

PLAZA SYSTEM

Technical Step-by-Step System Guidance

This document is a step-by-step guide through the registration and login into the system and submit to a Call for Proposal. Please consult the descriptions below for any issues or questions you have concerning getting started with the system.

The following items are described in detail in this document:

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1. System Support Functionality

In case the below instructions or any other information within the system do not solve the issue and/or question you are facing, the following in-system support functionalities will direct you to an internal Climate-KIC employee to assist you.

1.1. For un-registered Users

In case you are unable to log in, and/or your registration has not yet been processed and you would like to ask for support, please feel free to direct yourself to the [Login Page](#).

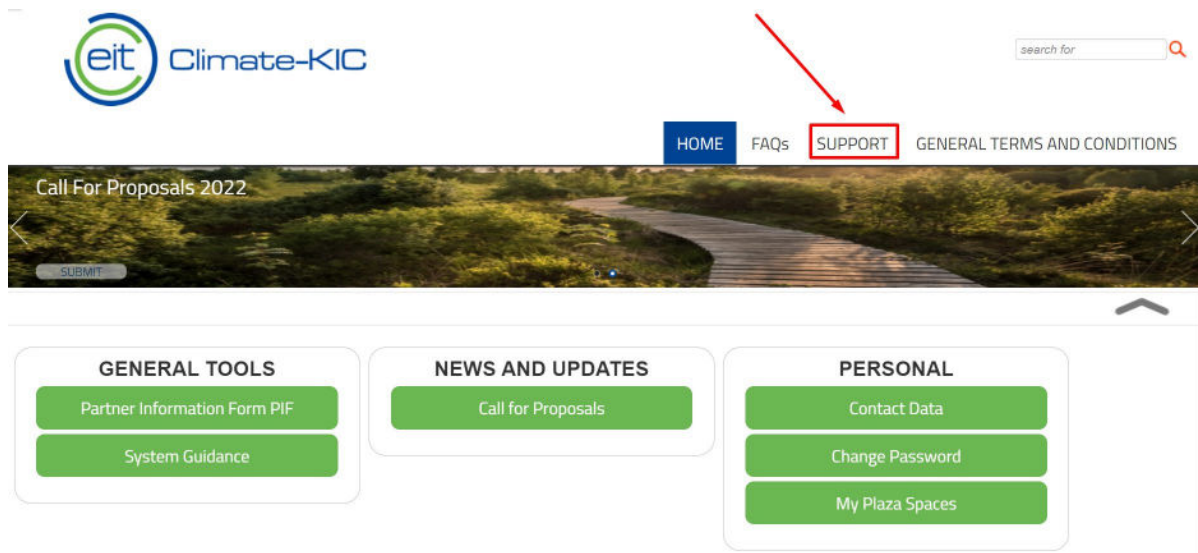
To access the support form from the Login Page, please click on “[here](#)” and you will be redirected to the Plaza Online Support Page where you will be able to raise a Support Ticket to our Tech Team.

here to register. Unable to login? Click [here](#) to raise a Support Ticket.' A red arrow points to the second 'here' link, which is highlighted with a red box." data-bbox="145 400 634 573"/>

Please refer to section 1.3 in this document for further details on the support ticket structure and the explanation of the different categories within the support form.

1.2. For System Users

If you are already logged into the system, and you would like to ask for support, please direct yourself to the **Home Page > Support** (see screenshot below).

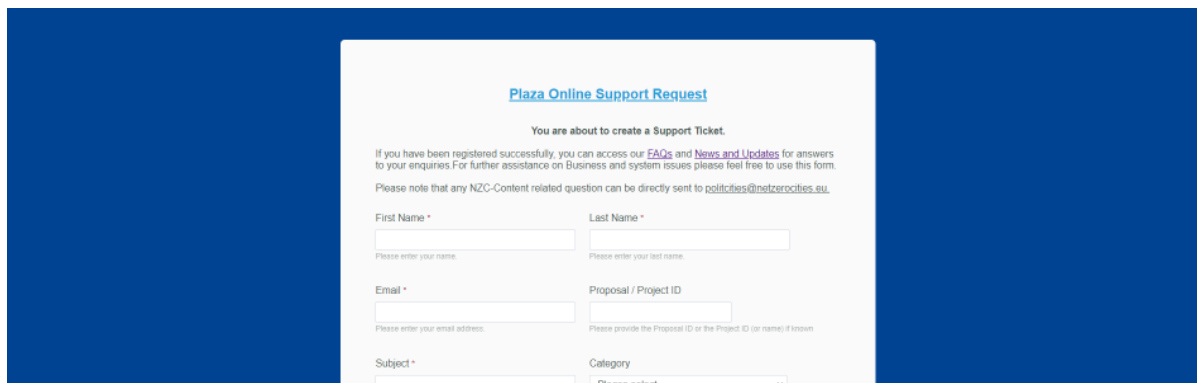


You will be redirected to the [Support Form](#) where you can raise a ticket to our Tech Team.

Please refer to section 1.3 (in this document below) to see the explanation of the Support Form fields.

1.3. Support Ticket Structure & Guidance

The support ticket structure can be seen below, please see further explanations below on the support ticket categories.



Here you can find further explanation on the different categories:

Category	Explanation
System Technical Issue	This category can be selected for any type of technical issues you are facing in the system.
Initial Plaza registration/ Password reset request	This category can be selected in case you or any of your organisation's members are facing issues with your plaza registration for users or organizations. Further reach out in case your Password reset request is not working on the login page.
Access Projects/ Add Members	This category can be selected in case you or anyone in your organisation are facing issues adding registered Users to existing Projects or Proposals in the system.
Update/ Assign master or Finance Contacts	This category can be selected in case you or anyone in your organisation would like to assign a new Master or Finance Contact to your Projects.
General Questions on Call & Submitting Proposals	This category can be selected in case you or anyone in your organisation has questions regarding an Open Call for Proposal or specific Proposal in the system. Please note that Pilot Cities Programme related questions can be directly sent to pilotcities@netzerocities.eu
Performance reporting questions	This category can be selected in case you or anyone in your organisation are facing issues or have questions regarding performance reporting in your project.
Cost reporting Questions	This category can be selected in case you or anyone in your organisation are facing issues or have questions regarding cost reporting in your project.

2. Organizational Registration

2.1. For non-NZC organizations

Please note, that in case you are **NOT applying for the NZC Call for Pilot Cities, Cohort 2 (2023)** we kindly ask you to get in touch with the Business Desk using [THIS LINK](#) and indicate which organisation you would like to process for registration in the PLAZA system.

2.2. For NZC Pilot Cities Cohort Organizations

A) Registration

For any **organisations applying to the NZC Call for Pilot Cities, Cohort 2 (2023)** please follow [THIS LINK](#).

It will lead you to the dedicated registration page, where you will be guided through the different parts of your organizational and Master Contact registration. Please note that any mandatory fields are marked with a “*★”. Feel free to consult the Helpnotes in the Form in case any of the information needed or the accuracy of your entry needs further explanation.

Please note: In case you are already registered with EIT Climate-KIC Plaza system from previous Calls , you can skip the registration section (Section 2. And 3.) and log into the system directly .

B) Master Contact Registration

In the organizational registration, you will be required to name a Master Contact. This is the primary Contact of the registered organization and will be the main point of communication with EIT Climate-KIC throughout the application period. Later on when the organization is selected for a project, the organization is able to add additional contacts for specific communication areas (such as financial reporting or Content delivery leaders). Feel free to inform us through the Support functionality (see Section 1 of this document) in case you would like to update the Master Contact of your organization.

C) Find your existing Registration

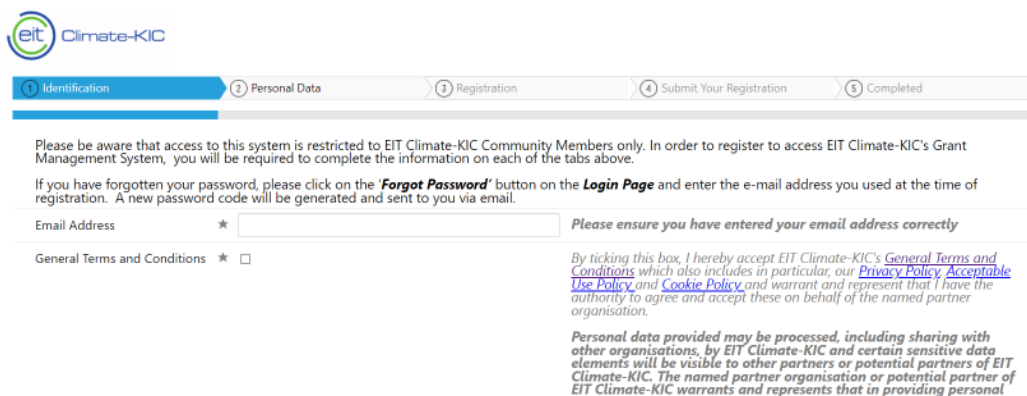
To find your existing Registration, please consult “Find my registration” available from the Organizational Registration Form through [THIS LINK](#). Here you can finalise, edit and save your pre-existing registration.

3. User Login

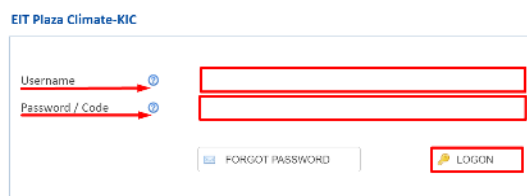
After successfully registering your organization, please note that the **Master Contact** is processed as a user by our internal team and receives access to the system.

In case you or someone else from the registered organization would like to register to the system and you are aware of the successful registration of your own organization, you can access the User Registration Form through the [LOGIN PAGE](#). To receive an update on your organizational registration feel free to get in touch with us through the support functionality – see Section 1 above.

Please fill out the Registration Form with all the relevant information.



Once your registration has been processed you will receive a confirmation e-mail and will be able to log into the system using the [LOGIN PAGE](#) by entering your username and password as shown below. From here, you can also request a new Password if needed.

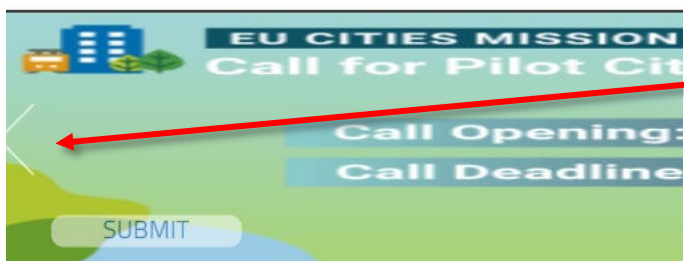


4. Landing Page of the System (PLAZA)

Once you [log in](#), you will be redirected to the Plaza Home Page. Please note that your landing page display might vary depending on your access rights and role within the system. . Please get in touch with us (Section 1 of this document) in case you are experiencing issues with your access rights.



4.1. Accessible information from the Home Page



If you want to submit a proposal for the current year, 2023, or for the NZC Call click through the different banners and click **"Submit"** on the relevant Call for Proposal you would like to submit a Proposal against.

- 1**
HOME
- 2**
FAQs
- 3**
SUPPORT
- 4**
GENERAL TERMS AND CONDITIONS



GENERAL TOOLS

Partner Information Form PIF

System Guidance

GENERAL TOOLS

PIF: This is the Partner Registration Information Form. This is solely available for Partner Master Contacts, Financial contacts, Project contact, and signing officer

System Guidance: This is the link to the up to date Technical guidance document.

NEWS AND UPDATES

Open Calls

NEWS AND UPDATES

Open Calls: Gives you an overview of all the Open Calls available in the system for submission. You will also find further detail and timeline of the specific call.

PERSONAL

Contact Data

Change Password

My Plaza Spaces

PERSONAL

Contact Data: You are able to view, edit and export your own Contact Information stored in the system.

Change Password: You are able to update your Password.

My Plaza Spaces: Shows the pending items that are open for submission , review and or amendment for your assigned projects and proposals.

PROJECT MANAGEMENT

Project Editor

PROJECT MANAGEMENT

Project Editor: You are able to access your projects with Climate-KIC here.

PROPOSAL ASSESSMENT

Reviewing

Reviewer Guidance Documents

PROPOSAL ASSESSMENT

Reviewing: This particular view is solely for Reviewers. Here you will find the Proposals you have been assigned to review in the system.

Reviewer Guidance Documents: Any related guidance material that is useful for your reviewing will be stored here.

REPORTING

Submit Outputs and Deliverables

Submit KPIs

Submit Cost Statement

Submit Project Performance Report

Performance Templates and Guidance

Cost Templates and Guidance

REPORTING

Submit Outputs and Deliverables: Once your project is in the reporting phase you will be able to submit your Outputs and Deliverables through this space.

Submit KPIs: Once your project is in the reporting phase you will be able to submit your KPIs through this space.

Submit Cost Statement: Once your project is in the reporting phase you will be able to submit your cost statement through this space.

Submit Project Performance Report: Once your project is in the reporting phase you will be able to submit your project performance report through this space.

Performance Templates and Guidance: Any related templates or guidance to submit your project's performance reporting will be stored here.

Cost Templates and Guidance: Any related templates or guidance to submit your project's cost reporting will be stored here.

Please note that if you are applying under NetZeroCities Pilot Cities Programme, your reporting might happen outside of the Plaza platform.

5. Creation, Editing and (re-) Submission of a Proposal

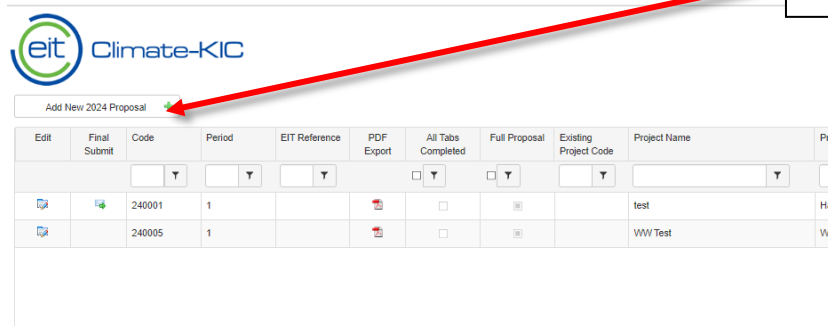
5.1. Creation of a Proposal

When creating a proposal in the system, direct yourself to the Home Page and select the relevant Call for Proposals you would like to apply to. At the moment of the creation for this guidance you were able to apply to the Climate-KIC year 2023 or to the NZC Call Cohort 2.

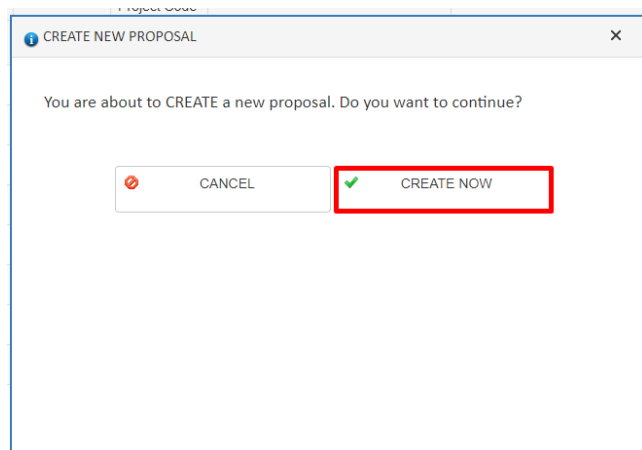


If you want to submit a proposal for the current year, 2023, or for the NZC Call click through the different banners and click **"Submit"** on the relevant Call for Proposal you would like to submit a Proposal against.

To create a Proposal against the selected Call for Proposal select "Add New..."



A new window will appearing:



To start creating a new proposal click **"CREATE NOW"**

5.2. Editing of a Proposal

To fill in your proposal information, you will need to first fill in the “Programme Type” and “check and save” the first tab to enable the editing of the other tabs.

Please also note the in-system guidance (see screenshot below).

PLEASE

- follow the guidance provided through the icons help text;
- be aware that fields with a maximum character limit will be truncated when the maximum is reached;
- when working **simultaneously** on the same tab only work on text fields with a field editor and don't work on the same text field at the same time
- when working **individually** use the save button on each tab on regular intervals to avoid data loss.

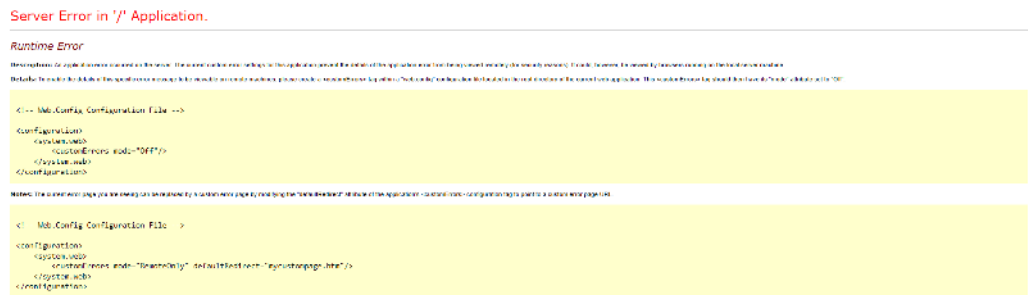
Saving your Progress

To save progress on your Proposal input, you find on every tab of the Proposal a “save” and “check and Save” functionality.

Icon	Resulting saving
Save	Saves your progress
Save & Check	Checks for any missing or incorrect entry and displays resulting errors. When all information is correctly entered, you are able to “submit” your tab. Please note that you are able to “edit” all tabs until you submit your proposal (see section 5.3.).

Expiration error

Please note that the system has an expiry time of 5 minutes, which results in every user being logged out in case of inactivity. If you run into an error as displayed below, please refresh your page to log back in. You will be automatically redirected to the page you were last working on. Nevertheless, any unsaved progress in your project or proposal might be lost. To avoid this, we advise you to constantly “save” or “check and save” your Proposal for each tab.



5.3. Submission of Proposal

To submit your finalized Proposal, please click on the following icon next to the created proposal as shown below.

Edit	Final Submit	Code	Period	EIT Reference	PDF Export	All Tabs Completed
		240001	1			<input type="checkbox"/>
		240005	1			<input type="checkbox"/>

To submit your proposal, you will need to “check and save” all tabs of your Proposal and then direct yourself back to the list view and press the sign below “**final submit**”.

In case your Final submission was successful you will no longer see the sign next to your Proposal.

5.4. Unlocking & Resubmission of Proposals

To unlock and to resubmit a proposal, please get in touch with our Support team. To raise a Support ticket, please refer to Section 1 of this document.