

# PROCEDURE TO GET ANSWERS ABOUT THE CALLS FOR PROPOSALS

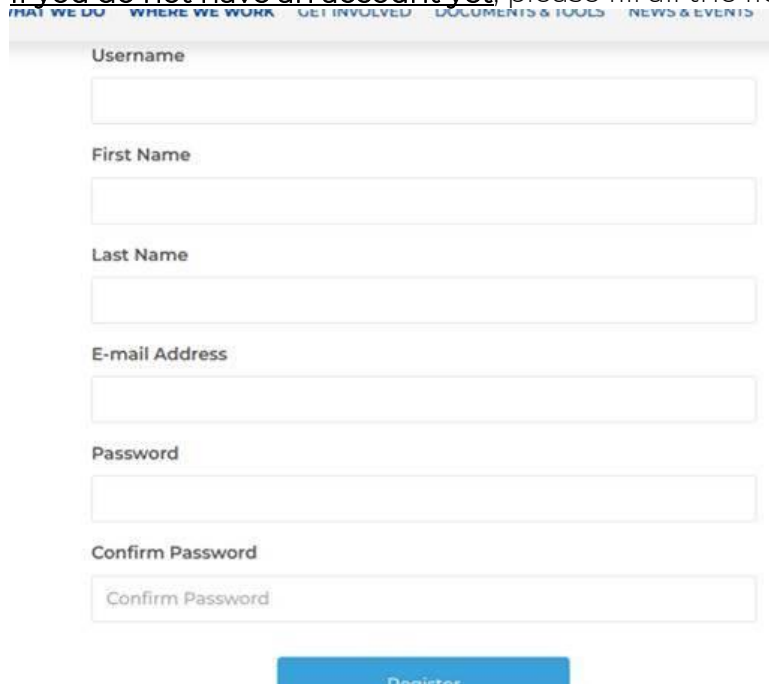
In order to ensure a good quality of response and the same level of information for all partners, the Joint Secretariat has implemented a new procedure for all questions concerning the calls or of a technical nature.

## Step 1 : Connection to the Interreg Euro-MED Programme website

First of all, you will need to be connected to the Interreg Euro-MED Programme website, by following the link: <https://interreg-euro-med.eu/en/account/> or by clicking on the “account” icon, in the upper right toolbar, as shown in the screenshot below:



If you do not have an account yet, please fill all the fields and click on “Register”.



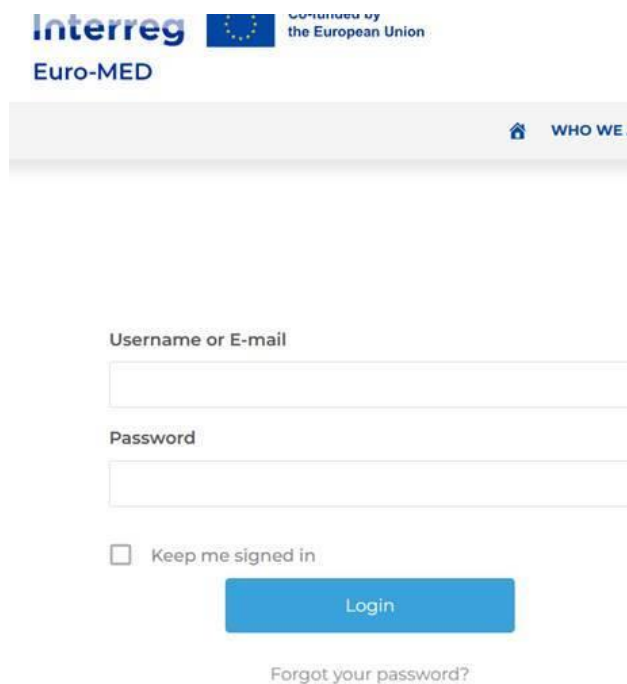
Registration form fields:

- Username
- First Name
- Last Name
- E-mail Address
- Password
- Confirm Password

Register

The website will send you an email to confirm your email address. Once your email is validated by clicking on the link, you can login, still via the same URL: <https://interreg-euro-med.eu/en/account/>.

If you have an account, just fill the “username or email” and password fields, before clicking on the “Login” button:



Interreg Euro-MED logo and navigation bar.

Login form fields:

- Username or E-mail
- Password

☐ Keep me signed in

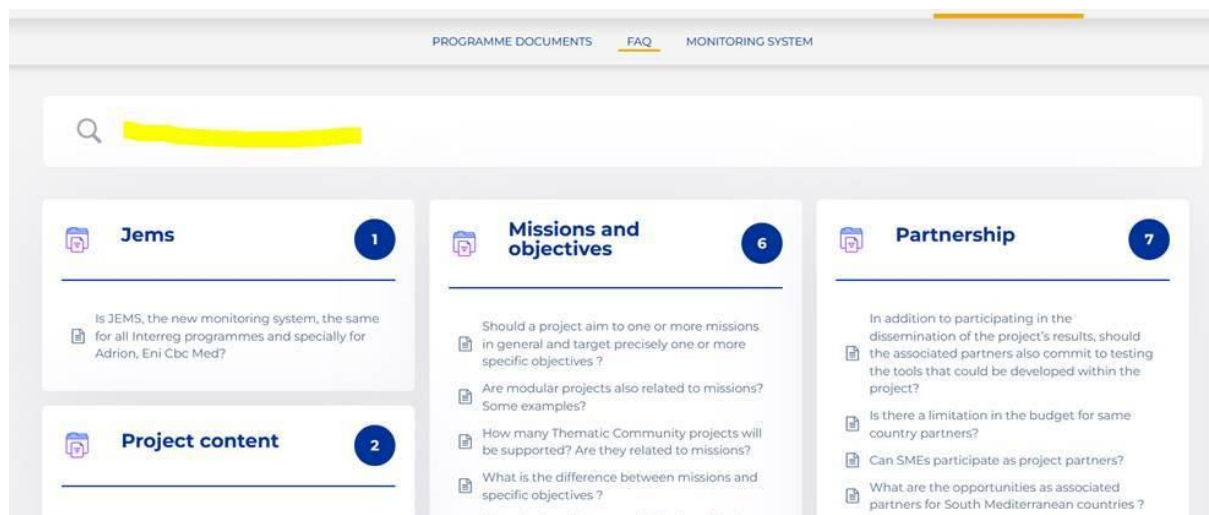
Login

[Forgot your password?](#)

## Step 2: Check the FAQ section of our website

Once connected to our website, go the FAQ section of the “Documents and tools” page : <https://interreg-euro-med.eu/en/documents-tools/#Faq>

The questions and answers that are posted in this page could actually answer your questions! You can enter key words in the search field section above the FAQ to find specific topics you are looking for.



## Step 3: If you didn't find your answer, contact us via the online form

If the answer you are looking for is not already in the FAQ section of our website, you need to fill the form below the FAQ and click on the “submit” button:

A screenshot of the online form to contact the support desk. The form is titled 'My Tickets' and has a sub-header: 'If you have not found the answer to your question in the FAQ above, you may use this form to send us your question.' The form has two main sections: 'Subject' and 'Details'. The 'Subject' section has a text input field labeled 'Subject in brief'. The 'Details' section has a text area with a rich text editor toolbar. The toolbar includes a dropdown menu for 'Paragraph', bold (B), italic (I), bulleted list, numbered list, quote, link, unlink, and table icons. Below the text area is a 'Submit' button. At the bottom of the form, there is a message: 'Registration is closed now. If you already have an account Login first.' and a link: 'You can follow status of your question and check the answer here: Support Desk.'

Once submitted, you will be able to follow the workflow of your question within the Joint Secretariat and see your previous questions, by clicking on the “Support Desk” link (<https://interreg-euro-med.eu/en/support-desk/>).