

# eTools – Useful Tips

## Offline Application

### 1. Uploading an offline xml file

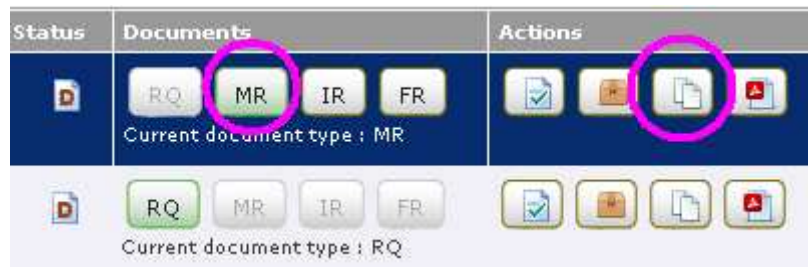
Whenever you see this error message:



Please send a mail with your xml file attached to ECHO-IS-SUPPORT@ec.europa.eu  
The IS office will correct the file and send it back to you.

### 2. MR button

Do not use the button MR In the offline eSingleForm to create a revised proposal. This button is intended to create a Modification Request.

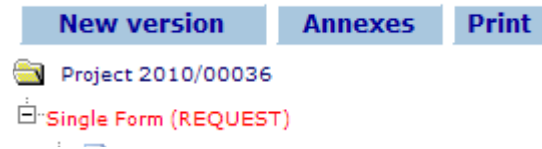


In case you already did, just click on the button 'Duplicate action' in the project repository.  
This will create a copy of your project (same name + \_bis) and the eDocument will be an RQ again.

## APPEL / Online Application

### 1. The button 'New Version'

If you have been asked to submit a New Version, but you do not see the related button as shown below



or you do not see the 'Upload' or 'Submit' buttons as below, while drafting a revised proposal



Please send a mail indicating the project number (e.g. 2011/00025) to ECHO-IS-SUPPORT@ec.europa.eu

It can indicate two things:

- the project is locked
- or the document is in a wrong status

Please do not create a new project (new RQ) when your Desk asks for a revised proposal.

### 2. APPEL user Manual

The APPEL user manual has been updated, visit the partners helpdesk site to download your copy.