



EUROPEAN COMMISSION  
Education, Audiovisual and Culture Executive Agency

Informatics, Logistics

# **User Guide - Formal Notifications for Applicants**

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

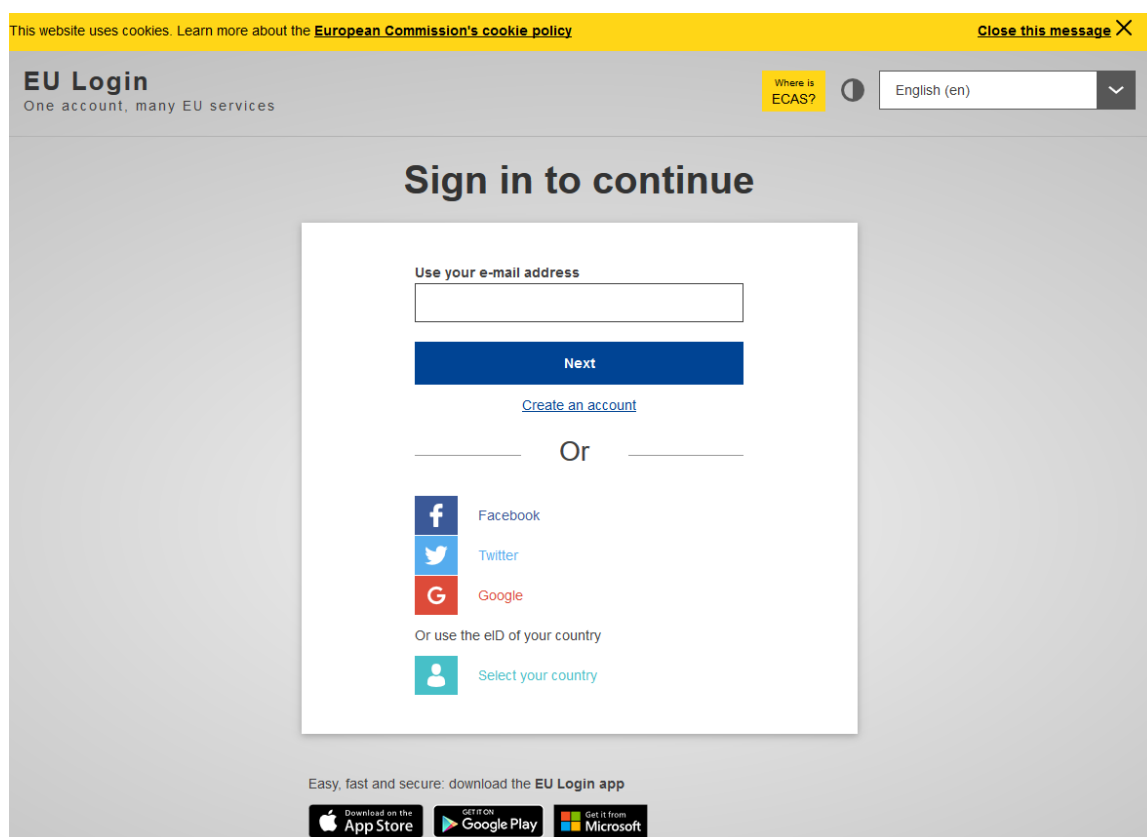
(Version 1.0 as of 06/08/2019)

## 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>



The screenshot shows the EU Login sign-in interface. At the top, a yellow banner contains the text "This website uses cookies. Learn more about the [European Commission's cookie policy](#)" and a "Close this message" button. Below this, the "EU Login" logo is displayed with the tagline "One account, many EU services". To the right, there is a "Where is ECAS?" button, a volume icon, and a language dropdown menu set to "English (en)".

The main heading is "Sign in to continue". Below this, a white box contains the sign-in options:

- A text input field labeled "Use your e-mail address".
- A blue "Next" button.
- A link to "Create an account".
- The word "Or" centered between two horizontal lines.
- Three social media login options: Facebook (blue 'f' icon), Twitter (blue bird icon), and Google (red 'G' icon).
- The text "Or use the eID of your country" above a teal icon of a person and the text "Select your country".

At the bottom, a banner reads "Easy, fast and secure: download the EU Login app" and features three app store download buttons: "Download on the App Store", "GET IT ON Google Play", and "Get it from Microsoft".

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.*

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**EU Login**  
One account, many EU services

Where is ECAS? English (en)

[Create an account](#) [Login](#)

## Create an account

[Help for external users](#)

First name

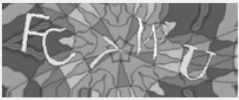
Last name

E-mail

Confirm e-mail

E-mail language English (en)

Enter the code





By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

[Create an account](#)

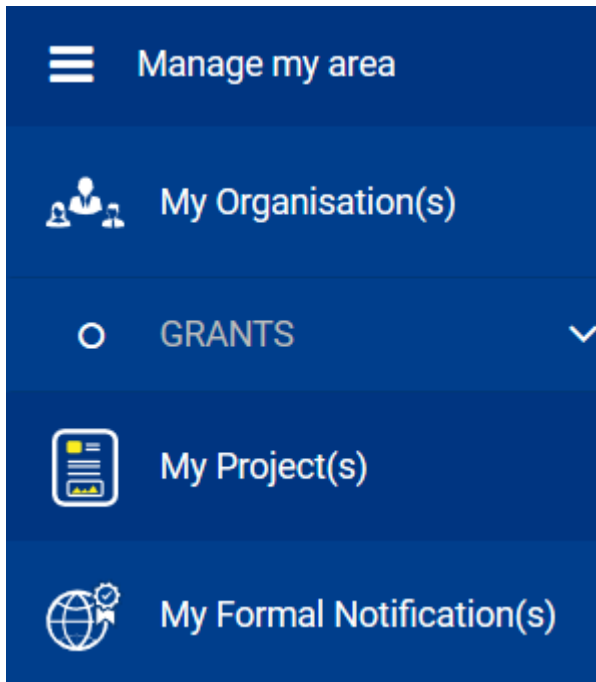
## 2. PARTICIPANT PORTAL

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 (  ) with Internet Explorer (  ).

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.

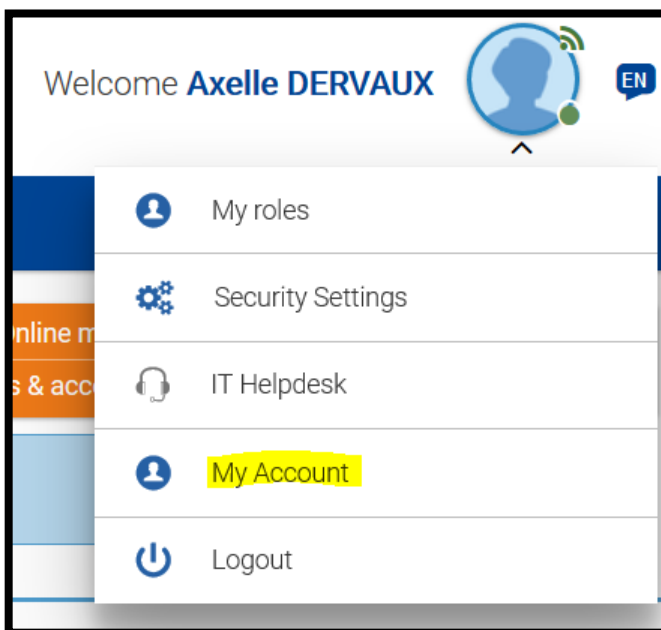
#### 5. TROUBLESHOOTING

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

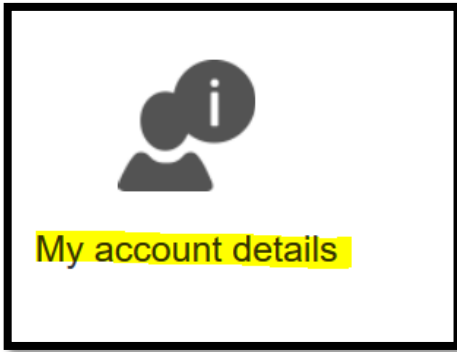
First check that the email address you are login with is that of part A.3 of the original application. To do that, go to the bottom of the profile icon:



Click on the dropdown arrow and select ‘My Account’:



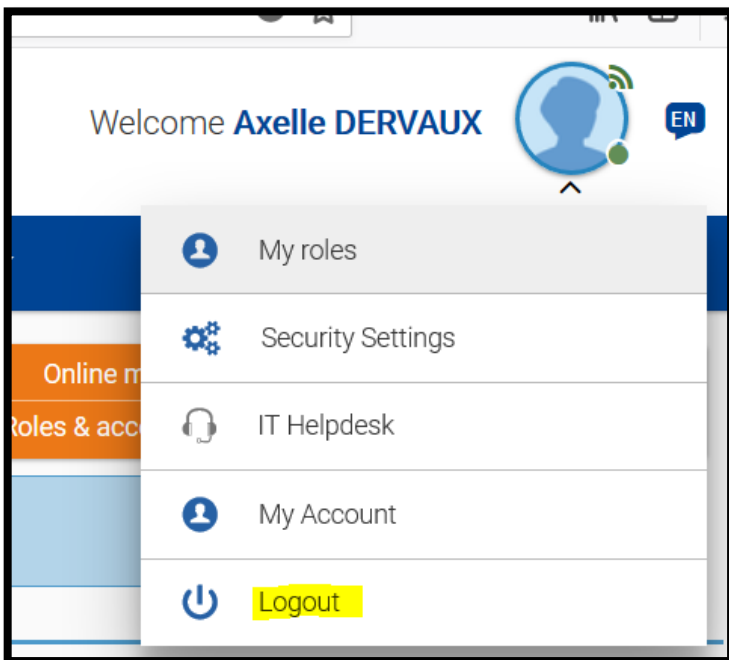
Once in 'My Account', select 'My Account Details':




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:




# Logout

 You are about to be logged out of EU Login.

[Log me out](#) [No, stay logged in!](#)

English 

[Register](#) [Login](#)

select programme 

## Welcome back


dervaax  
(European Commission)


[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method

Password 



ec.europa.eu requires you to authenticate

## Sign in to continue

Use your e-mail address

Next

[Create an account](#)

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

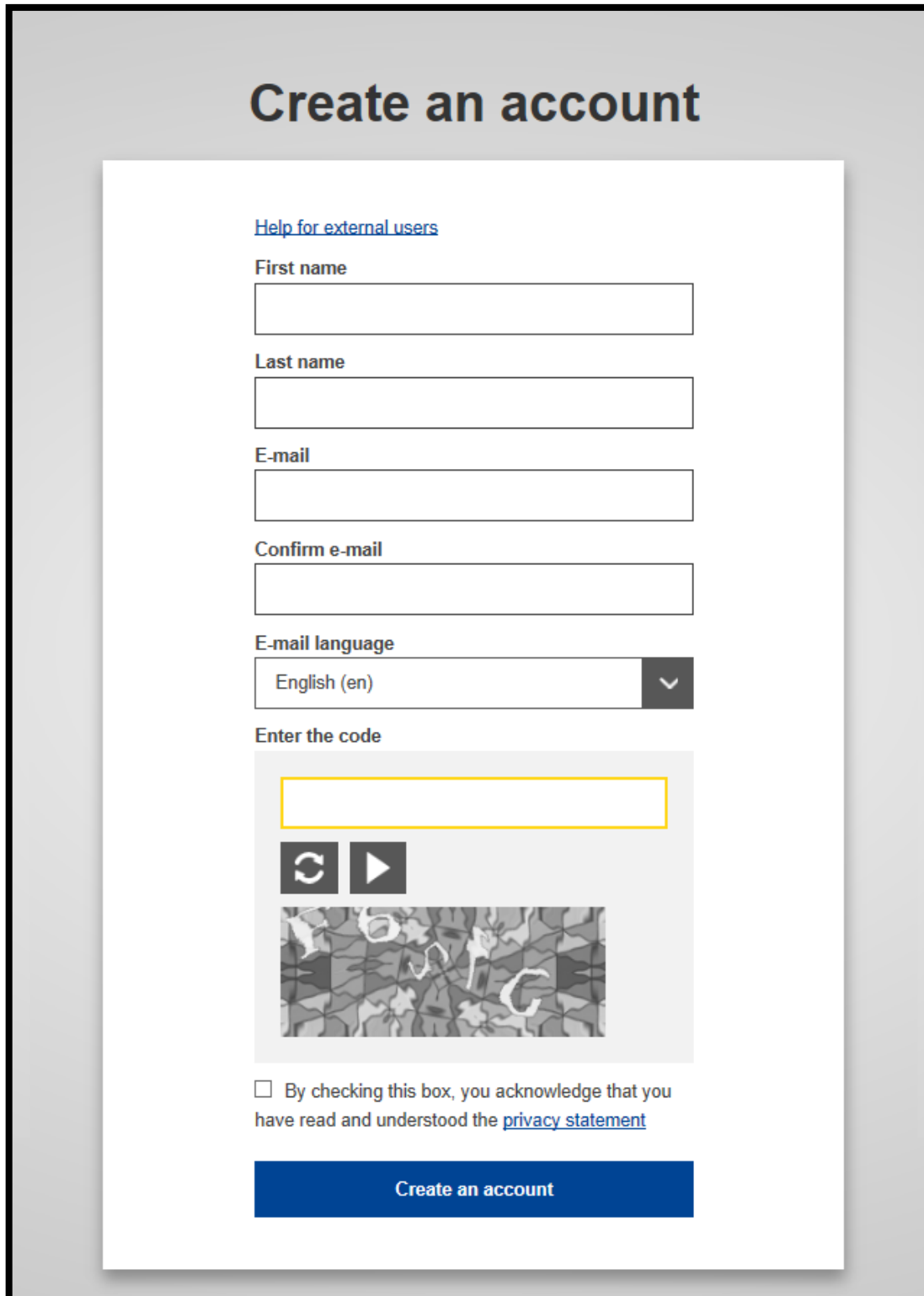
This case can happen when the beneficiary receives the email warning of impending formal notification and logs in without having previously set up an EU LOGIN.

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):



The image shows a registration form titled "Create an account". At the top left, there is a link for "Help for external users". The form contains several input fields: "First name", "Last name", "E-mail", and "Confirm e-mail". Below these is a dropdown menu for "E-mail language" currently set to "English (en)". A section titled "Enter the code" features a highlighted input field, a refresh button, a play button, and a CAPTCHA image. A checkbox is present with the text: "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)". At the bottom is a blue button labeled "Create an account".

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

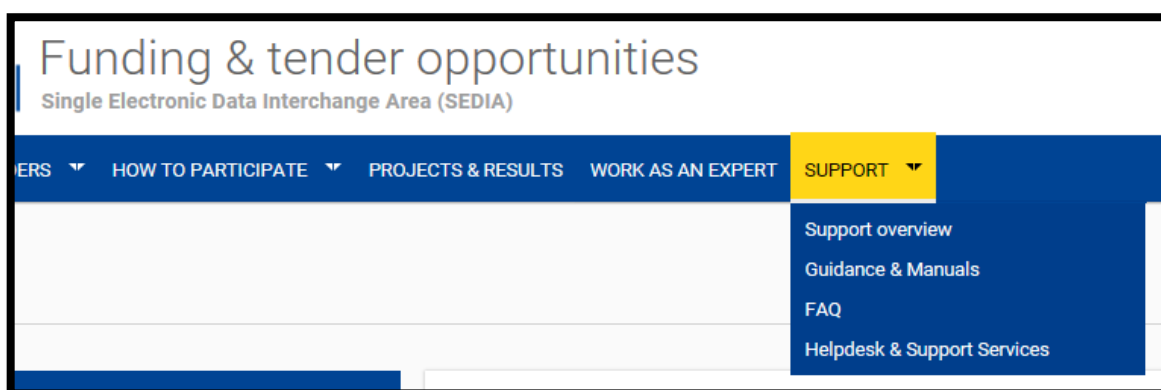
**N.B: Remember that the email address must be that of the Legal Representative as you have stated under part A.3 of the application – Legal representative.**

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:



Bear in mind that they also have a proper FAQ accessible [here](#)

As a last resort, for the following problems listed below and all others, you can contact the SEDIA Helpdesk [here](#) :

- 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).