

PLAZA SYSTEM

Technical System Guidance

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1. System Support


In case the below instructions do not solve the issue and/or question you are facing, the following support functionalities are available.


1.1. Un-registered Users



In case you are unable to log in, and/or your registration has not yet been processed please go to the [Login Page](#) to access the support, 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. Please refer to section [1.3](#) Support Ticket Structure and Guidance in this document for further details on the support ticket structure and the explanation of the different categories within the support form.

EIT Plaza Climate-KIC

here to register. Unable to login? Click [here](#) to raise a Support Ticket.' The second 'here' link is highlighted with a red box and a red arrow points to it." data-bbox="144 438 630 596"/>

Username 

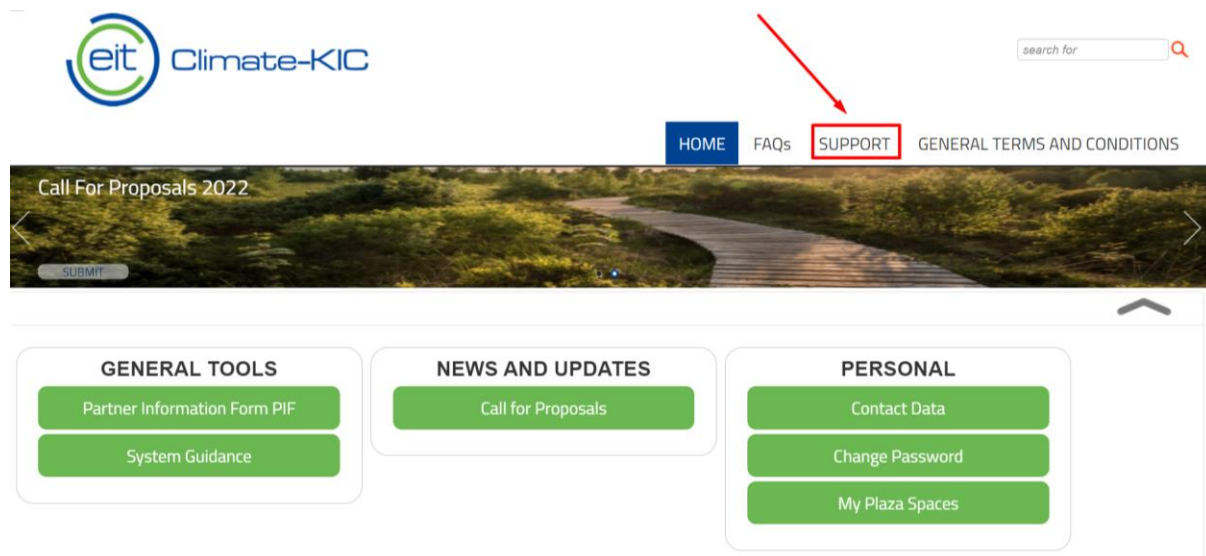
Password / Code 

 FORGOT PASSWORD  LOGON

Need a login? Click [here](#) to register. Unable to login? Click [here](#) to raise a Support Ticket.

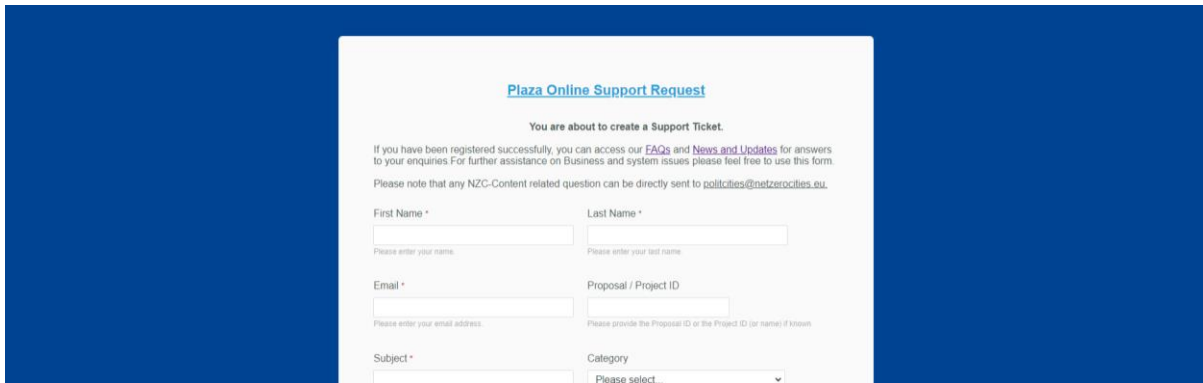
1.2. Registered Users

If you are already registered and able to log into the system, and you need support, please go to the **Home Page > Support**. You will be redirected to the [Support Form](#) where you can raise a ticket to our Tech Team. Please refer to section [1.3](#) Support Ticket Structure and Guidance in this document for further details on the support ticket structure and the explanation of the different categories within the support form.



1.3. Support Ticket Structure and 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 and Submitting Proposals/Applications	This category can be selected in case you or anyone in your organisation has questions regarding an open call for proposals/applications or specific proposal/application in the system. Please note that Pathways2Resilience (P2R) related questions may be directly sent to pathways2resilience@climate-kic.org. 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

1.4. For non-P2R and non-NZC, organizations

Please note, that in case you are **NOT applying for the Pathways2Resilience (P2R) Call 1 or 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.

1.5. For P2R or NZC Pilot Cities Cohort Organizations

A) Organisation Registration

For any **organisations applying to the Pathways2Resilience (P2R) Call 1 or NZC Call for Pilot Cities, Cohort 2 (2023)** please use [THIS LINK](#).

It will lead you to the dedicated organization registration page, where you will be guided through the different parts of your organizational and Master Contact registration.

Please note that mandatory fields are marked with a “*★”. Consult the Helpnotes on the form in case any of the information needed or the accuracy of your entry needs further explanation.

Please note that 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, if the organization is selected for a subgrant, the organization can add additional contacts for specific communication areas (such as financial reporting or project leaders). Contact us through the support functionality. See section [1](#) System Support of this document to update the Master Contact of your organization.

C) Find Your Existing Registration

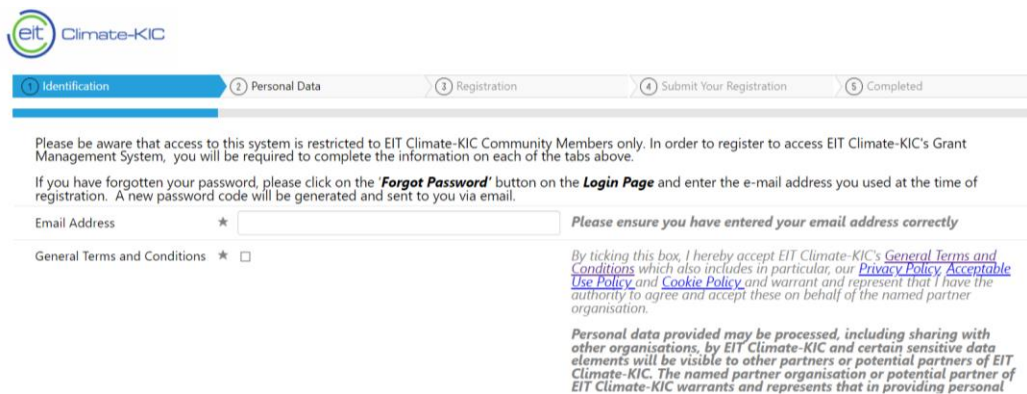
To find your existing Registration, please consult “Find my registration” available from the Organizational Registration Form through [THIS LINK](#). Here you can finalise, edit, and save your pre-existing registration.

3. User Registration

After successfully registering your organization, please note that the Master Contact is processed as a user by our 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, contact us through the support functionality. See section 1 System Support of this document.

Please fill out the registration form with all the relevant and required information.



Please be aware that access to this system is restricted to EIT Climate-KIC Community Members only. In order to register to access EIT Climate-KIC's Grant Management System, you will be required to complete the information on each of the tabs above.

If you have forgotten your password, please click on the **'Forgot Password'** button on the **Login Page** and enter the e-mail address you used at the time of registration. A new password code will be generated and sent to you via email.

Email Address *Please ensure you have entered your email address correctly*

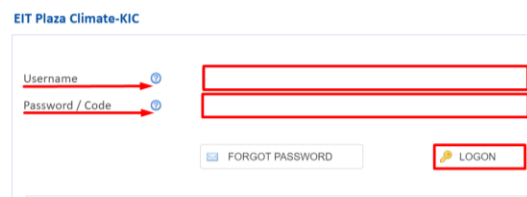
General Terms and Conditions

By ticking this box, I hereby accept EIT Climate-KIC's [General Terms and Conditions](#) which also includes in particular, our [Privacy Policy](#), [Acceptable Use Policy](#) and [Cookie Policy](#), and warrant and represent that I have the authority to agree and accept these on behalf of the named partner organisation.

Personal data provided may be processed, including sharing with other organisations, by EIT Climate-KIC and certain sensitive data elements will be visible to other partners or potential partners of EIT Climate-KIC. The named partner organisation or potential partner of EIT Climate-KIC warrants and represents that in providing personal

The user registration process is a two-stage process:

1. You will receive an initial registration confirmation email.
2. Once your registration has been processed you will receive second confirmation email 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.

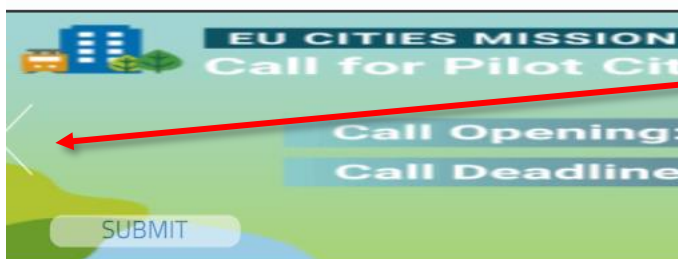


4. Landing Page of the Plaza System

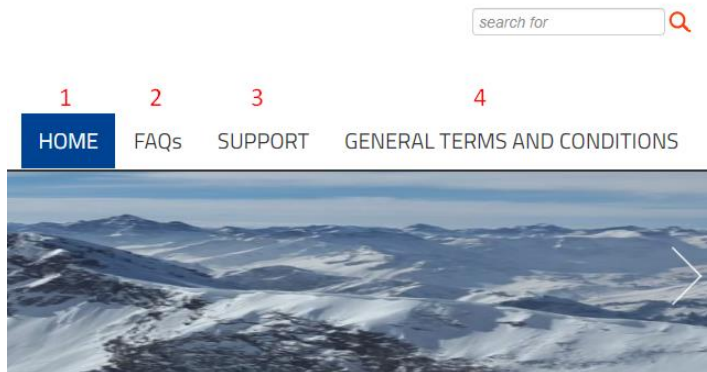
Once you [log in](#), you will be redirected to the Plaza Home Page. Please note that your landing page display may vary depending on your access rights and role within the system. Contact us through the support functionality in case you are experiencing issues with your access rights. See section 1 System Support of this document.



4.1. Accessible information from the Home Page



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



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 can view, edit and export your own Contact Information stored in the system.

Change Password: You can 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/applications.

PROJECT MANAGEMENT

Project Editor

PROJECT MANAGEMENT

Project Editor: You can access your projects with Climate-KIC here.

PROPOSAL ASSESSMENT

Reviewing

Reviewer Guidance Documents

PROPOSAL ASSESSMENT

Reviewing: This view is solely for reviewers. Here you will find the proposals/applications 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.

Note that if you are applying under Pathways2Resilience or NetZeroCities Pilot Cities Programme, your reporting may happen outside of the Plaza platform.

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

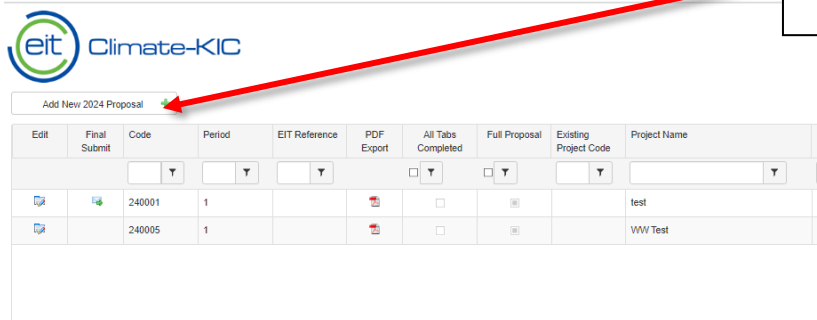
5.1. Creation of a Proposal/Application

When creating a proposal/application, go to the Home Page and select the relevant Call for which you would like to apply to. The below example illustrates the creation of a proposal for the NZC Call Cohort 2.

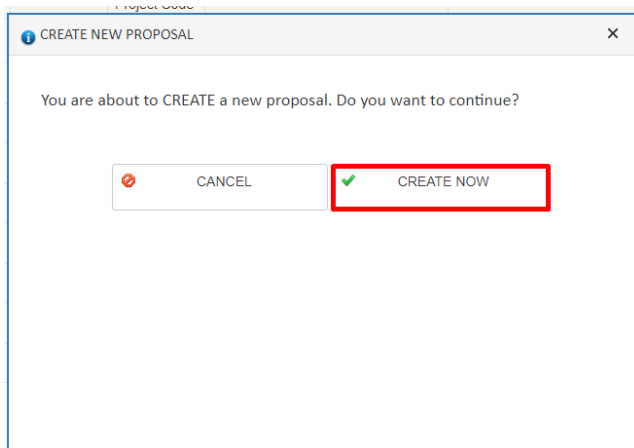


If you want to submit a proposal/application for the current year, 2023, Pathways2Resilience, or for the NZC Call click through the different banners and click "Submit" on the relevant Call for which you would like to submit a proposal/application.

To create a proposal/application against the selected Call, select "Add New..."



A new window will appear:



To start creating a new proposal click "CREATE NOW"

5.2. Editing a Proposal/Application

To complete your proposal/application 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. For Pathways2Resilience, select P2R.

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/application, you will find on every tab of the proposal/application a “save” and “Check and Save” functionality.

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

Expiration error

Please note that the system has an expiry time of **five 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/application might be lost. To avoid this, we advise you to constantly “Save” or “Check and Save” your proposal/application for each tab.

```

Server Error in '/' Application.

Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.
Details: To enable the details of this specific error message to be visible on remote machines, please create a <customErrors> tag within a <web.config> configuration file located in the root directory of the current web application. This <customErrors> tag should then have its <mode> attribute set to 'Off'

<!-- Web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="Off"/>
  </system.web>
</configuration>

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the <defaultRedirect> attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

<!-- Web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>

```

5.3. Submission

To submit your final proposal/application, click on the “Final Submit” icon next to the created proposal/application, as shown below.



Add New 2024 Proposal +

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/application, you will need to “Check and Save” all tabs of your Proposal and then direct yourself back to the list view and press the “**final submit**” icon.

When your final submission is successful you will no longer see the sign next to your proposal/application.

5.4. Unlocking and Resubmission of Proposals/Applications

To unlock and to resubmit a proposal/application, please get in touch with our Support team. To raise a Support ticket, please refer to section 1 System Support.

For Pathways2Resilience, please note that applications may only be unlocked and resubmitted before the deadline. Applications will not be opened after the deadline. To open a submitted application, please contact pathways2resilience@climate-kic.org.