

PRogramme Information and **A**ctivity **M**anagement **O**perational **S**ystem - **PRIAMOS**

Frequently Asked Questions (FAQ)

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Frequently Asked Questions (FAQ)

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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 (with built-in PDF reader disabled and Adobe Reader enabled)
- Internet Explorer 6 or 7
- Internet Explorer 8 or higher (in compatibility mode, see question 30)

NOTE:

By default Windows 7 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 8.1 or higher

NOTE:

**Only Adobe Reader is supported.
By using any other program you will either make your application unreadable to the PRIAMOS system and possibly illegible as an application!**

Apple computers (Mac) are not officially supported, however, following the user feedback most of the common Mac products (except mobile devices such as Ipad and Iphone) allowed for basic compatibility. Here also it is imperative to use Adobe Reader (see above). **It would be advisable to first test** with your current Macintosh computer **to see if you are successful and not wait until the deadline.**



REGISTERING IN PRIAMOS

2. 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 an asterisk "*" are compulsory)
- On **correct registration**, a short message will appear on the screen.
- 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 **processed manually**. We strive to process every registration within 2 working days.
- When the registration has been manually processed, an **email with the login information** will be sent to the contact person's email address.

NOTE:

When registering for a **Call for Expression of Interest** you register as an individual. Specific guidelines can be found on: http://ec.europa.eu/justice/newsroom/contracts/2014_166915_en.htm

3. 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. However, in case a different contact person is involved, this person should be added to the existing organisation.

Please do not try to add a new contact person or legal representative by modifying an existing person in the database, the request will be rejected. Use the ADD option to create the new person and the DELETE option to remove relevant people.

Note:

You cannot submit applications as an evaluator. You will have to register as an applicant to submit to a *call for expression of interest*. A specific guide for applicants is available on the website of DG Justice for this call. (http://ec.europa.eu/justice/newsroom/contracts/2014_166915_en.htm)



WORKING IN PRIAMOS

4. 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

- Use the **Login name and Password**

- The details were sent to the **Contact Person's email address** after the registration request has been accepted in PRIAMOS (We recommend that you insert this password by copy and paste).

You will be requested to change your password during 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.

5. Why can't I create a new password?

The system will prompt you to change your password when logging on for the first time as the password provided to you is temporary. The expiration time for a password is 90 days. We request you to use strong passwords; therefore your new password must match the following criteria:

- Password is to be a minimum of eight (8) characters long
- Password can be a maximum of forty (40) characters long
- Passwords must contain at least one character in upper case
- Passwords must contain at least one character in lower case
- Passwords must contain at least one digit
- New password must differ from the old one by at least four (4) characters

6. I have lost my Login name and/or Password and want to login to PRIAMOS, how can I retrieve it?

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:

- The **name of your organisation**
- The **registration number of the organisation** received during the registration procedure
- Your **PRIAMOS login name**
- Send the email **from the email address of the 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 rules above apply to each password.

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 change my organisation's details, including the Legal Representatives and Contact Persons in PRIAMOS?

Contact and administrative details are managed by yourself:

- 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.

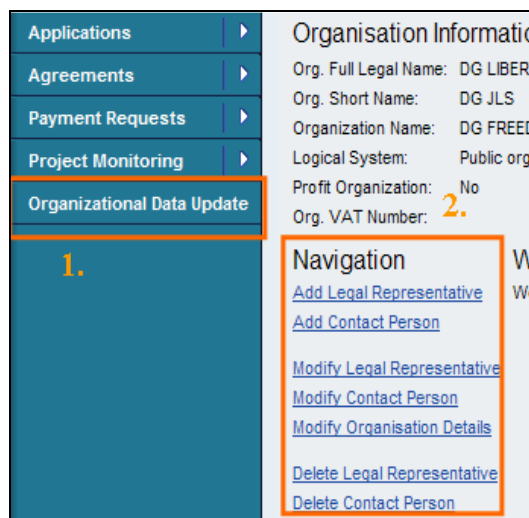
Please choose the correct option when working with contact person or legal representatives:

- **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 as soon as possible 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:

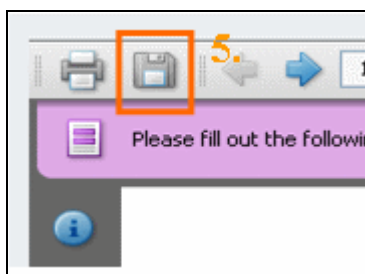
- Click the "**Applications**" link in the left menu and then click on "**Download Forms**" link:



- 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 or Calls for Expression of Interest currently open for submission.

Reference	Description
JLS/2008/CFP/CJ/08-1AG	call - civil justice, action grants
JLS/2008/CFP/DAP/2008-1	Daphne III Action grants 2008
JLS/2008/CFP/DPIP/08-2AG	Drug Prevention and Information 2008
JLS/2008/CFP/FRC/2008-1	Call for Action Grants FRC 2008-1

- **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 the organisational data is correct data in my form?

The organisational data is copied from your registration data and appears in the dark grey fields on the application form. If one of these fields in the application form is empty or contains incorrect data then you are required to:

- **Login** to PRIAMOS
- **Update** the relevant data for your organisation (including contact persons and legal representative data) as specified earlier in this document
- Wait for the **email confirming** that the change request has been **accepted** (not the email confirming that your request has been submitted)
- **Download a new application**, wherein the data will now be correct

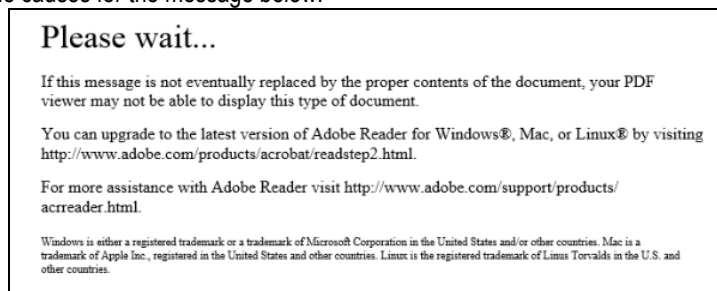
11. Why Can I only add 1 Legal Representative on the application form?

In most situations an organisation only needs 1 signature to legally represent the organisation. If your statutes state that you require the signatures of more than 1 person to represent your organisation then we advise to create another Legal Representative in your PRIAMOS account that combines the individual last names, separated by hyphens, e.g. Mr KINGSTON – DUVALL – ROYSTON.

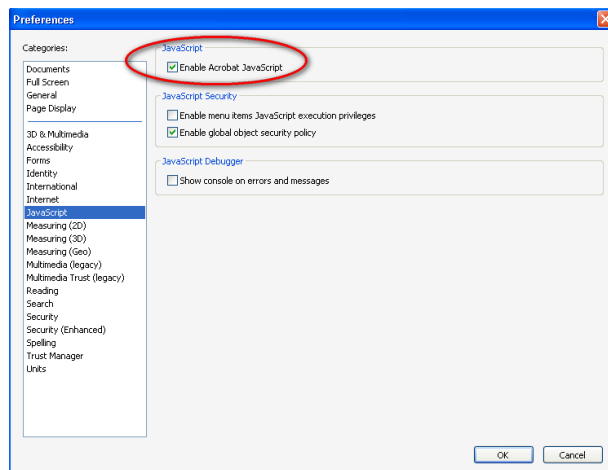
If and when your application is selected for funding, please be sure to point this out to the project officer in charge.

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

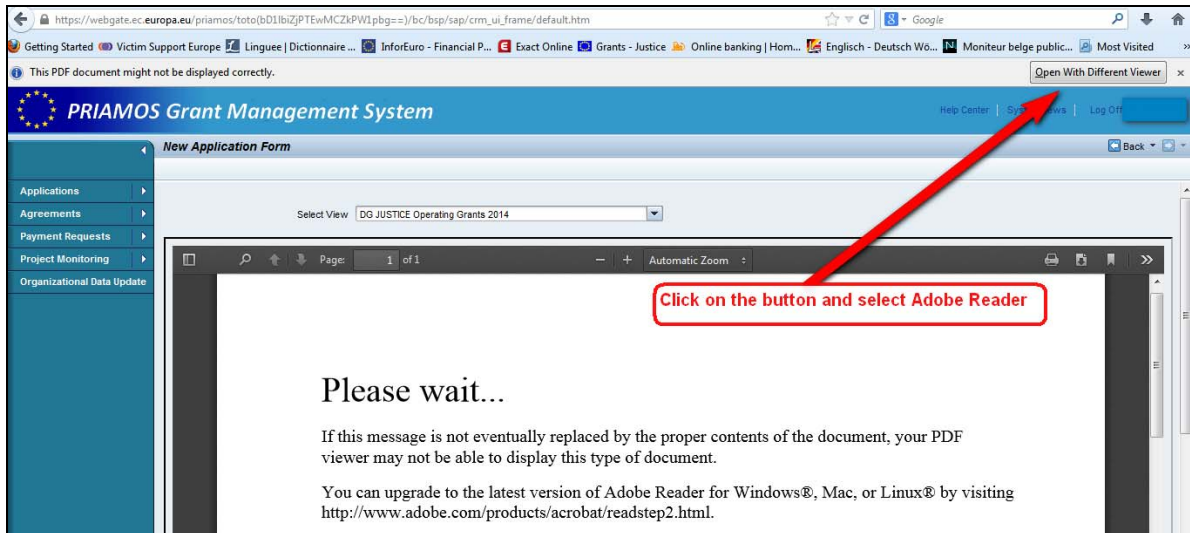
There are 3 possible causes for the message below:



- 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'.

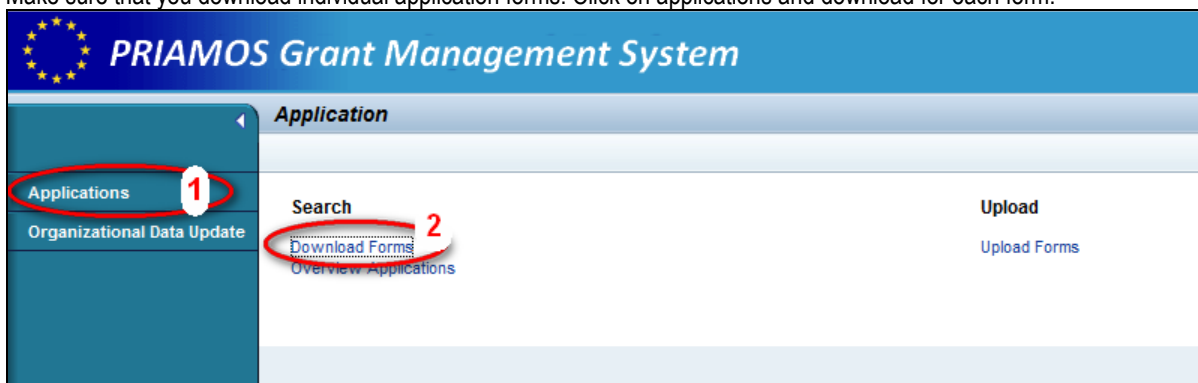


- C **In Firefox, another PDF reader is used.** Firefox has a specific PDF reader as a standard reader. On the top right of the screen you can change this:



13. Can I use the same application form to apply for more than 1 project under the same call?

No, each downloaded application form can only be used for one project application. Each application form is unique. Make sure that you download individual application forms: Click on applications and download for each form:



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**. Therefore, please make sure that the application forms have different application numbers!


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

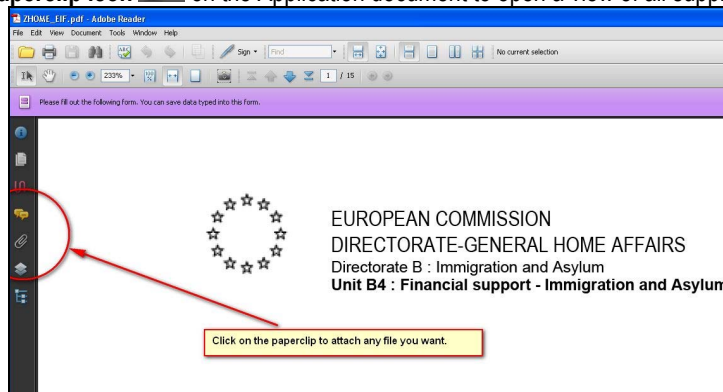
The Title field is **limited to 200 characters**, if your project name is too long to fit then **use abbreviations** in the name to make it shorter and include the full title in the Project Summary field.




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

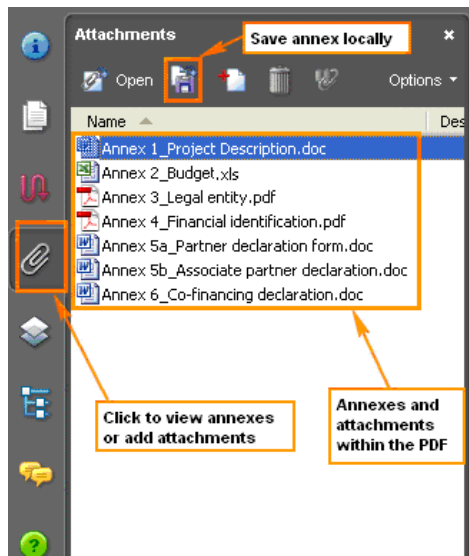
Editing of the application form has to be **done on your local computer** and not in the internet browser window.

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



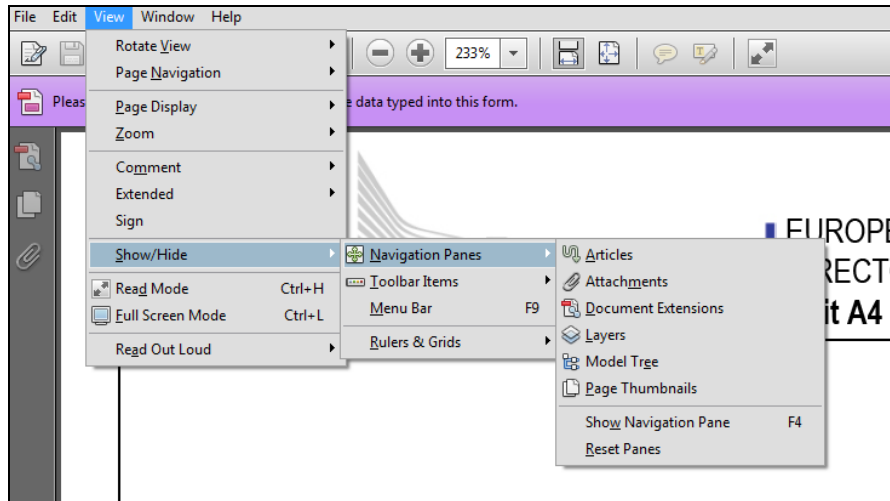
- Highlight the annex to be edited and **save it to your local computer** by clicking the  icon
- **Fill in** the annex
- **Re-attach** the annex using the  icon
- **Delete** unnecessary attachments using the  icon
- Attach any extra documents before uploading



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

16. My Adobe Reader does not have annexes

In some installations the annex options are hidden. To activate this option in your Adobe Reader, go to “View” on the menu, choose “Show/Hide” -> “Navigation Panes” and “Attachments”



17. I'm having problems with Textboxes

The text I pasted into a Word annex does not fit in the text box, some disappears outside 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 have the following options:

- Type the text **manually** into the annex
- **Paste the text into a text application** (e.g. Notepad or WordPad) and copy the text again from this application and paste it into the annex.
- Change the view of Microsoft Word to **Web layout**

18. The authorised signatory or contact person is not in the list

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.

18.1. 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

18.2. 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.

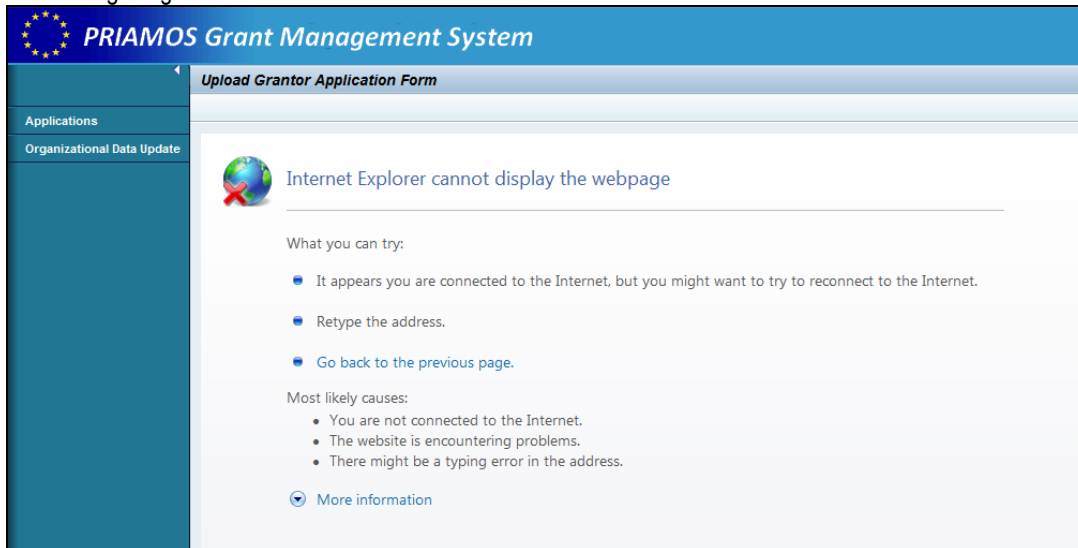
Please do the following:

- **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

19. 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. In some cases, depending on browser and network specifications a time-out message might show:

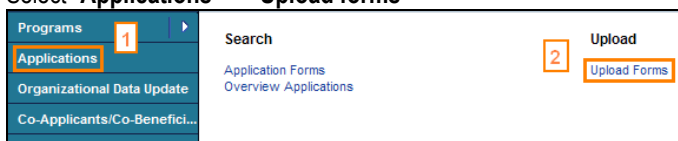


20. How do I upload the completed application form?

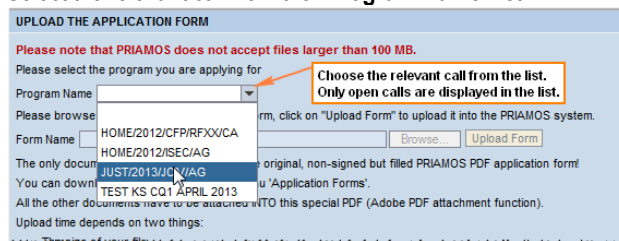
Once you have finished preparation of your application you should **save it locally on your computer**.

Submit your application into PRIAMOS as follows:

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

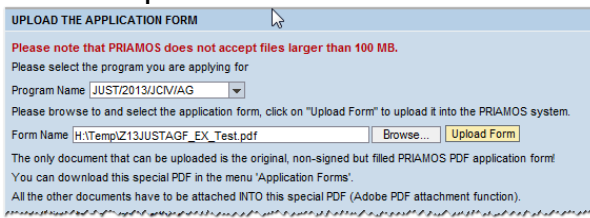


- **Select the relevant call from the "Program Name" list**



- 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 Person's email address when the application form has been **successfully processed** and created in PRIAMOS.

NOTE:

- The **"Upload Form"** button must be clicked before the deadline date and time.
- **3 Additional checks** have been added to the upload procedure:
 - The person logged into PRIAMOS is registered in PRIAMOS as a contact person for the Organisation mentioned in the application form being uploaded.
 - The Legal Representative chosen in the application form is still active in PRIAMOS.
 - The application form is for the same call chosen in the drop down list on the upload page.

ANY FAILURE OF THE ABOVE WILL RESULT IN THE APPLICATION UPLOAD BEING REJECTED

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

PRIAMOS sends an acknowledgement email with your application ID when your application is successfully processed. Depending on the traffic this can take up to 6 hours. In the meanwhile, you can go to "Application" and "overview Applications" to review your submission.

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 as soon as possible!



22. 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 done **before the deadline date** of 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.

23. When do I receive news on the evaluation, and its results?

PRIAMOS is a tool that is used by different units and directorates in DG HOME AFFAIRS and DG JUSTICE of the European Commission. PRIAMOS allows applicants to register and submit their applications. The evaluation process is run by the respective units and the PRIAMOS helpdesk is not directly involved, except for technical issues. Please send your questions and comments regarding the evaluations and their results to the functional mailbox of the call to which you have applied.

24. 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**.

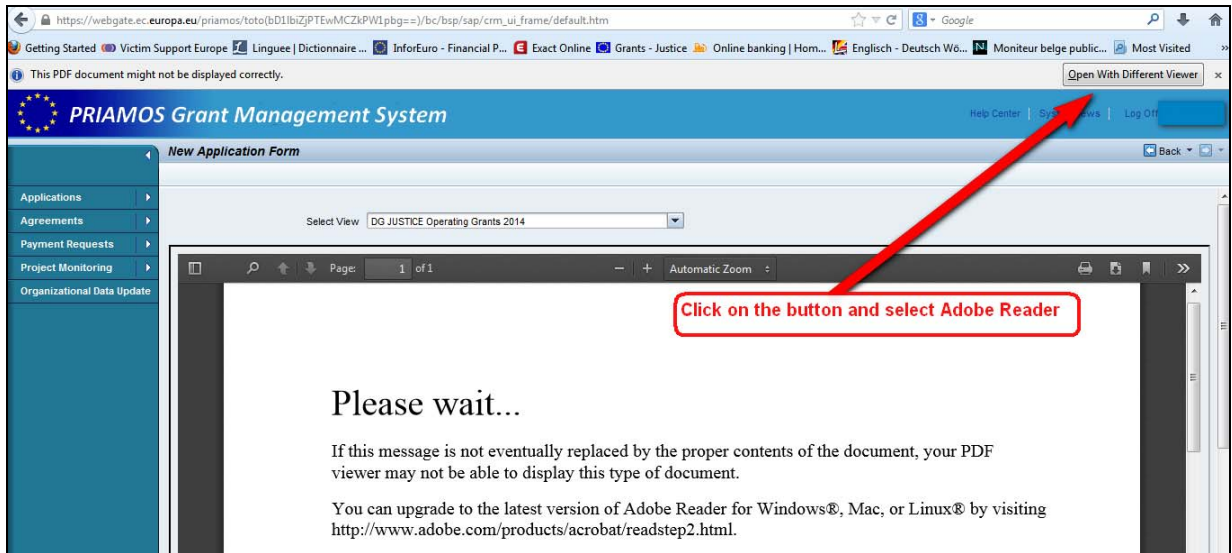
NOTE:

It is important that you inform the Unit handling the Call For Proposal as well as the PRIAMOS helpdesk (HOME-JUST-PRIAMOS-USM@ec.europa.eu) that you are having problems submitting your application **before the application deadline**.

ERRORS

25. When I try downloading an application form I get a “Please wait...” message?

In **Firefox**, another PDF reader is used. Firefox has a specific PDF reader as a standard reader. On the top right of the screen you can change this:



The Adobe Reader plugin can be set as the default viewer. The instructions to do this can be found at <http://support.mozilla.org/en-US/kb/disable-built-pdf-viewer-and-use-another-viewer>

26. I uploaded a new application but it overwrote the details of a different project I previously submitted.

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:

26.1. 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 **version 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 version 1**.
- **Upload** the new application
- A new application is **created**

26.2. 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

27. 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 2 or more lines specifying which compulsory fields are not properly filled out.

The most frequent fields that are forgotten are:

- 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.
- The person logged into PRIAMOS is registered in PRIAMOS as a contact person for the Organisation mentioned in the application form being uploaded.
- The Legal Representative chosen in the application form is still active in PRIAMOS.
- The application form is for the same call chosen in the drop down list on the upload page.

NOTE

Depending on your browser settings not all the error messages are visible. Check the right side of your screen for scrollbars.

A "#" symbol has replaced a letter in a word, what is this?

Special characters (for example, when 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.

28. I receive a "Business Server Page (BSP)" error when I download an application form?

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

Business Server Page (BSP) error

What happened?
Calling the BSP page was terminated due to an error.

SAP Note

- The following error text was processed in the system:
BSP exception: Access to URL /sap(b01biZjPTEwMCZkPW1pbg==)/bc/bsp/sap/crm_ui_frame/ is forbidden

Error type:
Your SAP Business Server Pages Team

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



29. I use Internet Explorer as advised, and I still have errors?

Internet Explorer 8 and higher needs to be used in compatibility mode.

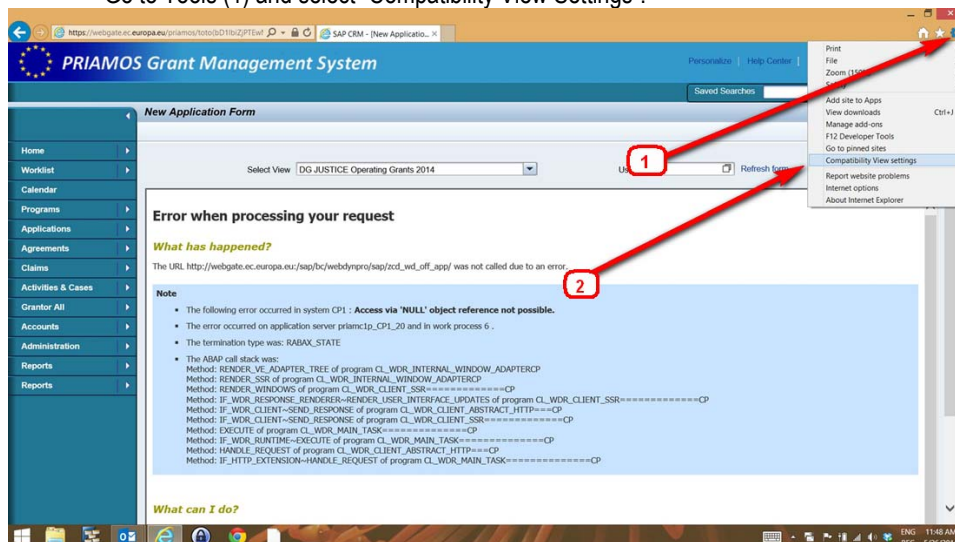
For Internet Explorer 8 and higher:

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

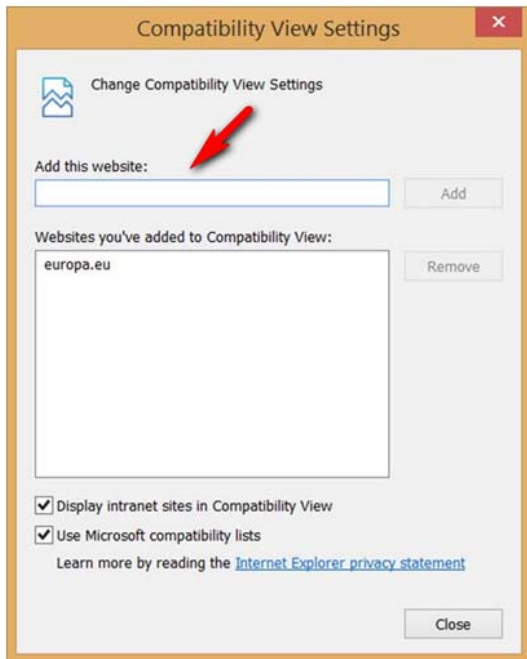


For Internet Explorer 11:

- Go to Tools (1) and select “Compatibility View Settings”:



- In “Compatibility View Settings” add Europa.eu:



30. Why do I get the error "Warning error only "a-z A-Z 0-9" are allowed for attachment and form file names"?

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

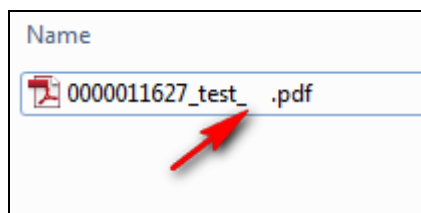
If the names of the files are correct the contact the PRIAMOS USM team by **email**:
HOME-JUST-PRIAMOS-USM@ec.europa.eu

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

31. Why do I receive an acknowledgement that says I have no annexes?

The annexes are stored and archived. Because we use a UNIX system to store files, we cannot have the same freedom when it comes to filenames as in windows. Especially spaces in front of a file extension have been known to cause problems, as well as the use of special characters. See above. Please verify and correct your filenames and/or contact the PRIAMOS USM team. The most common problem is caused by a filename in this format:





32. 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

33. When I upload nothing seems to happen?

A normal upload should never take more than a few minutes, depending on your internet connection.

When you use Firefox and your file is more than 100 MB the application seems to upload endlessly. Please abort your upload, reduce the filesize and upload again. An upload should never take more than a few minutes.

If your file is smaller than 100 MB and you see no upload progress, verify your internet connection and contact HOME-JUST-PRIAMOS-USM@ec.europa.eu

34. 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 administrative issue from 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.