



INTERREG

INTERREG+ IT System
BENEFICIARY REPORT

for

**Interreg V-A Hungary-Croatia Co-operation
Programme 2014-2020**

User Manual - Front Office

v1.0.0

BENEFICIARY REPORT - USER MANUAL FOR FRONT OFFICE

Version History

Date	Version	Description
15/09/2020	1.0.0	First version for INTERREG+ Beneficiary Report

BENEFICIARY REPORT - USER MANUAL FOR FRONT OFFICE

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1. INTRODUCTION

1.1 PURPOSE OF THE DOCUMENT

The purpose of this document is to assist Beneficiaries of the INTERREG V-A Hungary-Croatia Co-operation Program 2014-2020 in preparing, submitting and managing Beneficiary Reports (hereinafter referred to as BRs) in the INTERREG+ IT system. The document presents the steps and rules of preparation and submission of BR in a process-oriented illustration.

1.2 WHO IS THIS DOCUMENT FOR

This document is for the Beneficiary who are required to report their progress on a Beneficiary-level as set forth in the Project Part.

1.3 ACCESS MANAGEMENT

The User can access the INTERREG+ IT system in order to manage BRs of the Project Part at the link provided here: <https://huhr-interregplus.eu>.

1.4 USER ACCOUNT

The User profiles in the INTERREG+ IT system are managed in so-called User accounts, where each User have their roles assigned, which determines what the User can do in the system and what modules they can use. A Front office User may have only one or several project parts assigned to, where they can manage tasks regarding Beneficiary Reports. It is also possible to order several roles, such as Recording and Signatory to the same User. Front Office User can only edit and view Beneficiary Reports for the Project Part of which they are assigned to.

To manage the User's account use the 'Key' icon () located on the right handside of the main header (see [Fig.1](#)). In the Keycloak Account, Users can manage their personal data, such as e-mail address, name, password, can set up a two-step authentication procedure, and gain information on their sessions and logins in the system.

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2. GENERAL REMARKS

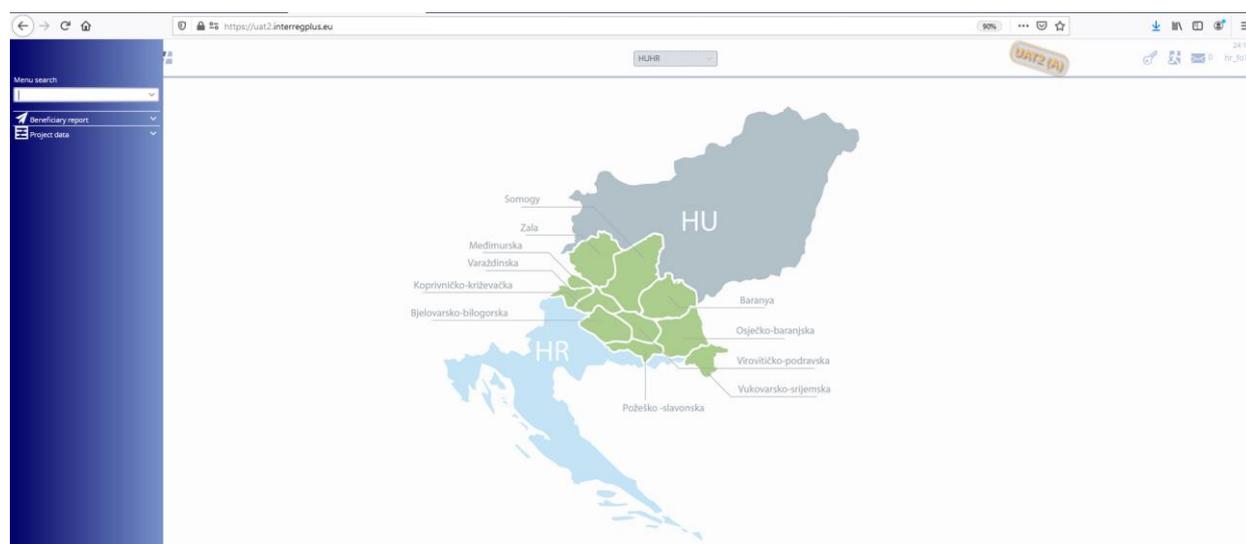
In this chapter those functions are presented, which work exactly the same way independently of which form or screen they found on.

2.1 THE BENEFICIARY REPORT MAIN MENU AND HEADER

The Main Menu is set in the left side of the Header (Fig. 1); in here the Beneficiary Report and the Project Data menu can be found; whereas in the right the User Account menu access, the Sign-out button and the Messages menu are located. (Fig. 2).



1. INTERREG+ Beneficiary Report header



2. Main Menu

Under the Beneficiary Report menu item the Beneficiary Report management can be accessed, under the Project Part View menu item the Project Parts can be viewed in detail (e.g. Contact persons, Budget, Documents, etc.). In the User Account menu the User's credentials, such as password can be maintained. In the Messages menu the User can manage their messages or send new messages to other Users.

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2.2 THE 'ACTION' BUTTONS

The „action buttons” are to manage the BR under preparation can be find at the bottom of the screen; they are always visible:



3. The „action” buttons

- The Beneficiary Report form (in pdf format) can be generated at any time in the recording process by pressing the **Generate** button, on which a “DRAFT” watermark is printed.
- When the Users press the **Validate** button, the system checks if al the required fields have been filled in and if the built-in rules have been complied with. If an error or defect is detected, it is listed in the error message showing up at center top of the screen. If all mandatory field is filled and all rules are coplied with, a confirming messages would appear.
- To save the recorded data and leave the BR (close the window) click **Continue later**. By doing so, all data will be saved with no validation running. The Users can return to BR from the Beneficiary Report list screen by clicking the **Continue** button after selecting the BR in question.
- By pressing the **Drop** button, the report is deleted, but it remains viewable and its status is "Deleted". *Note, a dropped BR cannot be restored!*
- By pressing the **Send for signature** button, the process will proceed to the next step. The validation will run automatically and if the program does not detect any deficiency, the task moves to the Signatory User’s task list; the BR is no longer editable to the Recording User.
- By clicking on the **Cancel** button, all recorded and unsaved data will be lost and the BR returns to the last saved state.
- The **Exchange rate refresh** button will become active if during the BR recording the exchange rates have changed and there is at least one invoice recorded. The BR cannot be sent for signature until the exchange rates are not refreshed.
- The **BR refresh** button will become active if there is a modification implied which affects the given project part. Until the BR refresh does not happen, the BR cannot be sent for signature.

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2.3 THE 'FUNCTION' BUTTONS

The so-called function buttons are those, which always call the same functions:

- the  (+) button always initiates a new form generation, such as an Invoice, or Tender, or Revenue form;
- the  (**View**) button initiates the viewing of a selected list item (e.g. an Invoice form, an Activity form, etc.);
- the  (**Modify**) button initiates the modification of an already existing list item (e.g. an Invoice form, an Activity form, etc.);
- the  (Delete) button deletes the selected list item; *Note, if an item is deleted it can no longer be restored!*;
- the  (**Upload**) button initiates a pop-up communication panel where the User can either browse among the files on the computer or just simply drag and drop even multiple files at once; the upload button is usually placed in forms;



4. Upload file(s) communication panel

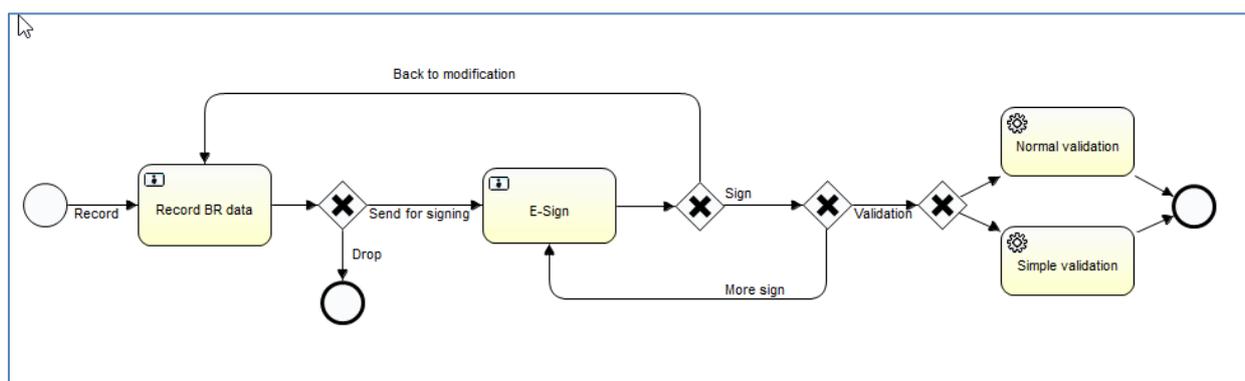
- the  (Download) button allows downloading even multiple selected files from the list at once
- the    (**Export to**) buttons initiates exporting the content of the list screen into the selected format (xlsx, docx, pdf). *Note that using the function would export the visible content of the screen list, if a screen is expandable remember to expand it, otherwise the hidden content will not be exported!*
- by the  (**info**) button the details of a field can be viewed, such as a Contract on the Invoice form

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3. BENEFICIARY REPORT

The purpose of the INTERREG+ Beneficiary Report (BR) Front Office interface is for Beneficiaries to prepare and submit their reports on their commitments under the contract of the project part concerned.

The steps to submit a new BR are summarized in the figure below:



5. Recording workflow

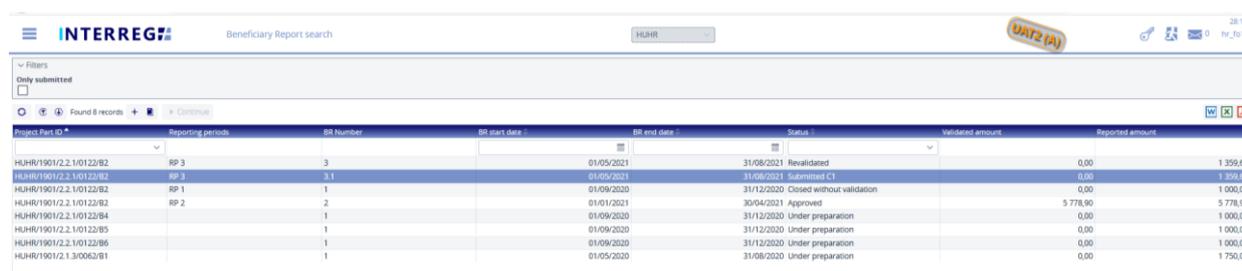
1. BR Recording: Recording Users are authorized to record BRs
2. BR E-signing: After recording, the Signatory Users specified in the Project Part are entitled to endorse (E-sign and submit) or return back to modification (Back to modification) the BRs. They cannot edit BR data. After the last signatory endorsement, the BR is submitted and added to the Back Office interface. The BR submission is the condition of all the Signatory Users' e-signature of the Project Part.
3. BR Validation: After submission, the BR will be validated by the project controllers in the INTERREG+ BR Back Office interface. The Beneficiary User is notified of the status and result in the Front Office interface, and system generated e-mail is also will be sent when the status change concerns the Beneficiary.
4. BR revalidation: in the event of a request for revalidation, the original BR with the BR number of x is closed, and at the same time a new BR is created with the same data and the BR number will be x.1. This BR may be re-submitted by the above-specified process.

BRs are status-managed allowing the User to keep track of the progress of submission and also the validation of the BR.

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3.1 RECORDING NEW BENEFICIARY REPORT

The submission of a new BR can be started from the Main Menu under the Beneficiary Report menu item. Previously submitted BRs are also listed here. The User can only edit and view BRs, the Project Part of which, they have been assigned to as Recording and/or Signatory Users.



Project Part ID	Reporting periods	BR Number	BR start date	BR end date	Status	Validated amount	Reported amount
HJHR/1901/2.2.1/0122/B2	RP 3	3	01/05/2021		31/08/2021 Revalidated	0,00	1 359,63
HJHR/1901/2.2.1/0122/B2	RP 3	3.1	01/05/2021		31/08/2021 Submitted C1	0,00	1 309,51
HJHR/1901/2.2.1/0122/B2	RP 1	1	01/09/2020		31/12/2020 Closed without validation	0,00	1 000,00
HJHR/1901/2.2.1/0122/B4	RP 2	2	01/01/2021		30/04/2021 Approved	5 778,90	5 778,90
HJHR/1901/2.2.1/0122/B4	RP 2	1	01/09/2020		31/12/2020 Under preparation	0,00	1 000,00
HJHR/1901/2.2.1/0122/B5		1	01/09/2020		31/12/2020 Under preparation	0,00	1 000,00
HJHR/1901/2.2.1/0122/B6		1	01/09/2020		31/12/2020 Under preparation	0,00	1 000,00
HJHR/1901/2.1.3/0062/B1		1	01/05/2020		31/08/2020 Under preparation	0,00	1 750,00

6. Beneficiary Report list

The main rules for BR creation are:

- Recording of a new BR for any given reporting period can only be started if the previous BR has been submitted, ie with the status Submitted.
- Only one BR can be edited at a time unless a BR has been returned for completion.
- Another BR cannot be submitted for validation until the BR previously submitted one is validated (Approved / Rejected / Closed without validation status).
- It is possible to submit an “interim” report within a reporting period or to merge an “interim” period with the next reporting period, but the start or end date of the BR must coincides the start or end date of predefined reporting period.
- If a BR is rejected, a new BR (with a new BR ID and serial number) can be created for the associated reporting period.
- The number of deleted BRs will be reassigned.

3.1.1 Starting a new BR recording

For starting a new BR, click the (+) button, as a result a communication panel pops in, where the fundamental parameters can be set for the new BR. Here the project part (if a User manages reports of more than one project parts) and the reporting period(s) (hereafter referred as RP) can be selected; multiple RP selection for merged reports is allowed. When selecting a predefined RP the start and end dates are automatically filled, however the end date can be modified if needed to create assymetrical period.

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Project Part ID	Reporting periods	BR start date	BR end date	Status	Reported amount
HUHR/1901/2.2.1/0122/B2	RP 3				0,00
HUHR/1901/2.2.1/0122/B2	RP 1				0,00
HUHR/1901/2.2.1/0122/B2	RP 2				5 778,90
HUHR/1901/2.2.1/0122/B4	RP 2	01/09/2020	31/12/2020	Under preparation	0,00
HUHR/1901/2.2.1/0122/B5	RP 2	01/09/2020	31/12/2020	Under preparation	0,00
HUHR/1901/2.2.1/0122/B6	RP 2	01/09/2020	31/12/2020	Under preparation	0,00
HUHR/1901/2.1.3/0062/B1	RP 1	01/05/2020	31/08/2020	Under preparation	1 750,00

7. Beneficiary Report – new

Periods for which a report has already been made are not displayed in the Reporting periods dropdown selector. Reported periods must be continuous and must not overlap. The system supports submitting a BR covering a subperiod or an interim period, but the start or end date must coincide the start or end date of a predefined reporting period. By clicking the “Continue” button BR datasheet generates, where the BR data can be recorded.

Validated amount section			
Total validated amount	Validated EU contribution amount	Validated national contribution amount	Validated own contribution amount
0,00	0,00	0,00	0,00

Reported amount section			
Total reported amount	Reported EU contribution amount	Reported national contribution amount	Reported own contribution amount
0,00	0,00	0,00	0,00

8. Creating Beneficiary Report

The main details of Project Part are automatically displayed at the top of the screen, in the BR header. It is still possible to edit the BR end date and Reporting Periods, to accommodate the User if changes have arisen since the commencement of BR recording.

Final BR selection is automatically made for the last report, if previous BRs have been submitted and the end date of that BR coincides the end date of the last Reporting Period (and the Project).

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3.1.1 Main data

Under this tab (the first one on the tab header), the most important information of the given BR is found, such as financial information on Reported and Accepted amounts.

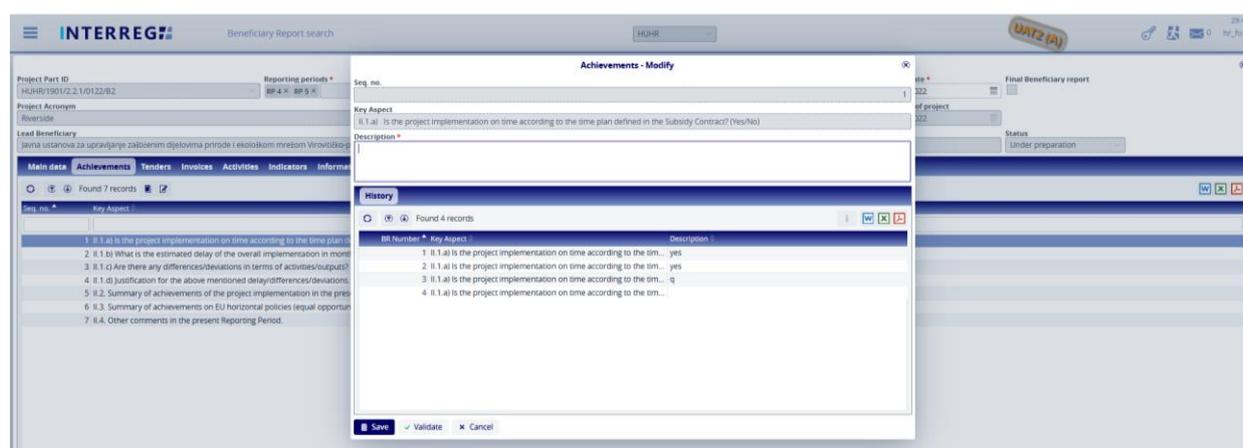
9. Main data

3.1.2 Achievement

10. Achievements

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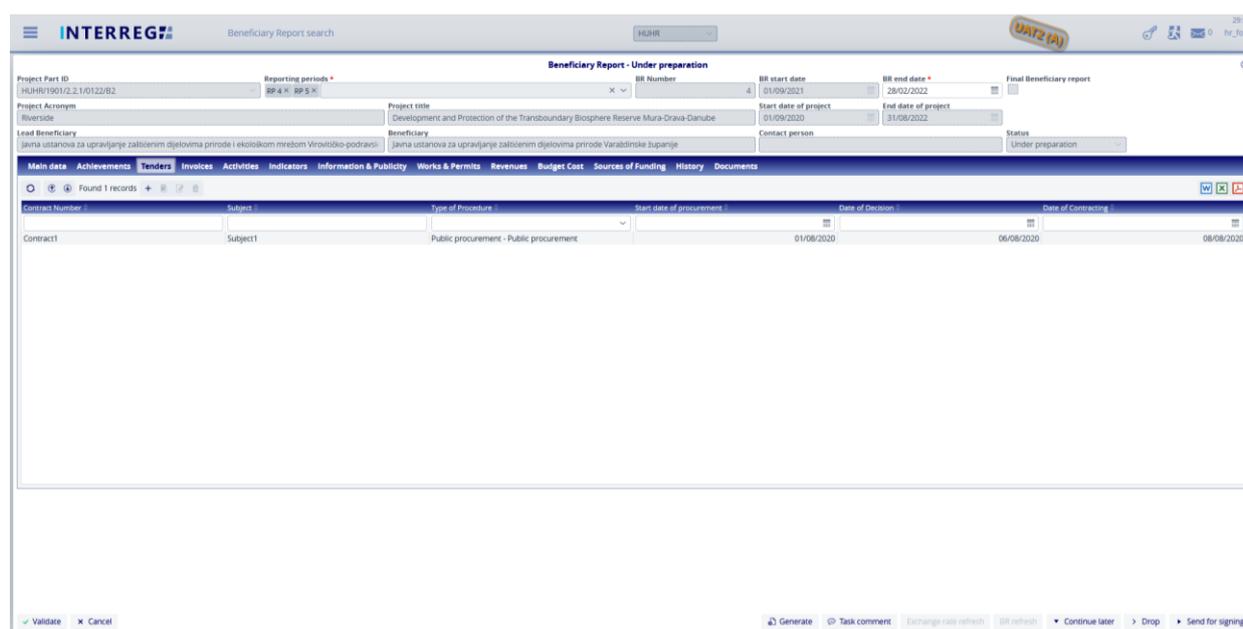
The Achievements tab displays the questions concerning the progress of the Project Part reported in the Beneficiary Report. By selecting an item from the list and clicking on the **Modify** button, a communication panel pops in, where the User may record the description of such progress. Once the modification is made, the recording has to be finalized by the 'Save' button.



101. Achievemets- modify

In the lower part of the communication panel, the given Achievement's history can be seen, where descriptions of the given Achievement are from the previous BRs. The history aims to ease overlooking the overall progress of an Achievement.

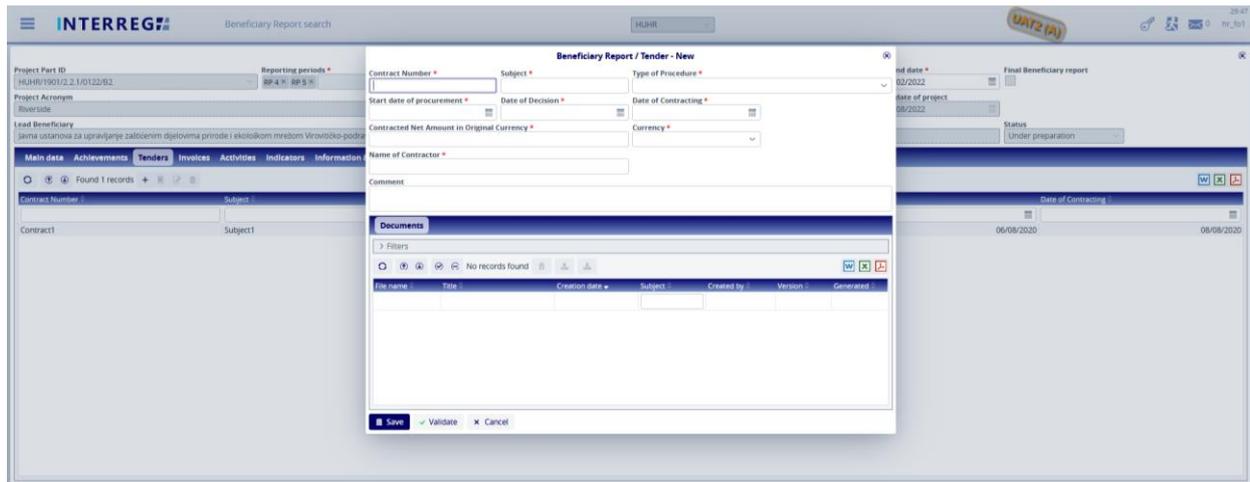
3.1.3 Tenders



12. Tenders

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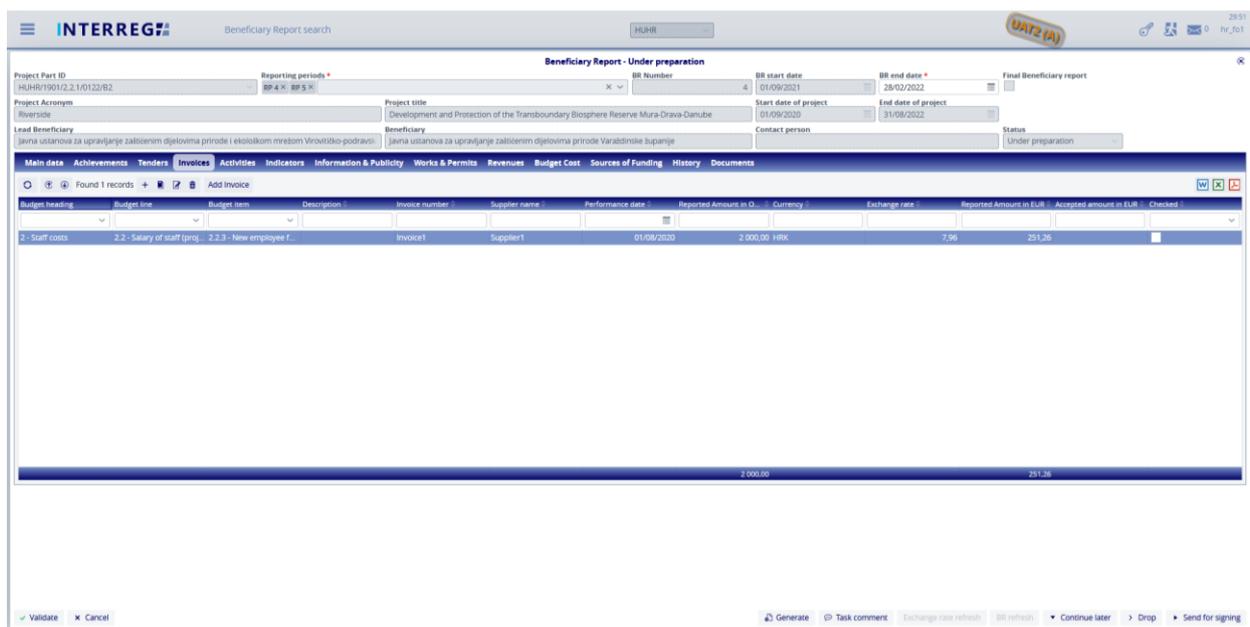
Use the add (+) button to add a new Tender to the report. Tenders recorded in previous BRs will also appear, however tenders can only be deleted and edited in the BR they are created, before it is ever submitted. However, it is possible to comment on the Tenders recorded in the previous BR by pressing the **Modify** button.



13. Tenders – modify

A Tender within a given BR can only be deleted if it is linked to no invoice. In case of a Tender change, the Tender data of the related account is automatically updated with the modified data.

3.1.4 Invoices



14. Invoices

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15. New invoice 1.

16. New invoice 2.

Use the add (+) button to add a new Invoice to the report. By the (+) button an invoice form pops up (Fig. 16-17). *Note that invoice can be edit only until BR submission; after a BR is submitted neither the invoice nor its content (e.g. uploaded documents) cannot be modified or deleted; except for those, which are sent back for amendment during the validation process.*

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The **Add invoice** button can be used to add invoices to the given BR from the previously recorded BRs, Only those invoices appear on the list, which have not yet been fully accounted for. An invoice can be submitted throughout multiple BRs, until they are fully accounted for. If an invoice is selected from the list of **Add invoice**, its details will be filled in automatically, and the Reported amount field will be filled in with the not-yet-settled amount. This automatically filled in Reported amount can be edited.

In case of an invoice already being partially settled, the related Project Part and BR ID will be displayed (including the BR under preparation) in the **Multiply Info box** field (see in Fig. 18.). Invoices of Deleted and Rejected status do not considered as partially settled or once-reported, thus they do not appear in the **Multiply info box**.



17. Multiply info box

In the Contract Number field on the Invoice form, the User can select the contract number associated with the invoice from the contracts being recorded on the Tender tab. If “Not relevant” is selected in the Procurement field, the Contract field is inactive. The details of the selected contract can be viewed by the **info** button.

When recording an invoice, the Budget fields must be filled in. Only Real Cost line items can be invoiced in the Budget fields. Technical invoices are automatically generated for Flat Rate and Lump-Sum lines. Lump-Sum costs will be automatically submitted in the first BR report.

The exchange rate is calculated based on the actual exchange rate of INFOEUR, however, the Users can enter an unique exchange rate by clicking the Different Exchange Rate check box.

Amounts of the invoice need to be filled in by the User, however the Gross Amount is automatically calculated.

The Users must upload at least one supporting document to be able to save the invoice.

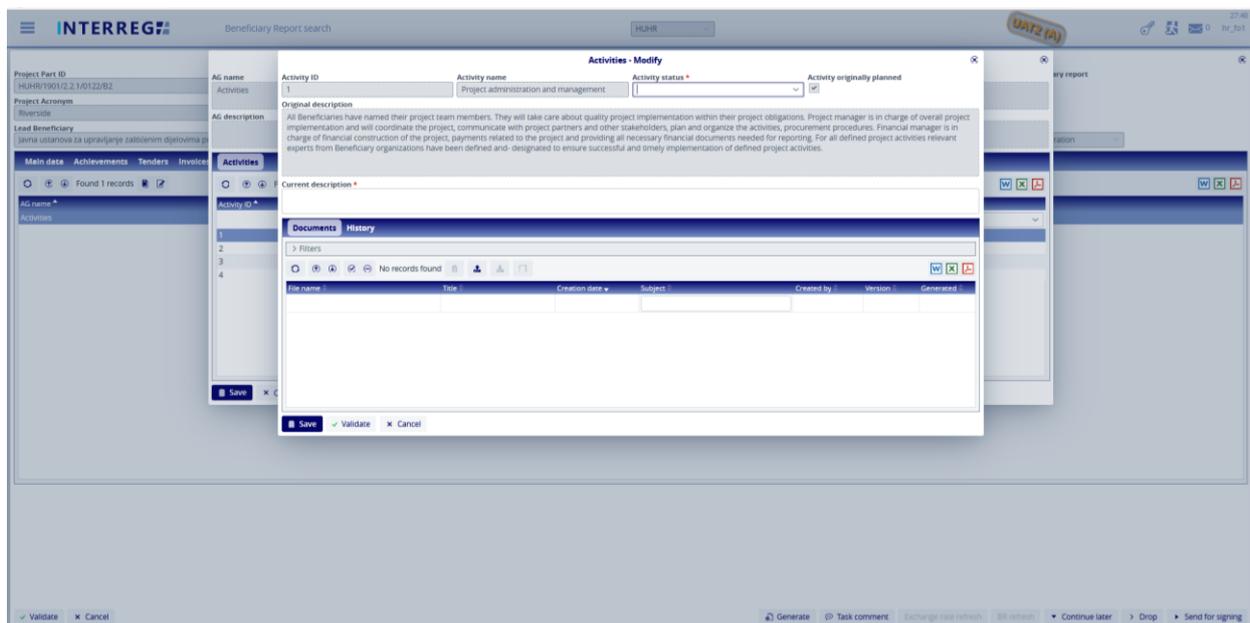
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3.1.5 Activities



18. Activities list screen

In the INTERREG+ system the Activities are grouped into Activity Groups (AG) providing the ease of navigating among the different Activities. After selecting, the AG of interest the Activities within can be accessed by the **Modify** button. By selecting the Activity of interest, the Activity form opens for modification by the **Modify** button. On the Activity form, the User can set the current status of the Activities recorded on the Project Part and provide the status of the progress regarding the current report in the associated text description field.



19. Activities – modify

The status of each Activity must be equal to or higher than their status in the previous report. If there is an Activity marked as mandatory on the Project Part for the given reporting period, then it must be reported.

On the History tab, the Users can view the status and description were given in previous BRs providing an easy navigation between reports of the same Activity.

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3.1.6 Indicators

Indicator ID	Indicator Name	Indicator Category	Indicator Type	Base value	Indicator Value in current BR	Target value
2.2-501	Number of habitats with „A, excellent conserv...	Programme	Result		0,00	0,00
2.2-504	Number of joint international studies	Programme	Output		0,00	4,00
2.2-503	Number of participants in joint education trai...	Programme	Output		0,00	3,00
G05	Number of project events (conference, worksh...	General	Output		0,00	2,00
G06	Number of jobs created/kept by the project	General	Result		0,00	3,00
G04	Number of people directly benefiting from the...	General	Result		0,00	3,00
G07	Number of newly elaborated/harmonised doc...	General	Output		0,00	6,00
H03	Number of awareness rising events (workshop...	Horizontal	Output		0,00	2,00
2.2-C13	Number of nature conservation organizations	Component specific	Output		0,00	1,00
2.2-502	Surface area of habitats supported to attain a ...	Programme	Output		0,00	20,00

20. Indicators

The Indicators tab displays Indicators recorded in the Project and have a Target value larger than zero. The reporting of an Indicator can be started by selecting the Indicator of interest and hitting the **Modify** button.

The screenshot shows the 'Indicators - Modify' dialog box. It contains fields for Indicator Name, Indicator Category, Indicator Type, and Indicator ID. Below these fields are input boxes for Base value, Indicator Value in current BR, and Target value. The dialog also features a 'Documents' tab with a table for viewing previous reports.

File name	Title	Creation date	Subject	Created by	Version	Generated
No records found						

21. Indicators – modify

On the History tab, the User can view the status and description were given in previous BRs.

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3.1.7 Information & Publicity

22. Information & Publicity

On the Information & Publicity tab, the progress of the commitments undertaken by the Beneficiary must be recorded.

23. Informaion & Publicity modify

The status of each activity must be equal to or higher than their status in the previous report. On the History tab, the Users can view the status and description of the item given in previous BRs.

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3.1.8 Works & Permits

24. Works & Permits

On the Works & Permits tab, the Users, by the **Modify** button, need to record the development of the construction sites and permits indicated in the project, which is related to the sites specified in the Other info / Infrastructure location in the Project Part.

25. Works&Permits – new

On the History tab, the Users can view the status and description of the item given in previous BRs.

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3.1.9 Revenues

26. Revenues

It is possible to record and manage the revenue(s) related to the project. Use the add (+) button to add a new revenue item to the report. The reported revenue is not automatically deducted from the accepted costs. Once the BR is submitted the revenue item(s) cannot be deleted. Upon approval of the BR the items cannot be modified any longer.

27. Revenues - new

The Budget Heading selection is entitled to the Controller who validates the BR. The exchange rate works the exact same way as for Invoice.

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3.1.10 Budget Cost

No.	Budget Lines	Planned Amount	Previously Validated Amount	Current Report Amount	Accumulated Amount	Remaining Budget Amount
1	Preparation costs	750,00	750,00	0,00	750,00	0,00
2	Staff costs	0,00	0,00	0,00	0,00	0,00
3	Office and administrative expenditure	0,00	0,00	0,00	0,00	0,00
4	Travel and accommodation costs	0,00	0,00	0,00	0,00	0,00
5	External expertise and services costs	22 450,00	1 000,00	3 286,20	4 286,20	18 163,80
6	Equipment expenditure	5 000,00	3 784,02	0,00	3 784,02	1 215,98
7	Infrastructure and works	107 000,00	102 540,00	2 873,32	105 413,32	1 586,68
	Current report revenue	0,00	0,00	0,00	0,00	0,00
Total		135 200,00	108 074,02	6 159,52	114 233,54	20 966,46

118. Budget Cost

Under the Budget Cost tab, the User can track the progress of the costs incurred in the project part, the progress of the budget. Amounts are shown in EUR.

The **Planned Amount** column displays the budget values specified in the Project Part.

The **Previously Validated Amount** column shows the cumulative sums of the previously validated BRs.

The **Current Report Amount** is the amount reported in the given BR, which includes the Reported amount before approval and the Accepted amount after approval.

The **Accumulated Amount** is the sum of the Previously Validated Amount and the Current Reported Amount.

The **Remaining Budget Amount** is the difference of the *Planned amount* and the *Accumulated amount*; i.e. the amount, which is not yet accounted for.

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3.1.11 Sources of Funding

Budget Line	Planned Amount	Previously Validated Amount	Current Report Amount	Accumulated Amount	Remaining Budget Amount
1. EU contribution	114 920,00	91 862,91	5 235,89	97 098,80	17 821,20
2. National contribution	13 520,00	10 807,40	615,95	11 423,35	2 096,65
3. Own contribution	6 760,00	5 403,71	307,98	5 711,89	1 048,11
Total	135 200,00	108 074,02	6 159,82	114 233,54	20 966,46

29. Source of Funding

In the Sources of Funding tab the financial progress of the project part is displayed as in the Budget cost tab, however instead of Budget lines, here the sources of the fundings are shown.

The **Planned Amount** column displays the budget values specified in the Project Part.

The **Previously Validated Amount** column shows the cumulative sums of the previously validated BRs.

The **Current Report Amount** is the amount reported in the given BR, which includes the Reported amount before approval and the Accepted amount after approval.

The **Accumulated Amount** is the sum of the Previously Validated Amount and the Current Reported Amount.

The **Remaining Budget Amount** is the difference of the *Planned amount* and the *Accumulated amount*; i.e. the amount, which is not yet accounted for.

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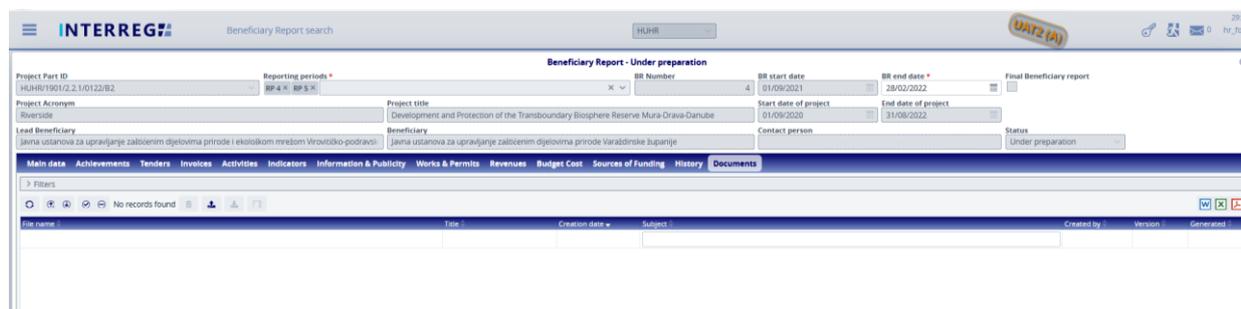
2.3.12 History



30. History

On the History tab, the User can view the changes made in the BR. The task name, the User who completed the task, the start and end date of the task are listed here. The end date is not marked until the process is completed.

3.1.13 Documents



31. Documents

Documents uploaded to BR or generated by the system can be viewed. Documents uploaded by the User can be deleted only at the given step in the process.

The subject, serving as a description for a document, can be specified and changed by clicking on the  (Subject) icon.

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3.1.14 Completion

The screenshot shows the 'Completion' tab in the INTERREG system. The main header is 'Beneficiary Report - Need amendment'. Below it, there are several input fields for project details, including Project Part ID, Reporting periods, BR Number, BR start date, BR end date, Project Acronym, Project title, Start date of project, and End date of project. The 'Lead Beneficiary' and 'Beneficiary' fields are also visible. The 'Completion' tab is active, showing a 'Document' sub-tab with a table of completion records. The table has columns for 'File name', 'Title', 'Creation date', 'Subject', 'Created by', 'Version', and 'Generated'. One record is shown with the file name 'LKKMIRP-208.docx' and a creation date of '28/08/2020 15:29:16'. At the bottom, there are buttons for 'Validate', 'Cancel', 'Generate', 'Task comment', 'Exchange rate refresh', 'BR refresh', 'Continue later', 'Drop', and 'Send for signing'.

32. Completion

The Completion tab only appears if a BR needs completion according to the controller's decision who validates the BR. Under the tab, there are two subtabs:

- the *Documents*, where the completion documentation is uploaded to by the Controller, and
- the *Dates*, where most importantly the deadline for completion can be viewed.

The screenshot shows the 'Completion / Dates' sub-tab in the INTERREG system. The main header is 'Beneficiary Report - Need amendment'. Below it, there are several input fields for project details, including Project Part ID, Reporting periods, BR Number, BR start date, BR end date, Project Acronym, Project title, Start date of project, and End date of project. The 'Lead Beneficiary' and 'Beneficiary' fields are also visible. The 'Completion' tab is active, showing a 'Document' sub-tab with a table of completion records. The table has columns for 'Completion number', 'Send for completion', 'Completion deadline', and 'Completion submitted'. One record is shown with a completion number of '1', a send for completion date of '28/08/2020', a completion deadline of '31/08/2020', and a completion submitted date of '31/08/2020'. At the bottom, there are buttons for 'Validate', 'Cancel', 'Generate', 'Task comment', 'Exchange rate refresh', 'BR refresh', 'Continue later', 'Drop', and 'Send for signing'.

33. Completion / Dates

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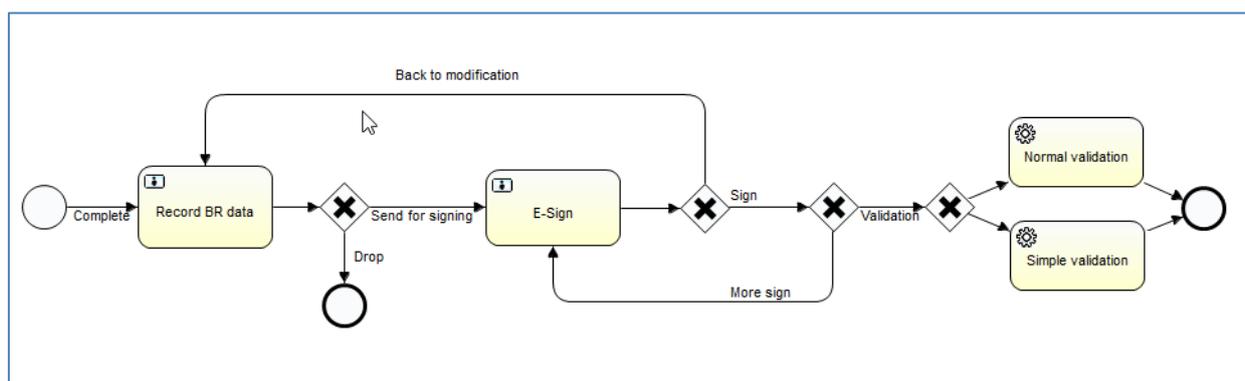
3.2 SUBMISSION OF BR

Once the BR is completed, the Recording User can send it to the Signatory User for e-signing by clicking on the **Send for signing** action button. The Signatory User can only view the BR, editing is not allowed to them. If the Signatory User finds the BR correct they can submit it by the **Sign** action button. With this action the BR is submitted and moves to the Controllers Task list and the validation process initiates. If the Signatory User decides that the BR is not fully complete, they can send it back for further editing by the **Back to modification** action button, in which case the **Task comment** field must be filled.



34. Action buttons of the Signatory User

Once the BR is submitted and the validation process initiated the Controller can decide on the next action. If the Controller decides that the BR is not fully complete, the Controller sends it back to completion and the BR returns from the Back Office process with the status of “Need amendment”. In this case, the required modification can be done by the Recording User and the completion document can be downloaded from the Completion tab. The submission process can be resumed in the usual way. The below figure explains the submission process in a visual manner.



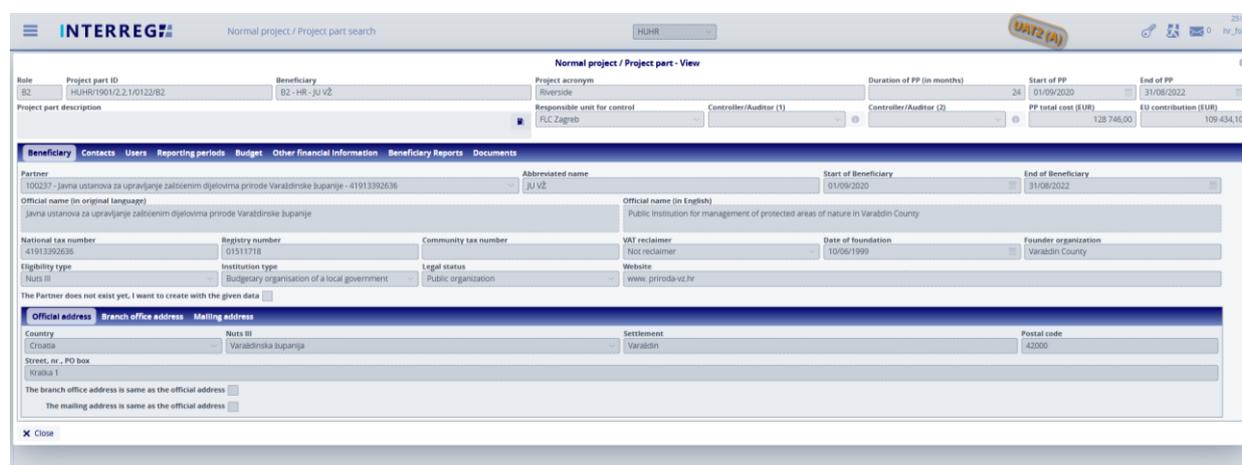
35. Completion workflow

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4. VIEWING THE PROJECT PART

The User can view the Project Part they assigned to. The function is available through the Main Menu / Project data / Project Part View menu item. The Project Part is available only for viewing; the User cannot edit, modify or delete any piece of data.

On the Project Part information on the Partner, Contact persons, Users (the Recording and Signatory), Budget of the Project Part, Beneficiary Report (essentially the same as the Beneficiary Report menu item), and Documents for the Project Part (e.g. Permits, Studies, Blueprints, etc) are available.



The screenshot displays the 'Normal project / Project part - View' interface. At the top, there is a search bar and a 'UAT2 (A)' badge. The main content area is divided into several sections:

- Summary:** Includes fields for Role, Project part ID, Beneficiary, Project acronym, Duration of PP (in months), Start of PP, End of PP, Responsible unit for control, Controller/Auditor (1) and (2), PP total cost (EUR), and EU contribution (EUR).
- Partner Information:** Includes Partner ID, Abbreviated name, Start of Beneficiary, End of Beneficiary, Official name (in original language), Official name (in English), National tax number, Registry number, Community tax number, VAT reclaimer, Date of foundation, Founder organization, Eligibility type, Institution type, Legal status, and Website.
- Address Information:** Includes Official address, Branch office address, Mailing address, Country, Nuts III, Settlement, and Postal code.

36. Project Part View

5. INTERREG+ TECHNICAL SUPPORT

Should you have any technical issue concerning INTERREG+ IT System functioning, please contact INTERREG+ Support Team at the iplussupport@szpi.hu e-mail address.

To support your case, please, provide a description of the problem with as much details as possible, and attach screenshots, of which the entire screen is visible. Additionally, please provide the Project (Part) ID and the username.