

Cruise Proposal FAQs: IT Support

This FAQ sheet consists of FREQUENTLY ASKED QUESTIONS concerning the online submission portal. For further queries please contact the IT support stated on the website.

1. **“I am not able to log in even though I am a registered user.”**

The activation link sent via e-mail is valid for first-time log-in only. After this, please use your designated log-in name and the respective password. If you forgot your password, it can be reset by clicking on the “Forgotten your password?” link.

Due to technical reasons all existing accounts have been formatted in summer 2020. Please register again for future use.

2. **“I am able to log in but it is not possible to edit the proposal.”**

Only the main proponent receives read-and-write access. The main proponent can provide read-only access to the proposal by adding partners in the designated subsection.

All users listed as partners for a specific proposal have read-only access. If you are listed as a partner and wish to edit the proposal, a log-in as proponent is required using the main proponents log-in credentials.

3. **“I, as a proponent, am not able to enter my partners in the designated subsection although they are self-registered users.”**

The self-registration is only feasible for proponents. The users are then listed as independent applicants with the selected log-in name.

Partner accounts can only be created by the proponent in the designated subsection “Partner” and must be activated by clicking on the letter symbol. The partners then receive an email with log-in credentials.

Due to technical reasons, it is not possible to merge the proponent and partner properties of accounts. This means proponents have to choose a different log-in name for the partner than the one with which the partners have already registered themselves as proponents.

4. **“I am listed as a proponent or partner in various proposals. How can I access those together?”**

Due to technical reasons, it is not possible to merge individual accounts. You can use the same e-mail address for various proponent or partner log-ins. It is necessary to select different usernames for different proposals.

5. “I am having trouble to complete sections 1.4. Working Area and 1.4.1. Image Upload for Working Area.”

Please ensure to follow the instructions carefully. Due to technical reasons it is only possible to upload the image as described in the instructions.

This is an example on how to include your image in the text of 1.4. Working Area:

The working area is shown in figure 1. `[[figure1]]` The coordinates are the following...

If you keep receiving an error message during the upload of the image for the working area, the image may not meet the requirements. The image must not exceed a resolution of 600 px x 600 px as well as a file size of 2 MB. The error will be specified at the bottom of the page:

1.4.1 IMAGE UPLOAD FOR WORKING AREA

• Errors occurred

You have to upload 1 image presenting the working area. Please note: High-resolution maps as part of the appendix are appreciated.

Here, the image has to comply with the following specifications:
 Max map resolution: 600px x 600px.
 Max file size: 2MByte
 Allowed formats are jpg, png or gif.

To insert it, you have to enter the place marker "`[[figure1]]`" into your text within subsection 1.4 (where the image should appear). The term "`[[figure1]]`" tells the system to place the file uploaded in slot 1 of the figure menu exactly there.
 For example: "`[[figure1]]` included into the text of subsection 1.4 Working Area
 "The working area is given in figure 1. `[[figure1]]`The main coordinates are the following ..."

Figure 1:

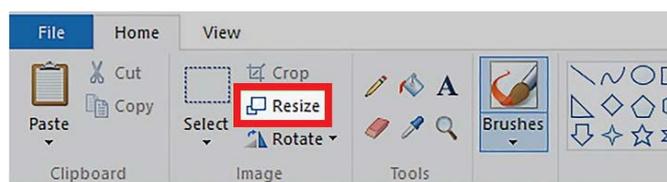
Choose

• Please select an image with a maximum size of 600px x 600px.

No images uploaded, allowed formats are jpg, png or gif.

If you receive one of the two above mentioned errors, try resizing the image using image editing software, e.g. Microsoft Paint:

- Make a copy of the image. Failing to do so will result in the original image being modified
- Open the copied image in Microsoft Paint
- Click Resize in the Image section at the top of the Paint window



- You can now resize the image by either percentage or pixels
- Check the Maintain aspect ratio box in the middle of the window
- Click OK and save your image

6. "I am not able to upload my proposal in the designated subsection."

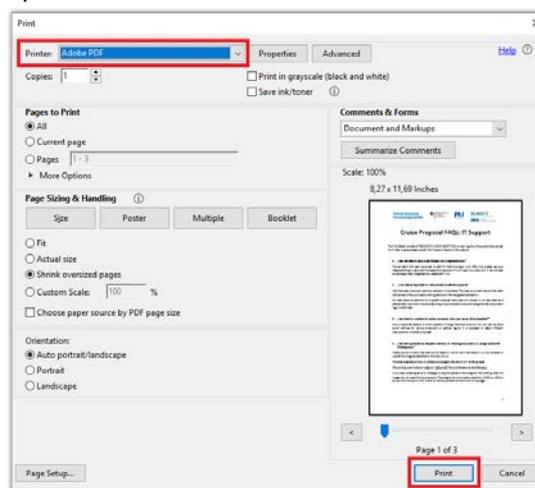
Please ensure that the proposal meets all format requirements as stated in the preparation instructions.

If you keep receiving an error message stating that your proposal exceeds the maximum amount of pages you have probably saved your proposal in a wrong format within the PDF-format (e.g. PDF/A). Try saving it again as regular PDF.

The screenshot shows a web interface for uploading a document. At the top, a red box highlights the text "Errors occurred". Below this, there is a section titled "Please use the template available on the portal when preparing your cruise proposal (Call Document 2)." followed by detailed format requirements (DIN A4, Arial 11 pt., 1.0 line spacing, etc.). A blue box below states "This document is required for submission." and "Max allowed file size: 10 MB". A "Choose" button is visible. Below that, another red box highlights the error message: "Please upload a pdf with a maximum amount of 80 pages." At the bottom, there is a "Save" button.

You can save your proposal as regular PDF by using e.g. Adobe Acrobat:

- Open the proposal in Adobe Acrobat
- Select the Print option



- Select Print as Adobe PDF (this option may already be set as the default)
- Press print. You will be asked to save the document again, the upload is then possible with the resulting proposal