





INTERREG+ IT System PROJECT CREATION AND CONTRACTING

for

INTERREG VI-A NEXT HUNGARY-SLOVAKIA-ROMANIA-UKRAINE PROGRAMME

User Manual - Front Office

v1.0.0





Version History

Date	Version	Description	
10/06/2024	1.0.0	First version for INTERREG+ Project creation and	
10/00/2024	1.0.0	contracting process	





Contents

1.	INTR	ODUCTION	4
1.1	Pu	IRPOSE OF THE DOCUMENT	4
1.2	W	HO IS THIS DOCUMENT FOR	4
1.3	Ac	CESS MANAGEMENT	4
1.4	Us	ER ACCOUNT	4
2.	GEN	ERAL REMARKS	5
2.1	Тн	E MAIN MENU AND HEADER	5
2.2	Тн	e 'Action' Buttons	6
2.3	Тн	e 'Function' Buttons	7
2.4	M	ANDATORY FIELDS AND RULES	8
2.5	lni	DICATIONS OF MODIFIED VALUES	8
3.	THE	CREATION AND CONTRACTING PROCESS	10
3.1	RE	CORDING, EDITING PROJECT DATA	11
3	.1.1	The project list screen	11
3	.1.2	The project header	11
3	.1.3	Main data	11
3	.1.4	Project part	12
3	.1.5	Reporting periods	17
3	.1.6	Budget	18
3	.1.7	Indicators	20
3	.1.8	Work plan	21
3	.1.9	Activity plan	23
3	.1.10	Background information	23
3	.1.11	Communication and Visibility	2 4
3	.1.12	Partner without budget	25
3	.1.13	Contract	28
3	.1.14	Project Reports	28
3	.1.15	Documents	29
3	.1.16	Completion	
3	.1.17	Messages	
	.1.18	Sending the prepared project for signing	
3.2	E-:	SIGNING AND SUBMITTING THE PROJECT	31
Л	INITE	DDEC - TECHNICAL CUDDODT	21





1. INTRODUCTION

1.1 PURPOSE OF THE DOCUMENT

The purpose of this document is to assist Lead Partners of the Interreg VI-A NEXT Hungary-Slovakia-Romania-Ukraine Programme in preparation of project creation and contracting process in the INTERREG+ IT system.

The document presents the steps and rules in a process-oriented illustration.

1.2 Who is this document for

This document is for the Lead Partners who are required to assist in the project creation and contracting process.

1.3 ACCESS MANAGEMENT

The User can access the INTERREG+ IT system at the link provided here: https://huskroua.interregplus.eu/21-27.

1.4 USER ACCOUNT

The User profiles in the INTERREG+ IT system are managed in so-called User accounts, where each User have their roles assigned, which determines what the User can do in the system and what modules they can use. A Front office User may have only one or several projects or project parts assigned to, where they can manage tasks. It is also possible to hold several roles, such as Recording, Signatory or View to the same User.

To manage the User's account use the 'User' icon () located on the right hand side of the main header (see figure 1). For details on account management and user roles, study the *User-management Manual*.



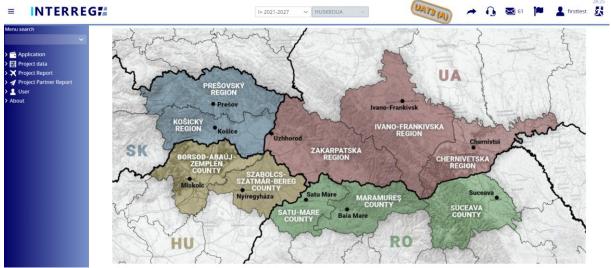


2. GENERAL REMARKS

In this chapter those functions are presented, which work exactly the same way independently of which form or screen they are on.

2.1 THE MAIN MENU AND HEADER

The Main Menu is set in the left side of the Header. The User can find here the available menu items. Whereas in the right side (from left to right) the Period Switch, the Programme information, the Messages, the Language selector, the User Account, and the Sign-out buttons are located. (Fig. 1).



1. INTERREG+ main menu and header

Under the main menu, the Application, the Project data, the Project Report, the User, and the About menu items are.

- The **Application** menu item leads the User to the applications, which were created by them.
- The **Project data** menu item leads to the list of projects the User is associated with.
- Under the **Project Report** menu item, the User finds all Project Reports of those projects, which they are associated with.
- The **User** menu item is to access and manage user role requests submitted by those projects' Partners, which the User is associated with. (Available only for Recording users.) See details in the User-management Manual.
- The **About** menu item holds information about the software version of the INTERREG+ IT system.

The **Period Switch** button allows the User to switch between the 2014-2020 and the 2021-2027 period.



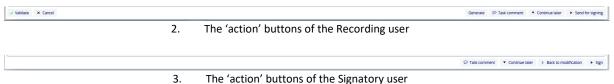


Under the Messages icon the User can see all their system-generated messages; it is the messages centre of the User Account. It is not filtered by Programme or project, all e-mails and internal system-messages ever sent to the User from the system administration are listed here.

The **User Account** button leads to user account and user role related options, for details see the *User-management Manual*.

2.2 THE 'ACTION' BUTTONS

The 'action buttons' are to manage the process under preparation, they can be found at the bottom of the screen. While the User is actively in the process, they are always visible.



When the Users press the **Validate** button, the system checks if all the required fields have been filled in and if the built-in rules have been complied with. If an error or defect is detected,

it is listed in the error message showing up at the centre top of the screen. If all mandatory fields are filled and all rules are complied with, a confirming message appears.

By clicking on the **Cancel** button, all recorded and unsaved data will be lost and the PR returns to the last saved state.

The project documents can be generated at any time in the creation process by clicking on the **Generate** button. These documents are for informational purposes only, they do not hold any legal bonds.

The **Task comment** button leads to a text area, where comment can be recorded. It is mandatory when you want to send the process back for further editing, see **Back to modification** button.

The **Back to modification** button allows the Signatory user to send the project back for further editing if it is necessary. The Back to modification button requires the Task comment to be filled beforehand.

To save the recorded data and leave the process (close the window) click on the **Continue later** button. By doing so, all data will be saved with no validation running. The User can return to the process from the project list screen by clicking on the Continue button after selecting the project in question (see chapter 3.1.1).

By pressing the **Send for signature** button, the process will proceed to the next step. The validation will run automatically and if the program does not detect any deficiency or violation





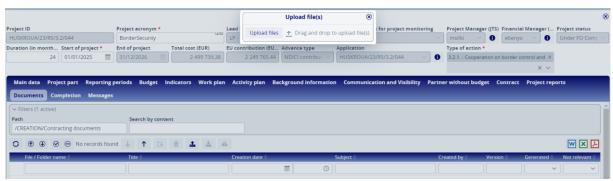
of the rules, the task moves to the Signatory user. The project is no longer editable to the Recording User.

The **Sign** button is available only for the User holding Signatory user role. This button initiates the submission process; the project will be submitted to the JS Programme Manager for evaluation.

2.3 THE 'FUNCTION' BUTTONS

The so-called 'function' buttons are those, which always call the same functions:

- the (+) button always initiates a new form generation, such as a Contact person or a Bank account form;
- the (View) button initiates the viewing of a selected list item (e.g. Contact person or Bank account form, etc.);
- the (Modify) button initiates the modification of an already existing list item (e.g. Contact person or Bank account form, etc.);
- the (Delete) button deletes the selected list item. *Note, if an item is deleted it can no longer be restored! Also, only items recorded in the current step can be deleted!*;
- the (Upload) button initiates a pop-up communication panel, where the User can either browse among the files on the computer or just simply drag and drop even multiple files at once. The upload button is usually placed in forms.



- 4. Upload file(s) communication panel
- the (Download) and (Download as zip) buttons allow downloading even multiple selected files from the list at once or as a zip file;
- the (Export to) buttons initiate exporting the content of the list screen into the selected format (xlsx, docx, pdf). Note that using the function would export only





the visible content of the screen list. If a screen is expandable remember to expand it, otherwise the hidden content will not be exported!

• by the • (info) button the details of a field can be viewed, such as Application, which leads the User to the initial application.

2.4 MANDATORY FIELDS AND RULES

Most of data fields are mandatory, they are marked with a red asterix (*). These fields hold essential information about the project.

There are numerous rules governing the project creation process, in order to ensure compilation with these rules, built-in validation routines run in the background, which constantly check if the provided data is in line with the rules. In case of any violation, the system informs the User in a pop-up error message. Depending of the nature of the issue, the message may be:

red (blocking error – must be fixed);



5. Blocking errors

or grey confirmation message (must be confirmed before proceeding);



6. Confirmation message

In case the validation does not detect any irregularity, a positive validation message appears.



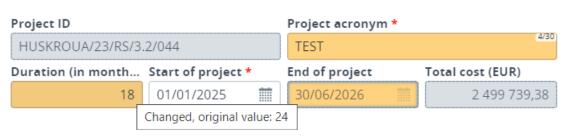
Positive validation message

2.5 INDICATIONS OF MODIFIED VALUES

During the process, modifications may be inevitable in order to create a proper project. To assist the User, such modifications are highlighted with yellow. By positioning the cursor over the modified field in question and holding it still, an info bubble will appear with the original value of the field.







8. Indication of modified values

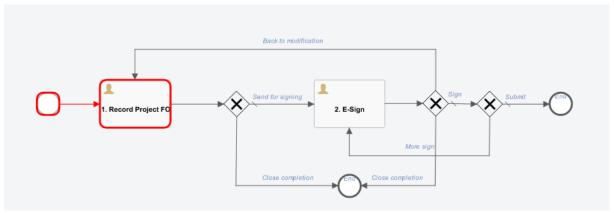




3. THE CREATION AND CONTRACTING PROCESS

The project creation and contracting process is controlled by a complex workflow engine, where the different tasks are broken down to steps, and route connections between steps are predefined and strictly allowing one-way traffic.

The Front Office process consists of two distinct steps; it is summarized in the figure below:



9. The Front Office workflow of the process

- 1. Record project FO step: project-level Recording User is authorized to record and edit data of the project.
- 2. E-sign: After recording, the project-level Signatory User is entitled to endorse (E-sign and submit) the project to the JS or return it back for further modification (Back to modification) to the Recording User. In this step, the project is not editable. After the last signatory endorsement (in case of more than one valid Signatory user), the project is submitted and added to the Back Office interface. The submission is the condition of all the Signatory Users' e-signature.

Projects are status-managed allowing the User to keep track of the progress of their life-cycle. The possible statuses are as follow:

- Under creation: the project is under evaluation at the Joint Secretariat;
- Under FO completion: this status indicates that the project is at the Front Office;
- Waiting for Approval: the project is under approval at Joint Secretariat;
- Under MA check: the project is under evaluation at the Managing Authority;
- Under MA check: the project is under approval at the Managing Authority;
- Under contracting / under signature: the project is approved, waiting for the contract to be prepared / signed by all Parties;
- Contracted: the project is contracted.





3.1 RECORDING, EDITING PROJECT DATA

During the creation process the project is at least once sent to the Lead Partner (for completion) for recording mandatory missing data, such as project-level Contact persons and project bank account. Also, to check the content of the project and edit/update any data imported from the approved application, if necessary.

3.1.1 The project list screen

On the project list screen, all projects the User is associated with appears in rows, with their most fundamental data in columns.

Above the list of projects, the 'function buttons' are located. To activate them, the User needs to select a project from the list and click on the function button according to their intention.



10. The project list screen

3.1.2 The project header

The project header displays the most important information of the project, such as project ID, acronym, Programme managers, project dates, and costs.



11. The project header

Here the project acronym, the start date of the project, and the project duration can be modified, if necessary.

3.1.3 Main data

Under the main data tab, further descriptive information of the project is located. Below this section, there are three subtabs.







12. Main data

3.1.3.1 Contacts: the User must provide a project-level contact person and at least one legal representative person of the project. The process can be initiated by the Add (+) button. After filling in all mandatory fields, the form must be saved by the Save button.



13. Contact form

3.1.3.2 Bank accounts: the User must provide the bank account information dedicated to the project. The system checks if the IBAN number is valid and is corresponding to the country selected (the country of the Lead Partner). The process can be initiated by clicking on the Add (+) button. After filling in all mandatory fields, the form must be saved by clicking on the Save button.



14. Bank account form

3.1.3.3 **Users**: the users associated with the project are displayed. This tab is only to display information — the user cannot edit its content! For user management, see the *User-management Manual*.

3.1.4 Project part

Under this tab, information (such as Partner information, budget, etc.) about the project partners can be found, modified and new partners can be added to the partnership.







Project parts

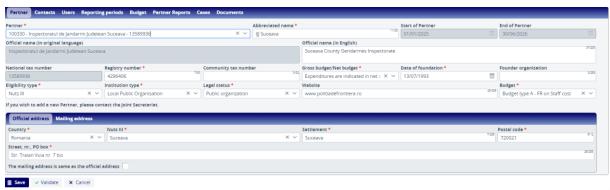
There is one important addition, the **Switch partner** button. This can be activated by selecting two partners from the list. By clicking on the button, the two selected partners will be switched in position and in roles (in case one of them was the Lead Partner).



16. The Switch partner button

Under the Project part tab, there are further subtabs located, which can be accessed by selecting a partner from the list and using either the **View** or the **Modify** button.

3.1.4.1 Partner: credentials of the selected Partner are found and can be modified or new partner can be added.



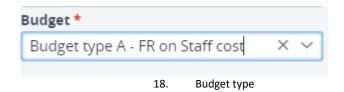
17. Data of the Partner

In this sheet the user enters the data about the partners by filling in the fields. Fields marked with an asterisk (*) are mandatory. By clicking on the 2 checkboxes in the bottom section of the Address section, the data in the **Official address** tab can be copied to the **Branch office address** and **Mailing address** sections. In case these data are not the same, users can enter a different address on the tabs separately. Filling in the data on each sub-tab is compulsory. Data of the partner can be saved only after all mandatory fields are filled in.





In Budget type field, you can select from Budget type A and Budget type B (depending on the size of the project proposal) from a drop-down menu:



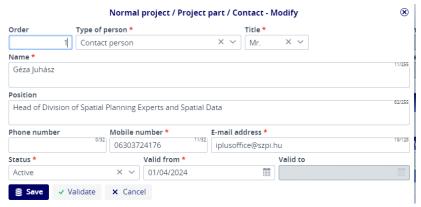
Please note: If you change the type of the budget during the project creation process the recorded budget items will be lost, and you need to start the recording of your budget again.

Once all data of the partner has been recorded, clicking on **Save** button will save the data and make it available for viewing in the **project part list** view.

3.1.4.2 **Contacts**: Contact data of the selected Partner are found and can be modified, deleted or added a new one.



Once users have started adding or modifying, the following form will appear:



20. Contact modify

The order number is filled in automatically by the system. All other fields marked with an asterisk (*) are mandatory. From the drop-down menu multiple options can be chosen for Contact type, i.e. for the same person both contact person and legal representative statuses can be chosen. However, it is a must to add one contact person and at least one legal





representative, otherwise the validation check before submission runs to an error. Pressing the Save button allows the user to record the data entered.

- 3.1.4.3 **Users**: Users associated with the project part are displayed. This tab is only to display information the user cannot edit its content! For user management, see the *User-management Manual*.
- 3.1.4.4 **Reporting periods:** The reporting periods of the selected Partner are located there. These are identical to those of the project. This tab is only to display information the user cannot edit its content!
- 3.1.4.5 **Budget**: The budget of the selected Partner are found and can be modified, if necessary. The arrows allow users to change the view. Pressing the button collapses all the rows and only shows the budget rows at header level, pressing the button makes everything visible up to item level. These levels can be opened or closed one by one using the arrows at the beginning of the budget lines.

Press the add () button to add the item to the given budget line or modify () button to modify the given budget.

The items are cumulated at the budget line level and the budget lines at the budget heading level. They are summed up at the bottom of the budget table and the row of the total amount is highlighted by blue.

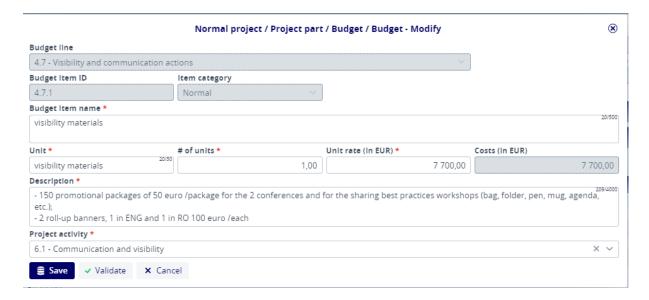


21. Partner budget





After pressing the **Add** or **Modify** button, the following screen will appear:



22. Modify budget line

Budget line, Budget Item IDs and Item category are filled in by the system. The budget line is determined by the system based on the budget line on which the user started the addition. Fields marked with an asterisk (*) are mandatory. The value of the Costs (In EUR) field is automatically calculated by the system by multiplying the values of the # of units and Unit rate (in EUR) fields. Pressing the Save button will save the recorded data.

3.1.4.5.1 *Source of funding*: Resources are automatically allocated by the system based on the parameters defined in the CfP. It is not possible to edit them.



23. Source of founding of Partner budget





3.1.4.5.2 *EU contribution advance*: This tab displays the expected EU contribution advance of the partner. Users can only view the information, no changes can be made on this screen.



24. EU contribution advance of partner

3.1.4.5.3 **Payment forecast**: In the Payment forecast tab, the budgeted amounts are broken down by Reporting periods.



25. Payment forecast of partner budget

The system dynamically totals the amounts continuously recorded by the user in the Total (EUR) column, and indicates the difference to the Total cost (EUR) in the Difference (EUR) column. By pressing the Save button in the bottom left corner, the recorded data is saved. The EU contribution table for the payment forecast is filled in automatically by the system in parallel with recording the data in the upper table.

- 3.1.4.6 Partner reports: Project Partner Reports (PPRs) of the selected Partner are located there. This tab is only to display information the user cannot edit its content!
- 3.1.4.7 **Cases**: Irregularity cases of the selected Partner are located there. This tab is only to display information the user cannot edit its content!
- 3.1.4.8 **Documents**: Documents of the selected Partner are located there. Documents considering only the selected project part can be uploaded here.

3.1.5 Reporting periods

Under this tab, information about the project's Reporting periods can be found. This tab is only to display information – the user cannot edit its content!





Main data Project part Repor	ting periods Budget Indicators Activities Act	ctivity plan Other info Infrastructure Partner withou	t budget Contract Project reports Documents Comp	eletion Messages
○ • Found 7 records				w x 📙
Period ID ▲ From date	To date	Period (ir	month) Reporting	deadline
	m	m		m
1	01/06/2024	30/09/2024	4	29/12/2024
2	01/10/2024	31/01/2025	4	01/05/2025
3	01/02/2025	31/05/2025	4	29/08/2025
4	01/06/2025	30/09/2025	4	29/12/2025
5	01/10/2025	31/01/2026	4	01/05/2026
6	01/02/2026	31/05/2026	4	29/08/2026
7	01/06/2026	30/09/2026	4	29/12/2026

26. Reporting periods

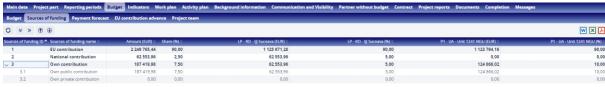
3.1.6 Budget

Under this tab, information about the project's Budget can be found. This tab is only to display information – the user cannot edit its content! The Budget of the individual Partners can be accessed through the Project part tab.



27. Budget

The Budget / Source of founding tab displays the financial sources automatically allocated by the system in line with rules described in the CfP. It is not possible to edit them; it is available only for information purposes.



28. Source of funding of project budget

The Budget / Payment forecast tab displays the payment forecasts that have been recorded for the partners. Here too, users can only view the forecasts, no changes can be made from this interface.







29. Payment forecast of project budget

The Budget / **EU contribution advance** tab displays the expected EU contribution advance per partner. Users can only view the information; no changes can be made on this screen.



30. EU contribution advance

The Budget/**Project team tab:** In case the budget type B is chosen for any of the partners on the Project team sub-sheet the user has to add the names and estimated share of working time for each team member.

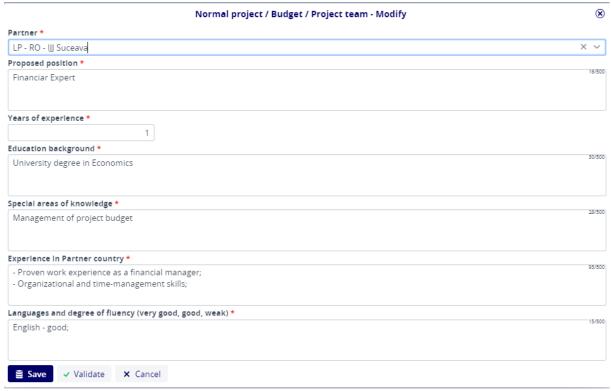


31. Project team – list view

Team members are listed automatically by the system on the screen based on the data the user entered in the respective partner's budget. Data shall be entered by pressing the **Modify** () button. Fields marked with an asterisk (*) are mandatory.







32. Project team – modify

By pressing the **Save** button; the recorded data will be saved. The items of the list can be viewed () or modified ().

3.1.7 Indicators

Under this tab, information about the project Indicators can be found and edited; its content can be modified, if necessary.

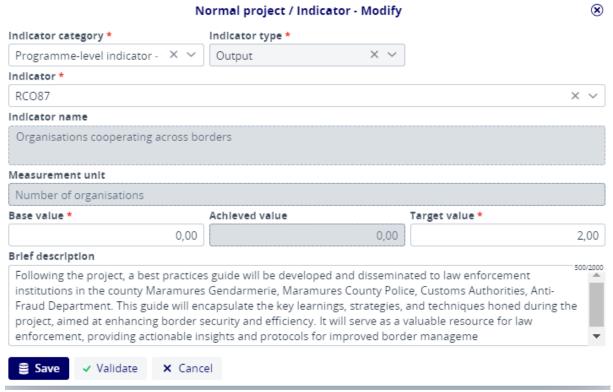


33. Indicators

After clicking on the **Modify** () button, the following form will be displayed and shall be filled in by the user.







34. Indicators modification

Fields marked with an asterisk (*) are compulsory. Where a drop-down list appears in the field, the user has to choose from the drop-down items.

3.1.8 Work plan

Under this tab, information about the project Activity groups and Activities can be found and edited; its content can be modified, if necessary.



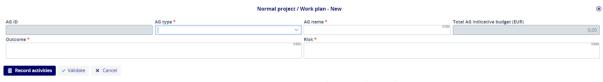
35. Work plan

Activity groups (AG) related to the project can be recorded or modified on this screen.

First the user needs to select an AG and fill in the relevant information about the AG, then activities can be recorded by clicking on "Record activities" button.

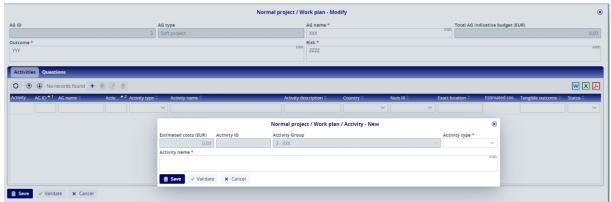






36. Recording working plan

On Activity sheet applicants can add new activities by clicking on Add (+) button,



37. Recording working plan – activity

and also can answer AG relevant questions on Question tab by selecting one of the question and clicking on **Modify** button:



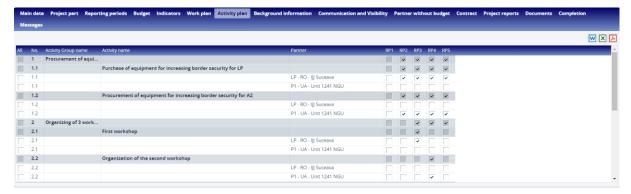
On each sheet the given data are saved by pressing the **Save** button.





3.1.9 Activity plan

Under this tab, information about the project Activities can be found and planned; its content can be modified, if necessary.



38. Activity plan

In the Activity plan sheet the user can record the reporting period(s) in which a given activity is planned to be implemented. The user has to select the appropriate reporting period in the row of the specific activity and click on the checkbox. If the user wants to check all the boxes in a row, this can be done quickly and conveniently by ticking the **All** checkbox at the beginning of the row. If the user wants to untick a checkbox, he/she has to click on it again to remove the tick.

The system checks whether each activity is selected by at least one partner and whether there is at least one activity selected to each reporting period.

3.1.10 Background information

Under this tab, information about the project questions, descriptions can be found and provided; its content can be modified, if necessary. To click the relevant project description, the user can view or modify the details of the project.

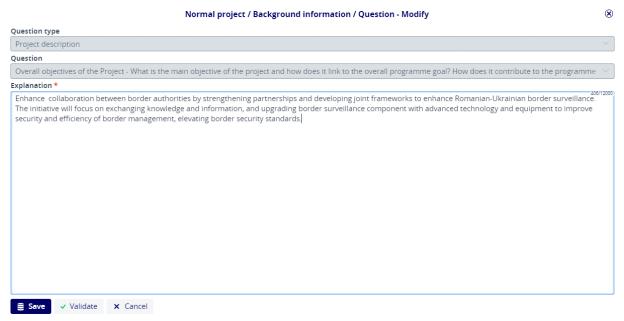


39. Background information

Fields marked with an asterisk (*) are mandatory, while those with a grey background are filled in by the system automatically.







40. Project description – modify

The recorded answers are saved by pressing the **Save** button.

3.1.11 Communication and Visibility

Under this tab, information about the Communication and Visibility elements of the project can be found and provided; its content can be modified, if necessary.



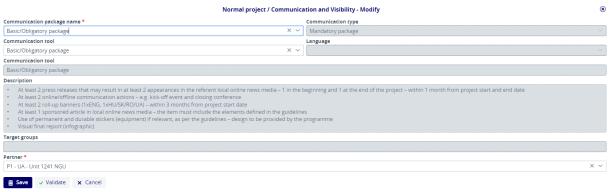
41. Coomunication and visibility

For the obligatory communication and visibility activities the simplified costs option will be used by the programme in the 2021-2027 programming period. It means that each partner shall choose one package with pre-defined content and pre-defined cost (basic, medium, advanced and works package /if applicable/). Besides the obligatory packages, additional (optional) communication tools can be defined, if the content of the project requires this.

Both types of communication and visibility activities can be added by pressing the **Add** (⁺) button or modified by pressing the **Modify** ()button on the Communication and visibility tab. Afterwards, the following form will be displayed:





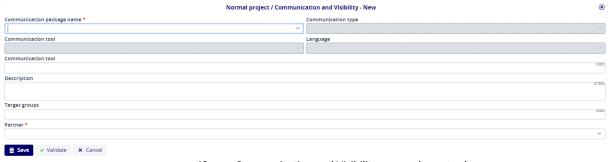


42. Communication and Visibility - modification

Fields marked by (*) are mandatory. The user shall either enter a text or choose an item from the available list. Partner can choose from obligatory pre-defined tools, and also can add new additional items.

If partner chooses a pre-defined obligatory communication package the Communication tool and the description are filled in automatically and the justification and target groups field are inactive. The user needs to choose from the drop-down menu the responsible partner. In addition, it is important that the system checks whether the chosen obligatory communication package and the planned expenditures under the relevant partner's budget match. Therefore, the user shall crosscheck that the chosen communication package and the additional (optional) communication tools are in line with the data entered in their partner budget, if they chose the Budget type A.

If applicant chooses optional communication tools, she/he needs to fill in the relevant fields.



43. Communication and Visibility – record new tools

The entered data are saved by pressing the **Save** button. The data can be found in the list. The items in the list can be viewed ($^{\blacksquare}$), modified ($^{\blacksquare}$) and deleted ($^{\hat{\blacksquare}}$) by the user.

3.1.12 Partner without budget

Under this tab, information about those Partner(s) of the project can be found and provided whom there is no budget planned; its content can be modified, if necessary.

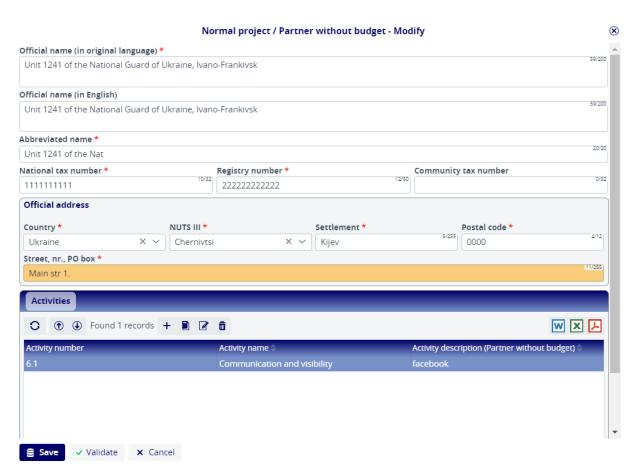






44. Partner without budget

For partners recorded on this tab the user can select activities they contribute to. However, this type of partners cannot contribute to e.g. indicators, communication and visibility activities, etc.

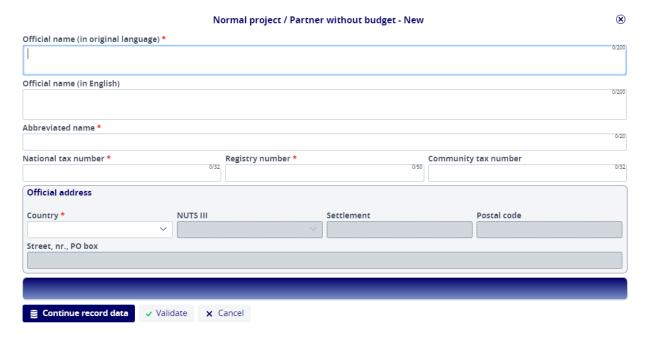


45. Partner without budget sheet

To add a new partner to the Partner without budget sheet, the the user shall first record the data of partner by clicking the **Add** (+) button.





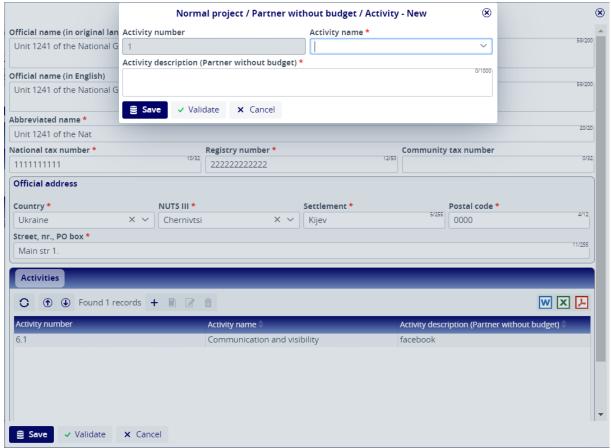


46. Partner without budget – new Partner data

After recording a partner's data the user can choose from the previously recorded activities and give a description by clicking on **Continue record data** button.







47. Partner without budget – recording new activities

By clicking on **Save** button data regarding the activities are saved and listed under the Partner without budget – Activities sub-sheet.

3.1.13 Contract

Under this tab, information about the Contract and Addendums (if any) of the project can be found. This tab is only to display information – the user cannot edit its content!



3.1.14 Project Reports

Under this tab, information about the Project reports (PR) of the project will be found. This tab is only to display information – the user cannot edit the PR contents from here!







3.1.15 Documents

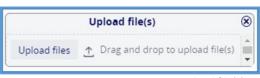
Under this tab, the project Documents can be found in a pre-organized folder structure. The User can upload the missing supporting documents (if requested) under the corresponding Contracting documents folder.



50. The Documents

Folders can be selected and opened by double-clicking on the name of the folder or by clicking on the arrow down () after selecting a folder from the list.

The left up arrow () shall be used to move up in the folder structure (e.g. to return to the list of folders), and the upload button () shall be used to start the upload. **Document upload can be initiated only after entering a folder.** The upload panel will appear, where you can choose files which you want to upload or you can use "drag and drop" technique to upload files.



51. Documents – Upload file(s)

When the upload is complete, the file will appear in the list view of the folder.







52. Documents – List view

It is not possible to upload 2 files with the same name to the same folder. The maximum size of a document that can be uploaded is 50 MB per document.

3.1.16 Completion

Under this tab, information about the completion round(s) can be found. The completion deadline, and Justification provided by the Programme Manager can be seen.

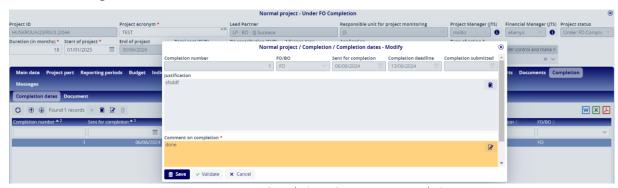
If the contracting or modification process is not complete, the Lead Partner is invited to submit a completion trough INTERREG+ system.

At moment the process is sent back to the front users for completion, the Completion tab automatically appears among the screens of the application. The deadline for completion and documents to be submitted are listed in the Completion tab.



53. Completion tab

The comment on completion field is mandatory to fill in by the User before the project can be submitted to the JS. Select the actual completion entry from the list, click on the **Modify** function button. In the pop-in window, in the upper right corner of the Comment on completion field, click on the **Modify** button to address each entry of the JS Justification. Then save the changes.



54. Completion – Comment on completion

During the completion step, only the requested documents can be uploaded to the **Completion** folder automatically listed by system on the **Documents** sheet.

Please note, that if completion is not submitted by the deadline, the process can be terminated by the JS. In such case, the project will be submitted in the actual state (with all modifications were made).





3.1.17 Messages

Under this tab, the system generated project-related e-mails are listed. Its function is similar to that of the Messages icon located in the main header (see chapter 2.1).



55. Messages of the project

3.1.18 Sending the prepared project for signing

As the project is updated according to the requests in completion set by the JS Programme Manager, the project can be sent to the Signatory user(s) for e-signing by clicking on the **Send for signature** button. By pressing the button, the system runs the validation routines, and if no violation of the rules is found, the process moves to the *E-sign* step. If the validation finds any violation, the corresponding error message(s) appears on the screen.

3.2 E-SIGNING AND SUBMITTING THE PROJECT

After the project is updated by the Recording user and sent for signing, the process moves to the Signatory user. The Signatory user cannot edit the project, if further editing is necessary, the project must be sent back to the Recording user. By pressing the **Sign** button, the project can be submitted to the JS Programme Manager.

4. INTERREG+ TECHNICAL SUPPORT

Should you have any technical issue concerning INTERREG+ IT System functioning, please contact INTERREG+ Support Team at the iplussupport@szpi.hu e-mail address.

To support your case, please, provide a description of the problem with as much details as possible, and always attach screenshots, of which the entire screen is visible. Additionally, please provide the Project (Part) ID and the username.