



INTERREG

INTERREG+ IT System
PROJECT REPORT

for

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

User Manual – Front Office

v1.0.0

PROJECT REPORT - USER MANUAL FOR FRONT OFFICE

Version History

Date	Version	Description
2021.01.15	1.0.0	First version for INTERREG+ Project Report

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1. INTRODUCTION

1.1 PURPOSE OF THE DOCUMENT

The purpose of this document is to assist the Lead Beneficiaries of the Interreg V-A Hungary-Croatia Cross-Border Cooperation Programme 2014-2020 with the use of the INTERREG+ IT system.

The document presents the steps and rules of submission in a process-oriented illustration.

1.2 WHO IS THIS DOCUMENT FOR

This document is intended for the users of the Lead Beneficiary organisations who are required to report and have reporting and signing authority as set forth in the Project.

1.3 ACCESS MANAGEMENT

The users can access the INTERREG+ IT system in order to manage the Project Reports of the Project 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 projects / project parts assigned to them, where they can manage tasks related to Project Reports. A User can only edit and view Project Reports for the Project to which they are assigned.

For specific rules and policy on user management, please refer to the *User Manual for Lead Beneficiaries and Beneficiaries of User Management Tool for INTERREG+ IT system* document available on the official [Programme website](#).

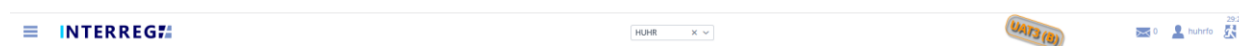
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2. GENERAL REMARKS

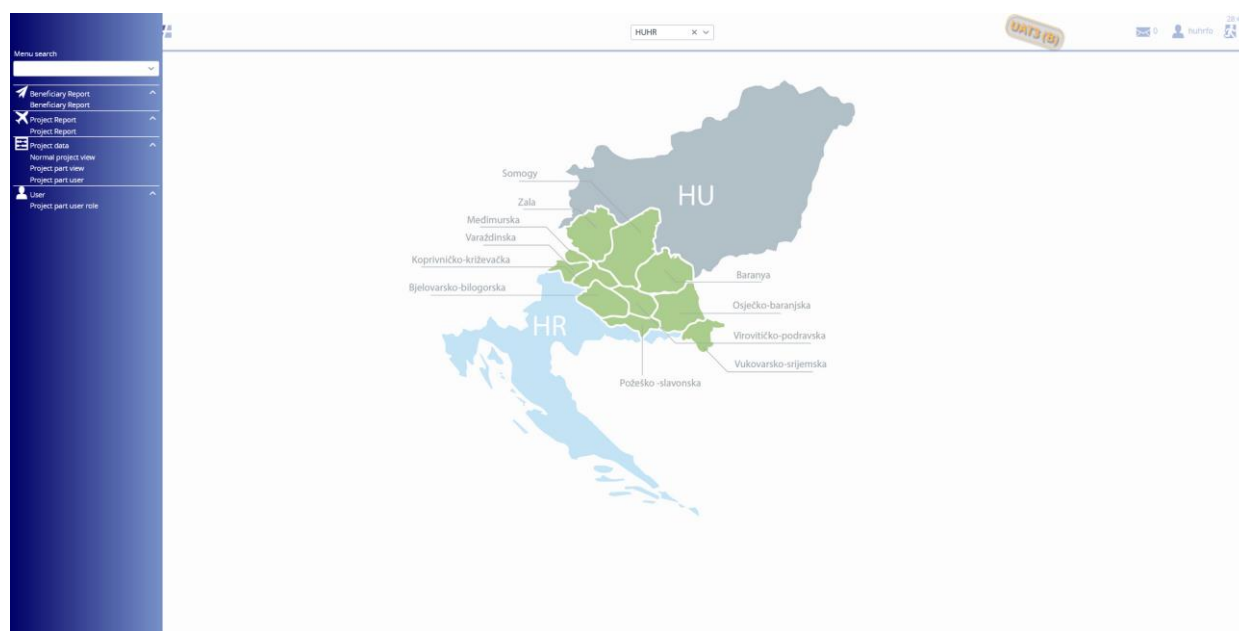
In this chapter those functions are presented, which work exactly the same way independently of which form or screen they are found on.

2.1 THE PROJECT REPORT MAIN MENU AND HEADER

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



1. INTERREG+ header



2. Main menu

Under the **Project Report** menu item the Project Report management can be accessed, under the **Normal Project view** menu item those projects can be accessed to which the User is assigned; under **Project Part View** menu item the Project Parts can be viewed; under the **Project part user menu** item, the Recording User of the Lead Beneficiary can manage the incoming user role requests of the Beneficiaries included in their Project (see *User Management Tool User Manual*).

In the right-hand side **User Account menu** the User's credentials, such as the user password can be managed. 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 used to manage the Project Reports under preparation, they can be found at the bottom of the screen and are always visible:








3. Action buttons

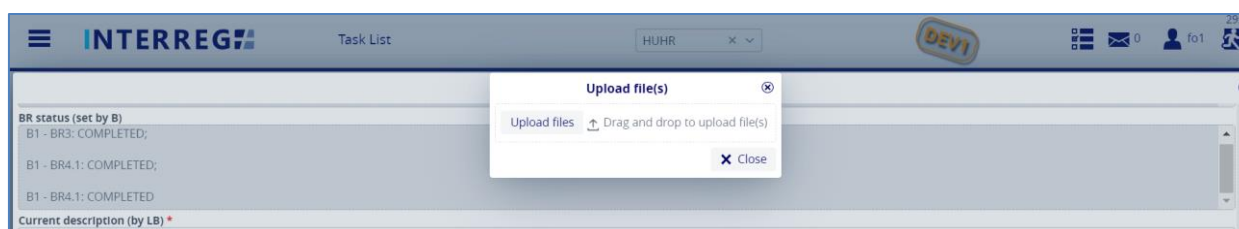
- The Project Report (PR) and Application for Reimbursement (AfR) forms (in pdf format) can be generated at any time in the recording process by pressing the **Generate** button; the “DRAFT” watermark is printed on such documents. The final documents are generated automatically when the PR is submitted to Back Office (i.e. the Joint Secretariat Programme Manager) for approval.
- When the User presses the **Validate** button, the system runs a validation if all the required fields have been filled in and if the built-in checks have been complied with. If an error or an issue is detected, it is listed in the error message appearing at the centre top of the screen. If all mandatory fields are filled in and all rules are complied with, confirming messages will appear.
- To save the recorded data and leave the PR (close the window) click **Continue later**. By doing so, all data will be saved with no validation running. (The User can return to the PR in the Project Report list screen by clicking the **Continue** button after selecting the PR in question.)
- By pressing the **Drop** button, the report is deleted, but it remains viewable and its status is "Deleted". *Note, a dropped PR 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 system does not detect any deficiency, the task moves to the Signatory User’s task list; the PR is no longer editable to the Recording User.
- By clicking on the **Cancel** button, all recorded and unsaved data will be lost and the PR returns to the last saved state.
- The **PR refresh** button will become active if there is a modification initiated, which affects the given project. In this case, until the PR is not refreshed, the PR 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  (**Add**) button starts the creation of a new item (e.g. Project Report)
- the  (**View**) button initiates the viewing of a selected list item (e.g. an Activity, Indicator form, etc.), the cells are not editable;
- the  (**Modify**) button initiates the modification of an already existing list item (e.g. an Activity status, Indicator description, 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;



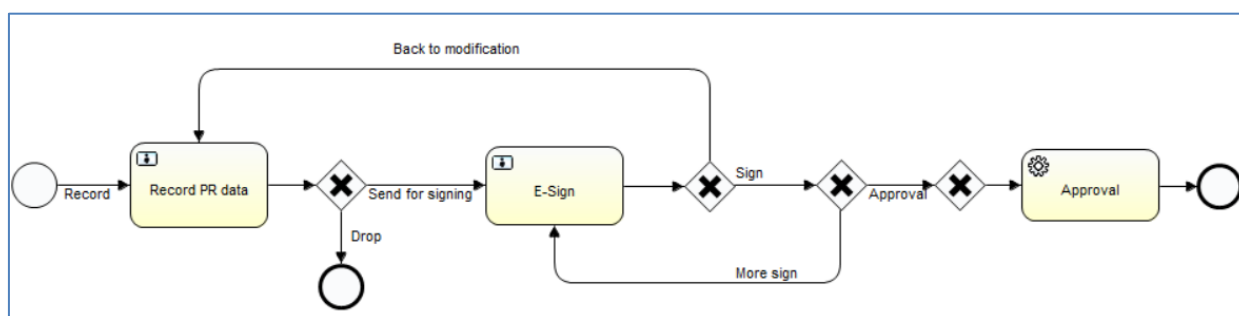
4. Upload file(s) communication panel

- the  (**Download**) and the  (Download as zip) buttons allow downloading even multiple selected files from the list.
- the  (**Export to**) button initiates exporting the content of the list screen into the selected format (.xlsx, .docx, .pdf). Please note that using the function will export only 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 clicking the  and  (**info**) button the details of a field can be viewed.

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3. PROJECT REPORT

The purpose of the INTERREG+ Project Report (PR) Front Office interface is for the Lead Beneficiaries to submit their project-level reports on the progress of the project concerned. The steps to submit a new PR (performed by the Recording and Signatory User of the project) are summarized in the figure below:



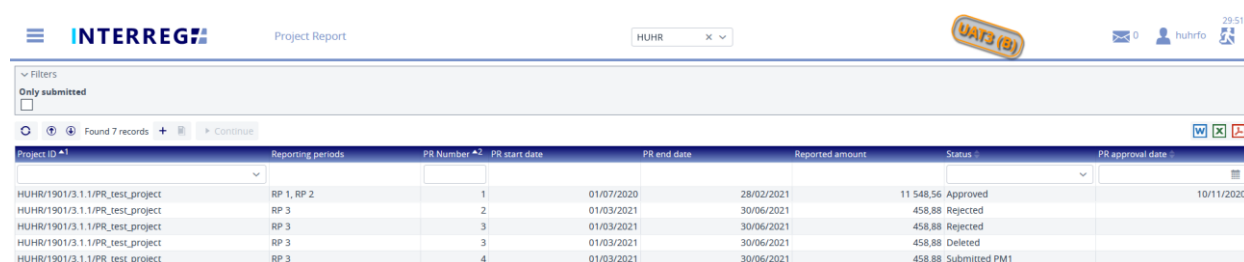
5. Recording workflow

1. PR Recording: Recording Users are authorized to record PRs
2. PR Acceptance: After recording, the Signatory Users are entitled to endorse (**E-sign and submit**) or return to modification (**Back to modification**) the PR. They cannot edit the PR data. After the last Signatory user's (in case of more than one) endorsement, the PR is submitted. The PR submission is only possible after all of the Signatory Users have e-signed the relevant Project Report.
3. PR Validation: After submission: the PR will be validated by the JS Programme Managers in the INTERREG+ Back Office interface. The LB User is notified of the status and result in the Front Office interface.

PRs are status-managed, which allows the user to keep track of the progress of the PR. It can be followed in the status column in the PR list screen.

3.1 RECORDING A NEW PROJECT REPORT

The recording of a new Project Report can be started via the **Project Report** menu item. Previously recorded PRs are listed in the list screen. The user can only view the PRs of the Project the user is assigned to as a Lead Beneficiary.



Project ID	Reporting periods	PR Number	PR start date	PR end date	Reported amount	Status	PR approval date
HUHR/1901/3.1.1/PR_test_project	RP 1, RP 2	1	01/07/2020	28/02/2021	11 548,56	Approved	10/11/2020
HUHR/1901/3.1.1/PR_test_project	RP 3	2	01/03/2021	30/06/2021	458,88	Rejected	
HUHR/1901/3.1.1/PR_test_project	RP 3	3	01/03/2021	30/06/2021	458,88	Rejected	
HUHR/1901/3.1.1/PR_test_project	RP 3	3	01/03/2021	30/06/2021	458,88	Deleted	
HUHR/1901/3.1.1/PR_test_project	RP 3	4	01/03/2021	30/06/2021	458,88	Submitted PM1	


6. Project Report list

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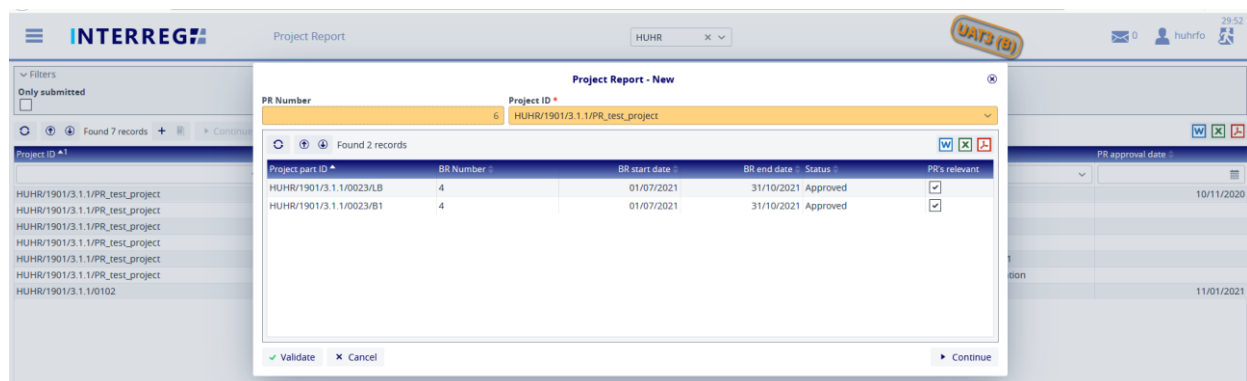
The main rules for PR creation are:

- Recording of a new PR for any given reporting period can only be started if the previous PR has been submitted, i.e. with the status Submitted.
- Only one PR can be edited at a time unless a PR has been returned for completion (status: need amendment).
- Another PR cannot be submitted for validation until the previously submitted PR is not validated by the JS (Approved / Rejected).
- The number (#) of deleted PRs will be reassigned.
- Only approved BRs (DVEs) are listed on the BR selection screen, being the first step of PR creation.

3.1.1 Creating a New Project Report

Recording of a new Project Report can be initiated by clicking the  button. By doing this, a communication panel appears, where – after selecting the appropriate Project ID (in case of being assigned to more than one projects) – the BR selection can be made. As a default setting, the system selects all approved BRs regardless of their reporting period, however the User can select which ones are included in the given PR by leaving the ticks in. The reporting period covered by the PR depends on the reporting periods of the selected BRs. *BRs with the same timeframe (same BR start date and BR end date) should be selected (ticked) for a PR. If there is need for merging two or more reporting periods, please consult the responsible JS Programme Manager.*

By clicking on **Continue**, the PR is generated based on the BRs selected.



6. Project Report – new

3.1.2 Main data

Under this tab (the first on the tab header), the most important information of the given PR is found, such as the period covered by the given PR, financial information on BRs selected, etc.

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This tab is only used for information purposes, there are no editable fields the User should attend to.

8. Main data

3.1.3 Achievements

9. Achievements

The Achievements tab displays the questions concerning the overall progress of the Project reported about in the Project Report.

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By selecting the Activity of interest, the Activity form opens up for editing by the **Modify** button. On the Activity form, the LB User can set the current status of the Activities recorded in the Beneficiary Report and provide description of the progress regarding the current Project Report in the associated text description field. As a hint, the progress of project-part level is displayed in the 'Current description (from BRs)' field. The status of each Activity must be equal to or higher than their status in the previous Project Report.

12. Activities – modify

On the **History** tab, the Users can view the status and description that were given in previous BRs providing an easy navigation of the same Activity between different reports. **Under Documents**, the LB has to upload all necessary supporting documents relevant for the given Activity. LB can either check the 'BRs in PR' and select the appropriate supporting documents or can ask the B responsible for the given Activity to send it electronically off-system and the LB uploads it to the PR relevant Activity. Please make sure that the file's are named in English and in a way that it clearly reflects the content of the file and the responsible B (e.g. Study_topic of the study_B1).

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3.1.5 Indicators

Indicator ID	Indicator Name	Indicator category	Indicator type	Base value	Target value	Indicative value (from BR)	Actual value in this PR
3.1 - C01	Number of new methods and forums for knowledge transfer established by the project	Component specific	Output	0,00	2,00	0,00	0,00
3.1 - C03	Number of newly introduced/developed methods	Component specific	Output	0,00	1,00	0,00	0,00
3.1 - C07	Number of capacity building training courses	Component specific	Output	0,00	1,00	0,00	0,00
3.1 - S01	Number of entities participating in the project	Programme	Result	0,00	2,00	0,00	1,00
3.1 - S02	Number of institutions participating in the project	Programme	Output	0,00	12,00	0,00	0,00
3.1 - S03	Number of harmonized processes, procedures and guidelines	Programme	Output	0,00	4,00	5,00	5,00
3.1 - S04	People participating in joint actions	Programme	Output	0,00	250,00	25,00	25,00
Defined on Project level Output	Number of joint international studies	Project specific	Output	0,00	4,00	0,00	0,00
Defined on Project level Output	Number of newly developed tourism products	Project specific	Output	0,00	1,00	0,00	0,00
G04	Number of people directly benefited	General	Result	0,00	250,00	25,00	25,00
G05	Number of project events (conferences, seminars, workshops, etc.)	General	Output	0,00	14,00	2,00	2,00
G07	Number of newly elaborated/harmonized procedures, guidelines and standards	General	Output	0,00	7,00	0,00	0,00
G08	Number of newly established/developed methods	General	Output	0,00	1,00	0,00	0,00
G09	Number of newly established/developed procedures, guidelines and standards	General	Output	0,00	1,00	0,00	0,00
H05	Number of project activities/events	Horizontal	Output	0,00	5,00	0,00	0,00
H06	Number of project activities/events	Horizontal	Output	0,00	14,00	0,00	0,00

7. Indicators

The Indicators tab displays Indicators recorded in the Project. The reporting about an Indicator can be started by selecting the Indicator of interest and clicking on the **Modify** button.

Relevant Beneficiary	BR Number	Base value	Target value	Indicative value (from BR)	Actual value in this PR	Current description (from BR)
LB - HR - OB2	1	0,00	1,00	0,00	0,00	0,00 BR1: hgbtjhbobjhbbl
B1 - HU - BMO	1	0,00	1,00	0,00	0,00	0,00 BR1: Indicator will be reported at the...

8. Indicator – modify

The project-level progress of the respective indicator has to be provided in the 'Current description by LB' cell. As a hint, the progress on project-part level is displayed in the 'Current description (from BRs)' field.

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On the History tab, the User can view the status and description that were provided in previous PRs.

Relevant Beneficiary	BB Number	Base value	Target value	Indicative value (from BB)	Actual value in this PR	Current description (from BB)
B2-HR-ABC	3	0,00	1,00	0,00	0,00	BR3: defined in the Subsidy Contract.

15. Indicators – Actual value modification

The **actually achieved, project-level values** of the respective Indicator **must be provided by the Lead Beneficiary** by selecting the relevant Beneficiary's entry in the middle part of the communication panel and clicking the **Modify** button. In the opening window the only editable field is the 'Actual value in this PR'; here the LB can enter the actual value of the respective Indicator; as a hint, the value reported in the Beneficiary report is also shown. This step must be completed for all Beneficiaries' entries in the list. The entered values are shown summed up in the 'Actual value in this PR' of the main Indicator communication panel. The Achieved value is increased and the Remaining value is decreased with the inserted Actual value. The Achieved and Remaining values are burned into the system once the PR is approved.

Relevant Beneficiary	BB Number	Base value	Target value	Indicative value (from BB)	Actual value in this PR	Remaining value	Current description (from BB)
B2-HR-ABC	3	0,00	1,00	0,00	9,00	-2,00	BR3: defined in the Subsidy Contract.

16. Indicators – cumulated value of the respective Indicator

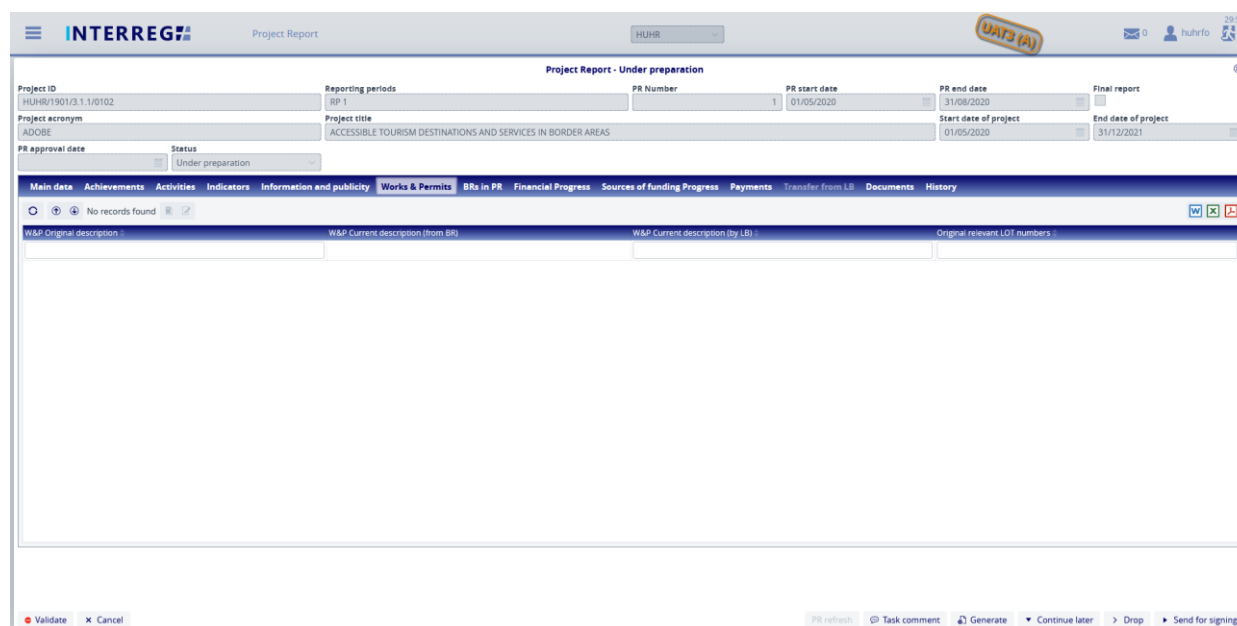
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opening form, the User can set the current status of the respective Information & Publicity item and provide description of the project-level progress regarding the current Project Report in the associated text description field. As a hint, the progress of project-part level is displayed in the 'Current description (from BRs)' field.

The status of each Information & Publicity item must be equal to or higher than their status in the previous report. On the History tab, the User can view the status and description that were given in previous PRs providing an easy navigation between reports of the same Information & Publicity item.

Under Documents, the LB has to upload all necessary supporting documents relevant for the given Information and Publicity. LB can either check the 'BRs in PR' and select the appropriate supporting documents or can ask the B responsible for the given Information and Publicity to send it electronically off-system and the LB uploads it to the PR relevant Information and Publicity. Please make sure that the file's are named in English and in a way that it clearly reflects the content of the file and the responsible B (e.g. Study_topic of the study_B1).

3.1.7 Works and Permits



The screenshot displays the 'Project Report - Under preparation' interface. The top navigation bar includes the INTERREG+ logo, a search field with 'HUHR', and user information for 'huhrfo'. The main content area shows project details such as Project ID (HUHR/1901/3.1.1/0102), Reporting periods (RP 1), PR Number (1), PR start date (01/05/2020), PR end date (31/06/2020), Project acronym (ADOBE), Project title (ACCESSIBLE TOURISM DESTINATIONS AND SERVICES IN BORDER AREAS), Start date of project (01/05/2020), and End date of project (31/12/2021). The 'Works & Permits' tab is selected, showing a table with columns for 'W&P Original description', 'W&P Current description (from BR)', 'W&P Current description (by LB)', and 'Original relevant LOT numbers'. The table currently contains no records. At the bottom, there are buttons for 'Validate', 'Cancel', 'PR refresh', 'Task comment', 'Generate', 'Continue later', 'Drop', and 'Send for signing'.

11. Works and permits

On the Works & Permits tab, the User, by the **Modify** button, can 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** section. The description of the project-level progress can be provided in the 'W&P Current description (by LB)' field.

On the History tab, the Users can view the status and description that were given in previous PRs providing an easy navigation between reports of the same Works & Permits item.

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Project Report / Works & Permits - Modify ✕

W&P Original description
ssssssssssssssssssssssssssssssssssss

W&P Current description (from BR)
LB - BR1.1: d

W&P Current description (by LB) *
current description

Original relevant LOT numbers
aaaaaaaaaaaaaaaaaaaa

Documents
History

> Filters

↻
🔍
📄
📁
📧
🗑️
📥
📂
📄

File name
Title
Creation date
Subject
Created by
Version
Generated
Not relevant

No records found							

📄 Save
✓ Validate
✕ Cancel

20. Works and Permits modify

Under Documents, the LB has to upload all *necessary supporting documents relevant for the given Works & Permits*. LB can either check the 'BRs in PR' and select the appropriate supporting documents or can ask the B responsible for the given Works & Permits to send it electronically off-system and the LB uploads it to the PR relevant Works & Permits. Please make sure that the file's are named in English and in a way that it clearly reflects the content of the file and the responsible B (e.g. Study_topic of the study_B1).

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3.1.7 BRs in PR

Beneficiary #1	BR number #2	Relevant DOVE(s)	Reporting periods	BR start date	BR end date	BR approval date	Reported amount	Reported EU contribution	Validated amount	Validated EU contribution
LB - HR - OB2	1	DoVE_1_20200501_2020...	RP 1	01/05/2020	31/08/2020	15/12/2020	4 000,00	3 400,00	4 000,00	3 400,00
B1 - HU - BMO	1	DoVE_1_20200501_2020...	RP 1	01/05/2020	31/08/2020	15/12/2020	1 000,00	850,00	1 000,00	850,00

212. BRs in PR

Under the BRs in PR tab, those Beneficiary Reports can be navigated to, by selecting any of them and clicking on the **i** (information) button, which are included in the respective Project Report. For details on the contents of the Beneficiary Report, please refer to the Beneficiary Report User Manual.

Supporting documents uploaded in the respective BRs can be find under the BR's Documents tab.

3.1.8 Financial Progress

Budget Lines	Planned Amount	Previously Validated Amount	Current Report Amount	Accumulated Amount	Accumulated Share	Remaining Budget Amount
1 Preparation costs	3 000,00	0,00	3 000,00	3 000,00	100,00 %	0,00
2 Staff costs	49 859,75	0,00	0,00	0,00	0,00 %	49 859,75
3 Office and administrative expenditure	7 478,96	0,00	0,00	0,00	0,00 %	7 478,96
4 Travel and accommodation costs	855,00	0,00	0,00	0,00	0,00 %	855,00
5 External expertise and services costs	124 477,50	0,00	0,00	0,00	0,00 %	124 477,50
6 Equipment expenditure	9 328,79	0,00	2 000,00	2 000,00	21,44 %	7 328,79
7 Infrastructure and works	0,00	0,00	0,00	0,00	0,00 %	0,00
Current report revenue	0,00	0,00	0,00	0,00		0,00
Total	195 000,00	0,00	5 000,00	5 000,00	2,56 %	190 000,00

22. Financial Progress

Under the Financial Progress tab, the financial progress of the project can be tracked; amounts are shown in EUR.

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

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

The **Current Report Amount** is the amount reported in the given PR.

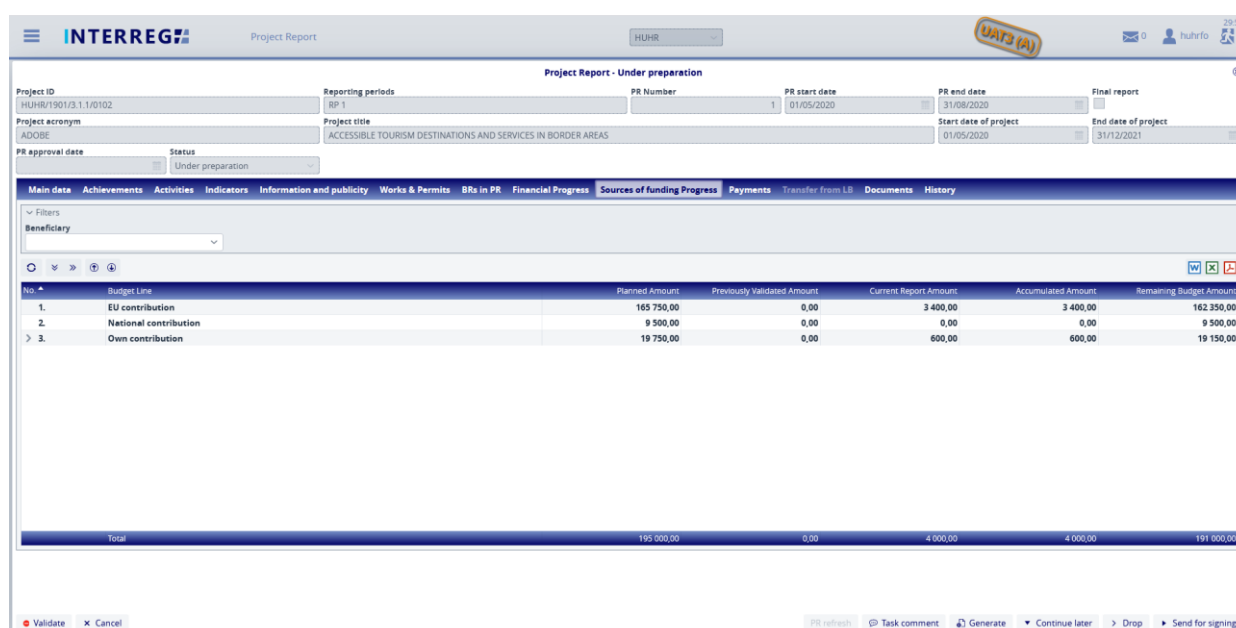
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The **Accumulated Amount** is the sum of the Previously Validated Amount and the Current Reported Amount.

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.

In the *Filters* section, data can be filtered by Beneficiary and their BR included in the respective PR.

3.1.9 Sources of Funding Progress



No. *	Budget Line	Planned Amount	Previously Validated Amount	Current Report Amount	Accumulated Amount	Remaining Budget Amount
1.	EU contribution	165 750,00	0,00	3 400,00	3 400,00	162 350,00
2.	National contribution	9 500,00	0,00	0,00	0,00	9 500,00
> 3.	Own contribution	19 750,00	0,00	600,00	600,00	19 150,00
Total		195 000,00	0,00	4 000,00	4 000,00	191 000,00

23. Sources of Funding Progress

In the Sources of Funding tab, the financial progress of the project sorted by the sources of the funding is shown.

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

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

The **Current Report Amount** is the amount reported in the given PR.

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.

In the *Filters* section, data can be filtered by Beneficiary and their BR included in the respective PR.

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3.1.10 Payments

Project part	Planned Amount	Previously validated EU contribution	EU contribution validated in current BR	Transferable EU contribution in current BR
HUHR/1901/3.1.1/0102/B1		80 750,00	0,00	0,00
HUHR/1901/3.1.1/0102/LB		85 000,00	0,00	3 400,00

24. Payments

Under the Payments tab, the transferable amounts of the EU contribution can be seen in historic view.

3.1.11 Documents

File / Folder name	Title	Creation date	Subject	Created by	Version	Generated	Not relevant
PR&AFR		16/12/2020 15:04:29					
activitygroups		16/12/2020 15:11:30					
indicators		16/12/2020 15:17:27					

25. Documents

In the Documents tab, the supporting documents are arranged in a structured way. Here the documents can be seen and edited: the subject, serving as a description for a document, can be specified and changed by clicking on the (Subject) icon. Documents can be downloaded individually or grouped as a .zip file. Uploading documents is also possible; please upload only documents of general nature, which are not corresponding to any specific sections (i.e. Activities, Indicators, etc.). LB should upload any documents judged missing from the BRs only to the relevant Activity, Indicator, Information & Publicity, Works item under their respective tab.

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Supporting documents uploaded in the respective BRs can be find under the BR's Documents tab.

3.1.12 History

26. History

In the History tab, the processes completed by the LB can be followed with corresponding dates and timing.

3.1.13 Completion

27. Completion

The Completion tab is only seen if the Project Report needs amendment. Under its Documents subtab, the uploaded completion documents can be found and general documents e.g. cover letter of the LB for completion can be uploaded. Please note, that LB should upload any missing documents requested by the JS only to the relevant Activity, Indicator, Information & Publicity, Works item under its respective tab. Under the Dates subtab, most importantly, the completion deadline can be found.

PROJECT REPORT - USER MANUAL FOR FRONT OFFICE

3.2 SUBMISSION AND COMPLETION

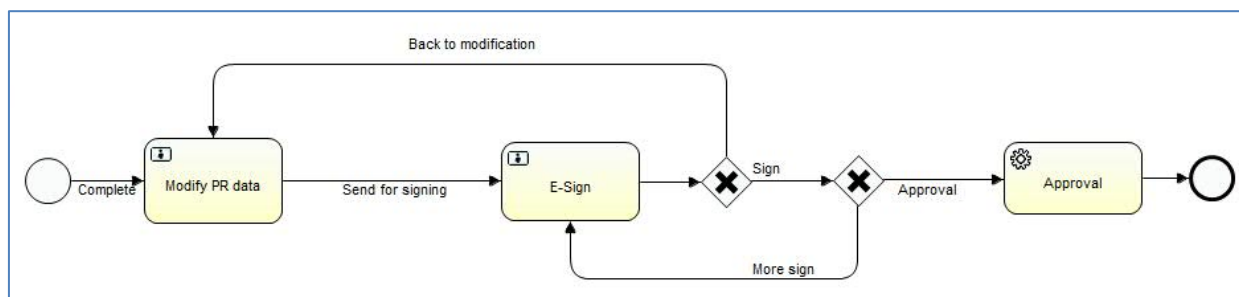
Once the Project Report is finalised, the Recording User can send it to the Signatory User for e-signing by clicking on the **Send for signing** action button. The Signatory User can only view the PR, the editing function is not enabled. If the Signatory User finds the PR correct, it can be submitted by the **Sign** action button. *If there are more than one Signatory users recorded for the project, then all of them need to complete this step.* With this action, the PR is submitted and it lands for approval at the Back Office, where the JS can start with the validation.

If (any of) the Signatory User decides that the PR 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 in.



28. Action buttons of the Signatory User

Once the PR is submitted for approval, based on the approval person's (JS Programme Manager) decision, the PR can be sent back for completion. In such case the PR returns from the Back Office with the status of "Need amendment". In this case, the required modification can be done by the LB Recording User and the submitting procedure must be managed in the usual way. The below figure explains the submission process in a visual manner.

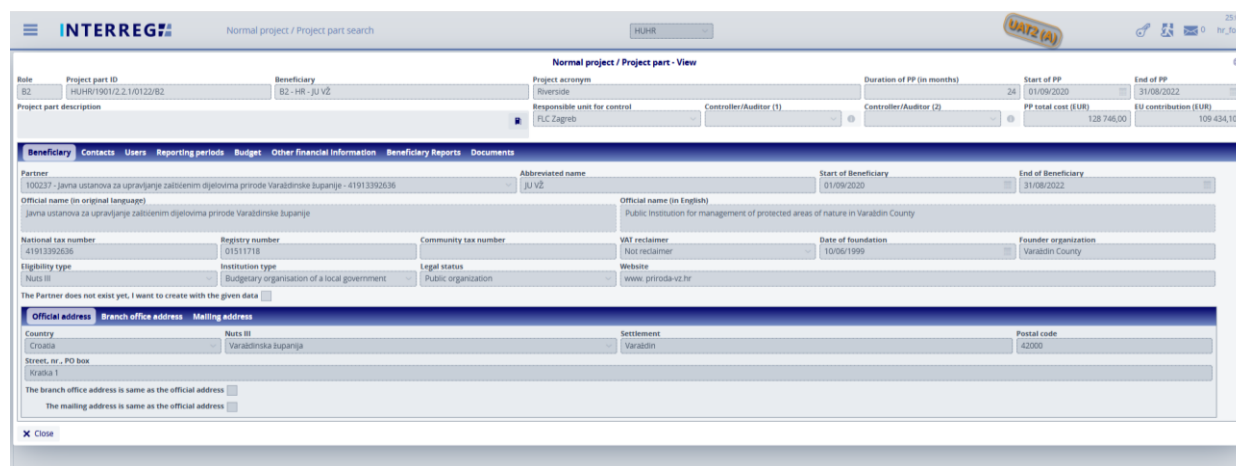


13. Completion workflow

PROJECT REPORT - USER MANUAL FOR FRONT OFFICE

4. VIEWING THE PROJECT PART

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



The screenshot shows the 'Normal project / Project part - View' interface. Key fields include:

- Project part ID:** HUHR/1901/2.2.1/0122/B2
- Beneficiary:** B2-HR-JU VZ
- Project acronym:** Riverside
- Duration of PP (in months):** 24
- Start of PP:** 01/09/2020
- End of PP:** 31/08/2022
- Responsible unit for control:** I/UC Zagreb
- Controller/Auditor (1):** [Empty]
- Controller/Auditor (2):** [Empty]
- PP total cost (EUR):** 128 746,00
- EU contribution (EUR):** 109 434,18

The 'Partner' section includes:

- Partner ID:** 100237
- Abbreviated name:** JU VZ
- Start of Beneficiary:** 01/09/2020
- End of Beneficiary:** 31/08/2022
- Official name (in original language):** Javna ustanova za upravljanje zaštićenim dijelovima prirode Varždinske županije
- Official name (in English):** Public Institution for management of protected areas of nature in Varazdin County
- National tax number:** 41913392636
- Registry number:** 01511718
- Community tax number:** [Empty]
- VAT reclaimer:** Not reclaimer
- Date of foundation:** 10/06/1999
- Founder organization:** Varazdin County
- Website:** www.priroda-vz.hr

The 'Official address' section includes:

- Country:** Croatia
- Nuts III:** Varždinska županija
- Settlement:** Varazdin
- Postal code:** 42000

30. Project Part View

5. INTERREG+ TECHNICAL SUPPORT

Should you have any technical issues concerning the functioning of the INTERREG+ IT System, 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 detail as possible; always attach screenshots with the entire screen visible. Additionally, please provide the Project ID and the username of the affected I+ account.