



USER MANUAL

- V.2.2.3 -

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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 PADOR offline 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 EU Login account (see below).

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 e-mail address

To access PADOR you must have a **EU Login account**.

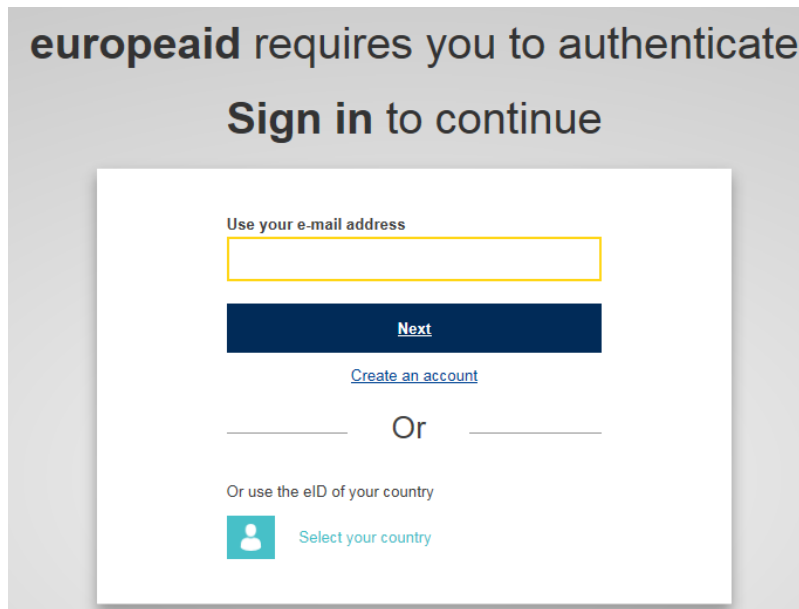
If you already have a EU Login account, you can go to [Section 2.1.2](#).

If you do not have a EU Login account, follow the instructions below:

2.1.1 I don't have an EU Login account

Please follow the steps below in order to create an EU Login account:

1. Click on the application link: <https://webgate.ec.europa.eu/europeaid/pador>. A screen similar to the one below will be displayed:



2. Click on the "Create an account" link and fill in all the fields in order to create your account:

Create an account

[Help for external users](#)

First name

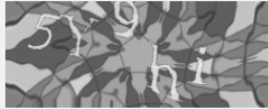
Last name

E-mail



Confirm e-mail

E-mail language

Enter the code



By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Field in the screen	Fill in with
First name	Type your first name
Last name	Type your surname
E-mail	Enter your e-mail address; it is the e-mail address used during registration that you will be requested to provide when logging into the PADOR system.
Confirm e-mail	Confirm the e-mail address entered above
E-mail language	Select the language in which you prefer to receive notifications related to your account; the default is English but all the EU languages are available for selection
Enter the code	Type the code displayed in the picture underneath the field. You can click on the "refresh" button  to display a new code, if required, and/or you can press "play"  to listen to the sound.

3. Tick the privacy statement acceptance box before clicking on the "Create an account" button.

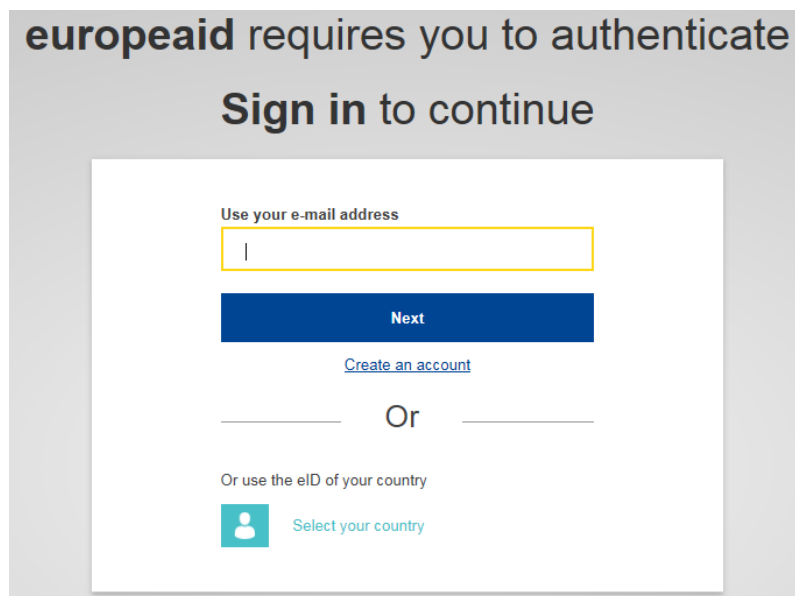
If you need help, click on the "Help for external users" link displayed on top of the fields or on the "Help" link on top of the screen.

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

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

2.1.2 I have an EU Login account

1. Go to <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=pador.welcome&userlanguage=en>.
2. Enter your e-mail address in the available field and click on "Next":



europeaid requires you to authenticate

Sign in to continue


Use your e-mail address

Next

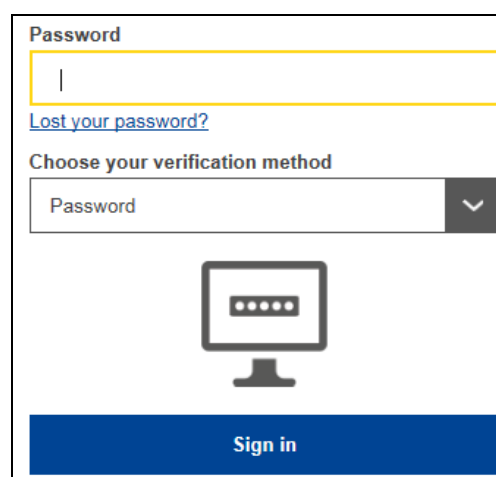
[Create an account](#)

Or

Or use the eID of your country

 [Select your country](#)

3. Enter your password and click on "Sign in":




Password

[Lost your password?](#)

Choose your verification method


Password



Sign in

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

About this site Legal notice English



INTERNATIONAL COOPERATION AND DEVELOPMENT

e-Calls

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

My PADOR

- My organisation
- Search organisation
- Create organisation
- Notifications (152)

e-Calls PROSPECT

- PROSPECT

Useful links

- Online IT support
- User manual

User

User TWO
Login: ntwouser - External
Logged: 21/02/2017 15:56

[Log me out](#)

My organisation

EuropeAid ID	Organisation name	Last signed:
	Health for all	
	Human Rights Foundation	
CN-2014-FAF-2005220352	INSTITUTE OF REMOTE SENSING AND DIGITAL EARTH.CHINESES ACADEMY OF SCIENCE	02/02/2017
PT-2010-FTL-2506088160	INSTITUTO POLITECNICO DE LEIRIA	02/02/2017
DJ-2008-CFQ-0906302787	INTERGOVERNMENTAL AUTHORITY ON DEVELOPMENT	02/02/2017
DK-2010-AWK-1901756372	INTERNATIONAL ORGANISATION FOR THEDEVELOPMENT OF FISHERIES IN EASTERNAND CENTR...	02/02/2017
AF-2009-EAZ-1111323626	JOMHOURI YE ESLAMI YE AFGHANISTANSS	02/02/2017
MT-2008-GJR-1202792212	KOPERAZZJONI INTERNAZZJONALI - MALTA	02/02/2017
TG-2009-CLC-2602359263	LES AMIS DE LA TERRE À€" TOGO	02/02/2017
AR-2007-DUO-2711435687	MUNICIPALIDAD DE SAN SALVADOR DE JUJUY	02/02/2017

21 - 30 of 58 items

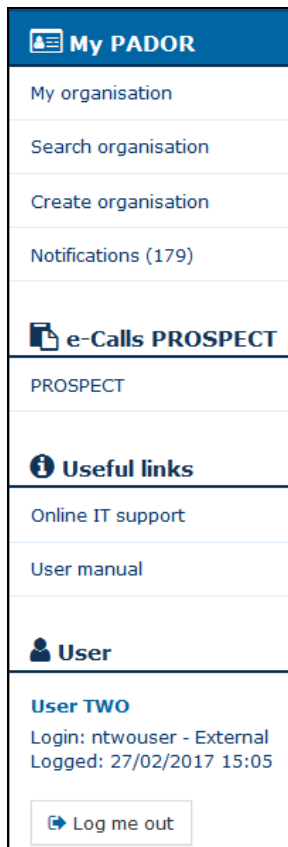
Notifications

	Received on	Subject	
<input checked="" type="checkbox"/>	10/02/2017	The user list of the organisation Test has been updated	✕
<input checked="" type="checkbox"/>	09/02/2017	The user list of the organisation Child care organization has been updated	✕

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 organisation(s): 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:

[About this site](#) [Legal notice](#) 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.

Note that the search takes accents into account. Example: "société" and "societe" will give different results.

Established in *	<input type="text"/>	EuropeAid ID	<input type="text"/>
Organisation name	<input type="text"/>	Registration number	<input type="text"/>
Abbreviation	<input type="text"/>	VAT number	<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
MyORG	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 *	<input type="text" value="MyORG"/>
VAT number	<input type="text" value="155155"/>
Established in *	<input type="text" value="Bolivia"/>

I am aware that the Commission might 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 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

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)

Note that the "Contracts" tab is also available, but it does not require entering any information. It displays all the contracts that your organisation has signed as lead applicant or coapplicant in calls for proposals:

Profile	Financial data	User list	Signature							Contracts
This is the list of contracts signed with your organisation in the context of calls for proposals, direct management.										
Reference	Year	Status	Amount	EC Sign.	Entity in charge	Title	Role	Call/lot		
ICSP/2010/383-403	2010	Closed	12000	17/06/2010	DEVCO B 02	Scouting our way towards ...	Lead app.	134863/2		
ENI/2012/388-111	2012	Closed	200000	30/11/2012	DEVCO G	zffe ojzeoif jzoief jozejf oe...	Co-app.	137659		

2.3.1.1 Profile screen

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

Health for all

EuropeAid ID:	To view the ID, profile must be signed	LEF ID:	Profile not linked to existing EC contract
Last signed:	Profile not yet signed	Last saved:	13/06/2016 11:18 (User TWO)

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

Profile
Financial data
User list
Signature
Contracts

Contact details

Organisation name *	<input type="text" value="Health for all"/>	Organisation e-mail *	<input type="text" value="health@mail.org"/>
Abbreviation	<input type="text" value="HfA"/>	Confirm e-mail *	<input type="text" value="health@mail.org"/>
Phone number	<input type="text"/>	Language	<input type="text"/>

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

Address	Postal code
<input type="text"/>	<input type="text"/>
City *	P.O. Box
<input type="text"/>	<input type="text"/>

Legal data

Established in *	<input type="text" value="American Samoa"/>	Statutes or law *	<input type="text" value="Statutes of law.pdf"/>
Legal type *	<input type="text" value="Public Law Body"/>	Legal entity file (LEF) *	<input type="text" value="Legal entity file LE..."/>
Legal form	<input type="text"/>	Category *	<input type="text" value="Association"/>
NGO *	<input type="radio"/> Yes <input checked="" type="radio"/> No	Profit making *	<input type="radio"/> Yes <input checked="" type="radio"/> No

Registration data and VAT

Registration number	<input type="text"/>	Date of registration	<input type="text"/>
Registration document	<input type="text" value="Registration document..."/>	VAT number *	<input type="text"/>

VAT number not applicable

Target group(s) *

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

Sector(s) *

- 11000 - EDUCATION
- 12000 - HEALTH
- 13000 - POPULATION POLICIES/PROGRAMMES AND ...
- 14000 - WATER SUPPLY AND SANITATION
- 15000 - GOVERNMENT AND CIVIL SOCIETY
- 15064 - Demobilisation
- 15066 - Land mine clearance
- 15110- - Economic and development policy/Planning

Total number of staff

Number of paid and unpaid staff including headquarters, expats and local staff *

Additional information



Provide here any additional information. Try not to exceed 10 lines (approximately 250 words)

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

[Save and continue](#)

Field	Description
Legal Type	<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>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.</p> <p>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.</p>
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 . 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 needed here depends on your role in calls for proposals. Select:

Lead applicant in at least one call for proposals

Co-applicant or affiliated entity in at least one call 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
Contracts

The information needed here depends on your role in calls for proposals. Select:

Lead applicant in at least one call for proposals

Co-applicant or affiliated entity in at least one call for proposals

Financial data


Lead applicants who are private bodies must provide: the financial report of the latest year, financing sources and the FIF

If the report for the latest financial year is not yet available, fill in the number "0" in the fields and upload a justification document. 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
2016	<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"/>	No document <input type="button" value="↑"/>
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"/>	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"/>	No document <input type="button" value="↑"/>

Amounts are expressed in thousands EUR (X 1000 EUR). See the user manual for further information.

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
Share-holder 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  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.

Financing sources


Year *	Source *	% per year
Please define at least one financing source using 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 ✕	<input style="width: 100%;" type="text"/> <ul style="list-style-type: none"> <li style="background-color: #e0e0e0; padding: 2px;">Donation from Individuals EU Commission EU Member State(s) Public Bodie(s) Member's fees Other International Organisation(s) Other(s) Private Sector Taxes/Local taxes/Government donations Third Countrie(s) Public Bodie(s) 	100 %
		+ Add source

- 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

Note that lead applicants (except public law bodies and international organisations) requesting a grant of more than EUR 750 000.00 (or EUR 100 000.00 for an 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
2016	<input style="width: 100%;" type="text"/>	dd/MM/yyyy 	No document 
2015	<input style="width: 100%;" type="text"/>	dd/MM/yyyy 	No document 
2014	<input style="width: 100%;" type="text"/>	dd/MM/yyyy 	No document 

- 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!

Unique identifier	First name	Last name	E-mail	Sign profile	Edit profile	Manage user list	View profile	
ntwouser	User	TWO	pador.user2@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

Add a user

You can only add users who have a valid EU login (<https://webgate.ec.europa.eu/cas>).

Fill in the **e-mail address** linked to the **EU Login account** of the user you want to add (see user manual).
Note that this user will be able to view applications submitted in PROSPECT with the EuropeAid ID of this organisation.

E-mail address *

Fields marked with an asterisk (*) are mandatory

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 a valid EU login (<https://webgate.ec.europa.eu/cas>).

Fill in the **e-mail address** linked to the **EU Login account** of the user you want to add (see user manual).
Note that this user will be able to view applications submitted in PROSPECT with the EuropeAid ID of this organisation.

E-mail address *

We have found the following EU Login user:

E-mail pador.user3@gmail.com
Last name THREE
First name User
Unique ID nthreuse

I want to add this user to the PADOR profile of this organisation with the following permissions:

Sign this profile
 Edit this profile
 Manage the user list
 View this profile

Fields marked with an asterisk (*) are mandatory

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"/>	<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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

You can change the rights by (un)tick 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"**.

The users in this list will automatically have view rights to all the organisation's applications to calls for proposals in PROSPECT, as soon as the profile is signed. You can manage the users' rights per application directly in PROSPECT – for details, please consult the dedicated [User Manual](#).

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	Contracts
Note that organisations may not participate in calls for proposals if they are in any of the situations listed in section 2.3.3.1 of the Practical Guide (PRAG). Note that once this organisation profile is signed, it will appear in the search results list of organisations registered in PADOR.				
<input type="checkbox"/> I declare that I am entitled to represent and to take the responsibility for the organisation which is being registered *				
<input type="checkbox"/> I confirm that the PADOR profile of this organisation is up to date and that the users in the User list will be able to view applications submitted with the EID of this profile. *				
<input type="checkbox"/> I acknowledge that, in exceptional cases and in accordance with the procedure described in the User manual, the IT Support are allowed to manage the user list of this PADOR profile. *				
Fields marked with * are mandatory to sign the profile				
				<input type="button" value="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!**

i 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	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 [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

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
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 – [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 EU Login 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 ✕

Received on	27/05/2016 10:25
Read on	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.

If you wish to delete a notification from the table, click on the corresponding "x" button.

To delete several notifications at once, click first on the corresponding tick mark on the left and then on the "Delete selected" button on the bottom of the table (as shown in red highlight). You have the option to delete all notifications: click on the tick mark on top of the table (purple highlight) – please note that this will delete all the notifications (to delete only the notifications in the current page, please tick the marks individually):

Notifications

<input type="checkbox"/>	<input type="checkbox"/>	Received on ▾	Subject	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	29/03/2017	The EuropeAid ID of your organisation has been used for applying to a call for proposals	<input type="checkbox"/>

items per page 10 1 - 10 of 1294 items

5 Print your profile

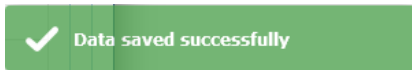
You have the possibility to print your profile from the Print option in the browser or from the right-click menu – note that for the time being you can only print it tab by tab, nicely arranged.

You can install the Adobe PDF printer, which will allow you to save the profile as PDF.

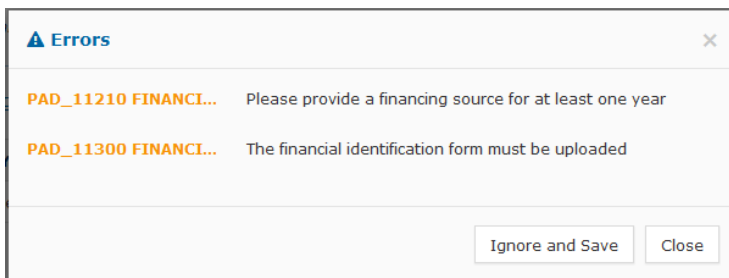
6 HELP

6.1 How to solve issues related to errors

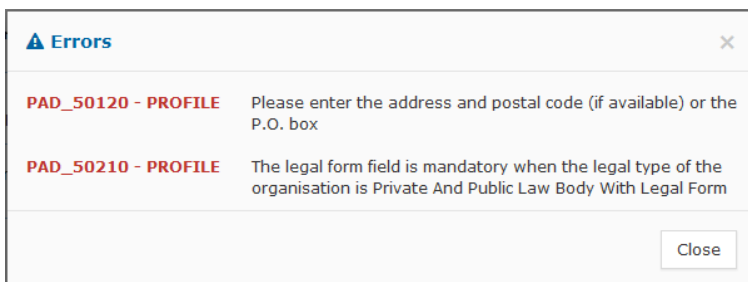
If all the mandatory information has been encoded in each screen a confirmation message is displayed in the upper right side of the screen:



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.

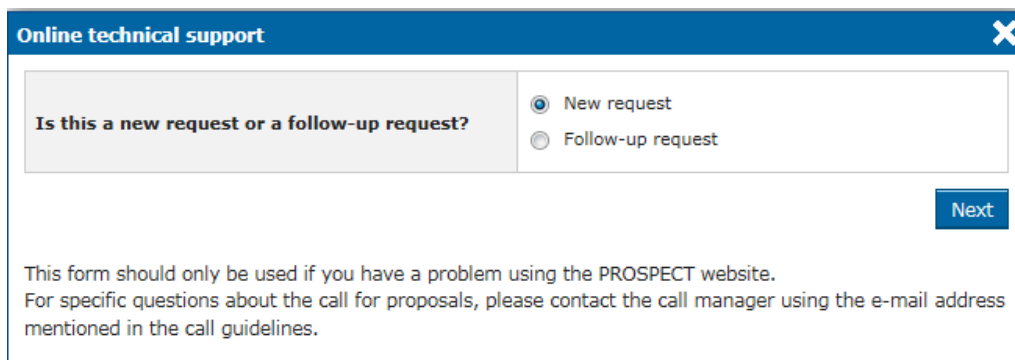


6.2 User manual, e-learning and Frequently Asked Questions

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.

6.3 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?

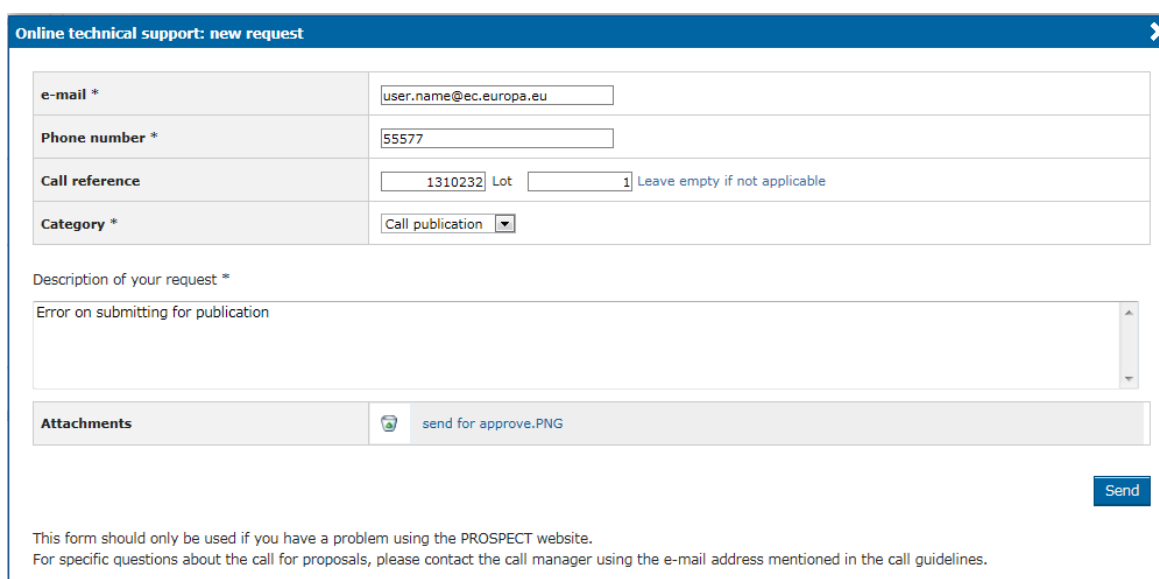
New request
 Follow-up request

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.

6.3.1 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:

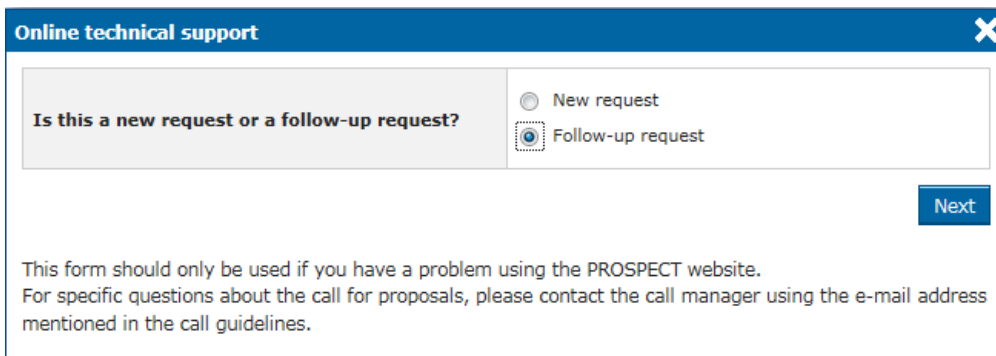
Field	Description
e-mail	The e-mail displayed by default is the one associated with the EU Login account of the currently logged-in user. You can change it if you require receiving helpdesk information at a different e-mail address.
Phone number	Enter the phone number where the helpdesk can contact you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

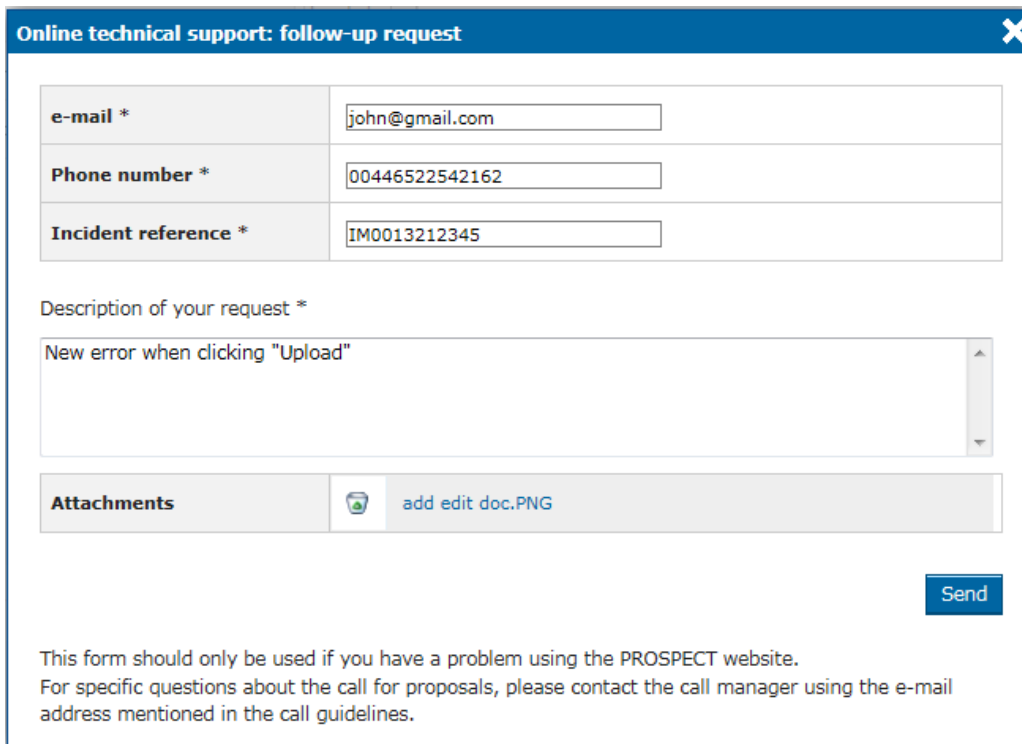
Once the IT Helpdesk registers your help request, you will receive an automatically generated email which will contain the reference of your request ('SMT Reference'). Please use this reference in any future communication with the Helpdesk regarding this same request.

6.3.2 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 EU Login 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.