that my application has been correctly uploaded in PRIAMOS?

All applications that have been submitted by an organisation **can be viewed with PRIAMOS**, as follows:

- **Login** to PRIAMOS
- Click on the link "**Applications**" in the left menu and then "**Overview Applications**"
- A **list of submitted applications** will be displayed
- **Click on the application number** (in blue) to display the details of an application

NOTES:
1. If several updates have been uploaded the number in the field "**Version**" shows which version is currently displayed.
2. In the section "**Attachments**" you can see the list of your attachments submitted as annexes together with your application. The number in brackets at the beginning of the name of each attachment indicates the version and when the attachments were uploaded.

IMPORTANT: please make sure you receive the application reference by e-mail within 6 hours from the upload and verify that you see your application under the "Applications" section within 6 hours from the upload.

In case you do not receive a confirmation email and your application does not appear under "Application", please contact PRIAMOS USM Team.

23. I uploaded a new application but it overwrote the details of a different project I previously submitted, how can I fix it?

The issue originates when the **same application form is used for 2 separate applications** (i.e. 2 Projects submitted using copies of the same application form).

There are various solutions depending on the circumstances:

Both applications are for projects to be submitted to the same Call for Proposals
In this scenario you have **2 projects and wish to submit 1 application for each project linked to the same Call for Proposal**. The result was when the application for Project 2 was uploaded a new application was not created, instead it was **added as version 2 of the previously uploaded Project 1**.

In this case it is recommended to do the following:
- Leave the **Project 2** data linked to the **existing PRIAMOS application**

- **Download** a new application form (DO NOT USE THE ALREADY DOWNLOADED FORM)
- Fill the newly downloaded form in with the **data from Project 1**.
- **Upload** the new application
- A new application is **created**

The applications are for projects linked to 2 different Call for Proposals

In this scenario you have **2 projects and wish to submit each project under 2 different Calls for Proposals**. The result was that when the application for Project 2 was uploaded a new application was not created for the intended Call, instead it was **added as version 2 of the previously uploaded Project 1 related to a different Call**.

In this case it is recommended to do the following:

- **Confirm** which Project application belongs to which Call for Proposal
- Check in PRIAMOS that the **newest version of the application relates to the correct project for the Call for Proposal**. If not, upload the existing application form containing the data for correct project for the Call again.
- **Download** a new application form for the Call for Proposal for which you have no application as of yet (DO NOT USE THE ALREADY DOWNLOADED FORM)
- **Fill the newly downloaded form** in with the data from the project that relates to the Call for Proposal
- **Upload** the new application as normal
- A new application should be **created** for the correct Call for Proposal

24. Is it possible to make changes to my application after I have uploaded it?

Yes, it is possible to change data in an application after it has been submitted as long as the upload is **before the deadline date** for the call.

Using the SAME application used for the original upload for the same project:

- **Open** the relevant PDF Application form using Adobe Reader
- **Make the changes** required, including edits to annexes and attachments. Ensure that the application form is **complete.**
- **Upload** it as usual
- The application and annexes will be added to those already linked to the application in PRIAMOS. **Each annex will get a new version number**
- **ONLY THE MOST RECENT VERSION OF ANNEXES WILL BE CONSIDERED DURING THE EVALUATIONS**

NOTE: If you do not use the same application form that was used for the initial upload then a NEW application will be created in PRIAMOS.

ERRORS

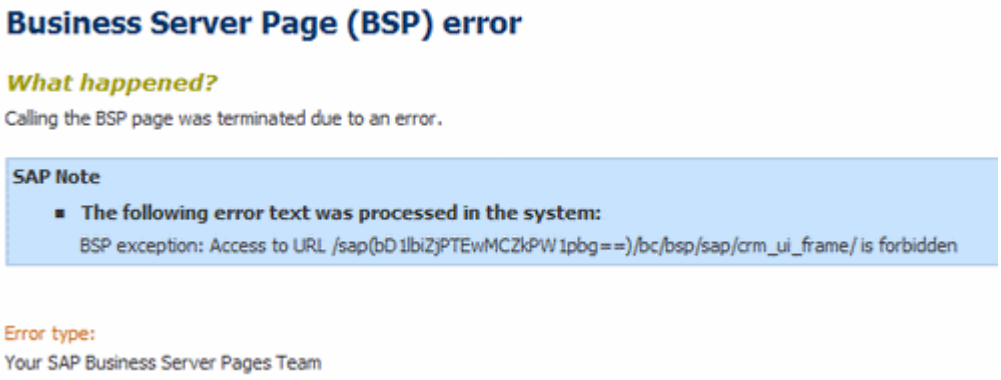
25. In the PDF form attached to the registration confirmation email a "#" symbol has replaced a letter in a word, what is this?

National characters (for example, Cyrillic alphabet is used) can be also used in the registration form. In that case, some characters are **incorrectly displayed in the PDF file** in the confirmation email you will receive.

In PRIAMOS the characters are stored correctly. The problem is only in the PDF file and no action is needed from your side.

26. I receive a "Business Server Page (BSP)" error when I access an application form for downloading, what is wrong?

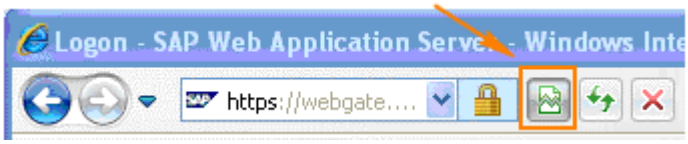
Sometimes an error is given with the heading "Business Server Page (BSP)", as follows:



Mostly this error message is received when accessing an application form for download. The error is caused when **Microsoft Internet Explorer 8** is not in compatibility mode.

Switch IE 8 into compatibility mode as follows:

- Click on **the torn paper icon** next of the URL selection field
- Your IE8 will be switched to the **compatibility mode** and everything should work normally



27. Why do I get the error " ENTER OTHER CONTRIBUTION OR ZERO "0"" when uploading my application form?

The reason for the error message is linked to the fields regarding the **budget in the application form**.

Any field that should contain a **monetary value may not be left blank**. If the field is not relevant or does not have a value then put a **"0" (zero)** in the field, **save** the application and try and **upload** it again.

28. Why do I get the error "Warning error only “a-z A-Z 0-9” are allowed for attachment and form file names" when I upload my application?

Firstly, **control the names** of all the attachments to the application form, the names should not include any characters besides "**a-z A-Z 0-9** _".

If the names of the files are correct the contact the PRIAMOS USM team by **email**:

HOME-JUST-PRIAMOS-USM@ec.europa.eu

Please include the following in your email:

- The **application reference** number (if you received one)
- Any **other error messages** received when uploading
- A **complete description** of events you leading up to the error

29. I get a strange error message when I upload or a Time-Out message

Please ensure that your application form including the annexes is less than 100 MB. Sometimes images can take up a lot of space. They can be reduced to a smaller resolution.

If your file size is below 100 MB then contact the PRIAMOS USM team by **email**:

HOME-JUST-PRIAMOS-USM@ec.europa.eu

Please include the following in your email:

- The **application reference** number (if you received one)
- **Your username (EX_xxxxxx)**
- Any **other error messages** received when uploading
- A **complete description** of events you leading up to the error

30. Whom do I contact for help if I have a question not addressed above?

For every Call for Proposal there are at least 2 contact points:

PRIAMOS Technical question and issues

For **technical questions** regarding PRIAMOS contact the **PRIAMOS USM Team** (for example, error messages when working in PRIAMOS, lost password, how to download applications, how to add contact persons/legal representatives etc.):

HOME-JUST-PRIAMOS-USM@ec.europa.eu

Queries regarding the Call for Proposals

For questions relating to **administrative issues** linked to the Call for Proposal there is an **email address published in the guide for applicants of the relevant Call for Proposals** and/or on the DG HOME/DG JUST webpage.