

# How to complete and submit an application to become an expert for EACEA

## General information

All applications must be completed and submitted online.

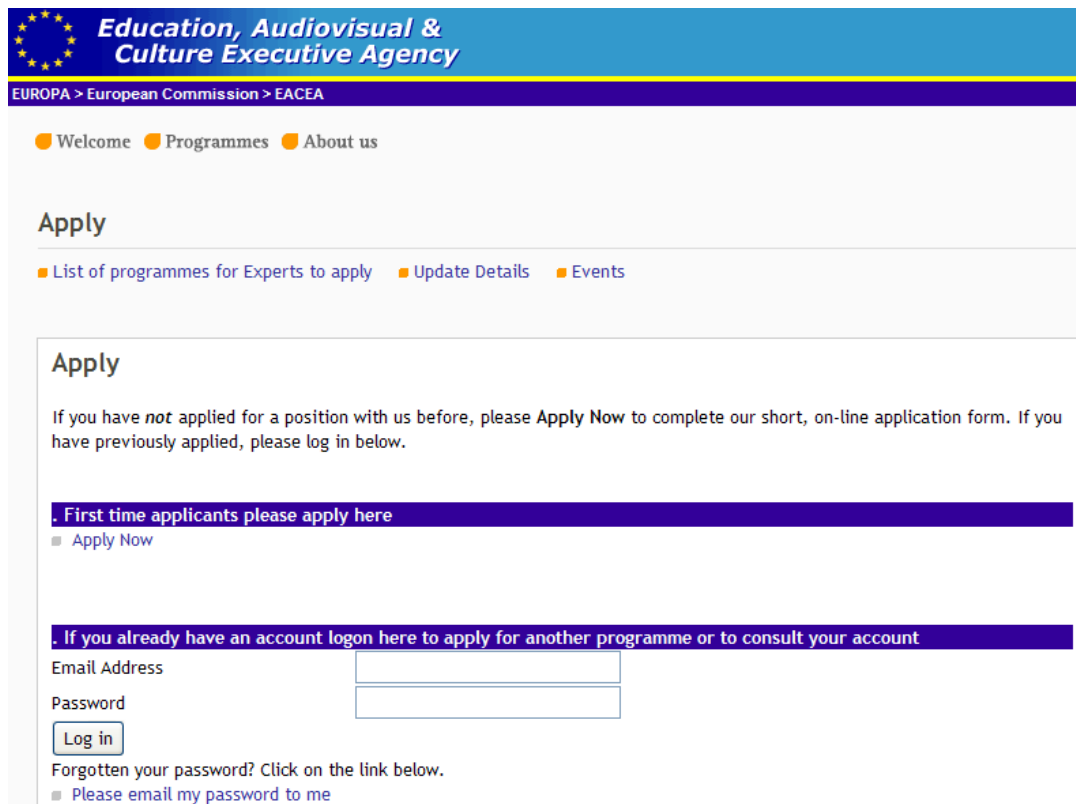
The application form can only be completed in English, French or German.

When you apply for the first time you will be required to create your own user account. You will then use this account to complete and submit your application(s). All your applications must be submitted via the **same** account. Through this account you can view the applications you have submitted.

## List of available programmes

You can apply for any programme for which you have the required expertise but you may only apply once for each programme. For each programme that you apply for, you must complete the corresponding application. Once you have completed a first application, the sections of it that are generic - Personal Information, Employment History and Personal Skills & Competencies - automatically appear in any subsequent applications that you undertake. This avoids you having to re-enter these details each time.

When you apply for a programme – by clicking on a programme from the list - the following screen appears:



The screenshot shows the EACEA application portal interface. At the top, there is a blue header with the EACEA logo and the text "Education, Audiovisual & Culture Executive Agency". Below the header, there is a navigation menu with "Welcome", "Programmes", and "About us". The main content area is titled "Apply" and contains a sub-menu with "List of programmes for Experts to apply", "Update Details", and "Events". The main content area is titled "Apply" and contains the following text: "If you have *not* applied for a position with us before, please **Apply Now** to complete our short, on-line application form. If you have previously applied, please log in below." Below this text, there are two blue buttons: "First time applicants please apply here" and "If you already have an account logon here to apply for another programme or to consult your account". Under the "First time applicants please apply here" button, there is a link "Apply Now". Under the "If you already have an account logon here to apply for another programme or to consult your account" button, there are input fields for "Email Address" and "Password", a "Log in" button, and a link "Forgotten your password? Click on the link below." Below the "Log in" button, there is a link "Please email my password to me".

If you already have an account set up you may log straight in. Otherwise click on the **Apply Now** link to set up your account.

## Account Creation

The email address that you provide acts as your username for logging into your account.

All email correspondence sent to you by the Agency (directly from the database) will be sent to the email address you provide during account creation. It is of course possible to change this email address should you need to do so (see below).

You must only create **1 user account using 1 email address**. Please do **not** create multiple accounts using different email addresses. It is essential for both technical and operational reasons that the relationship and the correspondence that the Agency has with you is maintained through **a single account**. Even if you are applying for multiple programmes, all your applications should be submitted using a single account. (Having multiple accounts can result in the delayed processing of your application.)

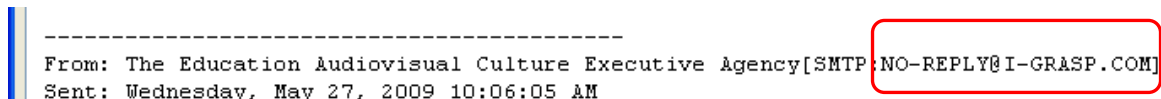
When you create your account you will automatically receive an email confirming your registration. Please retain this email as it contains your username and password.

Please note that you are responsible for keeping your account details up-to-date.

## 'Safe Senders' List

Emails sent by the Agency directly from the database are sent from the address:

[no-reply@i-grasp.com](mailto:no-reply@i-grasp.com).



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From: The Education Audiovisual Culture Executive Agency[SMTP:[NO-REPLY@I-GRASP.COM](mailto:NO-REPLY@I-GRASP.COM)]  
Sent: Wednesday, May 27, 2009 10:06:05 AM

In order that your local email server does not treat the Agency's messages as spam, **please add the [no-reply@i-grasp.com](mailto:no-reply@i-grasp.com) address to your Safe Senders List**. Or add the domain name [i-grasp.com](http://i-grasp.com) to the Safe Senders List. See Appendix A for more guidance.

## The Application

The online application is divided into five sections, which can be completed in any order:

- Personal Information;
- Employment History;
- Personal Skills and Competencies;
- Fields of Expertise;
- Additional Documents.

You are not obliged to fill out your application in a single online session. You can save your application, log out and return to it at a later time. (See below for logging out and signing back in.)

When you first begin an application it has the status 'Not submitted yet'. When you have submitted your application its status will change to 'Submitted'.

Mandatory questions are indicated by a red asterisk\*. You cannot save a section until all mandatory fields have been completed.

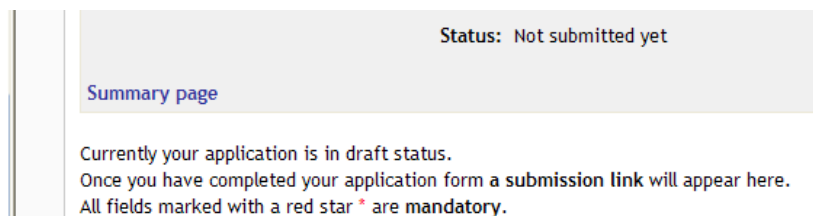
All hyperlinks are indicated in **blue**.

You will be automatically logged out of the system after 15 minutes of inactivity. Please therefore save your data on a regular basis as saving both records the data you have entered and qualifies as online activity. Simply entering text in an answer box is not enough to prevent a timeout from taking place.

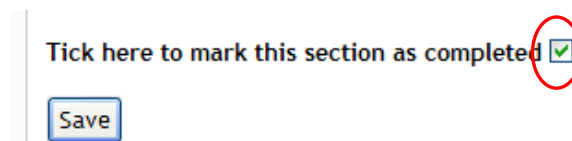
You may copy-paste text e.g. from a word processing package into the online application but you should not use any formatting. This method of text entry means that if there is a system timeout you still have your original text.

### Submission

Until the **submission link** appears it is not possible for you to submit your application, as confirmed by the messages on-screen:

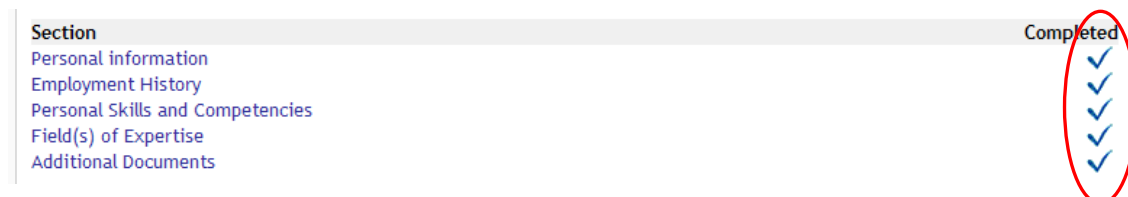


In order to make the submission link appear you must indicate that all sections of your application have been completed. You do this by ticking the box at the end of each section:

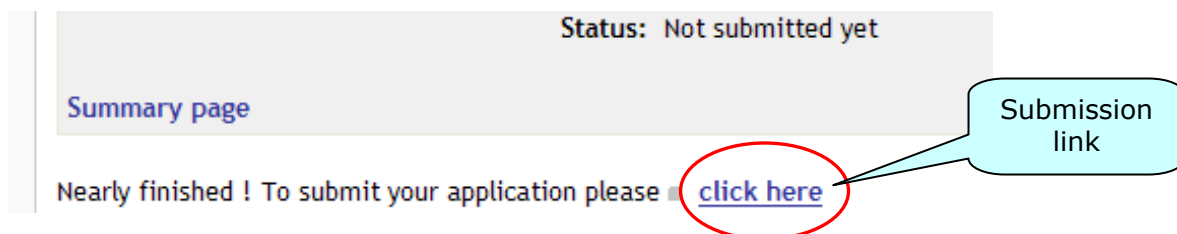


All the sections have this checkbox **except for** the section *Fields of Expertise*. When you have saved the *Fields of Expertise* section it automatically generates the required tick.

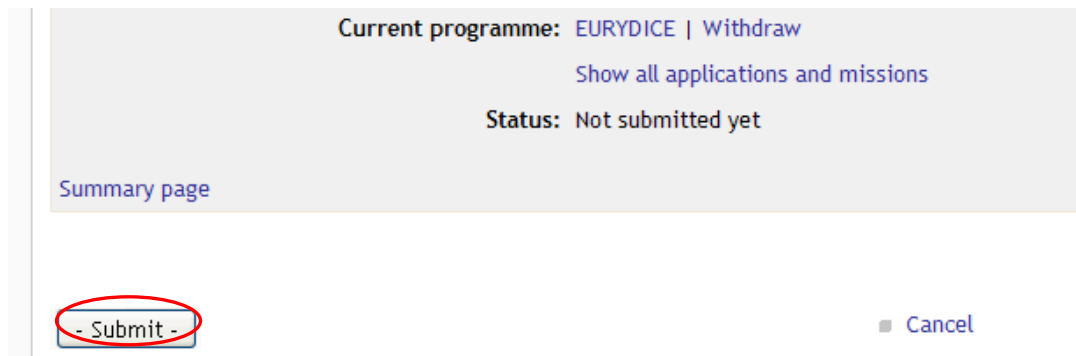
Once you have all five ticks...



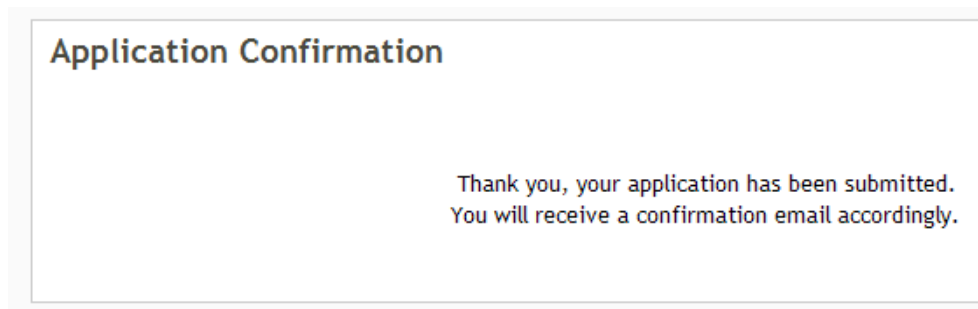
...the submission link will automatically appear on-screen:



Click on the link as directed and then click on the *Submit* button that appears on the screen that follows:



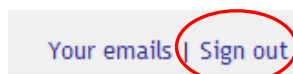
Alternatively you can click **Cancel** and submit your application at another time. When you do submit, you will see the following message on screen:



In parallel you will receive an email from the database acknowledging receipt of your application.

#### Log out / Sign out

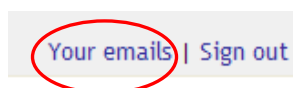
Click on the **Sign out** link to log out of the database.



NB When you submit an application you are automatically logged out of the database following the submission.

#### Email history

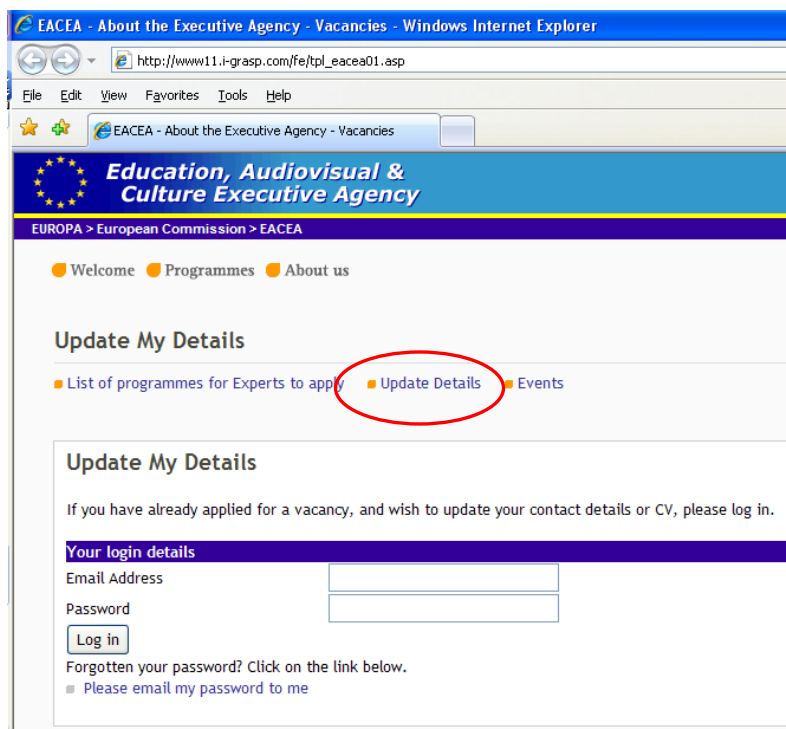
Click on the **Your emails** link to view the emails that have been sent to you by the Agency (directly from the database).



## Returning to your account / Logging in

When you return to your account to continue working on an application, view your applications history or update your details, you will log in via the *Update Details* page:

[http://www11.i-grasp.com/fe/tpl\\_eacea01.asp?newms=up](http://www11.i-grasp.com/fe/tpl_eacea01.asp?newms=up)



Whenever you log in to your account, you are presented with the **Summary page** which acts as your account homepage.

You will see displayed as the “Current programme”, the name of the **chronologically most recent** application that you have worked on. This is regardless of whether the application has been submitted or not. In the example screenshot below, the most recent application worked on is for the Eurydice programme.

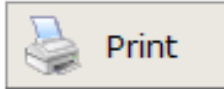


## Withdrawing your application

If your application has not yet been submitted you have the opportunity to withdraw it by clicking on the **Withdraw** link, as seen in the screenshot above. Once you have submitted your application it is not possible to withdraw it and the **Withdraw** link disappears. If you wish to withdraw a submitted application please contact the EACEA Technical Helpdesk (contact details are found at the end of this document).

### Printing your application

Whenever you see the **Print** link, you can click on it and a printer-friendly version of your application will be previewed in a new window. Click on the *Print* button inside the window to print your application. NB If you have collapsed any sections, their content will not be printed.



You can also print via the **View Summary** link that is found on your list of submitted applications.

### How to change your email address / login details

Click on the section **Personal information** and then click on the link **Modify login details**. This will give you the opportunity to update your email address and/or your account password.

### How to update the generic parts of your application

You can update the generic parts of your application at any time. This includes the following sections:

- Personal Information;
- Employment History;
- Personal Skills and Competencies.

Updates that you make to these sections are applied to **ALL** of your applications, whatever their status – Submitted, Not submitted yet, Withdrawn, etc.

Please note: when you make changes to these generic sections, the Agency's programme teams are **not** automatically alerted of the changes. Therefore, if you wish the Agency to be aware that changes such as additional skills and experience have been added, it's best to send a brief message indicating this to the programme team(s) concerned. A link to the programme team mailbox addresses is found below.

### The 'specific' parts of your application

The following sections are not generic but are specific to the programme you are applying for:

- Fields of Expertise;
- Additional Documents.

As these sections are not generic they can only be accessed for an application that is still in draft status (Not submitted yet). Once an application has been submitted these sections are 'locked' and cannot be modified. You can upload new additional documents at any time but they can only be linked to an application that has not yet been submitted.

However, it is possible to modify these specific sections with the Agency's intervention (and approval). See the corresponding FAQ below for details of how to request the Agency's intervention.

## Frequently Asked Questions

**Q. I started an application and then withdrew it. However, I now want to submit it after all but the system won't let me start another application for the same programme. What should I do?**

A. Please contact the EACEA Technical Helpdesk (see address below) who will reactivate the application that you originally withdrew.

**Q. The status of my application has been set to 'Never Completed'. How can I resume this application?**

A. Your application has time-expired. If you wish to resume completion and submission of your application please contact the EACEA Technical Helpdesk (see address below) who will reactivate the application for you.

**Q. My application for programme X has been rejected but since that rejection I have gained additional experience. I would therefore like to reapply for programme X. How can I reapply?**

A. Please write to the mailbox of the programme team responsible for managing the programme concerned. Advise them that you would like to reapply, explaining the reasons why you believe this is justified. See below for a link to the full list of programme team mailboxes.

**Q. I wish to modify the Fields of expertise section and / or the Additional Documents section of a submitted application. How can I do this?**

A. Please write to the mailbox of the programme team responsible for managing the programme concerned. Advise them which section(s) you wish to update and request their authorisation. The programme team will then request the intervention of the Technical Helpdesk on your behalf.

### Contact Mailboxes of the programme teams

The mailboxes are listed at the foot of the Call for experts webpage:

[http://eacea.ec.europa.eu/about/call\\_experts/call\\_experts\\_2007\\_en.php](http://eacea.ec.europa.eu/about/call_experts/call_experts_2007_en.php)

Contact Mailbox of the EACEA Technical Helpdesk (formerly known as the EACEA External Helpdesk)

[eacea-helpdesk@ec.europa.eu](mailto:eacea-helpdesk@ec.europa.eu)

## Appendix A

### Safe Senders List

In order to avoid your local email application or internet service provider treating the Agency's database email messages as spam or junk, you are advised to set up the Agency's database mailing address as a 'safe sender' i.e. a trusted sender or contact. In some email applications, this may also be known as a 'whitelisted' sender or contact.

The Agency's database mailing address is:

[no-reply@i-grasp.com](mailto:no-reply@i-grasp.com)

Please consult the 'Help' menu of your email application for guidance on how to set this address up as a safe sender.

Guidance and tips for the more common email applications can be found through the links below.

Please note: these links are provided as a convenience only. It is the responsibility of individual applicants and experts to carry out this activity in their local computing environment.

Outlook 2003

<http://office.microsoft.com/en-us/outlook/HP052433571033.aspx>

Outlook 2007

<http://office.microsoft.com/en-us/outlook/HA012301631033.aspx?pid=CH100777011033#1>

MSN Hotmail

[http://help.msn.com/\(ZmlsdGVyPURIX0ZSRUUmchJvamVjdD1ob3RtYWlscGltdjEwJm1hcmtldD1lbi1VUyZjdT0mdG10PUhvdG1haWxQSU12MTAma2M9JmZvcmlhdD0=\)/Help.aspx?market=en-US&project=HotmailPIMv10&querytype=topic&query=PIM\\_PROC\\_SafeList.htm](http://help.msn.com/(ZmlsdGVyPURIX0ZSRUUmchJvamVjdD1ob3RtYWlscGltdjEwJm1hcmtldD1lbi1VUyZjdT0mdG10PUhvdG1haWxQSU12MTAma2M9JmZvcmlhdD0=)/Help.aspx?market=en-US&project=HotmailPIMv10&querytype=topic&query=PIM_PROC_SafeList.htm)

Gmail

<http://mail.google.com/support/bin/answer.py?answer=6579>  
<http://mail.google.com/support/bin/answer.py?hl=en&answer=99927>