PROJECT PARTNER REPORT

for

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

User Manual for Front Office users

v1.0.0

PROJECT PARTNER REPORT - USER MANUAL FOR FRONT OFFICE

Version History

Date	Version	Description
15/06/2024	1.0.0	First version for INTERREG+ Project Partner Report in 2021-2027 reporting period

Table of Content

INTRODUCTION

PURPOSE OF THE DOCUMENT

The purpose of this document is to assist Partners of the Interreg VI-A NEXT Hungary-Slovakia-Romania-Ukraine Programme in preparation and submission of their Project Patner Reports in the INTERREG+ IT system.

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

WHO IS THIS DOCUMENT FOR

This document is for the Partners who are required to report their progress on Partner-level as set forth in the Project Part.

ACCESS MANAGEMENT

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

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.

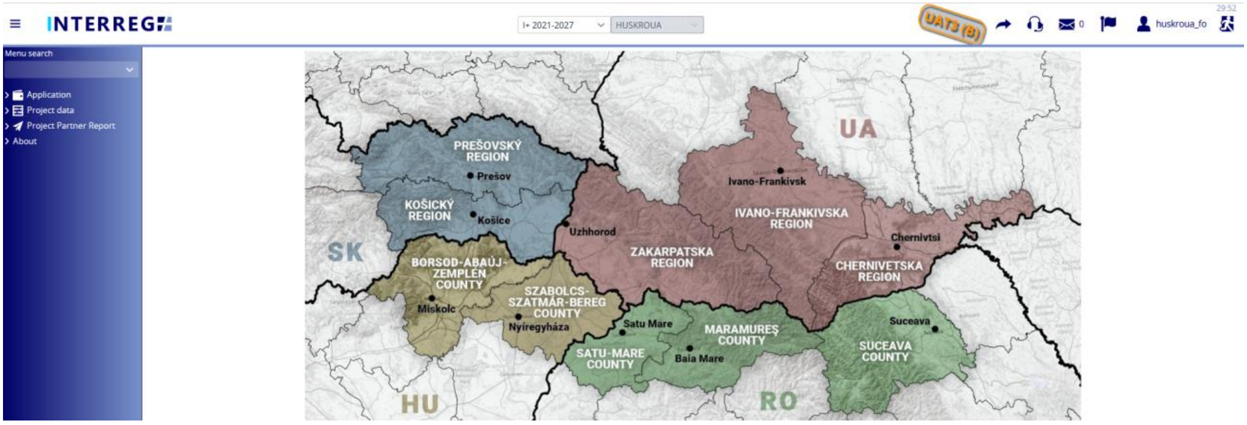
To manage the User's account, use the 'User' icon ( ) located on the right hand side of the main header (see figure 1). For details on account management and user roles, study the *User-management Manual*.

GENERAL REMARKS

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

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.



INTERREG+ main menu and header

Under the main menu, the Application, the Project data, the Project Partner Report (hereafter referred as PPR), and the About menu items are. located

- The **Application** menu item leads the User to the applications (if any), which were created by them.
- The **Project data** menu item leads to the list of projects the User is associated with.
- Under the **Project Partner Report** menu item, the User finds all PPRs of those project parts, which th User is associated with.
- 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*.

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.

The 'action' buttons of the Recording user

The 'action' buttons of the Signatory user

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 PPR document can be generated at any time in the preparation process by clicking on the **Generate** button. The generated document is for informational purposes only, it does not hold any legal bonds.

The **Exchange rate refresh** button is only active if there is at least one invoice recorded with outdated exchange rate. In such case, the system requires the User to refresh the exchange rate before letting the process to the next step. A blocking error message pops in if it is forgotten.

The **PPR refresh** button is only active if modification in the project part were made and they affect the PPR under preparation. In such case, the system requires the User to refresh the PPR before letting the process to the next step. A blocking error message pops in if it is forgotten.

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 PPR list screen by clicking on the Continue button after selecting the PPR of interest (see chapter 3.1.1).

The **Task comment** button leads to a text area, where comment can be recorded. It is mandatory when the Signatory user wants 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 PPR back for further editing if it is necessary. The Back to modification button requires the Task comment to be filled beforehand.

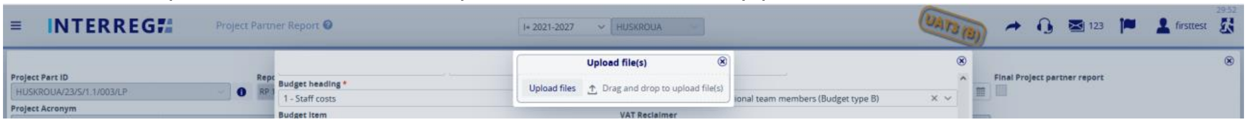
By pressing the **Send for signature** button, the process will proceed to the next step. The validation will run automatically and if the program does not detect any deficiency or violation of the rules, the task moves to the Signatory user. The PPR is no longer editable by the Recording User.

The **Sign** button is available only for the User holding Signatory role. This button initiates the submission process; the PPR will be submitted to the First Level Control (FLC) for evaluation.

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 an Invoice or a Tender form;
- the (**View**) button initiates the viewing of a selected list item (e.g an Invoice or a Tender form);
- the (**Modify**) button initiates the modification of an already existing item (e.g. an Invoice or a Tender form);
- the (Delete) button deletes the selected 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.



Upload file(s) communication panel

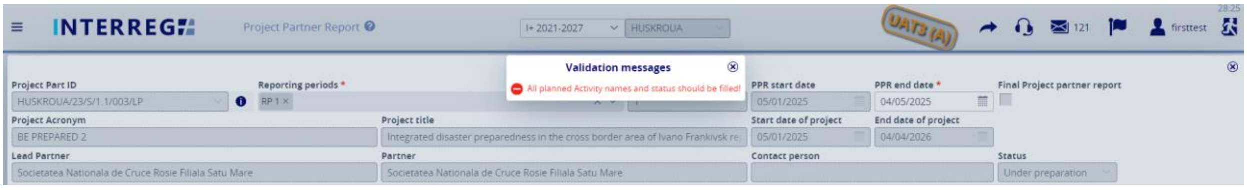
- the (Download) and (Download as zip) buttons allow downloading even multiple selected files from the list at once or as a zip file;
- the (**Export to**) buttons initiate exporting the content of the list screen into the selected format (xlsx, docx, pdf). *Note that using the function would export only the visible content of the screen list. If a screen is expandable (e.g. Budget) 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 Project Part, which leads the User to the initial application.

MANDATORY FIELDS AND RULES

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

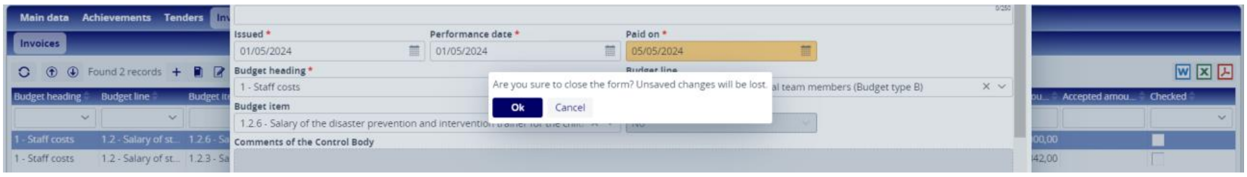
There are numerous rules governing the PPR preparation and submission process, in order to ensure compilation with these rules, built-in validation routines run in the background, which constantly check if the provided data is in line with the rules. In case of any violation, the system informs the User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

- red (blocking error – must be fixed);



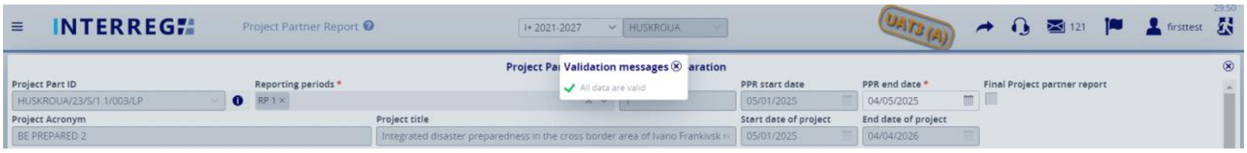
Blocking error message

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



Confirmation message

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



Positive validation message

INDICATIONS OF MODIFIED VALUES

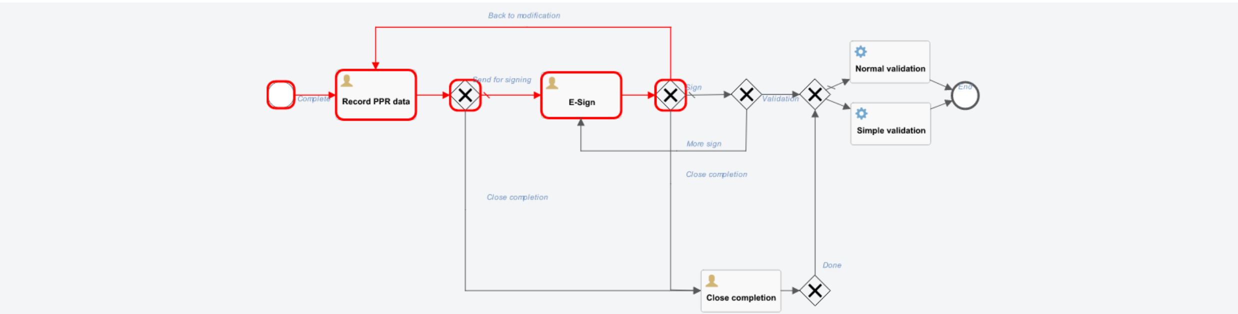
During the process, modifications may be inevitable in order to create a proper project. To assist the User, such modifications are highlighted with yellow. By positioning the cursor over the modified field in question and holding it still, an info bubble will appear with the original value of the field.

Indication of modified values

PROJECT PARTNER REPORT

The Project Partner Report preparation and submission process (highlighted by red) 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:



The Project Partner Report workflow

1. Record PPR data: Recording Users are authorized to record data
2. E-sign: After recording the data in the PPR, the Signatory Users specified in the Project Part are entitled to endorse (E-sign and submit) it or return it back to modification (Back to modification) for the Recording user (Record PPR data stap). Signatory Users cannot edit the data. After the last Signatory endorsedment, the PPR is submitted and added to the Back Office interface. The PPR submission is the condition of all the Signatory Users' e-signature of the Project Part.
3. PPR completion: if the PPR is sent back to the Front Office for completion, the Users are notified via system generated e-mail. Re-submission steps are the same as specified above.
4. PPR revalidation: in the event of a request for revalidation, the original PPR is, and a "clone" of that PPR is created with the same data and a '.1' extension will be added to its PPR number. As a result, the "clone" PPR will be in submitted status, the FLC can decide how to proceed. In case of the Partner's interaction is required, the PPR will be sent for completion. Re-submission steps are the same as specified above.

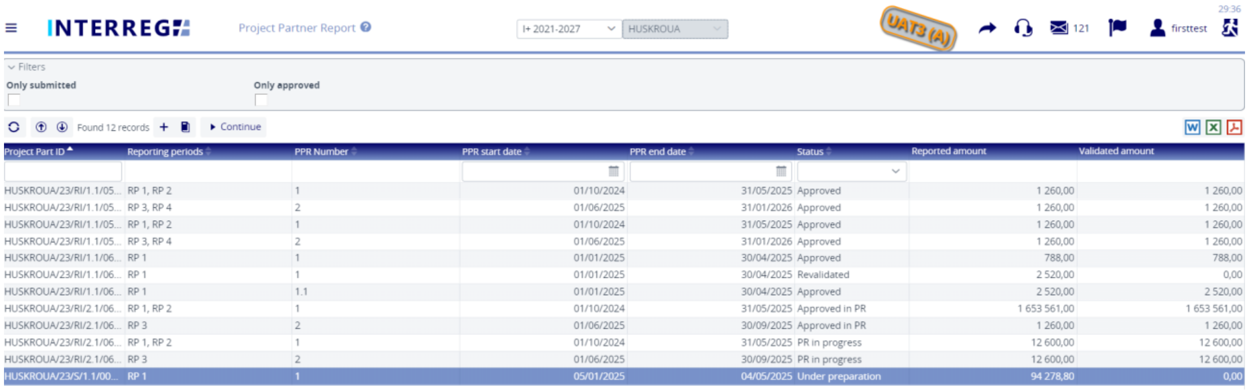
PPRs are status-managed allowing the User to keep track of the progress of submission and also the validation process.

- Under preparation: the PPR is under data recording (Recording PPR data step);
- Under signature: the PPR is being signed and submitted (E-sign step);
- Submitted C1: the PPR is under validation at Controller 1;

- Submitted C2: the PPR is under validation at Controller 2 (in case of simple validation process, this step is skipped);
- Under approval: the PPR is at the decision making final step;
- Approved: the PPR is approved, a DoVE is certified;
- Closed without validation: the PPR is approved, but no DoVE is certified (only if no expences were declared in the PPR)
- PR in progress: the PPR is selected into a Project Report (PR);
- Approved in PR: the PR is approved in which the PPR is included;
- Rejected: the PPR was rejected during the validation process (new PPR must be created);
- Deleted: the PPR was deleted (dropped) by the Recording user during preparation.

Recording New Project Partner Report

The creation of a new PPR can be started from the Main Menu under the Project Partner Report menu item. In the Project Partner Report list screen, all ever-created PPRs are listed.



Project Part ID	Reporting periods	PPR Number	PPR start date	PPR end date	Status	Reported amount	Validated amount
HUSKROUA/23/RI/1.1/05...	RP 1, RP 2	1	01/10/2024	31/05/2025	Approved	1 260,00	1 260,00
HUSKROUA/23/RI/1.1/05...	RP 3, RP 4	2	01/06/2025	31/01/2026	Approved	1 260,00	1 260,00
HUSKROUA/23/RI/1.1/05...	RP 1, RP 2	1	01/10/2024	31/05/2025	Approved	1 260,00	1 260,00
HUSKROUA/23/RI/1.1/05...	RP 3, RP 4	2	01/06/2025	31/01/2026	Approved	1 260,00	1 260,00
HUSKROUA/23/RI/1.1/06...	RP 1	1	01/01/2025	30/04/2025	Approved	788,00	788,00
HUSKROUA/23/RI/1.1/06...	RP 1	1	01/01/2025	30/04/2025	Revalidated	2 520,00	0,00
HUSKROUA/23/RI/1.1/06...	RP 1	1.1	01/01/2025	30/04/2025	Approved	2 520,00	2 520,00
HUSKROUA/23/RI/2.1/06...	RP 1, RP 2	1	01/10/2024	31/05/2025	Approved in PR	1 653 561,00	1 653 561,00
HUSKROUA/23/RI/2.1/06...	RP 3	2	01/06/2025	30/09/2025	Approved in PR	1 260,00	1 260,00
HUSKROUA/23/RI/2.1/06...	RP 1, RP 2	1	01/10/2024	31/05/2025	PR in progress	12 600,00	12 600,00
HUSKROUA/23/RI/2.1/06...	RP 3	2	01/06/2025	30/09/2025	PR in progress	12 600,00	12 600,00
HUSKROUA/23/S/1.1/00...	RP 1	1	05/01/2025	04/05/2025	Under preparation	94 278,80	0,00

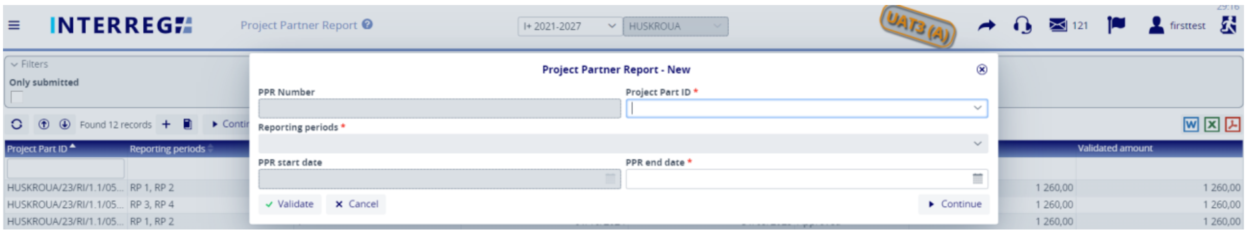
Project Partner Report list

The main rules for PPR creation are:

- Recording of a new PPR for any given reporting period can only be started if the previous PPR has been submitted.
- Only one PPR can be edited at a time unless a PPR has been returned for completion.
- Another PPR cannot be submitted for validation until the previously submitted one is not validated (Approved / Rejected / Closed without validation status).
- It is possible to submit “interim” and merged reports covering only a fraction of a reporting period or multiple reporting periods. A reporting period cannot be covered with more than two PPRs.
- If a PPR is rejected, a new PPR (with a new PPR ID and serial number) can be created for the associated reporting period.
- The number of deleted PPRs will be reassigned.

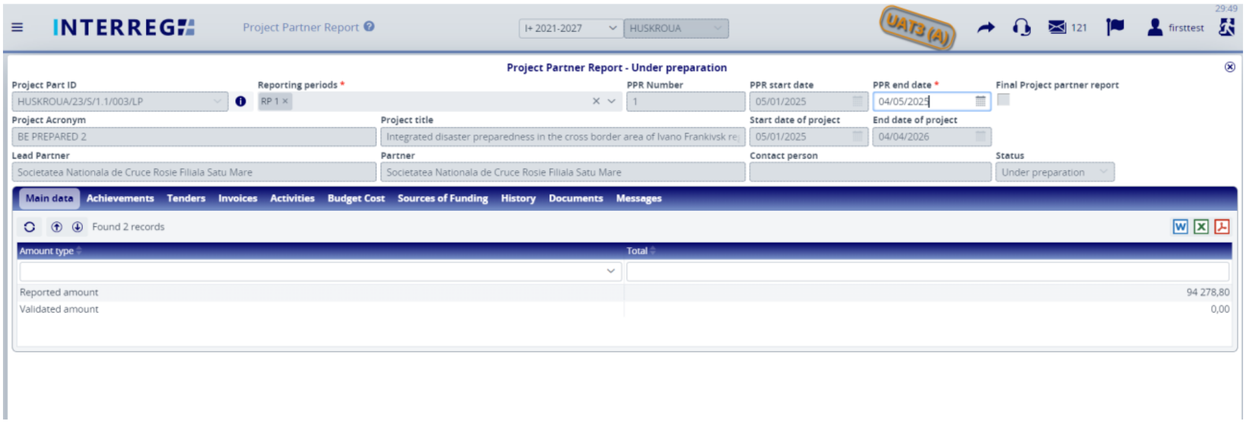
Creating a new PPR

For creating a new PPR, click the (**+**) button, as a result a communication panel pops in, where the fundamental parameters can be set for the new PPR. Here the project part ID (if a User has access to more than one project parts), and the reporting period(s) (hereafter referred as RP) can be selected. When selecting a RP, the start and end dates are automatically filled, however the end date can be modified if needed to create interrim PPR.



Creation of a new Project Partner Report

Periods for which a report has already been made are not displayed in the Reporting periods dropdown selector. Reported periods must be continuous and must not overlap. The system supports submitting a PPR covering an interim period, but the start or end date must coincide the start or end date of a predefined reporting period. By clicking the "Continue" button, the PPR datasheet generates, where the PPR data can be recorded. The main details of Project Part are automatically displayed at the top of the screen, in the PPR header. It is still possible to edit the PPR end date and Reporting Periods, to accomodate the User if changes have arisen since the commencement of PPR recording. Final PPR selection is automatically made for the last report, it is the condition of the end date of PPR and the end date of the last Reporting Period match.

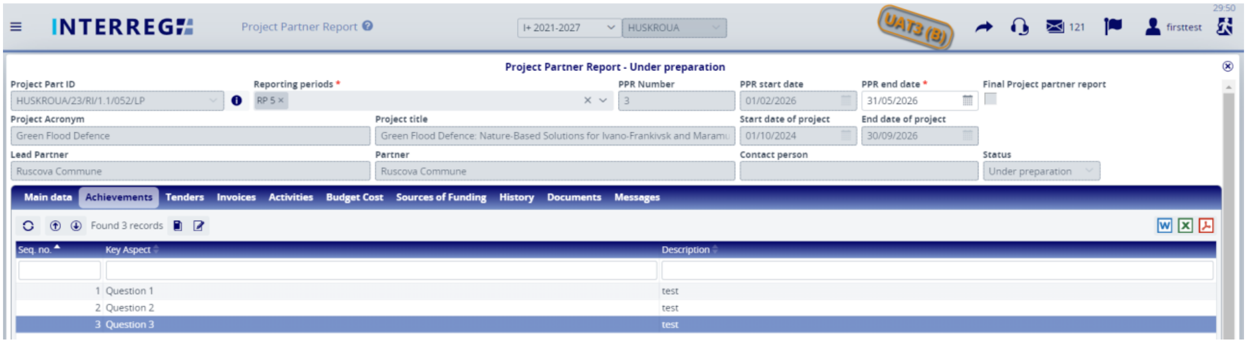


The Project Partner Report

Main data

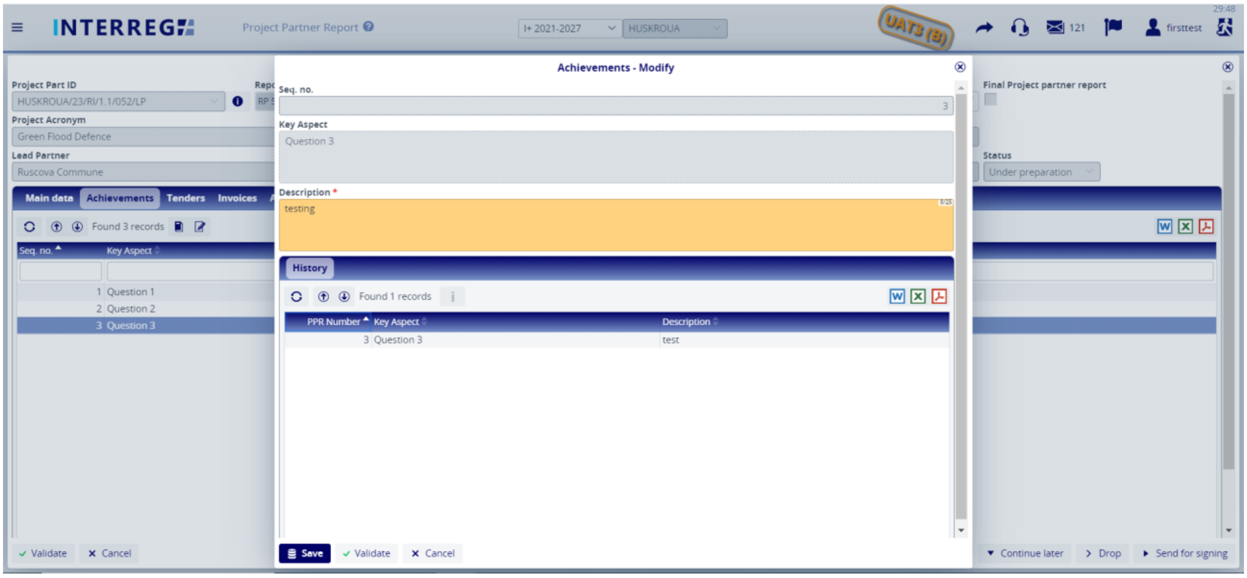
Under this tab (the first on the tab header), the most important information of the given PPR is found, such as financial information on Reported and Accepted amounts (see above figure).

Achievement



The Achievements list

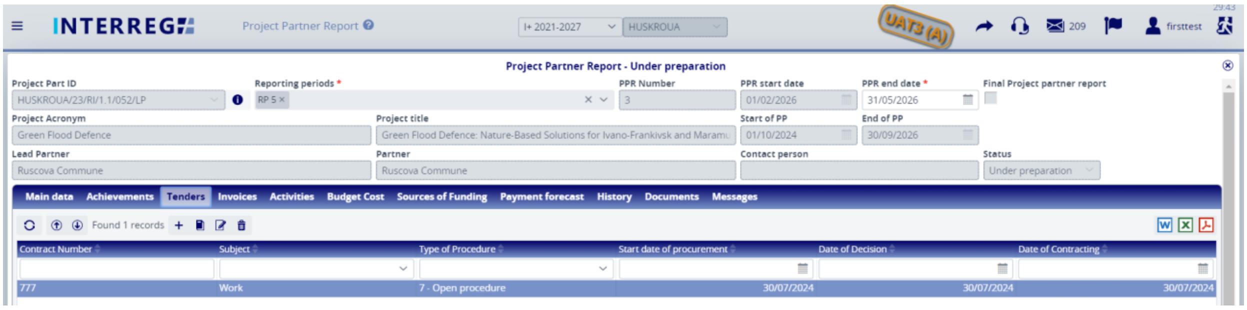
The Achievements tab displays the questions concerning the progress of the Project Part reported in the PPR. By selecting an item from the list and clicking on the **Modify** button, a communication panel pops in, where the User may record the description of such progress. Once the modification is made, the recording has to be finalized by the *'Save'* button.



The Achievemets form

In the lower part of the communication panel, the given Achievement's history can be seen, where descriptions of the given Achievement are from the previous PPRs. The history aims to ease overlooking the overall progress of an Achievement.

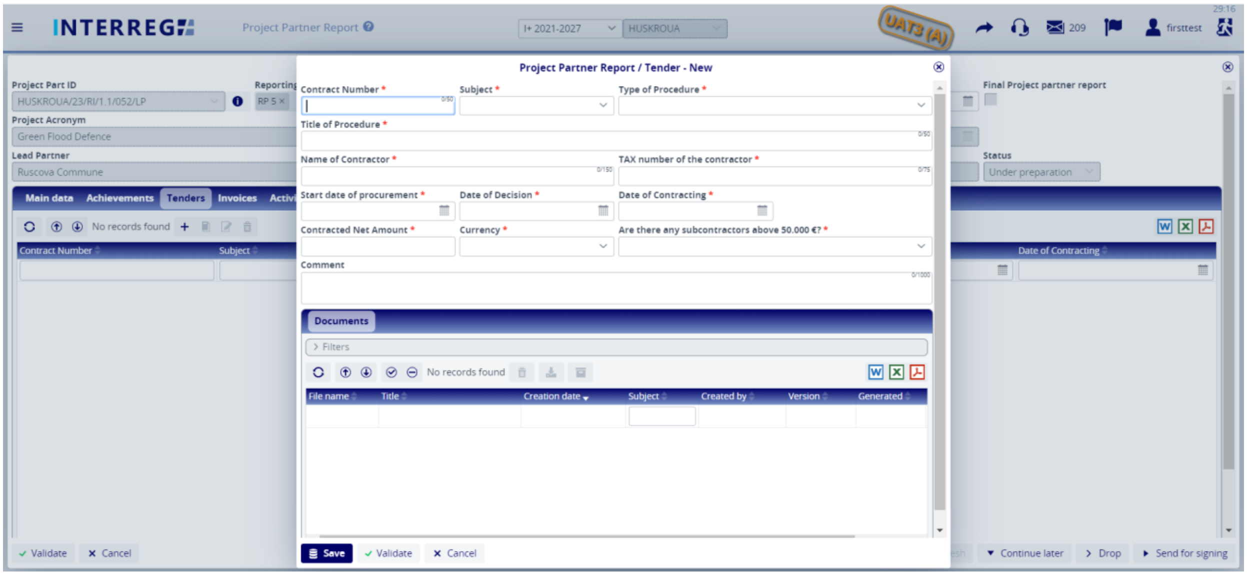
Tenders



The Tenders list

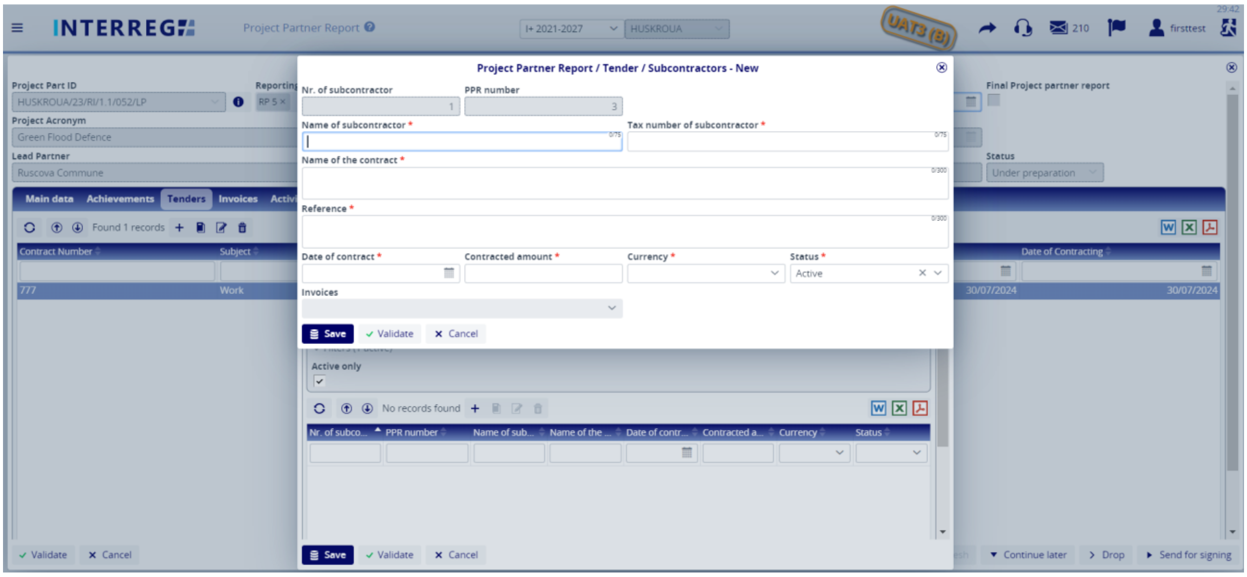
Use the add (+) button to add a new Tender to the report. Tenders recorded in previous PPRs also appear, however tenders can only be deleted and edited in the PPR they are created, before it was ever submitted. However, it is possible to comment on the Tenders recorded in the previous PPR by pressing the **Modify** button.

A Tender within a given PPR can only be deleted if it is not linked to an invoice yet. In case of a Tender change, the Tender data of the related account is automatically updated with the modified data.



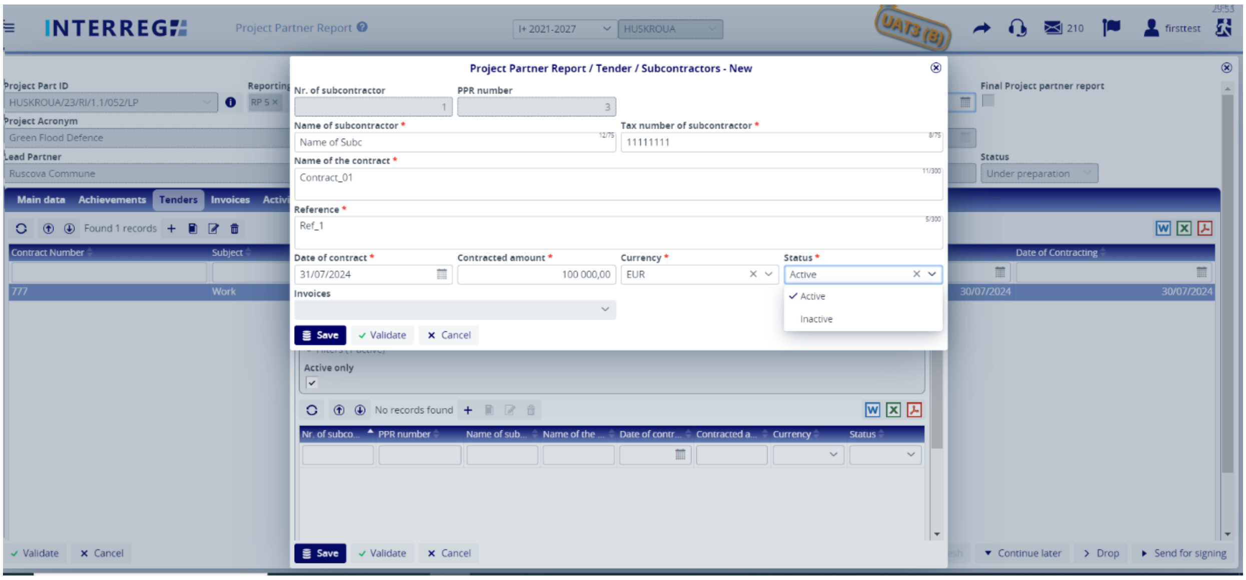
The Tenders form

By saving the form, if the '*Are there any subcontractors above 50.000 €?*' field is answered with '*Yes*', depending on the '*Type of Procedure*' selected, the '*Subcontractors*' sub-tab appears. In here, the subcontractors of contract exceeding 50.000€ belonging to the given tender can be recorded by the + (**Add**) button. To a given Tender, multiple subcontractors may be recorded. The already-recorded entries can be edited by the **Modify** button.



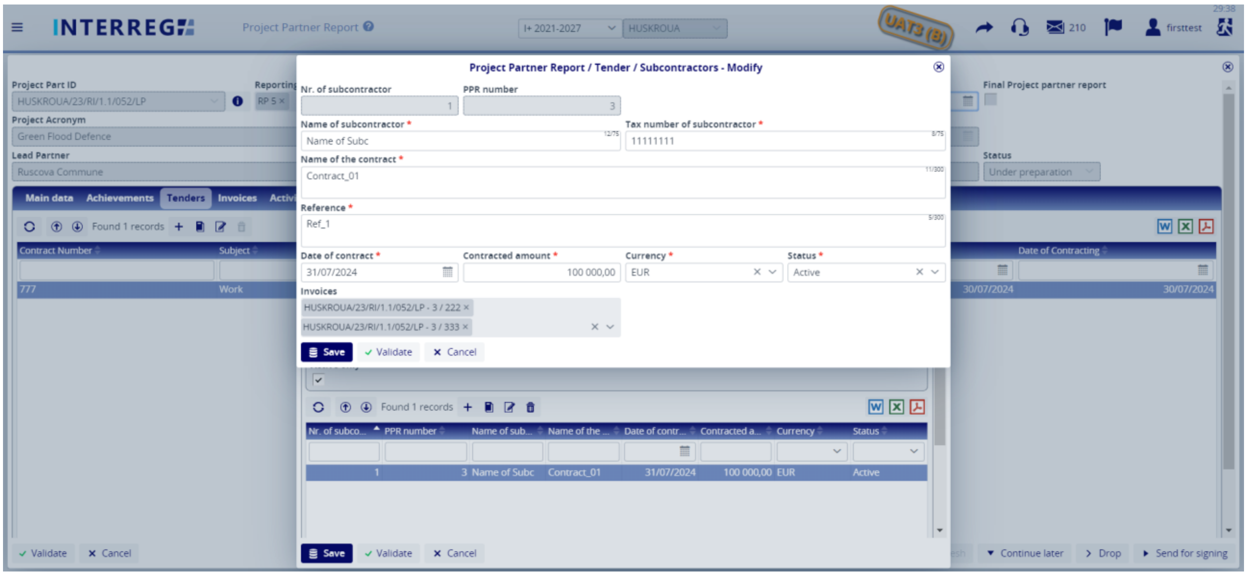
The Subcontractor form

If an already-recorded subcontractor may be removed from the list, the **Delete** button should be used. Only those records can be physically deleted, which were recorded in the current step of the process; earlier recorded entries, can be inactivated by setting the '*Status*' accordingly by the **Modify** button.



Setting the Status of a Subcontractor

To each recorded Subcontractor, the invoice issued by the main contractor can be assigned under the 'Invoices' field in the Subcontractor form. In the Invoice filed, all invoices ever-recorded for the given project part appear; the invoice is encoded by the ID of the PPR / Invoice number. *If there is no invoice recorded, the field is inactive.* Multiple invoices can be assigned to a given Subcontractor.

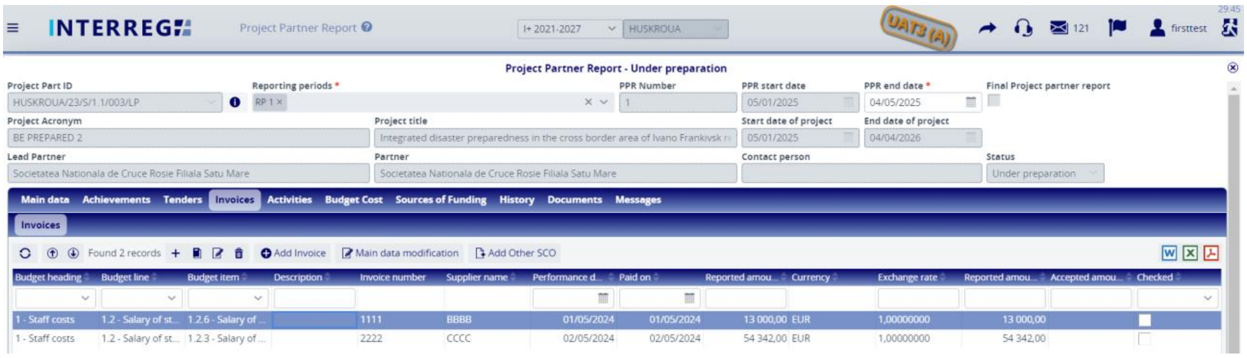


Selecting the proper invoice for the Subcontractor

A Tender within a given PPR can only be deleted if it is not linked to an invoice yet. In case of a Tender change, the Tender data of the related account is automatically updated with the modified data.

Invoices

Under the Invoice tab, the invoices recorded in the given PPR are listed, in the columns, the most important parameters of each invoice are shown. Above the list, beside the usual function buttons, the **Add invoice**, the **Add Other SCO**, and in certain cases, the **Main data modification** buttons are available. For this last one to activate an invoice from the list must be selected. The **Main data modification** button allows the User to edit the *Invoice number* and *Supplier name* fields, as long as the PPR has not been submitted yet.



Invoices

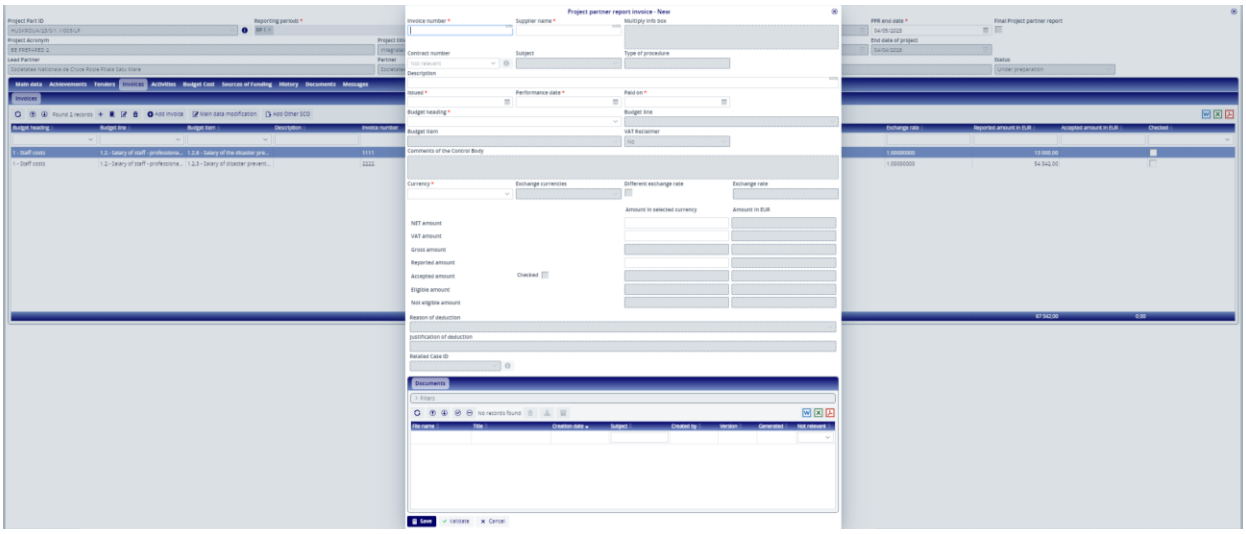
By the add (**+**) button, a new regular invoice can be created.

In the *Contract Number* field on the Invoice form, the User can select the contract associated with the invoice from the contracts being recorded on the Tender tab. If “Not relevant” is selected, the *Subject* and *Type of procedure* fields are inactive. The details of the selected contract can be viewed by the **info** button.

When recording an invoice, the *Budget heading*, *Budget line*, and *Budget item* fields must be filled in. Invoice can be created only for Real Cost type budget items. Technical invoices are automatically generated for flat rate and lump sum budget items.

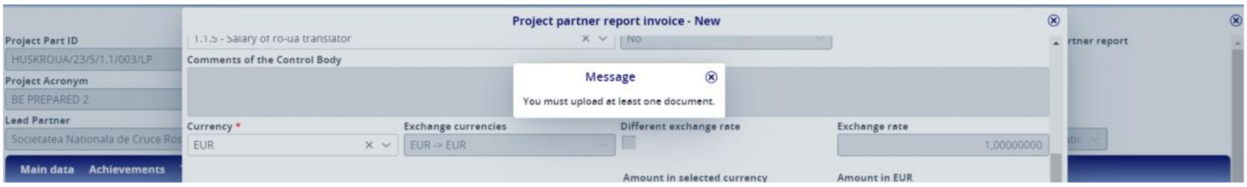
The *Exchange rate* is calculated based on the actual monthly exchange rate of INFOREUR, however, the Users can enter a unique exchange rate by clicking the *Different exchange Rate* check box (active only if Programme rules allows).

Amounts of the invoice need to be filled in by the User, however the *Gross Amount* is automatically calculated.



The invoice form

The Users must upload at least one supporting document to be able to save the invoice, for this action a reminding message is shown.

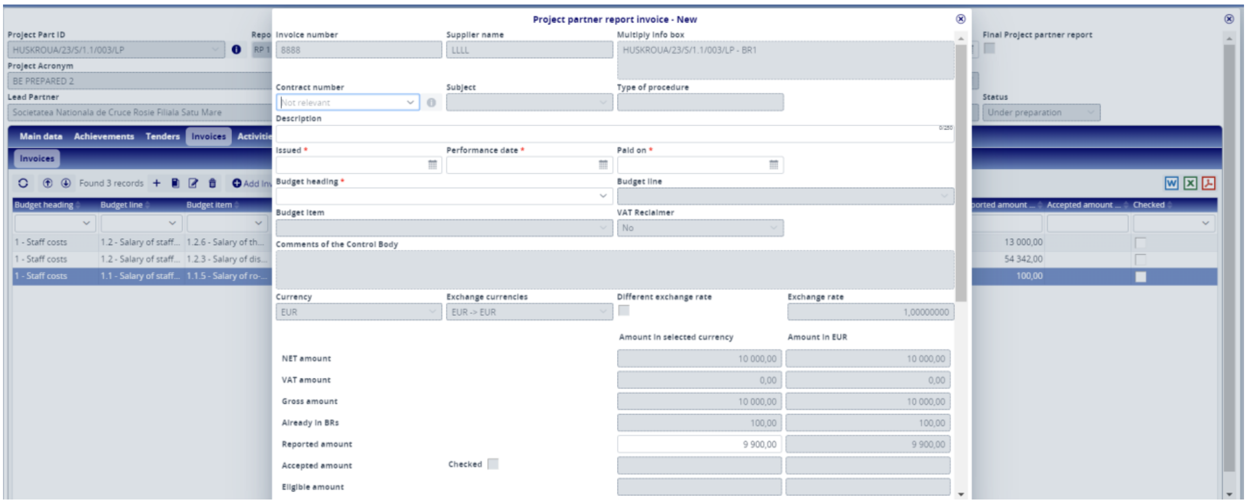


Reminder message for document upload in Invoice form

The **Add invoice** button can be used to add invoices to the given PPR that were previously create. Only those invoices appear on the list, which have not yet been fully reported, i.e if the gross amount of the invoice is larger than the total reported amount. An invoice can be submitted throughout multiple PPRs. If an invoice is selected from the list of **Add invoice**, its details will be filled in automatically; the *Reported amount* will also be filled in with the not-yet-reported amount, which amount can be edited.

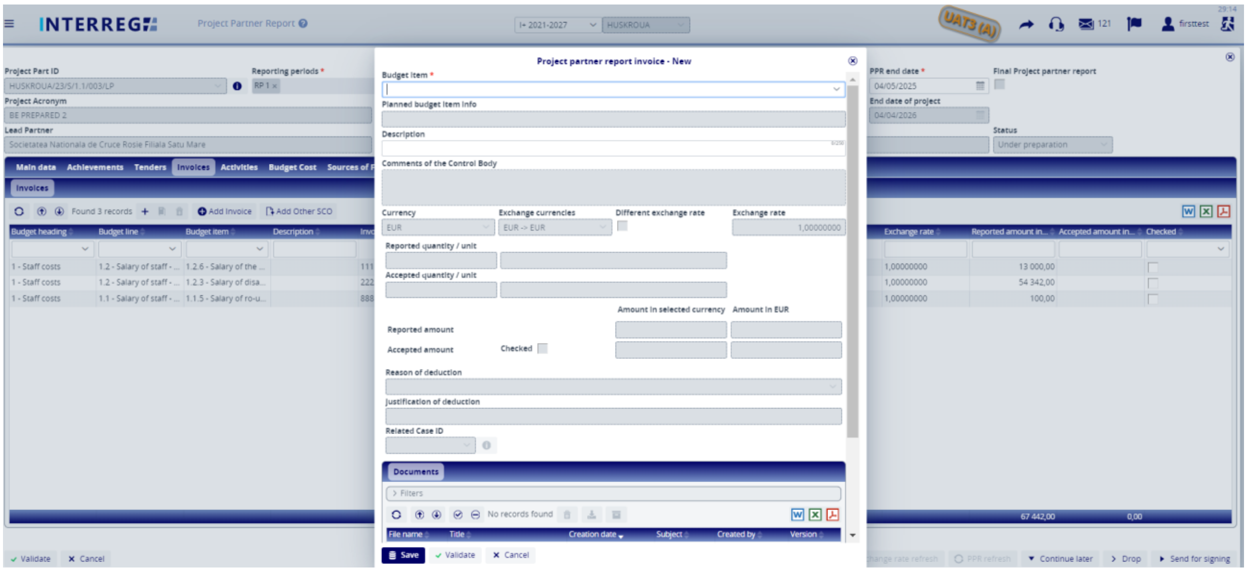
A new field, the *Already in PPRs*, is placed onto such invoice forms to help the User to keep track of what amount is reported in all previous PPRs for the given invoice.

In case of an invoice already being partially reported, the related Project Part and PPR ID will be displayed (including the PPR under preparation) in the *Multiply Info box* field. Invoices of Deleted and Rejected status do not considered as partially settled or once-reported, thus they do not appear in the *Multiply info box*.



The invoice form of a Multiply invoice

To record an invoice for budget items of simplified cost option (SCO), the **Add other SCO** button must be used. By clicking on the button, a simplified invoice form appears, where the *Budget item* must be selected, then the appropriate value of *Reported quantity / unit* must be provided. Without selecting a budget item first, the Reported quantity / unit dropdown selector is inactive.

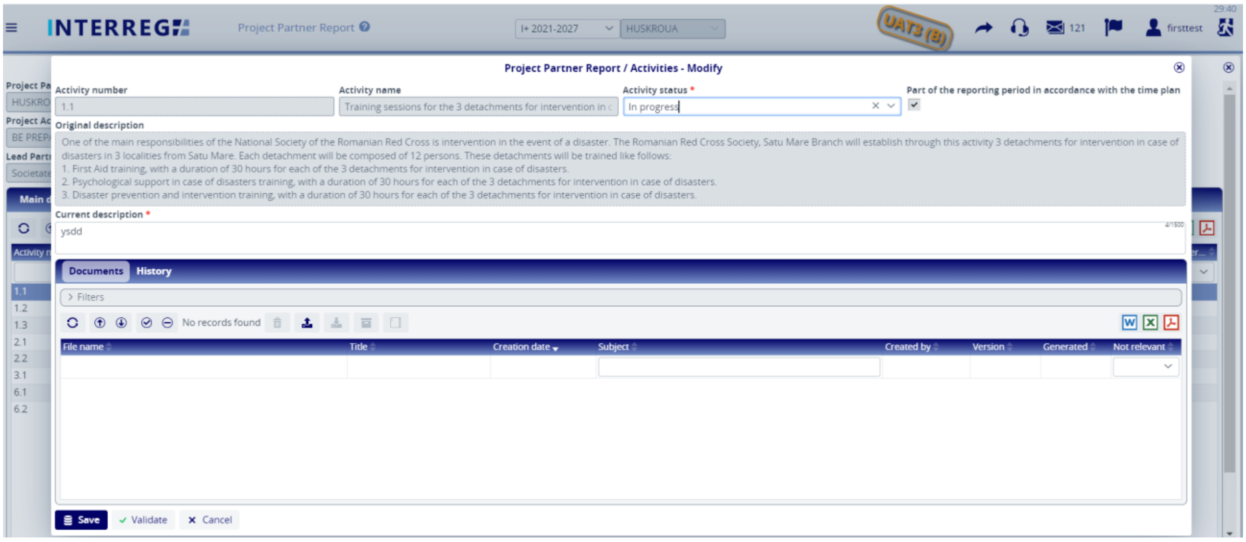


The SCO invoice form

Activities

On the Activites tab, the User can set the current status of the Activities related to the individual Activity group (AG) by selecting one from the list and click on the **Modify** button.

The Activities list



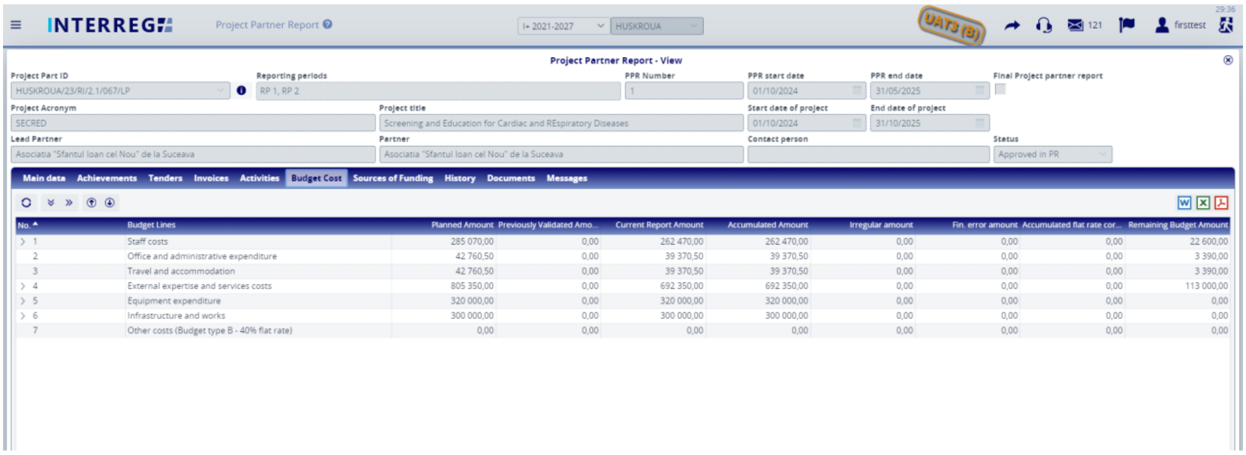
The Activity form

On the Activity form, the User can set the current *Status* of the Activities recorded on the Project Part. In the *Current description* field, the progress made in the period covered in the current report can be provided. The status of each Activity must be equal to or higher than their status in the previous report. If there is an Activity marked as mandatory on the Project Part for the given reporting period, then it must be reported.

On the History tab, the Users can view the status and description were given in previous PPRs providing an easy navigation between reports of the same Activity.

Budget Cost

Under the Budget Cost tab, the User can track the progress of the costs incurred in the project part, the progress of the budget. Amounts are shown in EUR. The list can be expanded by the button to see the 3-level Budget, by default only the Budget headings are shown.



Budget Cost

The **Planned Amount** column displays the budget values specified in the Project Part.

The **Previously Validated Amount** column shows the cumulative sums of the previously validated BRs.

The **Current Report Amount** is the amount reported in the given PPR, which includes the Reported amount before approval and the Accepted amount after approval.

The **Accumulated Amount** is the sum of the Previously Validated Amount and the Current Reported Amount.

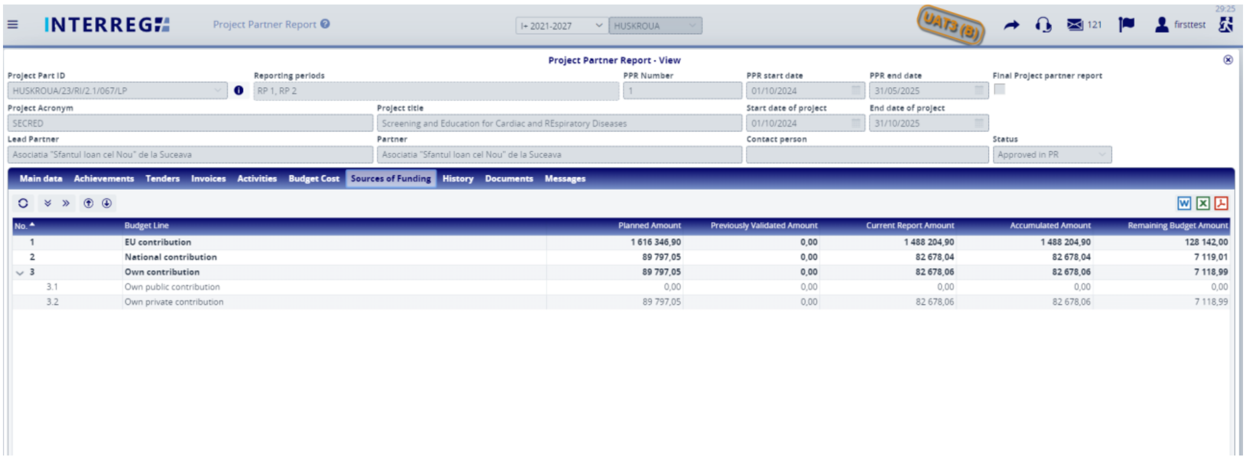
The **Irregular amount** column shows amount associated with Irregularity case(s) have already been included in an AfP (Application for Payment) submitted to and reimbursed from the EU Committee. Such amounts are subject of reclaim and are deducted from the Remaining amount, i.e. cannot reuse in a later PPR.

The **Fin. error amount** (Financial error amount) column shows amount associated with Irregularity case(s) that have not been included in an AfP (Application for Payment). Such amounts are subject of reclaim, however, are not deducted from the Remaining amount, i.e. can be reused in a later PPR.

The **Accumulated flat rate correction** column displays the amount was deducted from a flat rate type budget item, typically Staff cost due to project management mishaps. Please note that the amounts of flat rate corrections are not reusable, the ar not available in further reports! For further information on Flate rate correction, please, refer to the *Eligibility of expenditure* handbook or contact directly the Programme.

The **Remaining Budget Amount** is the difference of the *Planned amount* and the *Accumulated amount*; i.e. the amount, which is not yet accounted for. Please note that *Accumulated flat rate correction* is also deducted from the Remaining Budget amount!

Sources of Funding



Source of Funding

In the Sources of Funding tab, the financial progress of the project part is displayed as in the Budget cost tab, however instead of Budget lines, here the sources of the fundings are shown.

The **Planned Amount** column displays the budget values specified in the Project Part.

The **Previously Validated Amount** column shows the cumulative sums of the previously validated PPRs.

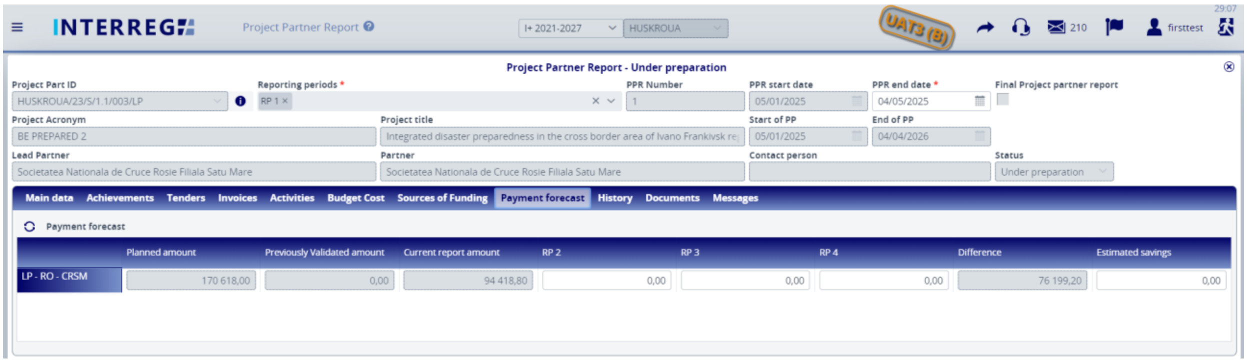
The **Current Report Amount** is the amount reported in the given PPR, which includes the Reported amount before approval and the Accepted amount after approval.

The **Accumulated Amount** is the sum of the Previously Validated Amount and the Current Reported Amount.

The **Remaining Budget Amount** is the difference of the *Planned amount* and the *Accumulated amount*; i.e. the amount, which is not yet accounted for.

Payment Forecast

Under the Payment Forecast tab, the user can provide planned allocation of the remaining budget for the upcoming reporting periods.



The Paymant Forecast tab

The list consists of several columns, which are displayed dynamically according to the reporting periods ahead.

The below columns are always shown:

Planned amount: the currently valid Budget of the project part, not editable;

Previously Validated amount: in the previous PPR already validated amounts summed, not editable;

Current report amount: the amount reported in the current PPR, not editable;

PR: the upcoming reporting periods displayed dynamically, the user must allocate the remaining budget, pre-filled with zero;

Difference: the amount of the non-allocated amount of the remaining budget, not editable;

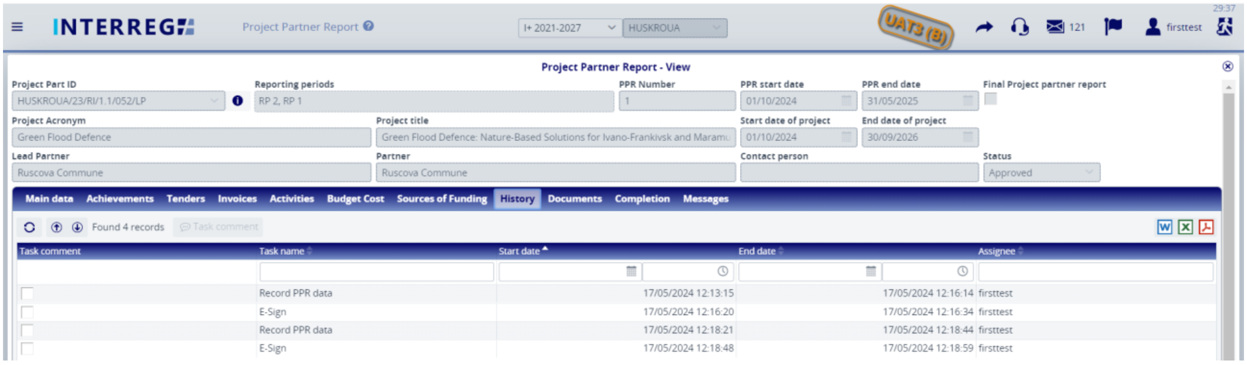
Estimated savings: the user can provide the amount, which supposedly will not be spent, pre-filled with zero;

The **Difference** is the remaining of the substraction of the RP amount and the Estimated savings from the Planned remaining budget. The allocation must be made to result zero **Difference**.

History

On the History tab, the User can view the changes made in the PPR. The task name, the User who completed the task, the start and end date of the task are listed here. The end date is not marked until the process is completed.

Note that only the History of the Front Office activity I displayed!

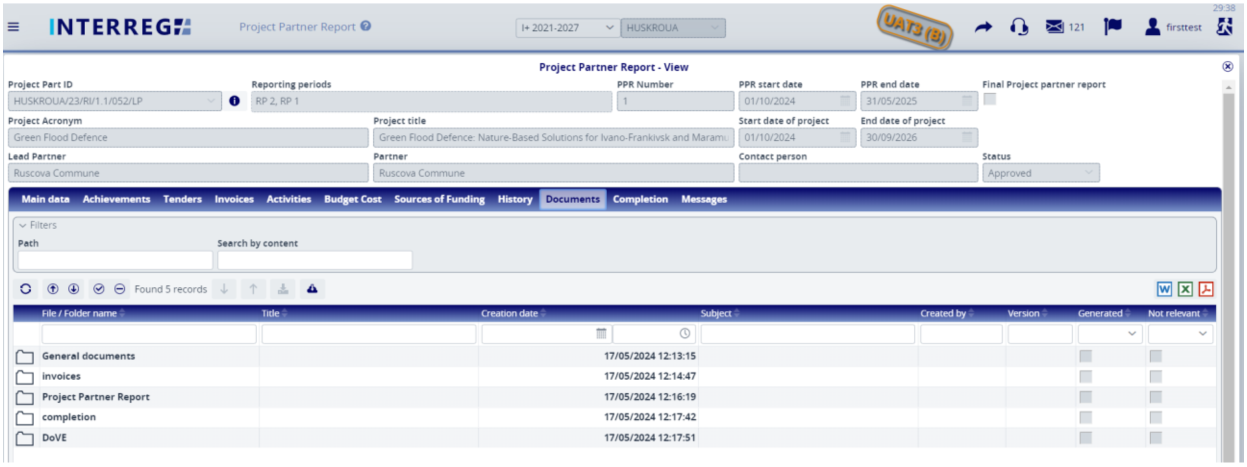


History

Documents

Documents uploaded to the given PPR by the user at the individual forms (e.g. Invoice form) or generated by the system are shown here in a systematic folder structure. In general, view and download option is always possible, upload is only available during completion (need amendment). Documents uploaded by the User at the individual form can be deleted only at the given step in the process at the same form, where it was uploaded.

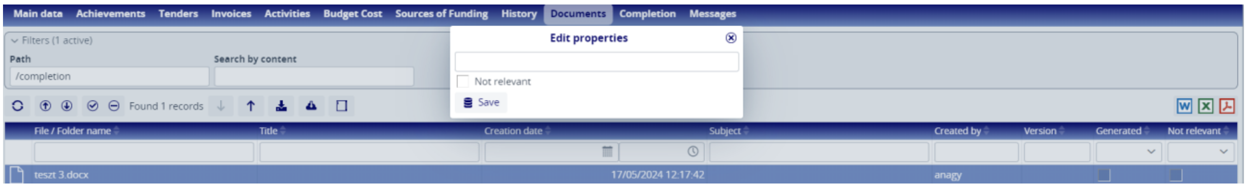
Navigation in the folder structure is possible by the ↓ ↑ **up** and **down** arrows or double-clicking to the folder of interest.



The Documents list

The **Edit properties** button, after selecting a document, serves to set the ‘status’ of the document as ‘*not relevant*’. If the document is not relevant, it cannot be downloaded any longer.

The ‘subject’ (sort of a short description) of a document can also be provided by filling in the text area in the *Edit properties* window. This function available only at the step the document was uploaded.
The **Edit properties** button is also available at each individual form, under the Document tab.



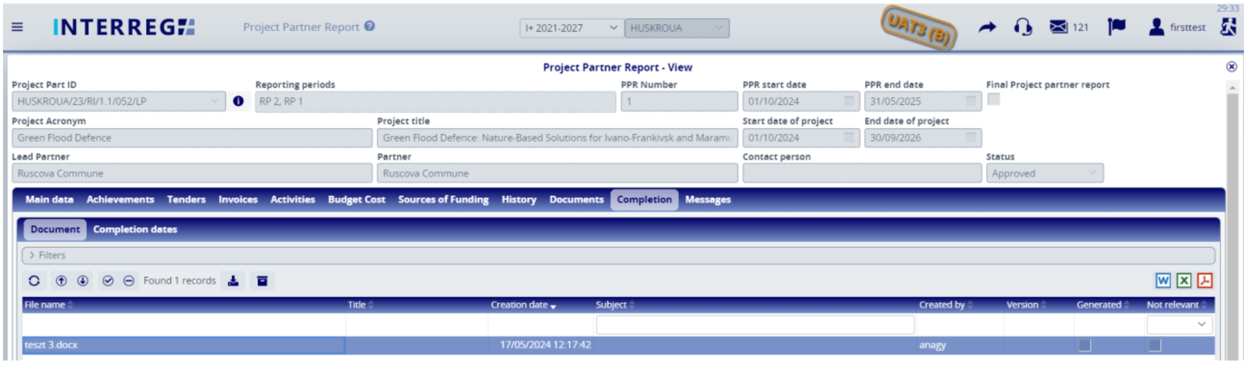
The Edit properties communication window

Completion

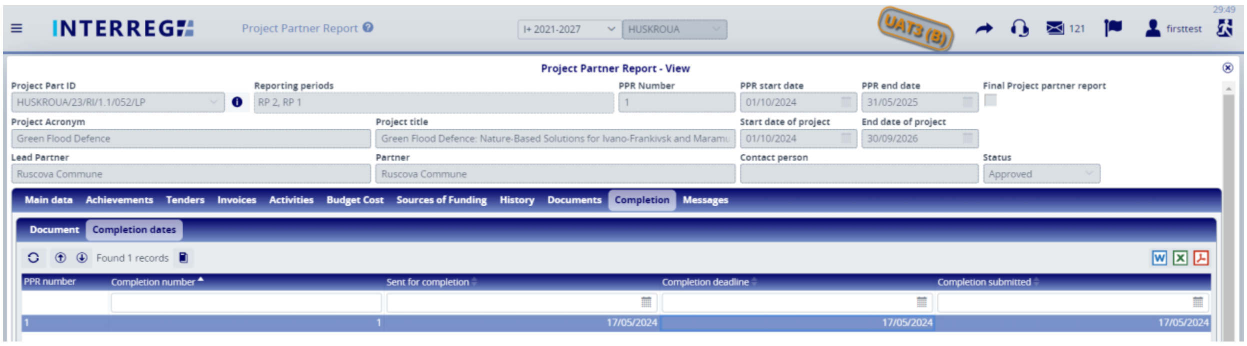
The Completion tab only appears if a PPR needs completion according to the controller’s decision. Under the tab, there are two subtabs:

- the *Documents*, where the completion documentation is uploaded to by the Controller, and
- the *Dates*, where most importantly the deadline for completion can be viewed.

Please remember if a completion is requested, the specified users and contact persons will be informed by system-generated e-mail, in which the completion document is attached.



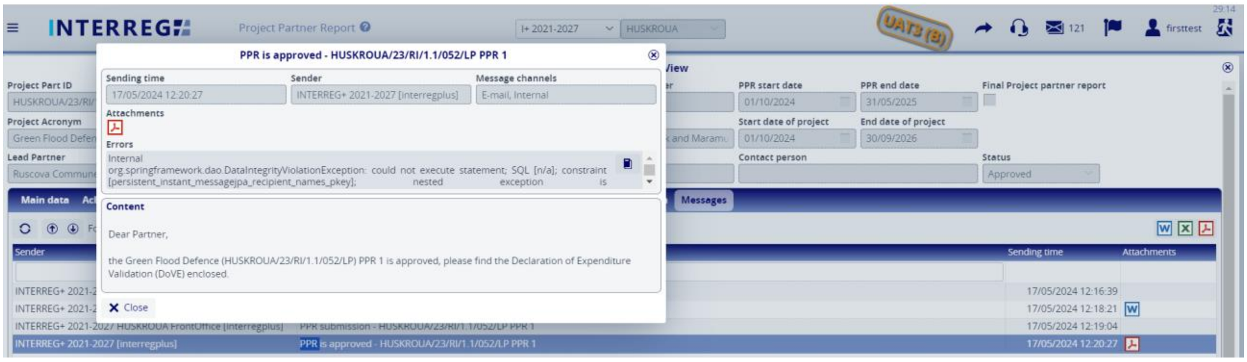
Completion / Documents



Completion / Dates

Messages

Under the Messages tab, all system-generated e-mail are listed in regard with the given PPR. After selecting an item, its content can be viewed, by clicking on the icon in the *Attachment* section, the attached file can be downloaded.



The Massages list and the opened record

SUBMISSION OF PPR

Once the PPR is completed, the Recording User can send it to the Signatory User for e-singning by clicking on the **Send for signing** action button. The Signatory User can only view the PPR, its content cannot be edited. If the Signatory User finds the PPR correct, they can submit it by the **Sign** action button. With this action the PPR is submitted and the validation process initiates. If the Signatory User decides that the PPR is not fully complete, it can be sent back for further editing by the **Back to modification** action button, in which case, the **Task comment** field must be filled.

VIEWING THE PROJECT PART

The User can view the Project Part they assigned to directly from the PPR. The function is available from the Project Partner Report by clicking on the information ( ) button next to the Project Part ID. The Project Part is available only for viewing; the User cannot edit, modify or delete any piece of data.

Project Part access fron the Project Partner Report

On the Project Part information on the Partner, Contact persons, Users (the Recording and Signatory), Budget of the Project Part, Beneficiary Report (essentially the same as the Beneficiary Report menu item), and Documents for the Project Part (e.g. Permits, Studies, Blueprints, etc) are available.

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 attach screenshots taken of the issue. Such screenshots should include the entire screen. Furthermore, always provide the Project (Part) ID and the username.