



# **PADOR**

Potential Applicant Data On-Line Registration

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## **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 [PROSPECT](#) (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 [FAQ document](#). 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

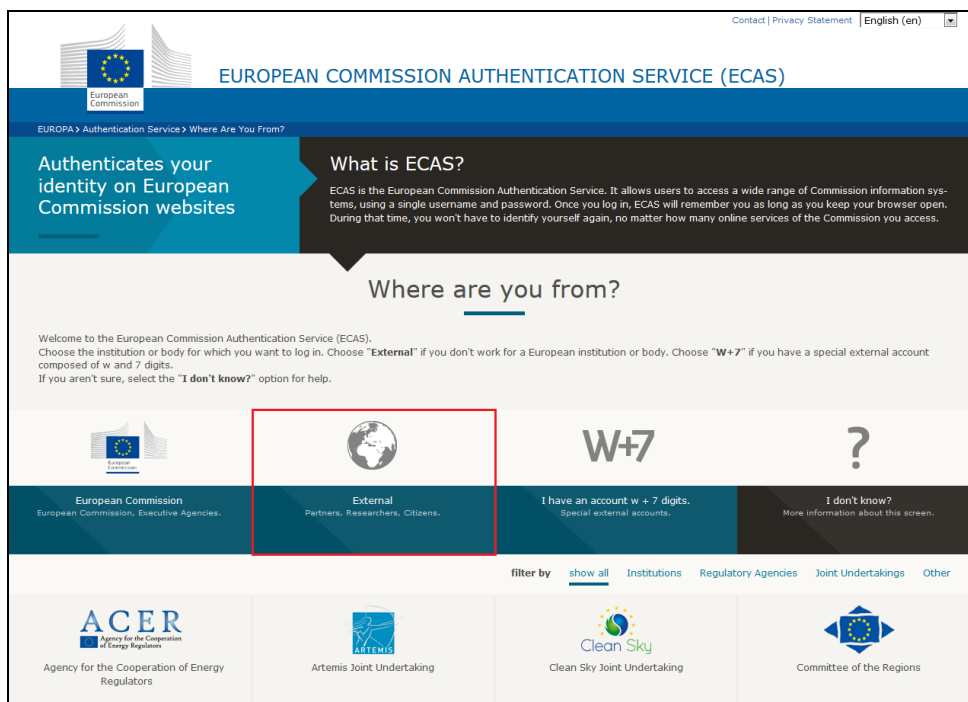
To access PADOR you must have a **special personal username and password** from the European Commission Authentication Service (ECAS).

If you already have a personal ECAS username and password you can go to Section [2.1.2](#).

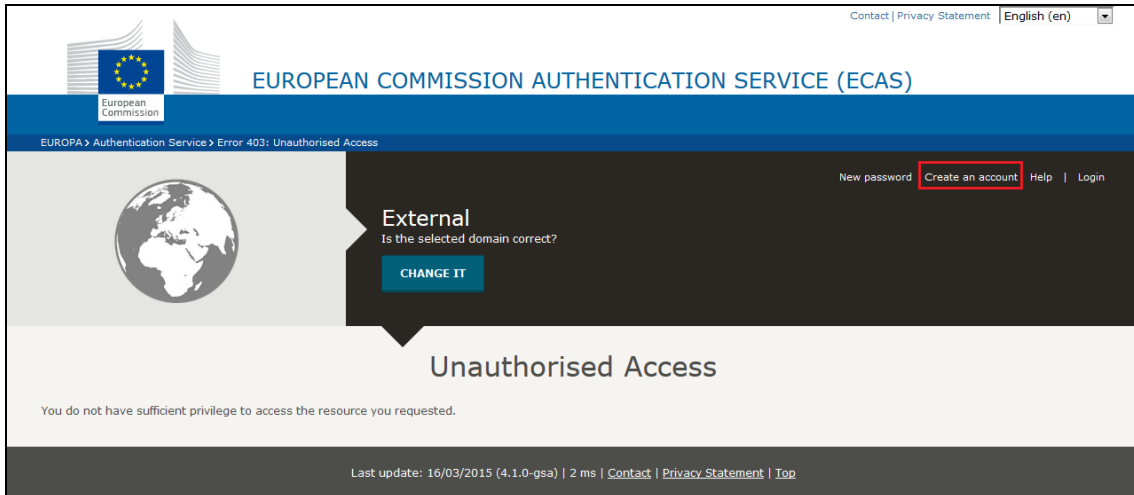
If you do not have a personal ECAS username and password, follow the instructions below:

#### 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:



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



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

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 <https://webgate.ec.europa.eu/europeaid/online-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 AUTHENTICATION SERVICE (ECAS)

Authenticates your identity on European Commission websites

Service announcement!  
Still the same ECAS - with a better user experience

EuropeAid - Online Services requires you to authenticate

Username or e-mail address  
johns@mail.com

Password  
.....

Remember my username  
 Warn me each time an application asks for my identity  
 View my ECAS account details after logging me in

**LOGIN!**

[Lost your password?](#)  
[Create an account](#) | [Help](#)

Last update: 16/03/2015 (4.1.0-gsa) | 5 ms | [Contact](#) | [Privacy Statement](#) | [Top](#)

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

European Commission

PADOR

European Commission > International Cooperation and Development > Work with us > Online services > 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 organisation**

EuropeAid ID	Organisation name	Last signed:
PT-2016-BNS-2305001975	STANLEY**	25/05/2016

1 / 1 items per page 10

1 - 1 of 1 items

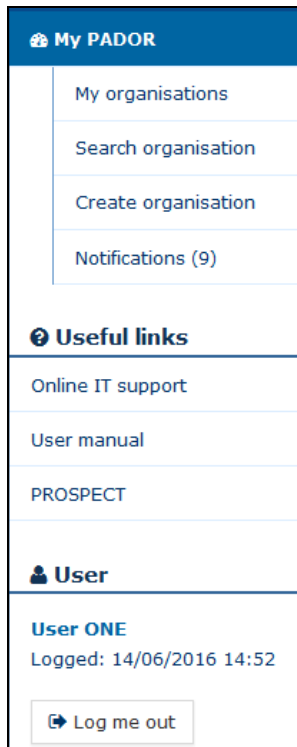
**Notifications**

Received on	Subject
30/05/2016	<a href="#">Welcome to PADOR/Bienvenue dans PADOR/Welcome to PADOR[ES]/Welcome to PADOR[PT]</a>

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: list of PADOR profiles you have access to
- Search organisation: search existing PADOR profiles.
- Create organisation: create a PADOR profile
- 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 [PROSPECT documentation](#).

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 screen:



## 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.**

<b>Established in *</b>	<input type="text" value="Afghanistan"/>	<b>EuropeAid ID</b>	<input type="text"/>
<b>Organisation name</b>	<input type="text" value="AFGHAN"/>	<b>Registration number</b>	<input type="text"/>
<b>Abbreviation</b>	<input type="text"/>	<b>VAT number</b>	<input type="text"/>

Fields marked with an asterisk (\*) are mandatory

---

**Search results: PADOR profiles**

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)

**Search results: PADOR profiles**

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.

Organisation name	City	E-mail
<a href="#">MYORG</a>	La Paz	contact@myorg.com

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

**VAT number**

**Established in \***

I am aware that the Commission might check for duplicate profiles \*

Fields marked with an asterisk (\*) are mandatory

+ Create

### 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 EuropeAid 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

DRAFT

<b>EuropeAid ID:</b>	BO-2016-CFO-1406004367		
<b>Last signed:</b>	14/06/2016 16:09 (User ONE)	<b>Last saved:</b>	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.

**MyORG**

**EuropeAid ID:** To view the ID, profile must be signed

**Last signed:** Profile not yet signed

This profile has been updated with new data and should be signed

**Last saved:** 14/06/2016 15:52 (User ONE)

DRAFT

Profile
Financial data
User list
Signature

Contact details

**Organisation name \***

**Abbreviation**

**Phone number**

**Organisation e-mail \***

**Confirm e-mail \***

**Language**  ✕ ▾

— Address and postal code OR specify P.O. box —

**Address**

**City \***

**Postal code**

**P.O. Box**

Legal data

**Established in \***  ✕ ▾

**Legal type \***  ✕ ▾

**Legal form \***

**NGO \***  Yes  No

**Statutes or law \***  ✕

**Legal entity file (LEF) \***  ✕

**Category \***  ✕ ▾

**Profit making \***  Yes  No

Registration data and VAT

**Registration number**

**Registration document**  ✕

**Date of registration**  📅

**VAT number**

Target group(s) \*

- All
- Child soldiers
- Children (less than 18 yrs old)
- Community Based Organisation(s)
- Consumers
- Disabled
- Drug consumers
- Educational organisations (school, universities)

Sector(s)

- 11000 - EDUCATION**
  - 11100 - Education, level unspecified
  - 11200 - Basic education**
    - 11220 - Primary education**
      - 11230 - Basic life skills for youth and adults**
      - 11240 - Early childhood education**
    - 11300 - Secondary education
    - 11400 - Post-secondary education
  - 12000 - HEALTH
  - 13000 - POPULATION POLICIES/PROGRAMMES AND REP...

Staff

**Number of paid and unpaid staff including headquarters, expats and local staff. If this is a transferred profile, the number of staff has been converted to an average value of the total number of staff \***

Additional information



Please try not to exceed 10 lines (approximately 250 characters)

Fields marked with an asterisk (\*) are mandatory to sign the profile

Save and continue

Field	Description
<b>Legal Type</b>	<p>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.</p> <p><b>Public law body:</b> 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.</p> <p><b>Private law body:</b> 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.</p>
<b>Profit making</b>	It is an organisation which distributes profits to private shareholders or members, instead of using it for activities of public benefit only.
<b>NGO</b>	Select this option if it is a non-governmental organisation.
<b>Legal Form</b>	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.
<b>Category</b>	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 . 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 .
- Select the target group(s) for your organisation by ticking the corresponding box(es).
- 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.
- In the Additional **Information** (optional field) try not to exceed 250 words.
- 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 information you need to provide here depends on the role you have in calls for proposals. Please select:**

Lead applicant in at least one call for proposals

Co-applicant or affiliated entity in calls for 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.

Profile
Financial data
User list
Signature

**The information you need to provide here depends on the role you have in calls for proposals. Please select:**

Lead applicant in at least one call for proposals

Co-applicant or affiliated entity in calls for proposals

Financial data


**Lead applicants who are private bodies must provide a copy of the account of the latest financial year, financing sources and the FIF document**

If the report for the latest financial year is not yet available, fill in "0" in the fields and upload a document explaining the case. Once the report becomes available you must update the table. You may provide information for up to 3 financial years.

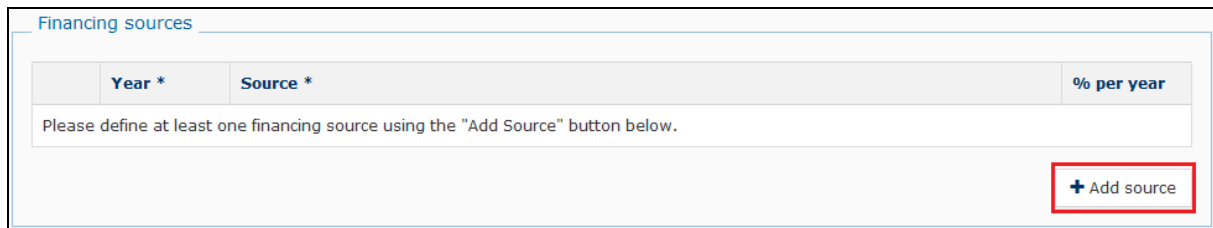
Year	Turnover (€)	Net earnings (€)	Balance sheet (€)	Share-holder equity (€)	Medium and long term debt (€)	Short term debt (€)	Financial report
2015	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="No document"/> <input type="button" value="↑"/>
2014	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="No document"/> <input type="button" value="↑"/>
2013	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="No document"/> <input type="button" value="↑"/>

*Amounts are expressed in thousands EUR (X1000 EUR). Please consult the user manual for more details about the information requested hereunder*

Field	Description
<b>Turnover</b>	Enter the income generated by your organisation for the year mentioned on the left column.
<b>Net earnings</b>	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
<b>Balance sheet</b>	Enter the total balance sheet amount for the corresponding year
<b>Shareholder equity</b>	Shareholders' equity is obtained by subtracting total liabilities from the total

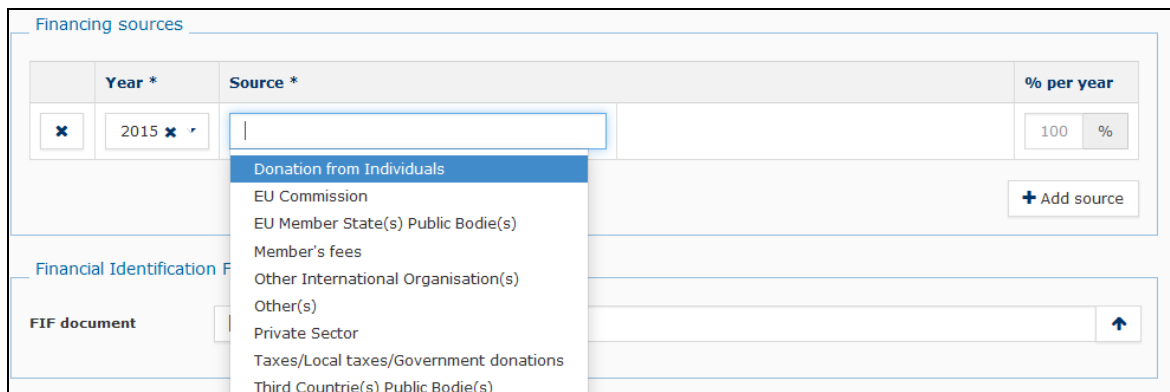
Field	Description
	assets of the shareholders.
<b>Medium and long-term debt</b>	Enter the medium and long-term debt amount of your organisation.
<b>Short-term debt</b>	Enter the short-term debt amount of your organisation.
<b>Financial report</b>	Click on the "Upload" button  to attach the financial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


- 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.



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.



- 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  .

**Audit report**

Please note that lead applicants (except public law bodies and international organisations) requesting a grant of more than EUR 750 000.00 (EUR 100 000.00 for operating grant) must provide the latest audit report (ref. Section 2.4 of the Guidelines for grant applicants)

Year	Approved auditor	Valid until	Audit report
2015	<input type="text"/>	dd/MM/yyyy	No document
2014	<input type="text"/>	dd/MM/yyyy	No document
2013	<input type="text"/>	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!**

Profile   Financial data   **User list**   Signature

List 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	
noneaaaa	User	ONE	pador.user1@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

1 / 1   items per page 10   1 - 1 of 1 items

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).

**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".

The new user is added to the list:

Profile		Financial data		User list		Signature	
List 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
noneaaaa	User	ONE	pador.user1@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
nthreuse	User	THREE	pador.user3@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

You can change the rights by (un)checking 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 **x** .

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**

According to the Practical Guide to Contract procedures for EC actions, one is reminded that an organization cannot be recorded in PADOR if: (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations; (b) they are the subject of proceedings for a declaration of bankruptcy, for winding-up, for administration by the courts, for an arrangement with creditors or for any similar procedure provided for in national legislation or regulations; (c) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata; (i.e. against which no appeal is possible); (d) they have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify; (e) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed; (f) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests; (g) they are currently subject to an administrative penalty referred to in Article 96(1) of the Financial Regulation; (h) they are guilty of serious misrepresentation in supplying the information required by the contracting authorities as a condition of participation in an invitation to tender or contract; (i) they have been declared to be in serious breach of contract for failure to comply with obligations in connection with another contract with the same Contracting Authority or another contract financed with Community funds; (j) they are in one of the situations allowing exclusion referred to in point 2.4.15 of the Practical Guide to Contract procedures for EC actions in connection with the tender or contract.

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 organisation is up to date. \*

I acknowledge that, in exceptional cases and according to the procedure described in the User manual, the IT Support can manage the user list of this PADOR profile. \*

Fields marked with \* are mandatory to sign 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.

**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)

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

My organisation		
EuropeAid ID	Organisation name ▲	Last signed:
BO-2016-CFO-1406004367	<a href="#">MyORG</a>	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	<a href="#">My Organisation AN</a>	17/05/2016

2. Follow the instructions in [Section 2.3](#) 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 takes accents into account.

Established in *	<input type="text" value="Afghanistan"/>	EuropeAid ID	<input type="text"/>
Organisation name	<input type="text" value="AFGHAN"/>	Registration number	<input type="text"/>
Abbreviation	<input type="text"/>	VAT number	<input type="text"/>

Fields marked with an asterisk (\*) are mandatory

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#### Search results: PADOR profiles

3. Check the search results and identify the organisation

#### Search results: PADOR profiles

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.

Organisation name ▲	City	E-mail
<a href="#">MyORG</a>	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- [Section 2.3.1.3](#)).
5. Once you get access to this profile you can update it – follow the instructions in [Section 3.1](#).


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 official request by attaching the following information:

1. 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  and a pop-up will be displayed with the message:

**The user list of the organisation Poverty Network has been updated** ✕

<b>Received on</b>	27/05/2016 10:25
<b>Read on</b>	01/06/2016 16:40

Dear David DEBATTISTA,

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.*

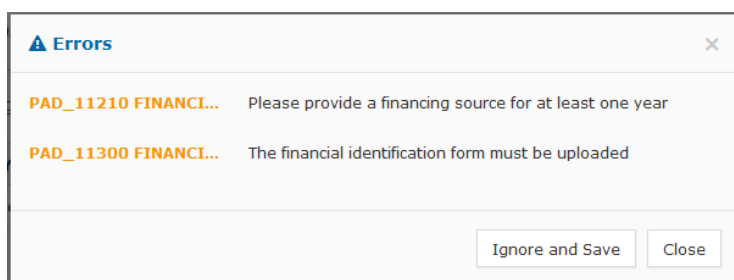
## 5 HELP

### 5.1 How to solve issues related to errors

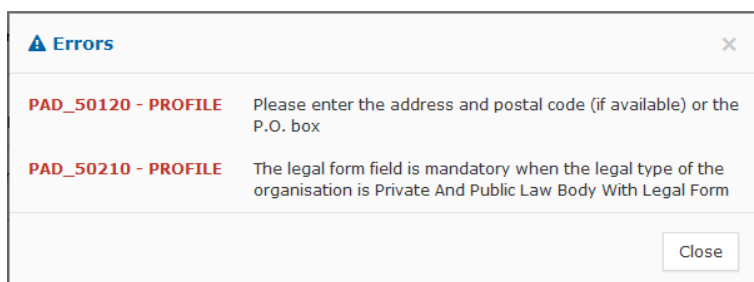
If all the mandatory information has been encoded in each screen a confirmation message is displayed in the upper right side of the screen:



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.



**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.

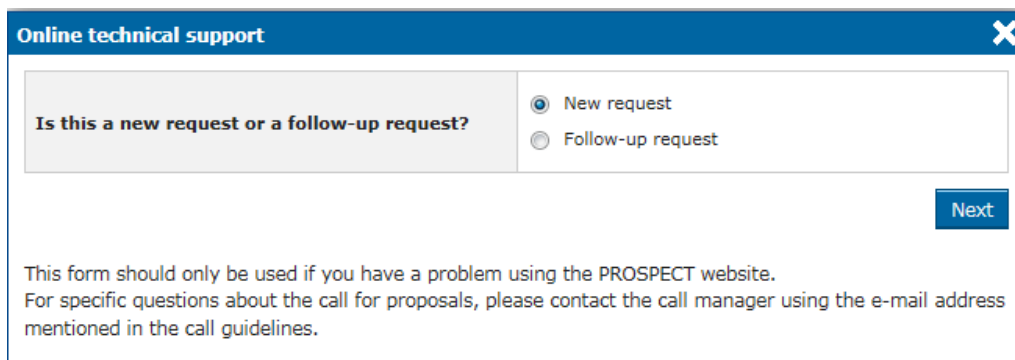


### 5.2 User manual, e-learning and Frequently Asked Questions

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?

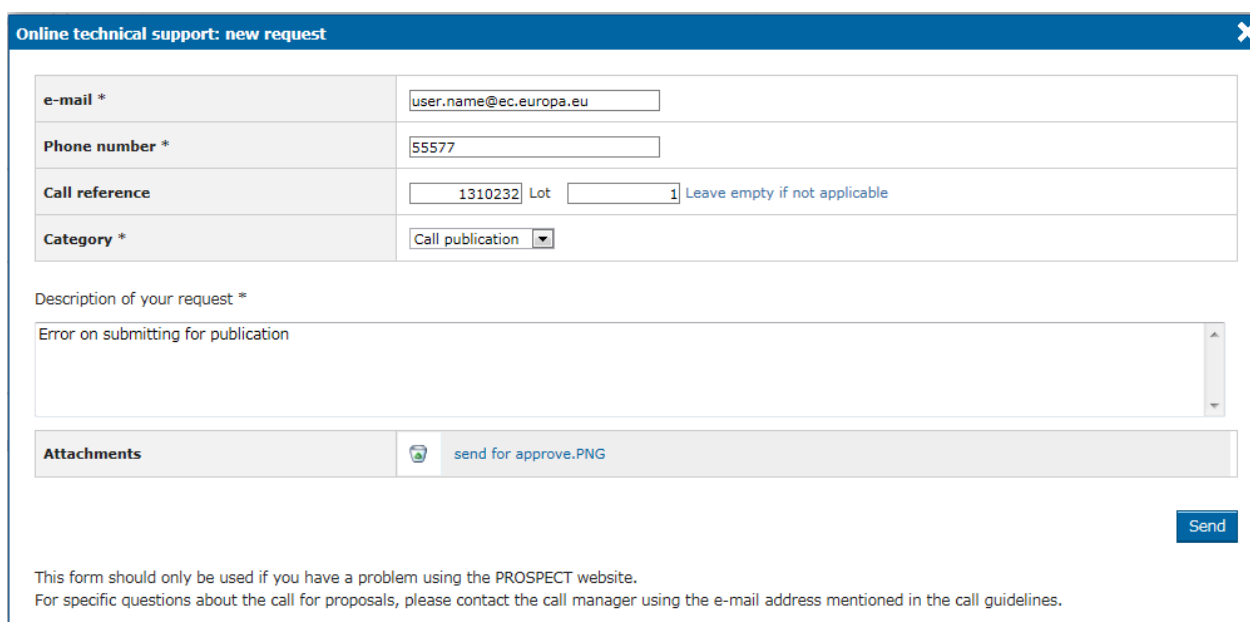
New request  
 Follow-up request

**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.

### 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:



**Online technical support: new request** ✕

**e-mail \***


**Phone number \***

**Call reference**  Lot  Leave empty if not applicable

**Category \***

Description of your request \*

Error on submitting for publication

**Attachments**  send for approve.PNG

**Send**

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.

Enter the required information – note that **all** the fields marked with an asterisk (\*) are mandatory:

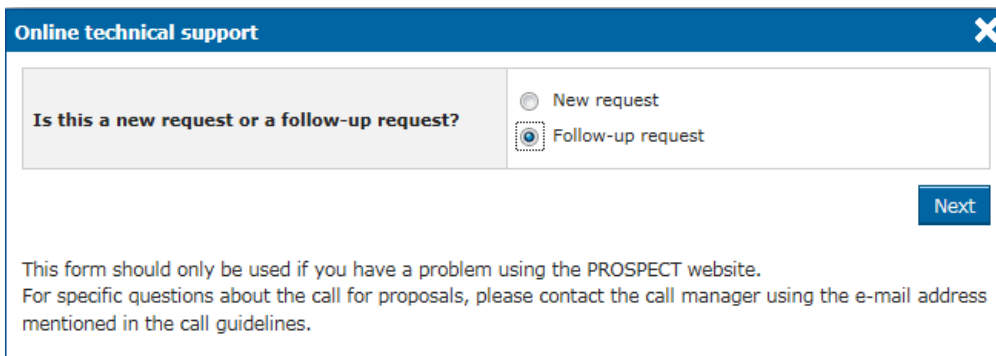
Field	Description
e-mail	The e-mail displayed by default is the one associated with the ECAS account of the currently logged-in user. You can change it if you require receiving helpdesk information at a different e-mail address.
Phone number	Enter the phone number where the helpdesk can contact you for 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.

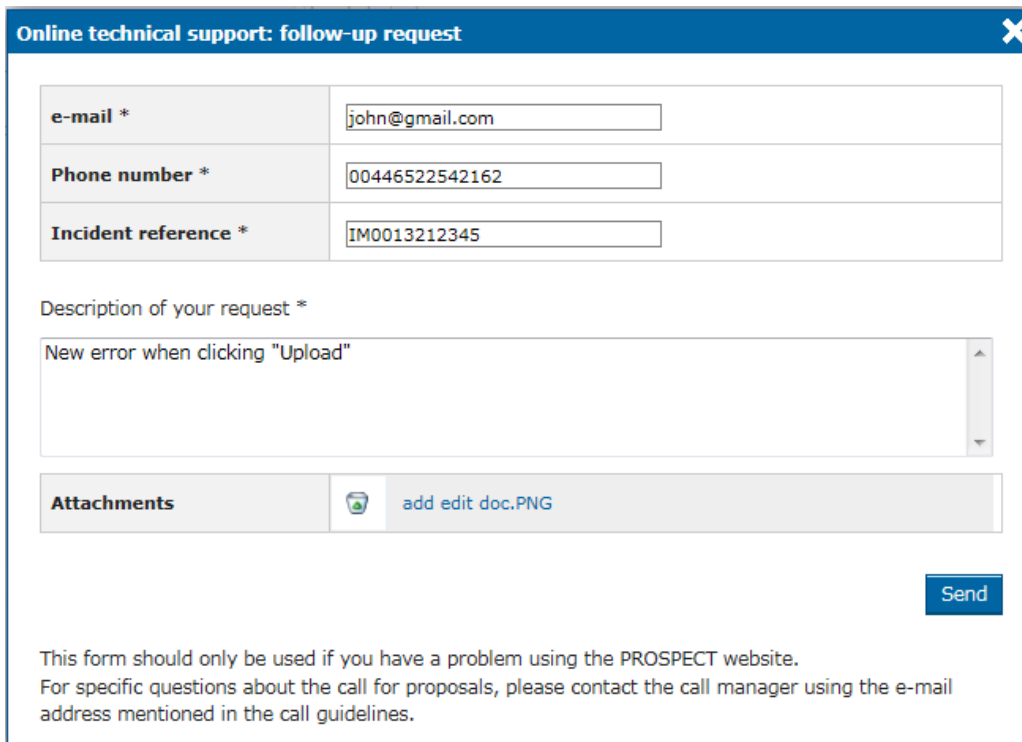
Once the IT Helpdesk registers your help request, you will receive an automatically generated email which will contain the reference of your request ('SMT Reference'). Please use this reference in any future communication with the Helpdesk regarding this same request.

### 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".



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



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

<b>Field</b>	<b>Description</b>
	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.