User Guide - Formal Notifications for Applicants

How to access formal notification in the Funding and Tender Opportunities Portal

(Version 1.0 as of 06/08/2019)
1. ACCESS

1.1. EU Login account

In order to access the notification related to your project, you need to have an EU Login account.

If you do not have an EU Login account yet, you can create one here: https://webgate.ec.europa.eu/cas/login
Click on 'Create an account' and fill in the necessary fields.

**IMPORTANT:** The e-mail address to be used should be the same as the one given in the original application under the part A.3 – Legal representative.
2. PARTICIPANT PORTAL

Go to the Funding & tender opportunities portal (aka Participant Portal)

https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/home

With Internet Explorer. If you are under Windows 10, make sure you are not confusing Microsoft Edge (e) with Internet Explorer (e).

Log in and go to ‘Manage My area’ and then to ‘My Formal Notification(s)’.

Once in ‘My Formal Notification(s)’, you may be prompted to log in with EU LOGIN again.

3. RIGHTS

The notification is ONLY accessible with the EU Login account associated with the e-mail address of the Legal Representative as mentioned in the part A.3 of the original application.

Beware of the fact that often the email specified in the original application under the part A.3 – Legal representative by the applicant can mistakenly be that of the LEAR instead of that of the legal representative.

Should such a mistake be made, then the LEAR will have to log in to see the notification as the legal representative will not be able to.
4. PROCEDURE

Once logged in with the right email address in Participant portal (FTOP), you can access the notifications by going to ‘My Formal Notification(s)’ which might prompt you again to specify your EU LOGIN and password. You will then be redirected to the formal notification screen where the previously read notifications, if any, as well as the new one(s) will be listed.

Clicking on the unread notification itself will launch a digital transaction to confirm its reading (similar to EU LOGIN), requiring the EU LOGIN email address and password.

5. TROUBLESHOOTING

5.1. Case 1: No notification letter present – wrong email address

First check that the email address you are login with is that of part A.3 of the original application. To do that, go to the bottom of the profile icon:

![Welcome Axelle DERVAUX](Image)

Click on the dropdown arrow and select ‘My Account’:
Once in ‘My Account’, select ‘My Account Details’:

And check the email line, to verify that the email address is correct:

Should the email be incorrect, click on ‘Log out’ and then log in with a different email address as is shown below:
Should this not solve the problem proceed to Case 2.

5.1. Case 2: Mismatched emails:

If the email of the LEAR has been mistakenly put as the email of the Legal representative, by the applicant, under part A.3 of the application – Legal representative – or misspelled then the notification will not appear. Should this be the case, you must contact the call coordinator in the relevant unit, or the contact person, and ask them to send the notification by post.

Since the online formal notification must be read within ten business days, if the delay is higher than that, you must send an email to EACEA Helpdesk (EACEA HELPDESK) and they will alert the unit who will then send it to you by post.

5.2. Case 3: No EU LOGIN

This case can happen when the beneficiary receives the email warning of impending formal notification and logs in without having previously set up an EU LOGIN.

Do not spend any time on ‘How to Participate’, ‘Projects and Results’, ‘Work as an Expert’ and ‘Support’. Go directly to ‘Login’. If the email address is not recognised when you insert it in ‘Login’ then click on ‘Register’.
When you click on Register, you will need to input the relevant information (see below):

A confirmation email will be sent to you to finish the registration process.

N.B: Remember that the email address must be that of the Legal Representative as you have stated under part A.3 of the application – Legal representative.
If you do not have access to that email anymore, or you have mistakenly put the LEAR’s email instead of that of the Legal Representative, then contact the call coordinator in the relevant unit, or the contact person, and ask them to send the notification by post.

Since the online formal notification must be read within ten business days, if the delay is higher than that, you must send an email to EACEA Helpdesk (EACEA HELPDESK) and they will alert the unit who will then send it to you by post.

5.3. Case 4: Miscellaneous

For all the following cases, the point of contact will be SEDIA Helpdesk available through the Support page on the Participant Portal:

- See if the PIC is valid;
- Request LEAR Access;
- Reset Password;
- Roles and Access Rights;
- How long will notifications and reports be available;
- Etc. (for more specific questions, consult the FAQ).