



IS VĚDA
TVŮRČÍ ČINNOST,
PROJEKTY A MOBILITY
Univerzita Karlova

RETURNS Manual for applicants

Obsah

Login and access to the PAS (Projects and Competitions) module.....	2
Creation, completion and submission of an application.....	2
Creation of an application	2
Completion of an application	4
Basic information tab	4
Research team tab.....	5
General rules for the inclusion of persons other than oneself (GDPR)	7
Attachments tab	10
Requests and Issues Tab	11
Systematic review of the application	12
Print/Export application.....	13
Submission of application	13
Processing of submitted applications	14
Interim report, Data management plan, Final report.....	14
Support - HelpDesk.....	14

Project name: Návraty na UK

Project registration number: CZ.02.01.01/00/24_037/0013839

Methodology: <https://opp.cuni.cz/OPP-148.html>

More information: <https://opp.cuni.cz/OPP-145.html>

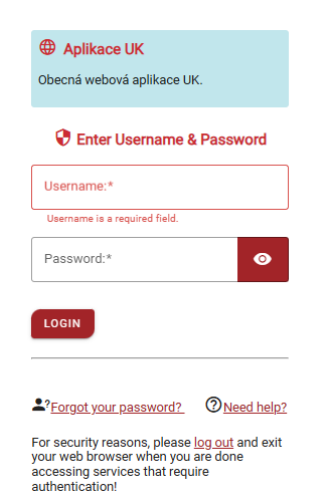


Co-funded by
the European Union



Login and access to the PAS (Projects and Competitions) module

Applications are submitted via the **PAS (Projects and Competitions) module** of the [IS Věda information system](https://is.cuni.cz/veda). The IS Věda information system is available at <https://is.cuni.cz/veda>, and can be accessed via a normal web browser. The system can only be accessed by students and employees of Charles University, who can log in to the system using data from the Central Authentication Service (CAS).



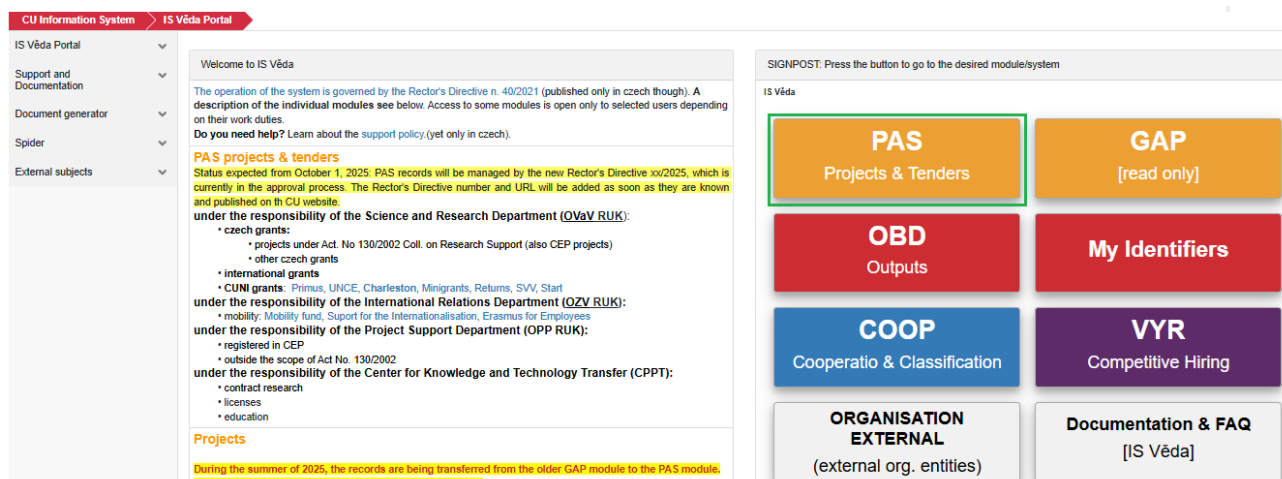
Username

Enter your personal number (CU personal number or assigned login).

Password

Enter the password.

After logging in, the main page of the IS Věda Portal appears. Current information can be displayed in the left-hand part of the portal, and in the right-hand part there is a signpost in which you can click on the **orange PAS (Projects and Tenders) button**.



Creation, completion and submission of an application

Creation of an application

After entering the PAS module, you will see the Dashboard. On the left side of the screen, there is a menu where you can select the **My Records** menu.

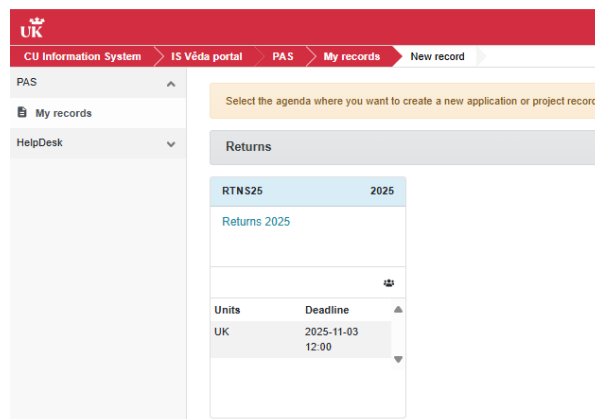


Co-funded by
the European Union





Click the **New Record** button to create a new application. A list of current open calls is displayed. **Click on the title of the call to select returns.**



After the category is selected a landing page appears, on which you can find basic instructions for submitting your application. We recommend that you read these carefully. You can return to them later by clicking the **Tender terms** button at the top right of the open application.



After reading the instructions, click on **the blue arrow button at the bottom right.**



The system creates the application after you have filled in the following basic data:

New record

Category**
Returns 2025

University Unit**
[Empty field with warning icon]

Start Date**
[Empty field with warning icon]

Due Date**
[Empty field with warning icon]

Show the record to co-researchers
Whole project

Item is mandatory



Some fields contain an information point that is displayed after clicking on the question mark in the blue circle.



If the required field is not filled in, it is marked with a warning icon in the form of an exclamation mark in a red triangle.

Show the record to co-researchers

It is not possible to change the value in this field. This option means that all other people who will be included in the application (see [Contact Persons tab](#) below) will have access to view the entire application.



Co-funded by
the European Union



Start date, Due date

Choose the dates of the project from the calendar. The duration of the project must be stated in whole months, i.e., beginning on the first day of the month and ending on the last day of the month. The project duration must be within the specified range, with a minimum duration of 2 years and a maximum duration of 3 years.

After filling in this data, click the **blue arrow-shaped button** at the bottom right. The system checks the completed data, and if they are complete, the application is created, and other parts of the form are opened.

After the application has been created, it is necessary to enter the necessary data in all tabs except **Requests and Queries**. We recommend filling in the tabs in the order in which they are displayed. While filling in the application, it is possible and recommended to save the application as you go.

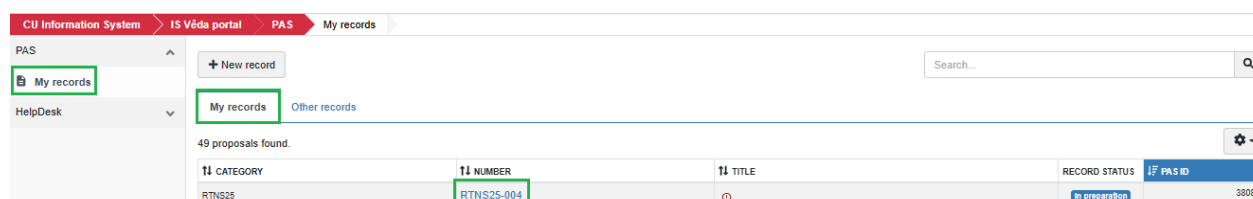
Completion of an application

The application form consists of several tabs. Each tab contains important information that must be filled in. Required fields are marked with asterisks **. At the top of the form, on the Basic Information tab, there is a header with the application identification details (application number, category, applicant, application status); these details are filled in automatically by the system and cannot be changed. When filling out the form, you can use the help function, which appears when you click on the icon .

You can save your application at any time using the floppy disk icon button and then return to it later (each tab can be saved separately). Saving does not submit the application; submission is only possible after all required information has been filled in and the Submit button has been clicked. You can therefore edit your application as you wish until you decide to submit it.



You can access your pending application again via the My records menu. You will find it on the tab with the same name, My Records. Open it by clicking on the application number.



Basic information tab

On the first tab, you need to provide basic information about the project for which you are applying for financial support, including the requested financial contribution and its justification.



Co-funded by
the European Union



Basic information

Research team

Attachments

Requests and Issues

Show the record to co-researchers

Whole project

Category**

Project Code**

University Unit**

Applicant**

PAS ID**

Returns 2025

RTNS25-004

PF

Jan Student

38083

In preparation

Start Date**

Due Date**

2026-02-01

2028-01-31

Project Name**

Expand field

Annotation**

Expand field

Basic identification and description**

Expand field

Description of the objectives of the project**

Expand field

Basic identification and description**

Expand field

Description of the objectives of the project**

Expand field

Planned activities and research methods**

Expand field

Results and outputs of planned activities**

Expand field

Project schedule**

Expand field

Identification and description of the gender dimension**

Expand field

Amount requested**

Justification of the budget**

Expand field

Expertise**

> Submit

Research team tab

The tab is divided into sections: Principal Investigator, Supportive Professional Team, Internal Mentor, External Mentor.

The **Principal Investigator** is pre-filled according to the person submitting the application and cannot be changed. The Principal Investigator section is pre-filled with information from the personnel system; other details must be added.

The **Supportive professional team** is not mandatory. If other persons are to participate in the project, there can be a maximum of 4, and the total sum of their working capacity cannot exceed 2. Only persons affiliated with Charles University (internal persons) can be members of the supporting expert team, so they must be selected from the Charles University personnel database.

Every supportive professional team member listed in the application [must give their consent to participate](#), i.e. confirm in the app that their data can be included in the application. **Until consent is given, it is not possible to edit any details of team member, including contact information.** The request for consent is sent to the person's e-mail address as specified in the HR system. Any missing contact information can be added after they have given their consent to participate.



Co-funded by
the European Union



A mentor is mandatory and only one must be listed on the application. If the mentor is a person affiliated with Charles University, they must be listed in the **Internal Mentor** section and selected from the Charles University personnel database.

Internal mentor listed in the application [must give his/her consent to participate](#), i.e. confirm in the app that their data can be included in the application. **Until consent is given, it is not possible to edit any details of internal mentor, including contact information.** The request for consent is sent to the person's e-mail address as specified in the HR system. Any missing contact information can be added after they have given their consent to participate.

If the mentor is from another institution, their details must be entered in the **External Mentor** section. In this case, basic information about the mentor must be entered and, after saving the application, a pre-filled form for the mentor's consent to participate in the project must be downloaded from the External Mentor table in the Export column. The form signed by the mentor must then be uploaded as an attachment of the type Consent to Participation. After entering mentor's consent to participate, you can enter additional information about the external mentor – contact details, external organization, other information. If you want to enter an external organization and cannot find it in the list of organizations, [please contact support through the HelpDesk](#).

Detailed instructions for granting consent to participate in the project for internal and external persons are provided in the chapter [General rules for inclusion of persons other than oneself](#).

Basic information

Research team

Attachments

Requests and Issues

Applicant

Principal investigator

Person	Relation	Contacts	Other	Consent to participate
Jan Student UK: 12345678	PF: Faculty of Law already in relation with UK	E-mail: lenka.senttova@ruk.cuni.cz Phone: 123456789	Attachments: 3 Work capacity: 0.7	Granted

Internal people in the project

Supportive professional team

+ Supportive professional team

Person	Relation	Contacts	Other	Consent to participate
██████████ UK: ████████	PF: Department of Foreign Languages already in relation with UK	E-mail: ██████████ Phone: 123456789	Attachments: 1 Work capacity: 1	Granted
██████████ UK: ████████	PF: Department of Legal Theory and Legal Doctrines already in relation with UK	E-mail: ██████████ Phone: 123456789	Attachments: 1 Work capacity: 0.65	Granted

Internal mentor

+ Internal mentor

Person	Relation	Contacts	Other	Consent to participate
██████████ UK: ████████ ORCID: ██████████	PF: Department of Public International Law already in relation with UK	E-mail: ██████████ Phone: 123456789	Attachments: 1	Granted

External people in the project

External mentor

+ External mentor

Person	Relation	Contacts	Other	Consent to participate	Export
Jan Novák	Not defined	E-mail: xyz@gmail.com Phone: 123456789	Attachments: 2	External	Exports

Total capacity of supportive professional team

1.65

The total capacity of the supportive professional team may be a maximum of 2 FTE.

Submit

If an icon with an exclamation mark in a blue triangle is displayed next to any person, it means that not all



Co-funded by
the European Union



required fields have been filled in. Hovering the mouse over the triangle will reveal which information is missing.

Applicant	This record is not valid	
Principal investigator	- It is necessary to fill in the researcher's STUDENT Jan ({{roleEng}}) Work capacity. - Field 'Senior / Junior' for researcher STUDENT Jan (Principal investigator) is required. - Attachment of type 'Docs conf. compl. with the def. of a career break' is required for researcher STUDENT Jan. - Attachment of type 'CV' is required for researcher STUDENT Jan. - Attachment of type 'Career plan' is required for researcher STUDENT Jan.	
Person	Other	Consent to participate
Jan Student 	Work capacity: null	Granted
Internal people		

You can fill in information about any person in a modal window that opens when you click on the person's name in the table of persons in the given section. Fill in all the required fields in the open window. Additional information is provided in the help sections for each field.

General rules for the inclusion of persons other than oneself (GDPR)

In order to ensure that they are aware of the use of their personal data (GDPR) as part of the application, all persons listed in the form must give their consent to such inclusion. If you list yourself as the applicant, the system understands this as a statement of consent; however, consent must be obtained from other persons who are to be included in the application.

The system sends an automatic e-mail to request the consent of persons listed as the Supportive Professional Team member or Internal mentor.

Detailed procedure for internal and registered persons

After selecting a person, a window will appear for you to write an optional personal message, which the system then includes in the automatic e-mail requesting consent to participate.

Consent to participate

The participation consent is required for filling in other fields. The request for consent will be emailed to this person after project changes are saved. Message, which will be sent together with the request, can be written below.

Message for requestee (optional)

✓ OK

Confirming this window does not send the e-mail! E-mails are not sent in bulk to all entered persons until the changes have been saved (see below).

After this window has been confirmed it will not be possible to edit any additional fields in the detailed information for the person and no personal or study information will be loaded until the person has given their consent to participate. A label with the current status of the request ('Request will be sent') is displayed next to the name of the listed person.

Internal mentor ✕

Person

GARANT-Jan, RNDx: (323456789)  

Workplace

FSV: Faculty of Social Sciences

Activity for the whole duration of the project

Contact person

Phone

Consent to participate: Request will be sent

Email

Message for requestee (optional)

Researcher identifier

ORCID 

Attachments

Obligatory attachments: CV (Allowed suffixes pdf)

Allowed suffixes: pdf



Co-funded by
the European Union



The application status label is also displayed on the research team's overview.

Internal mentor + Internal mentor				
Person	Relation	Contacts	Other	Consent to participate
? UK: 323456789	FSV: Faculty of Social Sciences already in relation with UK			Request will be sent

The system sends e-mails with a request only after the changes have been saved and it has been confirmed that they can be sent:

Request for consent
 There are persons in the project who have not been sent a request to participate yet. By saving the changes, a request will be sent. Do you want to save changes or continue editing the form?
 Send and save Back to the form

The person's status label will change to Pending Consent.

Internal mentor + Internal mentor				
Person	Relation	Contacts	Other	Consent to participate
RNDr. Jan Garant ▲ UK: 323456789	FSV: Faculty of Social Sciences already in relation with UK			Waiting

The applicant is notified of the need to wait for consent by an exclamation mark in a blue triangle:

Internal mentor
 + Internal mentor

Person
 RNDr. Jan Garant ▲
 UK: 323456789

External people in
 External mentor assignm

This record is not valid

- It is necessary to fill in the researcher's GARANT Jan (positionEng) email.
- It is necessary to fill in the researcher's GARANT Jan (positionEng) phone.
- Person GARANT Jan, RNDr. has not yet granted their consent to participate.
- Field 'Year of PhD.**' for researcher GARANT Jan (Internal mentor) is required.
- Field 'Domain/thematic cluster 1***' for researcher GARANT Jan (Internal mentor) is required.
- Field 'I declare that the work capacity of mentor allocated to this project will not exceed 0.2 FTE' for researcher GARANT Jan (Internal mentor) is required.
- Attachment of type 'CV' is required for researcher GARANT Jan.

You will receive an e-mail telling you whether the contacted person has granted or refused consent. The decision is indicated with a green or red label:

Person	Relation	Contacts	Other	Consent to participate
RNDr. Jan Garant ▲ UK: 323456789	FSV: Faculty of Social Sciences already in relation with UK	E-mail: lenka.sen@rova@ruk.cuni.cz		Granted

Person	Relation	Contacts	Other	Consent to participate
RNDr. Jan Garant ▲ UK: 323456789	FSV: Faculty of Social Sciences already in relation with UK			Refused

If consent is refused, the relevant team member must be removed (see [Removing a person from the team](#)).

If consent is granted, the system will automatically unlock all locked fields and retrieve the remaining personal information from the code list, or data can be entered manually.

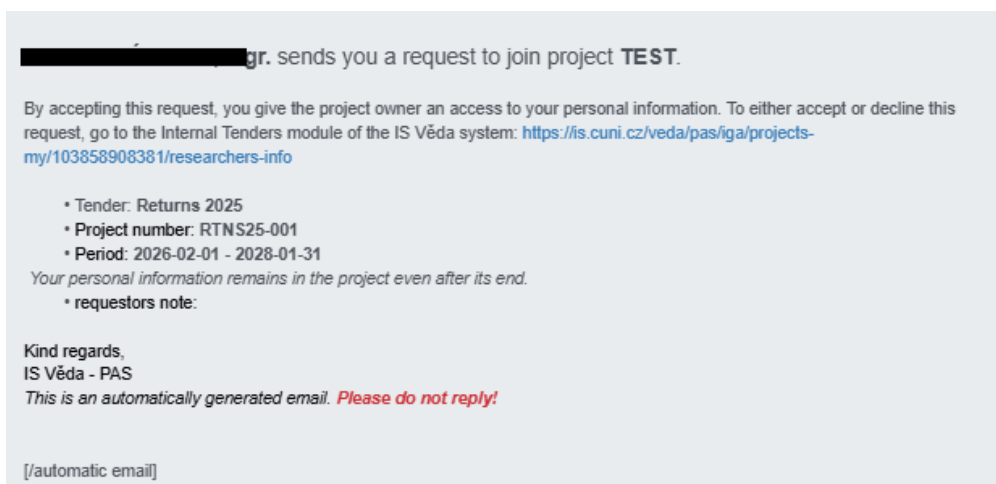
Consent procedure by internal or registered persons

Persons designated as a supportive professional team member or internal mentor receive a notification e-mail with a request for consent.



Co-funded by
the European Union





The IS Věda login page opens after they click on the link. If the internal person does not receive/cannot find the notification e-mail with the request for consent, they can enter the address directly into the browser: <https://is.cuni.cz/veda>.

After logging in to the system, they must go to the PAS module. In the **Other Records** tab in the **My Records** menu on the left-hand side they will see the list of applications and must then click on the number of the application for which consent to participate is being requested.

↑↓ CATEGORY	↑↓ NUMBER
RTNS25	RTNS25-004

They will find their name in the **Research team** tab, after which they must click on the 'Consent to Participation' button on the right.

Internal mentor

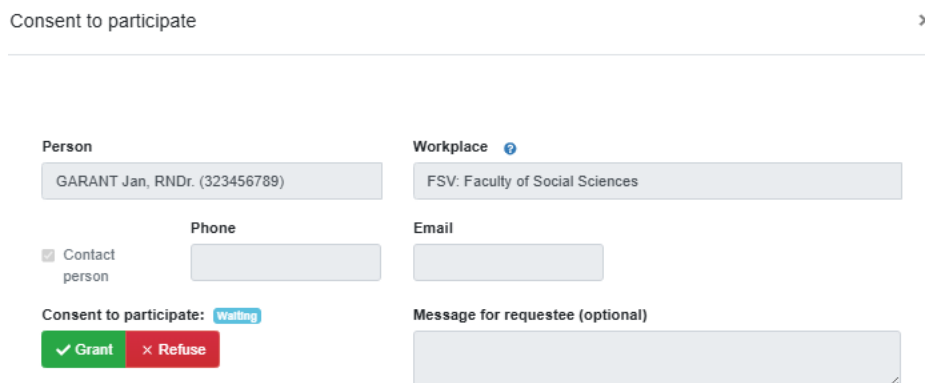
Person	Relation	Contacts	Other	Consent to participate
RNDr. Jan Garant	FSV: Faculty of Social Sciences already in relation with UK			<button>Consent to participate</button>



Co-funded by
the European Union



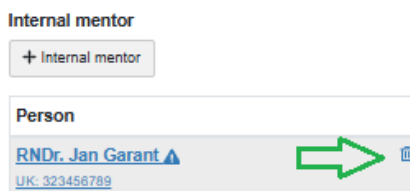
This button then opens a dialogue box through which they agree to participate by clicking on the green 'Grant' button or refuse to participate by clicking on the red 'Refuse' button.



A dialog box titled "Consent to participate" with a close button (X) in the top right corner. The form is divided into two columns. The left column contains a "Person" field with the text "GARANT Jan, RNDr. (323456789)", a "Phone" field, a checkbox labeled "Contact person" which is checked, and a "Consent to participate:" section with a blue "Waiting" status and two buttons: a green "Grant" button and a red "Refuse" button. The right column contains a "Workplace" field with the text "FSV: Faculty of Social Sciences", an "Email" field, and a "Message for requestee (optional)" text area.

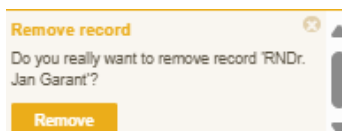
Removing a person from the team

If a person is entered by mistake, or if the supportive professional team member or internal mentor refuses to give their consent to participate, you can remove that person by using the button with the rubbish bin icon that appears when you hover your mouse over the field with the name of the position:



A section titled "Internal mentor" containing a button "+ Internal mentor". Below it is a list of people. The first entry is "RNDr. Jan Garant" with a blue triangle icon and a link "UK: 323456789". A green arrow points to a trash bin icon next to the name, indicating the removal button.

Removal of a person still requires confirmation:



A confirmation dialog box titled "Remove record" with a close button (X) in the top right corner. It contains the text "Do you really want to remove record 'RNDr. Jan Garant'?" and a yellow "Remove" button.

Attachments tab

You can attach files to your application on the tab. The list of required attachments is provided in the instructions directly on the tab. You can download the calculator and RIS3 strategy agreement in the competition rules. Applications cannot be submitted without the attachments marked as mandatory. Each attachment has specified file types that are permitted; attachments in other formats cannot be added.

To add an attachment, click in the marked space and attach the file from the hard disk or drag and drop the file into the space.



Co-funded by
the European Union



[✓ Check](#)
[☰ Tender terms](#)

[Basic information](#)
[Research team](#)
[Attachments](#)
[Requests and issues](#)

Please attach the required attachments:

- Letter of intent
- Statement from the dean of the faculty or director of the university institute where the return grant will be implemented
- Cost calculator for return grant applications
- Compliance with the RIS3 strategy

Obligatory attachments: Letter of intent (Allowed suffixes pdf), Statement by the Dean of the Faculty (Allowed suffixes pdf), Calculator Activity 3 application for Return grant (Allowed suffixes xls, xlsx, csv), Compliance with the RIS3 strategy (Allowed suffixes pdf, csv, xls, xlsx)

Attachments

📁 Drop file here to upload, or browse.

🔗 Name	🔗 Attachment type	🔗 Attachment description	Actions
🔗	Letter of intent (Allowed suffixes pdf)		Detail 🔍
🔗	Statement by the Dean of the Faculty (Allowed suffixes pdf)		Detail 🔍
🔗	Calculator Activity 3 application for Return grant (Allowed suffixes xls, xlsx, csv)		Detail 🔍
🔗	Compliance with the RIS3 strategy (Allowed suffixes pdf, csv, xls, xlsx)		Detail 🔍

[➤ Submit](#) 🗑️

Subsequently, a dialogue box in which the correct **Attachment Type** must be entered is displayed.

Attachment ✕

Name	Size	Uploaded
LetterOfIntent.pdf	70 kB	2025-09-25 19:02

Attachment type

Letter of intent (Allowed suffixes pdf)

Letter of intent (Allowed suffixes pdf)
 Statement by the Dean of the Faculty (Allowed suffixes pdf)
 Calculator Activity 3 application for Return grant (Allowed suffixes xls, xlsx, csv)
 Compliance with the RIS3 strategy (Allowed suffixes pdf, csv, xls, xlsx)
 Contract documentation

✎ changed
✕ Discard attachment
✓ OK

You can insert additional text for the file in the **attachment description** field.

Attachments can also be added directly in the table by clicking the **Detail** button in the line with the attachment type:

🔗 Name	🔗 Attachment type	🔗 Attachment description	Actions
🔗	Letter of intent (Allowed suffixes pdf)		Detail 🔍
🔗	Statement by the Dean of the Faculty (Allowed suffixes pdf)		Detail 🔍
🔗	Calculator Activity 3 application for Return grant (Allowed suffixes xls, xlsx, csv)		Detail 🔍
🔗	Compliance with the RIS3 strategy (Allowed suffixes pdf, csv, xls, xlsx)		Detail 🔍

Requests and Issues Tab

This tab is used for all communication with the university clerk in charge of the Returns programme. Communications are also archived on this tab. If you need to request an edit to an application that you no longer have edit rights to with respect to its status, or add some information, please use the **Request for a project change** button. Likewise, you can add any attachment you want to your application or document requested by the clerk or request a permissible change to an ongoing project (change of supportive



Co-funded by
the European Union



professional team member, change mentor or change due date of project). It is also possible to insert a helpdesk query (**Ask for help** button) in this tab. If you encounter any technical problems when working with your proposal or application, use the **Report a bug** button to contact the clerk for assistance. The clerk may, if necessary, forward the request to another member of the research team.

Requests entered in this way provide a direct link to the specific application from which it was generated and facilitate the identification of any problem.

Basic information Research team Attachments **Requests and Issues**

✓ Check ⚙️ Tender terms

Request for a project change - Apply for a modification - all requests to the Returns Officer. If an amendment to the application is required, please indicate what type of amendment to the application it is.

Ask for help - the purpose and functionality is identical as creating a query to the helpdesk from any part of the application. The query is directed primarily to the officer, who can, if necessary, forward it to the appropriate solver (depending on the specific issue).

Report a bug - at any point in time, if you encounter any technical issue with proceeding with your application/mobility, use this option to contact your officer for help.

+ Request for a project change + Report a bug + Ask for help

Priority	Type	Issue	Component	Title	Creator	Current solver	Created	Closed	State	Comments
No records found.										

Request for a project change

An applicant whose Return has been approved for financial support may submit a request for change. In the request submitted via the Requests and Issues tab, it is necessary to specify what change is involved (e.g., a change in the research team). All requests for changes must be recorded in the IS Science application. The request is reviewed by a clerk, and the applicant is informed of the outcome directly in their submitted change request.

The entry form is identical to the one used when submitting a query to the helpdesk from any part of the application. The only difference is whether it is a general query or a specific request to change the information in the application.

Request for a project change

Describe your request

Normal Default B I U G " A [Rich Text Editor Icons]

HTML

Attach a file

Choose a recipient

Not selected

not changed Exit Create

Systematic review of the application

The **Check** button can be used to verify the status of the mandatory items while filling in the application; however, before doing this the form has to be **saved**.

Basic information Research team Attachments **Requests and Issues**

✓ Check ⚙️ Tender terms



Co-funded by
the European Union



After the button has been pressed, the system checks that all mandatory items have been completed. It highlights any missing data that has to be added. Example:

Check result ✕

- Basic information
 - Operation result "Maximum of requested amount" is not valid (value must be <= 10000000). Currently is 10999999.99 ↗
 - Dynamic field Expertise** is required for state change ↗
- Research team
 - It is necessary to fill in the researcher's STUDENT Jan (positionEng) phone. ↗
 - Attachment of type 'Participation consent' is required for researcher NOVÁK Jan. ↗
 - The number of researchers at positions Internal mentor, External mentor must be equals 1. ↗
- Attachments
 - The file itself is not yet uploaded to attachment of type 'Statement by the Dean of the Faculty'. ↗
 - The file itself is not yet uploaded to attachment of type 'Compliance with the RIS3 strategy'. ↗

✕ Exit

The system also checks whether all persons have given their consent to participate. If all details have been filled in, the check is successful, and the application can be submitted.

Check was successful ✕

No problems were found.

Print/Export application

The **print button** (downward-pointing arrow icon) is located at the top right, next to the Check and Tender terms buttons.

✓ Check ☰ Tender terms ⬇️ ⋮ 1 of 49 < >

Basic information Research team Attachments Requests and Issues

Returns proposal

Submission of application

Only applications that have successfully passed the system check (see above) can be submitted. Use the Submit button (in the lower left corner of the screen) to submit your application.

> Submit

After pressing the **Confirm** button, you will **no longer be able to edit the application**. At the moment of submission, the record passes to the responsibility of the clerk, who further processes the application.

Submit ✕

Applicant - Submit

Confirm action.

✕ Exit ✓ OK

If the application period has not yet ended, it is possible to withdraw the application, edit it, and resubmit it.



Co-funded by
the European Union



If the collection has already ended, it is no longer possible to withdraw the application. In this case, you can contact the clerk by message only, i.e. insert a question or request using one of the buttons on the **Requests and Issues** tab, at any time during the processing of the request by the clerk.

Processing of submitted applications

After the application collection period ends, internal processing takes place. The application is checked to ensure that it has been submitted correctly and meets the eligibility criteria. If the application is rejected at this phase, it is moved to the status Excluded in the 1st round.

This is followed by a substantive evaluation process by evaluators, who assess the application and complete an evaluation protocol. The result of the substantive evaluation is a decision on whether the application will be Accepted or Rejected or possibly Rejected due to capacity reasons (Rejected – alternate). The application is then transferred to the appropriate status. In the statuses Rejected, Accepted, Rejected (alternate), Grant accepted by applicant, Grant not accepted by applicant, reports with the results of the substantive evaluation will be available.



Interim report, Final report

Every applicant whose project has received financial support is required to submit an interim report within 15 days after the end of each month of project implementation. In the interim report submitted after six months of the project, the applicant is required to attach a data management plan. The data management plan must be updated whenever there is a change during project realization.

Every applicant whose project has received financial support is required to submit a final report within 1 month after the end of project realization.

Documents must be uploaded in electronic form to the Return realisation record on the **Reports** tab in the IS Věda application.

A screenshot of the 'Reports' tab in the IS Věda application. The tab is highlighted with a green box. Below the navigation bar, there are three identical empty tables. Each table has four columns: 'Title', 'Status', 'Deadline', and 'Submission date'. The first row of each table contains the text 'No records found.'.

↑↓ Title	↑↓ Status	↑↓ Deadline	↑↓ Submission date
No records found.			

↑↓ Title	↑↓ Status	↑↓ Deadline	↑↓ Submission date
No records found.			

↑↓ Title	↑↓ Status	↑↓ Deadline	↑↓ Submission date
No records found.			

Support – HelpDesk

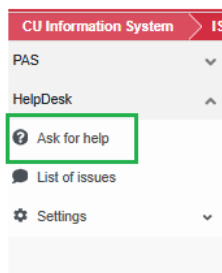
You can contact the system support of the PAS module using the built-in HelpDesk or directly in the app via the Requests and Queries tab.



Co-funded by
the European Union



Using the navigation on the left-hand side of the screen, click **Ask for help** to open a window for you to complete your query.



Now describe in detail what you need help with. Choose as one of the recipients the **Returns** and click on **Create** to send the query.

A screenshot of the 'Ask for help' form. The form has a title bar 'Ask for help' with a close button. Below the title bar is a red-bordered box containing the instruction: 'Enter your question or describe an issue here. If there is more than one, please submit each of them separately.' Below this is a large text area with a rich text editor toolbar (Normal, Bold, Italic, Underline, etc.). To the right of the text area is a red-bordered box with the text 'Attach a file' and a red warning triangle. Below the text area is a dropdown menu with the text 'Click into the field to select the recipient' and 'Not selected'. At the bottom right of the form are three buttons: 'not changed' (with a pencil icon), 'Exit' (with an 'X' icon), and 'Create' (with a document icon and highlighted by a green box).

As soon as someone responds to your question, you will be sent a notification e-mail, which also contains a link leading directly to the detailed reply to your question. You can check the status of your query at any time in the **List of issues** section in the left-hand side of the screen. Here, you can search for all the queries you have ever entered or dealt with in the system.



Co-funded by
the European Union

