European Commission - DG Justice Freedom and Security (JLS)

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PRIAMOS Frequently Asked Questions (FAQ)

Compatibility

You need following technical equipment to be able download, fill in and submit your application:
- **Acrobat Reader 7 or higher**
- **Mozila Firefox 2 or higher** or **Internet Explorer 6 or 7**

If you are using **Internet Explorer 8, please stick to the following instructions:**
Internet Explorer 8 has to be switched to the "compatibility" mode. Please click on the broken paper icon next of the URL selection field. Your IE8 will be switched to the compatibility mode and everything should work normally.
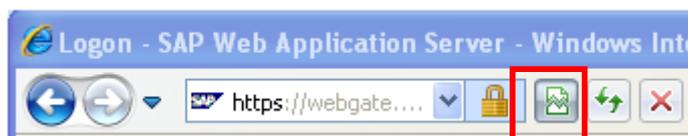
In case you use **Apple computer** please utilize **Mozila Firefox and Acrobat Reader**.

Registration / user accounts / legal entity information update

Where to register:

For downloading the application form your legal entity has to be registered in the Priamos system. Please visit following link **https://ec.europa.eu/priamos/register**. Fill in and submit the registration form. If you do not make any mistake you will be informed on your successful registration only by a short message at the screen and the form will be displayed empty.

If you make a mistake, usually have not filled in some mandatory field signed by "*" you will be informed only by a short message 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 your registration is successfully submitted (you have received positive message with your registration number) the registration request have been submitted to our system. You will receive a copy of the confirmation email within 15 minutes. Than, **please be patient**. **All requests are treated manually. You will receive your login parameters soon.**

Registration:

Each legal entity is registered in our system only once - during the first registration. If you fill in the registration form again, your next registration will be rejected.

Wrong characters in the registration confirmation sent email from JLS:

National characters can be used in the registration form as well. In that case, some characters are wrongly showed in the PDF file in the confirmation email you will receive. Be aware, that in our system are your characters stored properly. The problem is only in the PDF file and no action is needed from your side.

Check or change your contact information:

For this functionality you have to be logged on into the system. If you do not know how, please refer the section Login first.

Currently you are able to manage your contact details by your self. You can do so by clicking on the "Organizational Data Update" link in the left menu.

Then at the top, there are displayed your contact details. You are able to add, modify or delete your contact persons and/or legal representatives. Firstly decide what you want to do and then select particular link from "Navigation" section. The rest of navigation is intuitive.

Be aware that after each submission of the request for change your data you will only obtain a message that your request has been accepted. Do not repeat the same submission again. All requests

are treated manually, so be patient. Your request will be processed soon and you will be informed by email.

Requested changes will be valid after approval by the system administrator and then will be available only in newly downloaded application forms. Be aware that you dot need to submit your application form if some contact details have been changed. Your contact details in Priamos system are always up to date and if necessary DG JLS will always contact you at the up to date address, email or telephone number.

Login

For the login please use following link:
https://webgate.ec.europa.eu/priamos/toto/bc/bsp/sap/crm_ui_frame
To login you have to be registered first (see section Registration). After manual processing of your registration you will obtain the initial password. We recommend insert this password by copy and paste. You will be requested to change this password during the very first login.
Notes:
- While you type the password, please pay attention the keyboard settings you have. In different national keyboards the keys are placed differently.
- If you have a problem with your password, please contact us on JLS-PRIAMOS-USM@ec.europa.eu. Please indicate your login name in your email.

Forgotten password
Currently there is no way how to retrieve forgotten password from the system. If you are in such a situation, please send an email to the email address JLS-PRIAMOS-USM@ec.europa.eu. Please clearly indicate the name of your organisation and if possible also the registration number which you received during the registration procedure. Then please wait. These requests are treated manually. You will receive your new initial password soon.

Application form download

How to download the application form:
Please stick to the following steps: Click the "**Applications**" link **in** the **left menu** and then click on "**Download Forms**" link.

Then, in the selection screen, **keep all fields empty** and simply click on the **"Search" button**. Then you will see all application form available for download.

By clicking on particular description (blue text) in the "Description" column you will retrieve particular application form.
Then save the application form to your local computer by clicking on the diskette icon at the top of the application form.
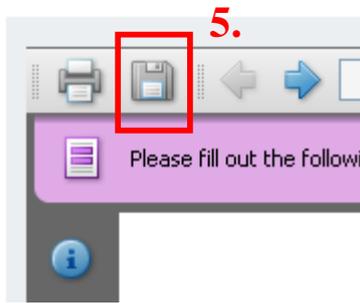
Fill in and editing the form

All editing of the application form has to be done in your local computer. Do not forget to save it regularly.

If there is not enough character places in the form:
Unfortunately our system is supporting only limited number of characters in particular fields. In that case please use abbreviations or write only beginning of the name.

Application Reference field in the form:
There is "Application Reference" field in the application form. This field is only for your internal use. There you can write your internal index if you wish.

How to add attachments:
All attachments have to be inserted directly into the downloaded PDF application form. There is a function directly in the Acrobat Reader for this - the clip icon in the left side bar.

Important:
Please ensure that you **use only characters from English alphabet in names of attachments**. Avoid characters from national alphabets like á é etc.
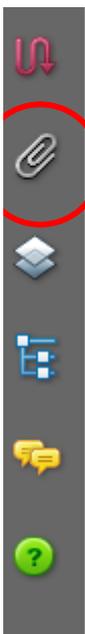
Application submission / application update

Application submission:

Once you have finished preparation of your application you should submit your application into Priamos. Please logon into the system and then select "Applications" -> "Upload forms".
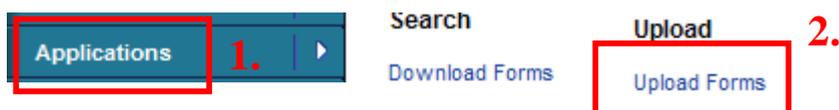
Then click on the "Browse..." button and select your application form in your local computer. Then click on the "Upload Form" button.
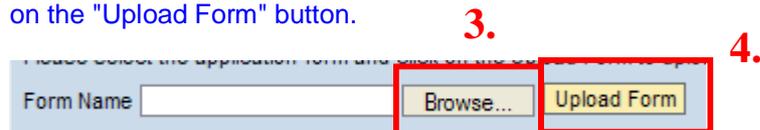
Then your application will be uploaded into the system.
If your application have been submitted successfully you are informed by the message on the top of the screen. That message will indicate also the number assigned to your application.

In case your upload has not been successful you will see the **alert message**/messages (**in red colour**) on the top of the screen. It means you made a mistake in your application form. Usually some mandatory field (signed by "*") has not been filled in. If they are numeric fields which you do not want to use, they have to be filled by "0" (zeros). That is the common reason why upload of your application form is rejected as well.

Application update / submission of several projects for the same call:

Your organisation is eligible to submit proposals for more than one project. In that case each application has to be submitted on separate PDF form downloaded from Priamos individually. Please repeat Search, Retrieving and saving steps for each PDF form for each your application.

If you use the same PDF form for different project, Priamos understands it as update previously submitted application.

If you wish to change your application, simple open particular PDF file in your computer, make the changes and upload it as usual. Due you used the same PDF file, Priamos understands it as update and you can see the same registration number like you previously had.

How to check whether my application had been submitted?

Priamos, in its new functionality allows you to check all application forms submitted to the system. To do so please stick to the following steps:

Click on the link "Applications" in the left menu and then "Overview Applications". Then you will see the list of applications submitted by you. By clicking on the application number (in blue) you will retrieve particular application.
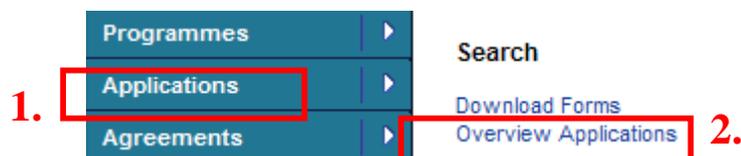
Be aware that you have made several updates the number in the field "Version" shows you, which version is currently displayed. In the section attachments you can see the list of your attachments submitted as annexes together with your application. The number in brackets at the beginning of the name of each attachment indicates the version, when those attachments were uploaded.

Whom to contact in case of problems?

Please consider first, whether your enquiry relates to a technical problem with Priamos system or it relates more to the call as such - publishing of the call, the deadline, relevance of your annexes etc.

In case of technical problem you can always contact the Priamos support team via the email JLS-PRIAMOS-USM@ec.europa.eu.

In case your question is not technical manner, please contact directly department in charge of particular call. Their email address should be published in the guide for applicants and/or on the DG JLS webpage.

Other questions

May I 100% follow the training materials and guidelines?
Priamos is currently under very rapid development and improvement. Due this fact, the real functions, procedures and sub-windows are sometimes different than described in the training materials. We are doing our best to keep all materials up to date, but it is not always possible. Thank you for your understanding.

How can I manually sign the application?
In some training materials is written that you have to sign the application form manually. From Priamos perspective, no such a think is possible. Please upload only electronic form of the application form, which you previously downloaded from Priamos and then filled in by Acrobat Reader. **Do not print it, scan it, sign it manually etc.**
Each call for proposal (CFP) has a little bit different propositions. Please read it carefully. That is the only legal material you have to follow. In the CFP document you can find whether also the signed copy of the application form sent by **regular mail** is required.

Self learning materials:
For other reference please use our self-learning materials, which are available on the link
http://ec.europa.eu/justice_home/funding/doc/electronic_applications/Introduction_Applicants.htm