



11 December 2024

FAQ Online services winter call 2025

Q: I am trying to register for the online services, but the system does not accept my email address/personal ID number.

A: You may already have an account in the system. If you cannot log in with your old credentials, please contact the Academy's helpdesk (subject: Online services and other technical issues) to change your email address.

Q: Why can't I log in to the system?

A: If you have not logged out of the system when you finish your session, you might not be able to access the system login page (especially with Chrome browser). You should then clear your browsing history and cache. Restart or change your browser. Remember to log out of the system each time you stop using it.

Q: I'm unable to add collaborators (the button is missing)

A: A cosmetic filter may be blocking the button. Turn off the cosmetic filter in your browser (Firefox, Chrome, Edge, etc.). [Instructions for disabling ublock.](#)

Q: I'm unable to add a collaborator's organisation

A: If you can't find the organisation, write 'other organisation' in the field and select the option below. Then enter the name of the organisation in the field 'organisation, if other'.

Q: Why can't I enter the email address of my collaborator?

A: Check your address for any extra spaces before or after. You can also enter the email address in the field.

Q: Adding publications and other outputs in consortium applications

A: The consortium PI adds the most relevant publications and other key outputs on behalf of the whole consortium. No more than 10 publications and 10 outputs per consortium.

Q: The other outputs I've entered do not show in the PDF version of the application

A: Check the name of the other output (may be no more than 250 characters long), and check that you have not added an 'Other output' row without entering the name.

Q: Progress reports

A: There is no need to write a progress report on the funding of a consortium party (no final report has been submitted). These decisions are not shown on the 'Progress reports' tab.

**Q: Why is my CV no longer visible in the CV tab of my profile?**

A: The CV file is no longer displayed in the applicant's profile. The CV is only attached in the application form under the CV tab.

Q: Why can't I edit the application? Why aren't the application fields active?

A: Check if you have authorised another person to edit your application on the tab 'Authorisation'. You can delete the authorisation by clicking on the minus sign. Only one person at a time can have the authorisation to edit. [Instructions for authorization.](#)

Q: Why can't I edit the application tagged as complete by a consortium party, although the call is still open?

A: The consortium leader can open a consortium party's completed application for supplementary additions on the tab My applications > Incomplete/Submitted > Return for editing.