



Northern Periphery and
Arctic Programme
2014–2020

www.interreg-npa.eu

Submitting an eMS application

Joint Secretariat September 9th, 2021 Copenhagen, Denmark



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General tips and tricks

- eMS allows you to save your work and resume a data entry session **at any time**,
- To avoid a loss of data, please remember always to **save your information regularly**, always before leaving a section!
- Certain fields are **mandatory**





General tips and tricks

- You are working in a browser: Be careful with **keys** such as Enter, PageUp/Down
- When copying information from Word/Excel files, use **command keys**:
 - Ctrl + C: copy
 - Ctrl + V: paste
 - Alt + Tab: switching between open windows





Attachments

- **Mandatory** (available on website + eMS):
 - Signed **match funding commitments** – in EUR, clearly linked to partner
 - Signed legal status assessment templates
 - Signed Lead Partner Signature Template
 - VAT statements if unable to recover VAT
- **Optional:**
 - Supplementary info, e.g. graphs, Gantt charts, Letters of Intent.





After Inputting data

- Final check:
 - Use Checklist for applicants
 - After completing the application form and attaching all necessary supporting documents, save your application
 - We recommend to save it as a Pdf File.
 - It is **your responsibility** to ensure that the data is correct according to the Programme Manual.
- Click on “Check saved application”





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After Inputting data

- Only after all checks are ok, you will be able to submit your application by pushing the “Submit checked project” button.
- After submission, the Lead Applicant will receive an automatic email confirmation.
- **NB.** Once submitted you are not able to make further changes to your application.



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Helpdesk

- <https://npaems.freshdesk.com/support/home>.
- For any problems you might experience with eMS, please check Helpdesk for solutions. You can also submit a **ticket** with your specific problem, which will be dealt with by a Joint Secretariat member.





Helpdesk

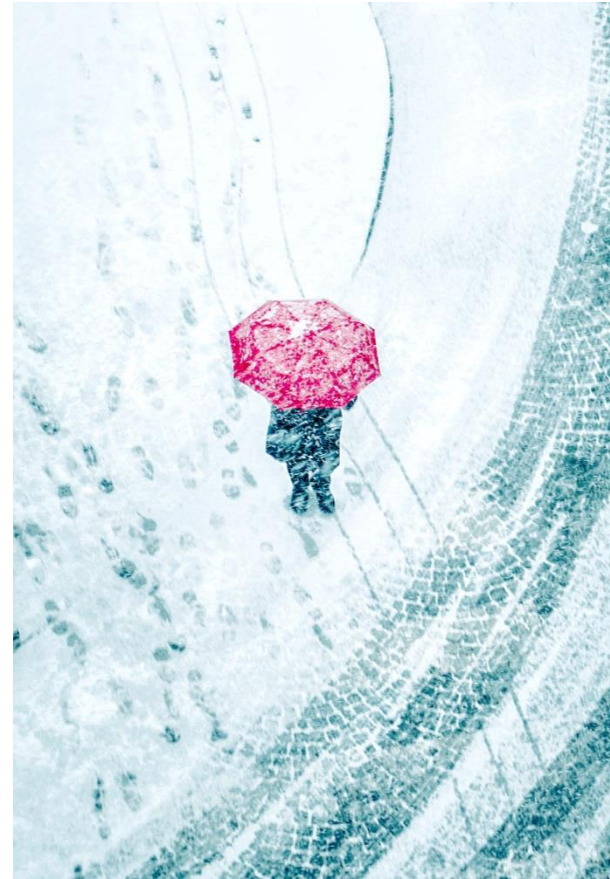
The screenshot shows a web browser window with the URL <https://npaems.freshdesk.com/support/home>. The page title is "NPA eMS Helpdesk". In the top right corner, it says "Welcome Login Sign up". Below the title, there are navigation tabs for "Home" and "Solutions". A search bar is prominently displayed with the text "How can we help you today?" and a placeholder "Enter your search term here...". A red arrow points to this search bar. To the right of the search bar are three buttons: "+ New support ticket", "Check ticket status", and "+45 3283 3784". Below the search bar is a "Knowledge base" section. It is divided into "General" and "Getting Started (3)". Under "General", there is a "FAQ (1)" section with one article: "I registered but I cannot log in to eMS". Under "Getting Started (3)", there are three articles: "Access to eMS", "Registration", and "Important instructions for working in eMS". At the bottom of the knowledge base, there is an "Applications" section, which is highlighted with a red box. It contains a "Main Projects (11)" section with four articles: "Before you start an application", "Creating an application", "Assigning other users", and "Workflow for completing the application". Below these articles is a link to "Tab: Project Summary" and a link to "See all 11 articles".



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Thank you for listening



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