

# EURIMAGES: A PAPERLESS AFFAIR

---

Before sending us a message, please check that your question has not already been dealt with here.

---

## I. ACCOUNT AND PASSWORD

### 1) How do I create my user account?

To create your user account:

- use the zone **“Create an account”**;
- fill in the required information (country and name of your company, name of the legal representative of your company, email address);
- send your request using the **“Register”** button;
- you will receive a confirmation email with your login and password.

Your account has been created; you are now a registered user of the system.

### 2) I have applied for a user account but haven't received a confirmation email; what should I do?

There are two possible reasons:

- you have made a minor typing mistake in your email address – please check that it is correct;
- the email confirmation has arrived in your unwanted email folder (Spam). To avoid this please move the email from your Spam folder to your Inbox and add the following email address to your list of contacts: [eurimages.webapply@coe.int](mailto:eurimages.webapply@coe.int).

### 3) I've forgotten my password; what should I do?

If you have forgotten your password and can no longer sign in to your user account, please click on the **“Forgot password?”** link. Enter your email address and press **“Recover”**. Your password will be reset and a new password will be forwarded to the email address you have given.

## II. LOGGING ON TO THE ON-LINE SYSTEM

### 4) I've received a confirmation email with my login details; what do I do next in order to sign in to the on-line system?

- Click on the link provided in your confirmation email.
- The home page of the on-line application system will open in your browser. We suggest that you add this address to your browser's list of bookmarks.
- Use the login and password provided in the confirmation email to sign in.
- You can now create a new project application.

## III. STARTING A NEW PROJECT APPLICATION

### 5) I'm signed in to the system and now I want to start a new project application. How do I do that?

To start a new project application:

- choose the function **"New application"**;
- select the type of project and type in the original title, then save using **"Proceed"**.

Your project application has been created.

### 6) I've created my project application; how do I fill it in?

Six different screens are provided for you to fill in the details of your application. These are:

- general project information;
- project partners (co-producers/distributors/international sales agent);
- financing plan/budget;
- cast and crew lists;
- European character of the project; and
- supporting documentation.

You can navigate easily between these screens and fill them in in any order you choose.

**If possible, we suggest that you fill in information following the order of the screens from 1 to 6.** This will allow you to take advantage of the system's automatic functions and avoids having to enter some items twice. For example, some of the information entered in Screen 1 **"General information"** and in Screen 4 **"Cast and crew lists"** will be automatically duplicated for you in Screen 5 **"European character of the project"**.

The 7th and last screen allows you to submit your project application and gives assistance in this final stage. A system of warning messages alerts you, if necessary, to information missing from your application and shows you where items have been omitted. It also highlights any of the supporting documentation that has been forgotten.

## 7) Do I have to fill out my entire application in one sitting?

No, you do not need to fill out your entire application in one sitting. You can leave your project application at any point using the “Logout” button and return later to consult, modify or complete it.


**Before logging out, make sure you save your work by using the “Update” button. As a general rule, we recommend that you save your work using the “Update” button at regular intervals during your session.**

## 8) I have logged out of the on-line system, and now I want to continue working on my application; how do I do this?

To return to your project application, either to consult it or to add further information, log in to the on-line system using your email and password. Then click on the **“My applications”** function.

This function shows the project application(s) you have created and displays their type and status. At this stage the application type will be displayed as **“New”** and the application status will be initially be **“Inserted”**. The status will become **“Submitted”** once you have actually submitted the application.

## 9) Can I choose the language in which I fill out my application?

Yes. You can fill out your project application in either English or French. To change language, click on the  buttons that can be found at the top of every page of the system, including the Home page.

## 10) Can I submit more than one project application for the same deadline?

Yes. You can submit multiple project applications for each deadline, **provided that you are the delegate producer for each of these projects.**

To do so, you need to create a new project application for each project, using the **“New application”** function. **The same user account should be used for all of your project applications.**

## 11) Do I need to give my consent to submission, on my own behalf and on behalf of my co-producers, and can I be sure that my project application information will remain confidential?

Before submitting an application, **the delegate producer (who submits the application both on his/her own behalf and on behalf of all the co-producers involved)** must accept the declaration of consent on Screen 7.

Once you have submitted your file, you will receive an email confirming receipt of your application. This confirmation email includes a submission reference number and a PDF copy of the application.

Your electronic application will be verified by Eurimages. This process guarantees both the integrity and the confidentiality of the information supplied in your application.

## IV. SUBMISSION OF YOUR APPLICATION

### 12) Can I opt for a form of application other than the on-line system? For example, can I send in a paper application or attach my application documents to an email?

No. Project applications can only **be submitted using the on-line system**. Paper applications sent by post or fax, attached to an email or hand-delivered will no longer be accepted.

### 13) I have finished filling out my on-line project application. However, I no longer want to submit it for this deadline but for a later date; what should I do?

Provided that you have not submitted the application, it will remain available in the on-line system. The status of the application will be **“Not Submitted”**. You may then submit it for a later deadline.

### 14) I have submitted my application. Can I still make some changes?

No. You may make changes to your application at any time up to submission. **Once submitted, the application can be consulted but can no longer be modified.**

## 15) I have submitted my project but I now wish to cancel my application; what should I do?

You want to cancel your application – for this you need to contact the Eurimages Secretariat.

**Please note that once your project application has been submitted, a cancellation will be considered as a withdrawal.**

If you withdraw your application, you will still be able to consult it using the on-line system, where the application will have the status **“Withdrawn”**. You may, **under certain circumstances**, resubmit your application for a subsequent deadline. The application will then be displayed in the on-line system as a **“Re-submission”**. To find out more about the rules on project withdrawal, please see Article 2.4 of the Eurimages Co-production Support Rules:

[http://www.coe.int/t/dg4/eurimages/Source/Regulations/Co-ProductionRegulations2015\\_EN.pdf](http://www.coe.int/t/dg4/eurimages/Source/Regulations/Co-ProductionRegulations2015_EN.pdf)

## 16) After submitting my application, I would like to keep a copy; how do I do this?

After submission you will receive an email confirming receipt of your application. A PDF summary of your application details will be attached to this email and the email will contain a project submission number for your records.

You can also save and print a PDF copy of your file at any time using the **“Print”** button at the foot of Screen 7 of the on-line system.

## V. FOLLOW-UP OF PROJECT APPLICATIONS

### 17) What happens after I have submitted my project application?

Once the deadline has gone by, the Eurimages Secretariat will contact you by email to inform you of the status of your application. **Please check the email address you have given in your application regularly during this period.**

You should note that the new on-line application system does not imply any changes to the follow-up and analysis of project applications by the Secretariat.

## **18) I have prepared my application but I am still missing one or more documents; can I submit the application?**

No, you can submit your application only if all the required fields in the on-line application system have been completed **and** you have attached all the compulsory documents.

If you are in doubt as to the information or documents you need to complete your application, please contact one of the project managers at the Eurimages Secretariat.

You can find full contact details for the project managers here:

[http://www.coe.int/t/dg4/eurimages/About/SecretariatComp\\_en.asp](http://www.coe.int/t/dg4/eurimages/About/SecretariatComp_en.asp)


## PRACTICAL QUESTIONS

This section of the FAQ explains some of the basic functionalities of the on-line application system.


---

### VI. SELECTING, ADDING AND ERASING PROJECT PARTNERS


#### 19) How do I add partners (director, scriptwriter, co-producers, distributors, cast, crew and other entities) to my project application?

The process is simple and identical for all the different screens of the on-line system. To add details of a partner, click on the “**search**” button, which looks like this 


A pop-up window opens. You now have two options:

1. You can search for the partner (entity) in the Eurimages database, using the zone “**Search for an entity**”:
  - Select the country of your partner using the drop-down menu (this narrows the search);
  - Type the first few letters of the name of your partner or the entire name (this narrows the search);
  - Click the “**Search**” button 
  - The list of results will be displayed;
  - Choose your partner using the button to the left of the name;
  - Save your choice to the main page, using “**Select & Save**”.
2. You have not found the partner you are looking for in the Eurimages database? You can create the partner you need using the lower zone, “**Create an entity**”:
  - Click the “**Create entity**” button;
  - Select the country (nationality or country of establishment) of your partner;
  - Fill in the remaining fields as appropriate – either a last name and first name or a company name are required;
  - Save your new partner to the main page, using “**Select & Save**”.


For certain kinds of partners, **the system provides an additional functionality. You can use this where you do not yet know the name of the person or company who will fill a role**, but you can allocate, at least provisionally, a nationality to the position:

- Open the pop-up window using 
- Select the **“Create an entity”** function;
- Click the **“Create entity”** button;
- Select the appropriate country;
- Save only the country to the main page using the **“Select only the Country”** button;
- The partner has now been created, but only his/her nationality will be displayed on the main page, as **“[tbc]”** and **“Country”**.

## 20) I need to add additional partners in some screens of the system. How do I do this?

The process is simple and identical for all the different screens of the on-line system. For example, in order to add a second director, click on the **“Add”**  button. Then follow the process already described in order to select or create the partner you need. **Remember to save your changes using the “Update” button.**

## 21) I need to erase some of the information I have entered. How do I do this?

The process is simple and identical for all the different screens of the on-line system. Click on the **“Delete”**  button. **Remember to save your changes using the “Update” button.**

## VII. EDITING PROJECT PARTNER DETAILS

### 22) I would like to make changes to the profile shown for my company, for my director but also for some of the other partners of my project. What do I do?

As the on-line application system is linked to the Eurimages database, your company profile and contact details may have been filled in automatically. The same may also apply to the other partners of your project (co-producers, distributor, director, etc.)



If you would like to make changes to the information displayed for your company or another partner, click on the **“Modify”** button. A new window will open, in which you can type the changes you would like make and save them using the **“Save”** button.

In the same way, if no profile appears for your company or another partner, you can insert a text in the new window (pop-up) which opens when you click on the **“Modify”** button. This text must be no longer than 1 500 characters.

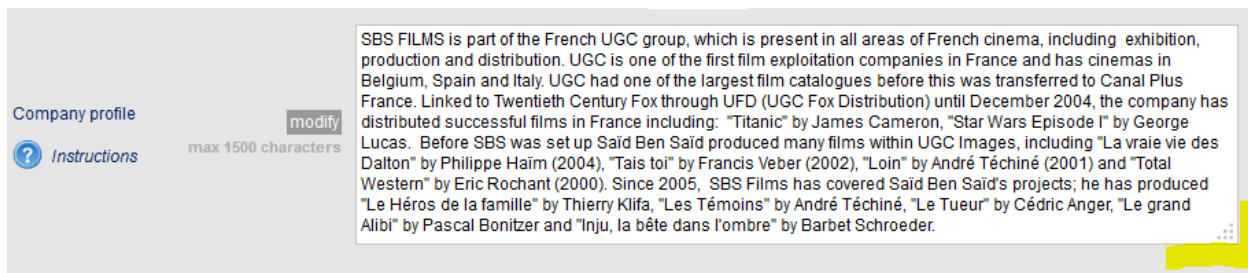
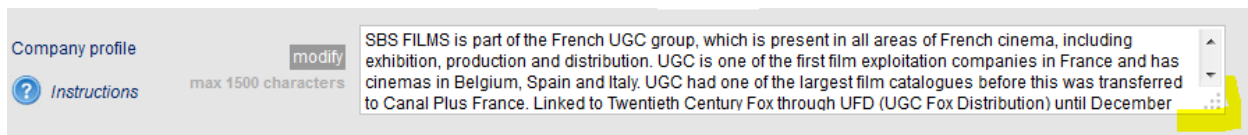
### 23) The window which opens using the “Modify” button specifies that the maximum number of characters is 1 500. I have inserted exactly this number of characters but the system still rejects my profile. Why?

The number of characters is calculated on the basis of the number of characters but also of the spaces between characters, paragraphs and lines.

**Tip:** if you copy and paste from a WORD document, you can use the **Word Count** function to check exactly many characters you have typed, including spaces.

### 24) The profile of my company shown in the “Profile” window seems partially hidden. Is this normal?

Yes, because the size of the “Profile” window is set by default. To read the complete text easily, enlarge the window by pulling out the lower right-hand corner (small dotted zone at the edge).



## VIII. UPLOADING DOCUMENTS TO YOUR APPLICATION

### 25) How do I attach a document to my application?

To attach a document, click on “**Browse**”, then select the file from the documents saved on your computer. Once you have selected the file, click on “**Attach**”. Your document is now attached to your application.

To remove a document, click on the red “Erase” sign  to the right of the name of the document. You can then attach a new document in the place of the erased document.

### 26) I am trying to attach the required supporting documents to my project application but it doesn't work. What should I do?

There are two possible causes of this problem:

- Your file is not in PDF format - all documents to be uploaded must be in this format.

**The only exceptions to this rule are the following 4 documents which can also be uploaded in EXCEL format:**

- a. Shooting schedule
- b. Summary budget
- c. Detailed budget
- d. Revenue statements for projects previously supported

- Your file is too large. **The system will not accept files larger than 6MB.**

Please note however, that in Screen 6, for item 7 (“**a copy of the co-production agreement(s) or deal memo(s)**”) **only**, you can upload a zip file where the size of these documents exceeds the 6MB limit.

### 27) My document is larger than 6MB and I can't upload it. What should I do?

Certain types of PDF files, particularly those containing images, such as scanned signatures, can be very large. Start by trying to reduce the size of your file – an Internet search will provide information on how to do this.

Please note however, that in Screen 6, for item 7 (“**a copy of the co-production agreement(s) or deal memo(s)**”) **only**, you can upload a zip file where the size of these documents exceeds the 6MB limit.

If you encounter further technical problems, please contact us at [eurimages.hotline@coe.int](mailto:eurimages.hotline@coe.int), with an obligatory copy to [fatiha.louali@coe.int](mailto:fatiha.louali@coe.int), responsible for Information Technology at Eurimages.

## 28) In Screen 6 (supporting documents) I’ve got more than one document to upload but the system will only accept one. What should I do?

The fields in Screen 6 allow you to upload only one attachment.



In this case, please compile your documents into a **single PDF file** before uploading.

Please note however, that in Screen 6, for item 7 (“**a copy of the co-production agreement(s) or deal memo(s)**”) **only**, you can upload a zip file where the size of these compiled documents exceeds the 6MB limit.

## IX. GENERAL QUESTIONS

### 29) In Screen 7 (project submission) what do the error messages mean?

Screen 7 allows you to submit your project application and gives assistance in this final stage by providing, if applicable, a series of warning messages. These are of two different types:

- Messages marked with the  sign draw your attention to potential incoherencies between the information you have provided and the Eurimages Support Regulations.
- Messages marked with the  sign draw your attention to fields that have not yet been completed or compulsory documents which you have not yet attached to your application. **You cannot submit your application until all the required fields have been completed and all the compulsory documents have been supplied.**

### 30) How long can I stay logged in to the on-line system?

There is no limit to the duration of a session on the on-line system, provided you are actively working on your application (entering information).

However, for security reasons, if your session is inactive (that is, you are not entering any information) for more than 30 minutes, you will automatically be logged off from the on-line system. Unsaved work may at this point be lost.

**Hence the importance of saving your work regularly, using the “Update” button.**

-----

**You haven't found the answer to your question here?**

Please send an email to [eurimages.hotline@coe.int](mailto:eurimages.hotline@coe.int), with an obligatory copy to [fatiha.louali@coe.int](mailto:fatiha.louali@coe.int), responsible for Information Technology at Eurimages.