

EPSS Frequently Asked Questions (FAQ)

EPSS support Contact details: support@epss-fp7.org / +32 2 233 3760
(from 08:00 to 20:00 CET)

A. General Questions:

1. [What are my options for submitting a proposal?](#)
2. [What are the Minimum Requirements using for the EPSS application?](#)
3. [What is the difference between a Coordinator and other participants?](#)
4. [Do I need to register to use the EPSS system?](#)
5. [I have lost my password, what should I do?](#)
6. [How can I print a form?](#)
7. [What do the evaluators see?](#)
8. [Can I access EPSS directly \(not via CORDIS\)?](#)
9. [How does EPSS support two stage calls?](#)
10. [I am in an EPSS form NOT idle filling the fields and the system ejected me saying that I was idle for more than 30 minutes. I lost all the data I have filled in! Is that normal?](#)
11. [I am trying to fill the forms and the online help-hints obscure the field that I need to write in. What can I do?](#)
12. [I try to open a form in PDF format and I get an error like "...Error opening document. File not found...". What can I do?](#)
13. [I am preparing several proposals concurrently, I am using different IE7 Tabs for the different sessions and all my sessions are mixed up! Is that normal?](#)

B. Coordinators:

1. [How should I proceed as a coordinator? \(Roadmap\)](#)
2. [I have just registered and the system asks me to change my password. Is that normal?](#)
3. [I uploaded a wrong Part B, is it possible to delete it?](#)
4. [I uploaded a wrong Annex file, is it possible to delete it?](#)
5. [Is there any limitation on the size of the uploaded files?](#)
6. [When should I submit?](#)
7. [During submission the proposal validation check has failed. Can I still submit the proposal?](#)
8. [What happens with the filled in forms when I edit other participants in the list?](#)
9. [Which file format may I use for Part B?](#)
10. [Should I ZIP the Part B?](#)
11. [Are there any restrictions on file names?](#)
12. [May I annex other files?](#)
13. [How can I check my submitted proposal?](#)
14. [I am stuck at a specific page of EPSS. What can I do ?do?](#)
15. [I have been ejected from the EPSS system. Is that normal?](#)

C. Other participants:

1. [How should I proceed as another participant? \(Roadmap\)](#)
2. [Why I cannot edit the A1 / A3 / A4 \(if applicable\) forms?](#)
3. [How do I find my Part A form?](#)
4. [I cannot upload the Part B file.](#)
5. [Can I change my password?](#)
6. [I am trying to login but the system does not accept my password.](#)

Questions and Answers

A. General Questions:

1. What are my options for preparing and submitting a proposal?

You can prepare and submit an application online using the EPSS system or, in exceptional cases and if allowed by the call on paper. You are strongly recommended to use the online EPSS system for preparation and submission of your proposal.

2. What are the Minimum Requirements for using the EPSS application?

Proposers will access EPSS through Web Browsers.
The Minimum Requirements are:

- An SVGA screen, i.e. a screen with a resolution of 1024x768 pixels, small fonts. Users should not use the font scaling option that is available with some browsers to enlarge the font size in the A forms, as this may lead to unpredictable results while visualizing the forms
- A connection to the Internet
- Internet Explorer 6.0 and above or
- Netscape Navigator 7.0 and above or
- Opera 6.0 and above or
- Mozilla Firefox 1.0 and above or
- Mac OS X Mozilla Firefox browser for Apple Macintosh users (Mac OS 9 is not supported and Safari neither)

3. With respect to using the EPSS, what is the difference between a Coordinator and other participants'?

- Coordinators register for a specific call, define the participants of the proposal, edit electronic forms, send usernames and passwords to other participants, upload Part B files/annexes and, finally, they submit the proposal.
- Other participants use usernames and passwords for a specific call (that they receive from the coordinator), edit their own forms and send their annexes to the coordinator. Other participants can not submit the proposal.

4. Do I need to register to use the EPSS system?

Only coordinators should register. Other participants obtain the information to access the system from their coordinators.

5. I have lost my password, what should I do?

You have to click on the "Forgot your password?" link in order to reset it to the original one. Note that only coordinators can request new passwords. If you are a participant and forgot your password, you should contact your coordinator.

6. How can I print a form on my printer?

It is not possible to print a form directly from the EPSS. You need to download the desired form first as a PDF file. To download a specific form, tick the corresponding "DOWNLOAD (PDF)" box next to the form. Then click the download button and follow the onscreen instructions. Once

the form is downloaded, you will be able to print it provided you have the **Adobe Acrobat Reader** installed on your machine.

7. What do evaluators see?

All proposals are printed in black and white at a resolution of 300dpi (dots per inch) before evaluation. You should download your proposal and check particularly the legibility of pictures and diagrams under these conditions.

8. Can I access EPSS directly (not via CORDIS)?

Yes it is possible to bypass the CORDIS call selection page once you have obtained a username and password. The URL to connect is: <https://www.epss-fp7.org>

9. How does EPSS support 2 stage calls?

User name and passwords will remain identical for the first and for the second stage -for projects that are retained for the second stage of the call.

10. I am in an EPSS form NOT idle filling the fields and the system ejected me saying that I was idle for more than 30 minutes. I lost all the data I have filled in! Is that normal?

If the “Save” or “Validate” buttons are not pressed, the system considers the user idle because there is interaction with the system only when those buttons are pressed. Make sure that you save the form you are filling OFTEN.

11. I am trying to fill the forms and the online help-hints obscure the field that I need to write in. What can I do?

You have probably moved from one field to another using the Tab key and not the mouse. The hints appear/disappear based on the mouse movements NOT based on the field selection. Move your mouse on the screen and the help-hint that obscures the field will go away.

12. I try to open a form in PDF format and I get an error like “...Error opening document. File not found....” What can I do?

It has been observed that certain PC configurations may lead to the inability to open online the form in PDF format. The exact reason is not yet clear, but it is probably related to the PC security policies combined with the cache settings for HTTPS sessions. A work around solution is to save the form locally on the PC in PDF format and then open it.

13. I am preparing several proposals concurrently, I am using different IE7 Tabs for the different sessions and all my sessions are mixed up! Is that normal?

Due to the way that several browsers handle the cookies that are used by JAVA applications to identify user sessions, it may happen to have interference between sessions which are initiated on different tabs. Typical examples of applications that suffer from interferences are the ones that use login credentials to identify different sessions (EPSS is such an application). The browser cannot handle the different login sessions if they are opened on different Tabs; it can only differentiate them when they are opened on different browser windows. **IF YOU HAVE TO PREPARE MULTIPLE PROPOSALS, YOU MUST USE DIFFERENT BROWSER WINDOWS, NOT TABS.**

B. Coordinators:

1. How should I proceed as a coordinator? (Roadmap)

Coordinator steps:

1. Register on the CORDIS website for a specific call.
2. Login to access the online EPSS.
3. Change the passwords for the coordinator and the other participants.
4. Send the usernames and passwords to the other participants.
5. Set up the proposal by entering the number of participants, their participant id, name and email addresses.
6. Edit Part A forms.
7. Edit and upload the Part B file.
8. Upload other annexes, if required.
9. Validate proposal to ensure basic checks are satisfied.
10. Submit the proposal.
11. Logout.

2. I have just registered and the system asks me to change my password. Is that normal?

Yes, the first time you login, the system asks you to change the coordinator's and partner's passwords for security reasons.

3. I uploaded a wrong Part B, is it possible to delete it?

You cannot delete a Part B file but you can overwrite it. If you upload another Part B file the previous one will be overwritten. Please remember that you must re-submit (press the SUBMIT button) after you have uploaded the new part B.

4. I uploaded a wrong Annex file, is it possible to delete it?

Yes it is possible to delete Annex files. Please note that Annex files are only permitted where they are specifically requested in the call text. All others will be ignored.

5. Is there any limitation on the size of the uploaded files?

In order to have a fast upload process and avoid possible timeout errors, it is recommended not to upload very big files. To keep sizes down, make sure that your Part B file is in PDF, avoid colour and unnecessary high resolution pictures and graphs. The average size of a research proposal is 2MB (less for mobility actions). You should aim to restrict your proposal to under 3MB, and under no circumstances try to upload a file larger than 10 MB.

6. When should I submit?

You may submit your proposal at any time before call closure. As soon as you have a consolidated version you should submit it! You may continue to improve the proposal and re-submit the improved version as often as you wish up to the call closure. The submission takes place by clicking on the "Submit" button (and all buttons that follow in the subsequent pages), simply uploading or saving data is not sufficient! Do not tempt fate by waiting until the last moment!

7. During submission the proposal validation check has failed. Can I still submit the proposal?

It depends on the reasons for the failure. The proposal validation check could have warnings (e.g. non mandatory fields left blank) or errors (e.g. missing Part B, missing A forms, blank mandatory fields left blank). In the former case you can continue the proposal submission and also provide some comments regarding the warnings. In the latter case the submission is not possible.

8. What happens with the filled in forms when I edit other participants in the list?

- *Deleting a Participant:* The Participant Numbers and the Participant Types remain unchanged and the order of participants is adapted.
Note: when deleting a Participant, all associated Part A forms are deleted as well. For example, when deleting Partner 5, the A2 and A3.1 form for Participant 5 will also be deleted.
- *Adding a Participant:* A new Participant is added at the end of the list of participants, a new A2 and A3.1 is added automatically by the system.

9. Which file format may I use for Part B?

For the proposal content (part B) you must use exclusively PDF (portable document format, compatible with Adobe Acrobat Reader version 3 or higher, with embedded fonts). Other file formats will not be accepted by the system. Both commercial and free tools to convert files to PDF format are widely available on the Internet. Zipped (or otherwise compressed) archives will not be accepted (PDF is self-compressing, there is no gain in zipping). Most calls allow only one PDF file comprising the complete technical annex (part B) to be uploaded. You should check the call text and guide for proposers before uploading any annex. (Please note that un-requested information such as company brochures, etc. will be ignored.) Any annexes uploaded must also use exclusively PDF.

The PDF Part B must **not be encrypted** and the parameter that prevents printing **must not be selected**

10. Should I ZIP the Part B?

NO! PDF files are already compressed. Send the Part B only in PDF format.

11. Are there any restrictions on file names?

Use only alpha-numeric characters and the “_” character. **Do not use spaces** and **do not use any special characters** such as /, \, *, punctuation characters etc?

12. May I annex other files?

Do not annex any other files unless they are specifically requested in the call text.

13. How can I check my submitted proposal?

After you have submitted, you are advised to download the proposal and print it in black and white at 300 dpi resolution – Check the result: this is how your proposal will be seen by the evaluators.

14. I am stuck at a specific page of EPSS. What can I do?

Clean the Internet browser temporary files (cache) and cookies. Close your browser. Restart your session in a new Internet browser window. If the problem persists contact the EPSS Helpdesk without delay.

15. I have been ejected from the EPSS system. Is that normal?

The EPSS system automatically disconnects users that have been inactive for more than 30 minutes. Being active means clicking on “buttons” (performing a validation, save or submit operation, adding or deleting participants); entering data into the electronic forms is not accounted

for. You are advised to save the form early and often. If this does not explain the reason for being ejected from the system, contact the EPSS Helpdesk without delay.

C. Other participants:

1. How should I proceed as another participant? (Roadmap)

Participant steps:

1. Receive username and password from the coordinator.
2. Login for accessing the EPSS.
3. Edit your Part A2 form.
4. Validate your Part A2 to ensure basic checks are satisfied.
5. Logout.

2. Why can I not edit the A1 / A3 / A4 (if applicable) forms?

Individual Participants can only edit forms that apply to themselves such as A2. Only the proposal coordinator can edit all the other forms.

3. How do I find my Part A form?

After logging in, navigate to the Part A tab and edit the form that indicates your name as provided by the coordinator or go to Proposal setup and see the forms that are associated with each Participant. Only A2 forms can be edited by the Participants, the respective A3.1 forms are edited by the coordinator.

4. I cannot upload the Part B file.

Only the coordinator has the permission to upload Part B files. The other participants can only download the files.

5. Can I change my password?

No, only the coordinator can change passwords.

6. I am trying to login but the system does not accept my password.

Contact the proposal coordinator to check if he/she has changed the other participant's password.