

USER MANUAL

- V.2.0 -

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1 Introduction

1.1 What is PADOR?

The **Potential Applicant Data On-Line Registration (PADOR)** is a database of legal entities. It is the on-line system in which organisations, who are potential applicants to calls for proposals, register and update regularly information about their profile (legal, financial, etc.). Every organisation in PADOR has a unique identification number (EuropeAid ID - EID). The organisation must mention this EID in the application submitted to a call for proposals via <u>PROSPECT</u> (the IT system for online submission).

A new version of PADOR was launched in June 2016. The system has become more user-friendly; the registration and updating of profiles takes less time since there is less information to encode.

In June 2016, all existing profiles in PADOR which were used at least once in the last 5 years were automatically transferred to the new PADOR. Profiles that were inactive for a longer period of time were archived. For more information about the transfer of profiles, please refer to the <u>FAQ</u> <u>document</u>. PADOR is available in English, French, Spanish, and Portuguese.

1.2 Who must register in PADOR

All organisations that apply to calls for proposals as applicants, co-applicants or affiliated entities must be registered in PADOR (ref. Guidelines for grant applicants of the specific call). This includes Civil Society Organisations, public administration bodies, and local authorities. Note that registration in PADOR is not open to individuals (natural persons).

The information registered in PADOR is used by the European Commission during the evaluation of applications as well as for checking the eligibility of the organisations that participate to calls for proposals. The legal personality of an organisation is verified on the basis of the statuses / registration documents uploaded in PADOR.

1.2.1 What if I cannot register online?

If it is impossible to register online in PADOR for technical reasons, the applicants and/or affiliated entity(ies) must complete the offline form "Organisation data form" attached as an Annex to the guidelines of the call they are applying to. This form must be sent **together with the application**, by the submission deadline defined in the Guidelines.

1.3 When to register and when to update a profile?

Organisations must be registered in PADOR before the deadline specified in the Guidelines for grant applicants of the Call for proposals. Note: The Evaluation Committee will only take into account the data that have been most recently validated. Therefore, PADOR profiles must be updated and SIGNED by the specified deadline.

It is strongly recommended to register your organisation in PADOR well in advance and not to wait until the last minute before the deadline to submit your application in PROSPECT.

Attention: at the end of every year, profiles that have not been active during the last 5 years will be archived. Email reminders will be sent well in advance to these organisations notifying them.

2 How to register your organisation in PADOR?

To register in PADOR you will need:

- A sufficiently stable internet connection
- The email address of your organisation;
- A personal username and password to login to PADOR (ECAS User ID and password)

For a better user experience use Internet Explorer V8 or higher, Mozilla Firefox V38 or higher, Chrome version 50 or higher.

2.1 Log-in to PADOR with your username and password

To access PADOR you must have a **special personal username and password** from the European Commission Authentication Service (ECAS).

If you already have a personal ECAS username and password you can go to Section 2.1.2.

If you do not have a personal ECAS username and password, follow the instructions below:

2.1.1 I don't have an ECAS username and password

- 1. Go to the link: https://webgate.ec.europa.eu/cas/eim/external/register.cgi.
- 2. Make sure that the selected domain is "External"; if this is not the case, click on the "Change it" blue button and select "External" from the available list:

EUROPA 2 Authentication Service 2 Where Are Yo	ROPEAN COMMISSION AUT		Contact Privacy Statement English (en) 💌					
Authenticates your identity on European commission websites What is ECAS? ECAs is the European commission Authentication Service. It allows users to access a wide range of Commission information sys- tems, using a single username and password. Once you log in, ECAs will remember you as long as you keep your browser open, buring that time, you won't have to identify yourself again, no matter how many online services of the Commission you access.								
Choose the institution or body for which you composed of w and 7 digits.	Where are you from? Welcome to the European Commission Authentication Service (ECAS). Choose the institution or body for which you want to log in. Choose "External" if you don't work for a European institution or body. Choose "W+7" if you have a special external account composed of wand 7 digas. If you aren't sure, select the "I don't know?" option for help.							
Exercise Exercise		W+7	?					
European Commission European Commission, Executive Agencies.	External Partners, Researchers, Citizens,	I have an account w + 7 digits. Special external accounts.	I don't know? More information about this screen.					
	filter by show all Institutions Regulatory Agencies Joint Undertakings Other							
Agency for the Cooperation of Energy Regulators	Artemis Joint Undertaking	Clean Sky Clean Sky Joint Undertaking	Committee of the Regions					

3. Click on the "Create an account" link in the upper part of the screen:

Europen	EUROPEAN COMMISSION AUTHENTICATION SE	Contact Privacy Statement English (en) RVICE (ECAS)
EUROPA > Authentication Service > Erro	or 403: Unauthorised Access	
	External Is the selected domain correct? CHANGE IT	New password Create an account Help Login
You do not have sufficient privilege	to access the resource you requested.	
for as not have sufficient privilege	to decess the resource you requested.	
	Last update: 16/03/2015 (4.1.0-gsa) 2 ms <u>Contact</u> <u>Privacy Statement</u>	: <u>Top</u>

4. In the ECAS login screen displayed, fill in **all the fields**, enter the security code, and tick the privacy statement acceptance box.

EUROPA > Authentication Service > Create an account		
	External	New password Create an account Help Login
	Create an account	
	Help for external users	
Choose a username	1	
First name		
Last name		
E-mail		
Confirm e-mail		
E-mail language	English (en)	•
Enter the code		
	By checking this box, you acknowledge that you have read and understood the <u>privacy statement</u>	
	CREATE AN ACCOUNT	

5. Click on "Create an account"!

If you need help, click on the 'Help' link that appears in the upper right corner of the screen.

Note that ECAS will send an automated e-mail to the address that you provide here, in order for you to confirm the registration.

Once your ECAS registration is completed, you can continue to Section 2.1.2.

2.1.2 I have an ECAS username and password

- 1. Go to <u>https://webgate.ec.europa.eu/europeaid/online-</u> services/index.cfm?do=pador.welcome&userlanguage=en.
- 2. Give your ECAS username and password. (If you have forgotten your login details click on "Lost your password").

European Commission	Contact Privacy Statement English (en)
Authenticates your identity on European Commission websites	Service announcement! Juit the same ECAS - with a better user experience Service and ECAS - with a better user experience Dependencing of the same ECAS - with a better user experience Service and Services Dependencing of the same ecas Juit service Pasword Service an application asks for my identity Dependencing of the same ecas time an application asks for my identity Dependencing of the same ecas time an application asks for my identity Descrice Council Services
Last update: 16/03/2015	(4.1.0-gsa) 5 ms <u>Contact Privacy Statement</u> <u>Top</u>

3. You will now be redirected to the PADOR main page:

European Commission	PADOR		
European Commission > Internationa	al Cooperation and Development > \	Nork with us > Online services > PADOR	
🏟 My PADOR	My organisation		
My organisations			
Search organisation	EuropeAid ID	Organisation name 🔺	Last signed:
Create organisation	PT-2016-BNS-2305001975	STANLEY**	25/05/2016
Notifications (9)			
Q Useful links			
Online IT support			
User manual			
PROSPECT			
🌢 User			-
User ONE		items per page 10	1 - 1 of 1 items
Logged: 14/06/2016 14:52			
Log me out	Notifications		
	Received on 👻	Subject	
	30/05/2016	Welcome to PADOR/Bienvenue dans PADOR/Welcome to PADOR[ES]/Welcome to PADOR[PT]	

To log out from PADOR, click the "Log me out" button.

2.2 The main menu of PADOR

The **Main Menu** displayed on the left side of the screen is the main tool for navigation through the different screens of PADOR.

🏟 My PADOR				
	My organisations			
	Search organisation			
	Create organisation			
	Notifications (9)			
@ Useful links				
Online IT support				
User manual				
PROSPECT				
🏜 User				
User ONE Logged: 14/06/2016 14:52				
(Log me out			

My PADOR

- My organisations: list of PADOR profiles you have access to
- Search organisation: search existing PADOR profiles.
- Create organisation: create a PADOR profile
- \circ Notifications: list of notifications you receive when creating, saving and signing an organisation's PADOR profile.

Useful links

- Online IT support use this option to contact the IT Helpdesk
- User manual list of useful material (user manuals, FAQs, etc.)
- PROSPECT link to the PROSPECT system, for applying to published calls for proposals. For information on how to apply, please refer to the <u>PROSPECT documentation</u>.

At the bottom of the menu, the login details of the currently connected user are displayed.

You can change the language on the upper right side of your	About this site	Legal notice
screen:	L	

English

2.3 Create the PADOR profile of your organisation

- 1. **Click on Create organisation**. The system will ask you to first check if a PADOR profile already exists for this organisation.
- 2. Fill in the information in the screen below. You must specify at least the country of establishment and one of the remaining fields. Click "Search".

Search								
To avoid creating a profile for an organisation that already has one, please use the search below. Please give at least one of the criteria below, and the country of establishment. The organisation name should be 2 characters minimum.								
Note that the search takes accents into account.								
Established in *	Afghanistan	EuropeAid ID						
Organisation name	AFGHAN	Registration number						
Abbreviation		VAT number						
Fields marked with an aste	risk (*) are mandatory		X Clear Q Search					
- Search results: PA	DOR profiles							
			+ Create new PADOR profile					

- 3. If no existing profile is found, you will be directed in the screen where you can start creating a new profile (Section 2.3.1).
- 4. If existing profile(s) is found, send an email to the email address of the organisation requesting them to give you access to this existing profile (Section 2.3.1.3)

The Search results display only signed (validated) profiles. If you are already in the user list of an organisation displayed in the Search results you can access your organisation profile from the left menu 'My organisations'. If you want to request access, send an e-mail to the organisation. If you don't receive a reply, contact the IT support (use the online support form in the left menu). In your request, make sure you clearly indicate the name and EuropeAid ID (if available) of the organisation you want to access.					
eft menu). In your request, make sure you clea	arly indicate the name and EuropeAid ID (if availab	le) of the organisation you want to access.			
eft menu). In your request, make sure you clea Organisation name	arly indicate the name and EuropeAid ID (if availab	le) of the organisation you want to access.			

5. If existing profile(s) is found, but they do not belong to your organisation, click on the

button "Create new PADOR profile"

+ Create new PADOR profile

You will be requested to confirm that you are not creating a duplicate profile of an existing organisation. Click on "Create" to continue.

+ Create a new profile		×	
Organisation name *	MyORG		
VAT number	155155		
Established in *	Bolivia		
☑ I am aware that the Commission n	night check for duplicate profiles *		
Fields marked with an asterisk (*) are mandatory			

2.3.1 Screens to fill in

To fill in the PADOR profile of your organisation you have to navigate through the following 4 screens: profile, financial data, user list and signature. The data that you have to fill in depends on whether you are an applicant or a co-applicant or an affiliated entity to calls for proposals.

- If the organisation is an applicant in at least one call for proposals :
 - you must fill in 2 screens: profile and financial data.
 - In the userlist you must define at least 2 users who can sign the profile.
 - To complete your profile registration, **do not forget to sign the profile**!
- If the organisation is only co-applicant or affiliated entity in call for proposals :
 - you must fill in 1 screen: profile
 - In the userlist you must define at least 2 users who can sign the profile.
 - To complete your profile registration, **do not forget to sign the profile**!

The EuropeAld ID of an organisation becomes visible once you fill in the relevant information and **sign** (signature screen) the profile. It will appear on the upper banner.

MyORG				
EuropeAid ID:	BO-2016-CFO-1406004367			DRAFT
Last signed:	14/06/2016 16:09 (User ONE)	Last saved:	14/06/2016 16:09 (User ONE)	

2.3.1.1 Profile screen

1. Fill in the requested information. All the fields marked with an asterisk (*) are compulsory.

Turner Mill: To view the UD, profile must be signed Last signed: Profile not yet signed Last signed: Profile not yet signed Last sever: 1400/2015 1532 (Use ONE) Profile Financial data User last Signature Contract details Organisation e-mail* Organisation e-mail* ordiad@murry.com Aldress and postal code OR specify P.O. box Address Profile mathew Cury * Lan Faz Laglid data Legal data Laglid data <th>MyORG</th> <th></th> <th></th> <th></th> <th></th>	MyORG				
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Contact details Contac	Last signed:	Profile not yet signed	Last saved:	14/06/2016 15:52 (User ONE)	
Contact details	Profile Financial data	User list Signature			
Organization name* MyORG Organization e-mail* ordicationyrop.com Abbrevation MyORG Confirm e-mail* ordicationyrop.com Home number Inglish * Address Postal code Prostal code Address Postal code Postal code City* La Paz Postal code Legal data Biblio * Legal data Biblio * Legal form* PUBLIC LAW 0007 * Legal form* Postal code * Postal code * * Registration data and Vtr Exceptory* Puscal code Registration data and Vtr Exceptory* * Registration data and vtr 24015 Date of registration 1409/2013 Target group(s) * * * * I and alone * * * I address * <t< td=""><td></td><td>-</td><td></td><td></td><td></td></t<>		-			
Abbreviation MYDBG Confirm e-mail* contactBamyrep.con Phone number English * · · Address and postal code: OR specify P.O. box Address Address and postal code: OR specify P.O. box Address Postal code </td <td></td> <td></td> <td></td> <td></td> <td></td>					
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Address and postal code OR, specify P.O. box Address	Abbreviation	MYORG	Confirm e-mail *	contact@myorg.com	
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Field	Description			
Legal Type	The Legal type defines whether the organisation is a body governed by public law or by private law. This information is derived from the 'Legal form' of the organisation.			
	Public law body : an entity set up under and governed by the			
	national public law of the State in which it has been established. Example: an entity set up by law or decree like a public agency.			
	Private law body : an entity governed by the national private law of the State in which it has been established. Example: an entity set up by articles of association like a foundation.			
Profit making	It is an organisation which distributes profits to private shareholders or members, instead of using it for activities of public benefit only.			
NGO	Select this option if it is a non-governmental organisation.			
Legal Form	It is the official legal status of the organisation, as displayed in its statutes (or equivalent document). If the legal form of your organisation is not visible in this list, this means that no organisation having this legal form has yet signed a contract with the Commission. If your organisation obtains in the future a contract with the Commission, it will be requested from your organisation to submit a Legal Entity File in a paper document format.			
Category	Defines which type of development applicant, the organisation you are applying with is.			

In case you identify that the Legal Form elements are inconsistent with the country's legal forms, please contact the IT support (EuropeAid-APPLICATION-SUPPORT[at]ec.europa.eu).

- To upload the Statutes or Law, click on the "upload" icon ¹. A pop-up screen will be displayed and you can select the Statutes or Law file from your computer. Click 'OK'. The name of the uploaded file will be displayed next to the icon ¹.
- 3. Select the target group(s) for your organisation by ticking the corresponding box(es).
- 4. In case the profile of your organisation was transferred from the old version of PADOR, please check and modify (if necessary) the amount of **Number of paid and unpaid staff**. The transferred value in this field is an average of the total number of staff.
- 5. In the Additional Information (optional field) try not to exceed 250 words.
- 6. Click on the "Save and continue" button.

2.3.1.2 Financial information screen

The information that you need to provide depends on the role the organisation has in calls for proposals. You **can tick both** boxes if your role changes from one call to another.

Profile	Financial data	User list	Signature
The infor	mation you need to	provide here	depends on the role you have in calls for proposals. Please select:
🔲 Lead a	applicant in at least	one call for pro	posals
Co-ap	plicant or affiliated e	entity in calls fo	r proposals

If you select the option co-applicant or affiliated entity, the screen becomes greyed-out (inactive) because you do not need to fill in the financial data. Click "Save and continue".

If you select the option lead applicant (or you tick both boxes), follow the steps below:

1. Lead applicants who are private bodies must provide a copy of the account of the latest financial year and fill in the information for this year in the tables "Financial data". If the financial report covering the previous year is not yet available, fill in "0" for all the values and upload a document explaining why the report is missing.

inform	ation you need to	o provide here de	epends on the role	e you have in call	s for proposals. I	Please select:		
Lead ar	oplicant in at least	t one call for prop	osals					
Co-app	licant or affiliated	entity in calls for p	proposals					
Financi	al data							
	plicante who are	private hodies m	just provide a con	v of the account	of the latest fina	ncial year, finand	cing sources and the FIF	F
		private boares in		,				
locume	nt	-		-		locument explaini	ing the case. Once the re	
locume f the rep	nt port for the latest	: financial year is r		ll in "0" in the field	ds and upload a d		ing the case. Once the re	
locume f the rep	nt port for the latest	financial year is r ist udate the tabl	not yet available, fi e. You may provide	ll in "0" in the field information for u	ds and upload a d Ip to 3 financial ye	ears.	ing the case. Once the re	
f the rep ecomes	nt port for the latest	: financial year is r	not yet available, fi	ll in "0" in the field	ds and upload a d		Financial report	
locumer f the rep becomes Year	nt port for the latest a available you mu	financial year is r ust udate the tabl Net earnings	not yet available, fi e. You may provide Balance sheet	Il in "0" in the field information for u Share-holder	ds and upload a d up to 3 financial ye Medium and long term	Short term		
f the report f the report Year 2015	nt port for the latest s available you mu Turnover (€)	financial year is r ust udate the tabl Net earnings (€)	not yet available, fi e. You may provide Balance sheet (€)	Il in "0" in the field information for u Share-holder equity (€)	ds and upload a d up to 3 financial ye Medium and long term debt (€)	Short term debt (€)	Financial report	eport
locume f the rep	nt port for the latest s available you mu Turnover (€)	financial year is r ist udate the tabl Net earnings (€)	not yet available, fi e. You may provide Balance sheet (€)	Il in "0" in the field information for u Share-holder equity (€)	ds and upload a d p to 3 financial ye Medium and long term debt (€) 0.00	sars. Short term debt (€) 0.00	Financial report No document	eport

Field	Description
Turnover	Enter the income generated by your organisation for the year mentioned on the left column.
Net earnings	Enter the net income for the corresponding year: it is the income minus the cost of goods sold and taxes for the same accounting period
Balance sheet	Enter the total balance sheet amount for the corresponding year
Shareholder equity	Shareholders' equity is obtained by subtracting total liabilities from the total

Field	Description
	assets of the shareholders.
Medium and long- term debt	Enter the medium and long-term debt amount of your organisation.
Short-term debt	Enter the short-term debt amount of your organisation.
Financial report	Click on the "Upload" button \uparrow to attach the financial report for the year mentioned on the left column.

2. Lead applicants who are private bodies must also provide their **financing source(s)** for at least one year. Click on the "+ Add source" button in the "Financing sources" section.

Financi	ng sources				
	Year *	Source *		٩⁄٥	per year
Please	define at least	one financing source using t	the "Add Source" button below.		
				+	Add source

Select the year and the funding source from the drop-down lists, and enter the financing percentage per year in the appropriate text box (the default is 100).

Click on the "Add" button as many times as needed to include all the financing sources.

Financing sources		
Year *	Source *	% per year
× 2015 × ··		100 %
	Donation from Individuals	
	EU Commission	+ Add source
	EU Member State(s) Public Bodie(s)	
	Member's fees	
Financial Identification	F Other International Organisation(s)	
	Other(s)	
FIF document	Private Sector	^
	Taxes/Local taxes/Government donations	
	Third Countrie(s) Public Bodie(s)	

3. Lead applicants (except public law bodies and international organisations) who request a grant of more than EUR 750 000.00 (EUR 100 000.00 for operating grants) must also provide

the latest audit report. To upload the audit report click on the icon $~^{lacksymbol{\wedge}}$.

(ear	Approved auditor	Valid until	Audit report
2015		dd/MM/yyyy	No document
2014		dd/MM/yyyy	No document
2013		dd/MM/yyyy	No document

4. Click on "Save and continue".

2.3.1.3 User List

In this screen you can add the users who should have access to this PADOR profile. Note that there must be at least two users who have the permission to sign the profile.

Please remember to keep the user list up-to-date!

st of users w	ho can access this	PADOR profile v	with permissions					
CAS unique D 🔺	First name	Last name	E-mail	Sign profile	Edit profile	Manage user list	View profile	
ioneaaaa	User	ONE	pador.user1@gmail.com				V	×

- 1. Click on "Add a user".
- 2. Type the **e-mail address** of the person. **You can only add users who have an ECAS account**! (If the person does not yet have an ECAS account, ask them to create one see section 2.1.1).

Q Add a user	×
You can only add users who have an ECAS account (https://webgate.ec.europa.eu/cas) Give the e-mail address linked to the ECAS user you want to add (see user manual)	
E-mail (linked to ECAS account) *	
Fields marked with an asterisk (*) are mandatory to sign the profile	

3. **Specify the permissions** (power) of this user: Sign, Edit, Manage user list. You can select more than one option. Click "OK".

€ Add a user	×
You can only add users who have an ECAS account (https://webgate.ec.europa.eu/cas) Give the e-mail address linked to the ECAS user you want to add (see user manual)	
E-mail pador.user1@gmail.com Q Search (linked to ECAS account) *	
We have found the following ECAS user:	
E-mail pador.user1@gmail.com Last name ONE First name User ECAS unique ID noneaaaa	
I want to add this user to the PADOR profile of this organisation with the following powers (permissions):	
✓ Sign this profile	
✓ Edit this profile	
Manage the user list	
✓ View this profile ★ OK Fields marked with an asterisk (*) are mandatory to sign the profile	
·	

The new user is added to the list:

Profile Financial data User list Signature								
ist of users who can access this PADOR profile with permissions								
	-							
ECAS unique ID 🔺	First name	Last name	E-mail	Sign profile	Edit profile	Manage user list	View profile	
	User	ONE	pador.user1@gmail.com		V		V	1
noneaaaa								

You can change the rights by (un)ticking the relevant boxes. The only right that you cannot edit is "View profile" – this right is given by default. To delete a user click on the "delete" icon \times .

4. Click on "Save and continue".

2.3.2 Sign the profile: How to validate the profile / get the EuropeAid ID

If you have the appropriate rights ("Sign" in the User list – see section 2.3.1.3), you can sign the PADOR profile of your organisation. Remember to sign the profile every time you update it in the future!

1. Go to "Signature"

Profile Financial data User list	Signature					
bankrupt or being wound up, are having to business activities, are the subject of proc for in national legislation or regulations; (t courts, for an arrangement with creditors an offence concerning their professional mis relating to the payment of social security or established or with those of the country of the subject of a judgment which has the f detrimental to the Communities' financial i Regulation; (h) they are guilty of serious n participation in an invitation to tender or or connection with another contract with the	heir affairs admir eedings concern o) they are the si or for any similar onduct by a judgi conduct proven iontributions or t f the Contracting orce of res judica nterests; (g) the hisrepresentation ontract; (i) they same Contractin	EC actions, one is reminded that an organization cannot be recorded in PADOR if: (a) they are istered by the courts, have entered into an arrangement with creditors, have suspended ing those matters, or are in any analogous situation arising from a similar procedure provided ubject of proceedings for a declaration of bankruptcy, for winding-up, for administration by the procedure provided for in national legislation or regulations; (c) they have been convicted of ment which has the force of res judicata; (i.e. against which no appeal is possible); (d) they oy any means which the Contracting Authority can justify; (e) they have not fulfilled obligations he payment of taxes in accordance with the legal provisions of the country in which they are Authority or those of the country where the contract is to be performed; (f) they have been ta for fraud, corruption, involvement in a criminal organisation or any other illegal activity are currently subject to an administrative penalty referred to in Article 96(1) of the Financial in supplying the information required by the contract or failure to comply with obligations in g Authority or another contract financed with Community funds; (j) they are in one of the the Practical Guide to Contract procedures for EC actions in connection with the tender or				
🗏 I declare to be entitled to represent and to engage the responsibility for the organisation which is being registered *						
I confirm that the PADOR profile of this	I confirm that the PADOR profile of this organisation is up to date. *					
I acknowledge that, in exceptional case this PADOR profile. *	s and according	to the procedure described in the User manual, the IT Support can manage the user list of				
Fields marked with * are mandatory to sig	n the profile	Sign now				

2. Read the terms and conditions and tick all the boxes and click on "Sign now".

3. Congratulations! You have signed the profile!

Profile signed!	
Thank you! The profile of your organisation has been successfully signed. Your EID is BO-2016-CFO-1406004367.	
	Close

The EuropeAid ID (EID) of this organisation will now appear in the header of the profile.

BO-2016-CFO-1406004367			DRAFT
14/06/2016 16:09 (User ONE)	Last saved:	14/06/2016 16:09 (User ONE)	
	BO-2016-CFO-1406004367 14/06/2016 16:09 (User ONE)		

The organisation is now displayed in the "My organisations" list:

My organisation			
EuropeAid ID	Organisation name 🔺	Last signed:	
BO-2016-CFO-1406004367	MyORG	14/06/2016	*

3 Update an existing PADOR profile

To update an existing PADOR profile you must be in the list of users of this profile and have the relevant permissions, i.e "edit". **Every time you update a profile a user who has the power to Sign** must connect to PADOR and sign the profile again in order to validate the data (see Section 2.3.2).

3.1 I am already in the list of users of this PADOR profile

1. In the left menu, click on "My organisations" and select the profile you want to update.

My organisations		
EuropeAid ID	Organisation name	Last signed:
AM-2016-BNK-1705000647	My Organisation AN	17/05/2016

2. Follow the instructions in <u>Section 2.3</u> of this manual.

3.2 I am not yet in the list of users of this PADOR profile

- 1. In the left menu, click on Search organisation.
- 2. Fill in the information in the screen below. You must specify at least the country of establishment and one of the remaining fields.

Search					
To avoid creating a profile for an organisation that already has one, please use the search below. Please give at least one of the criteria below, and the country of establishment. The organisation name should be 2 characters minimum.					
Note that the search take	es accents into account.				
Established in *	Afghanistan	Europe/	Aid ID		
Organisation name	AFGHAN	Registra	ation number		
Abbreviation		VAT nur	nber		
Fields marked with an aste	erisk (*) are mandatory			X Clear	Q Search
- Search results: PA	ADOR profiles				
				+ Create new PADC	DR profile

3. Check the search results and identify the organisation

Search results: PADOR profiles The Search results display only signed (validated) p access your organisation profile from the left menu If you want to request access, send an e-mail to th left menu). In your request, make sure you clearly i	'My organisations'. e organisation. If you don't receive a reply, contac	ct the IT support (use the online suppor	t form in the
Organisation name •	City	E-mail	
MyORG	La Paz	contact@myorg.com	*

- 4. **Send an email to the email address** of the organisation requesting them to give you access to this existing profile (Add users in the users' list- <u>Section 2.3.1.3</u>).
- 5. Once you get access to this profile you can update it follow the instructions in <u>Section 3.1</u>.

In case of difficulties in getting access to the profile, please contact the IT support by clicking on "Online IT support" in the left menu. You must send an offical 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 - (Document: "E3e2 Legal Entity File (for private bodies)" or "E3e3 Legal Entity File (for public bodies)" under "Practical Guide and grants annexes").
- 2. A scanned version of the statutes of the organisation.
- 3. An official letter (written in English, French or Spanish) attesting that you are a member of the organisation and authorised to access the PADOR profile as signatory user. If you are requesting to add other users in the users' list, indicate the persons' names and email address linked to their ECAS profile (see section 2.1) and specify who can have the permission to "sign" the PADOR profile.

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

4 Notifications

The "Notifications" menu item includes messages sent by PADOR to the user list of a PADOR profile, informing them about any updates done on the PADOR profile. When a notification is sent, an email alert is also sent to the user (if this option is selected in the user settings). You will receive notifications when: **you login PADOR the first time**, **the profile is signed**, **the user list is updated**.

- 1. Click on **Notifications**. The number in brackets shows how many unread notifications you have.
- 2. Click on \bowtie and a pop-up will be displayed with the message:

anisation Poverty Network has been updated	×		
27/05/2016 10:25			
01/06/2016 16:40			
The user list of the organisation "Poverty Network" has been updated by David DEBATTISTA on 27/05/2016 at 10:25:32.			
Link to PADOR: https://webgate.acceptance.ec.europa.eu/europeaid/pador			
Kind regards,			
EuropeAid PADOR Team			
This is an automatic message, please do not reply to this message.			
	27/05/2016 10:25 01/06/2016 16:40 sation "Poverty Network" has been updated by David DEBATTISTA 2. bgate.acceptance.ec.europa.eu/europeaid/pador		

5 HELP

5.1 How to solve issues related to errors

If all the mandatory information has been encoded in each screen a confirmation message is displayed in the upper right side of the screen:



If any information is missing, a list of messages is displayed. You may choose to ignore and save, and provide this information later, or close the pop-up and provide the missing data.

A Errors	×
PAD_11210 FINANCI	Please provide a financing source for at least one year
PAD_11300 FINANCI	The financial identification form must be uploaded
	Ignore and Save Close

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 empty, you need to go back and make sure that all the information is complete.

	×
PAD_50120 - PROFILE	Please enter the address and postal code (if available) or the P.O. box
PAD_50210 - PROFILE	The legal form field is mandatory when the legal type of the organisation is Private And Public Law Body With Legal Form
	Close

5.2 User manual, e-learning and Frequently Asked Questions

Select the "User manual" link under the "Useful links" menu option. You will be redirected to all the documents you need: user guides, e-learning, FAQs, as well as the PADOR offline form.

5.3 Online IT Support

For any technical assistance request, please use the 'Online IT 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.

Online technical support		
Is this a new request or a follow-up request?	 New request Follow-up request 	
This form should only be used if you have a problem For specific questions about the call for proposals, pl mentioned in the call guidelines.	using the PROSPECT website. ease contact the call manager using the e-mail address	

5.3.1 New requests for support

Select the "New request" option in the pop-up dialog and click on the "Next" button. A form will be displayed:

e-mail *	user.name@ec.europa.eu	
Phone number *	55577	
Call reference	1310232 Lot	1 Leave empty if not applicable
Category *	Call publication	
escription of your request * rror on submitting for publication		
	send for approve.PNG	

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 ECAS account of the currently logged-in 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: PADOR is selected by default but you can change if required.
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 "Send" when all the information has been filled in. Your request will be treated at the earliest possible.

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

5.3.2 Follow-up on existing requests

Select the "Follow up request" radio button in the pop-up displayed once you click on "Online Help". Then, click "Next".

Online technical support		
Is this a new request or a follow-up request?	 New request Follow-up request 	
	Next	
This form should only be used if you have a problem using the PROSPECT website. For specific questions about the call for proposals, please contact the call manager using the e-mail address mentioned in the call guidelines.		

A form will be displayed, allowing you to enter your contact details as well as the incident reference:

line technical support: fo	ollow-up	request
e-mail *	johr	n@gmail.com
Phone number *	004	46522542162
Incident reference *	IMO	013212345
Attachments	0	add edit doc.PNG
		Ser
This famo should ask to us		have a problem using the PROSPECT website.

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 ECAS
	account of the currently logged-in user. You can change it if you require

Field	Description
	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 "Send" when all the information has been filled in.