





# IRISH RESEARCH COUNCIL COLLABORATIVE RESEARCH FELLOWSHIPS FOR A RESPONSIVE AND INNOVATIVE EUROPE 'CAROLINE' – CO-FUNDED BY MARIE SKŁODOWSKA-CURIE ACTIONS

2018 (Call 2)

# Guide on using the Online Application System (OLS)

4th July 2017

# PLEASE READ THIS DOCUMENT <u>CAREFULLY</u> BEFORE YOU REGISTER AS AN APPLICANT TO THE COMPETITION

#### Important dates

FAQ Deadline	16:00 (GMT) 28 <sup>th</sup> September 2017
Applicant Deadline	16:00 (GMT) 12 <sup>th</sup> October 2017
Academic Mentor/Referees Deadline	16:00 (GMT) 19 <sup>th</sup> October 2017
Research Office Endorsement Deadline	16:00 (GMT) 26 <sup>th</sup> October 2017
"Time of recruitment"	15 <sup>th</sup> February 2018
Outcome of Scheme	End of February 2018
Deadline for submission of signed agreements between home host organisation and main partner organisation	30 <sup>th</sup> April 2018
Fellowships start date	1 <sup>st</sup> June 2018

Due to heavy server traffic on the closing day of the competition, applicants are strongly advised to submit applications well in advance of the closing day of the competition.

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#### 1. PURPOSE OF THE GUIDE

This guide provides practical information to applicants on <u>using the online application system (OLS)</u>. Guidance on preparing an application and information about the evaluation criteria and the assessment process is provided in a separate Guide for Applicants available on the <u>Council's website</u>. CAROLINE fellowships are governed by the particular Terms and Conditions underlying the fellowship, and the Award Acceptance Form.

The Council reserves the right to revise this Guide.

#### 2. TECHNICAL REQUIREMENTS AND RECOMMENDATIONS

The online application system (OLS) can be accessed from the Council's webpage as indicated below, or directly at <a href="https://irishresearch.smartsimple.ie">https://irishresearch.smartsimple.ie</a>



Before you start, please ensure you are using the correct browser. The OLS can only be guaranteed to be fully operational on the following browsers:

- Internet Explorer: two most recent versions
- Firefox download: two most recent versions\*
- Google Chrome download: two most recent versions\*
- Safari download: two most recent versions\*

\*Firefox, Google Chrome and Safari support applies to the two most recent versions published by the manufacturer excluding beta releases. Also, please ensure your JavaScript is both turned on and up to date.

It is advised to add the <u>ircapps@research.ie</u> email address to your contacts/address book before you attempt the registration process.

#### 3. REGISTERING AS AN APPLICANT FOR THE FIRST TIME

Applicants who have previously applied to IRC or IRCSET schemes do not need to register with the Online Application System (OLS) before proceeding as their original profile will be used. Applicants who have previously applied to IRCHSS but not to IRC schemes need to register with the Online Application System (OLS) before proceeding.

# The OLS login page includes a link to applicant's registration page:

DUNCIL e in Éirinn	
Registering as an Applicant for the first time:  1. Add the <a href="mailto:irrapps@research.le">irrapps@research.le</a> email address to your contacts/address book BEFORE you attempt the registration process.  2. Click on the following link to take your of the 'Applicant registration page'.  3. Applicants must nominate one email address by which the OLS will identify erem.	Email: Password: Login
Browser Support Information Supported browsers: Firefox (last 2 most recent versions), Chrome (last 2 most recent versions), Internet Explorer (version 9 or higher), Safari (last 2 most recent versions).	Forgot Password?  Please note that it may take up to 15 minutes to receiv the automated email with your new password.

Alternatively, use the following link to register for the first time: <a href="https://irishresearch.smartsimple.ie/s-signup.jsp?token=XVtQC1oGYFpfRxNZXxVSS">https://irishresearch.smartsimple.ie/s-signup.jsp?token=XVtQC1oGYFpfRxNZXxVSS</a> IBSZklyGHY%3D

Please fill in the form as prompted and submit.

A confirmation email with the subject 'Irish Research Council, applicant registration' will automatically be sent to the email address you have provided. This email confirms that you have successfully registered for the online system and will issue you with a username and password.

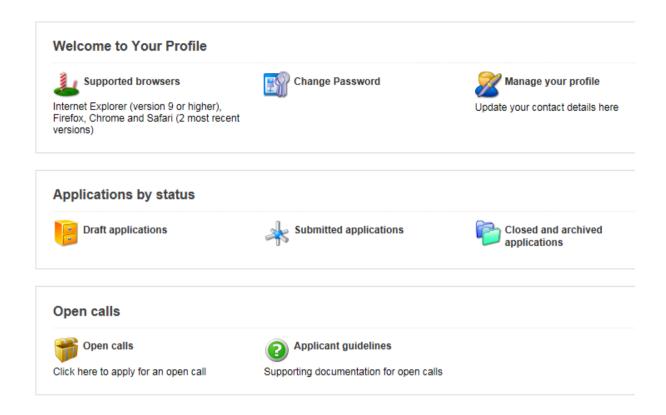
If you do not receive this email, please check your spam folder and ensure that the ircapps@research.ie email address is on your 'safe senders' list. If you are using an institutional or work email account, you may need to check with your IT department to ensure there is no issue with your organisation's internal firewall.

Once you have received your username and password, you should access the online system here using the login details provided.

If you have lost or forgotten your password, navigate to the OLS and click 'Forgot password?'. A system-generated password will be forwarded to your email address.

If you do not receive this email, please check your spam folder. Please note that it may take up to 15 minutes to receive the email containing your new password.

When you log in, you will be presented with a 'Home' screen which will be similar to the screen snapshot below. The online system allows you to update your profile, apply for funding under an open call, access your submitted applications, and if funded to prepare and submit your progress reports.



### 4. MANAGING YOUR PERSONAL PROFILE DETAILS

Access to your personal profile in the OLS is from the system's home page:



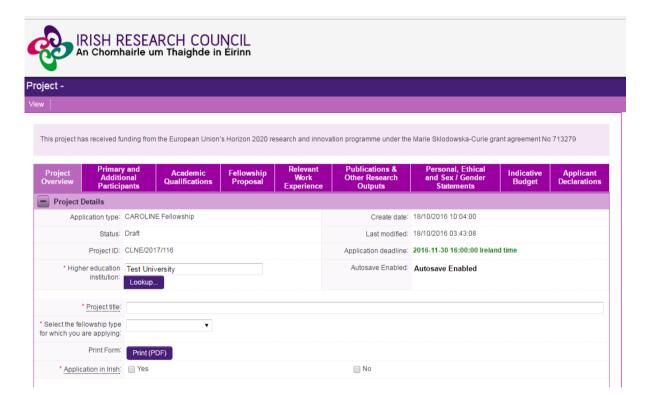
If you need to navigate to the home page while working on your application, first save any changes that you might have done by clicking 'Save Draft' at the bottom of the form and then click 'Home' on the top right hand corner of the screen as indicated below.



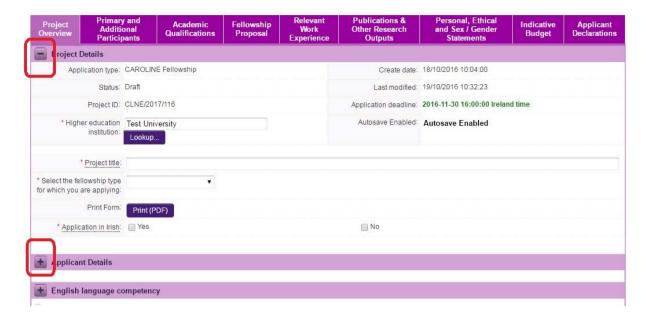
#### 5. IMPORTANT INFORMATION ABOUT THE OLS

Please note the following:

- **Do not** use the browser 'back' button at any stage as you may lose essential information. Always use buttons and tabs within the OLS to navigate within your application. Using the 'back' button may also result in creating a duplicate application in the OLS.
- You may access and edit a draft application as many times as wished prior to the applicant deadline so long as the application has not been submitted and remains a 'Draft Application'.
- No alterations can be made to an application once it has been submitted.
  Therefore, it is important to check and re-check the application form until you are fully satisfied with all sections of your application before you click 'Submit Application'.
- The CAROLINE application consists of a number of fields that are organised under several tabs, as shown below:



Fields on individual tabs are organized in sections. For the ease of navigation within individual tabs, the content of sections can be collapsed and expanded using the '-' and '+' sign, as shown on the following screen snapshot.



- Make sure you save your draft before moving to another tab. If you do not save changes before navigating to another tab, the information will be lost.
- The OLS has two modes, 'Edit' and 'View'. To switch between 'Edit' and 'View' mode, click on the 'View' button located on the top left of the 'Application Start' screen:

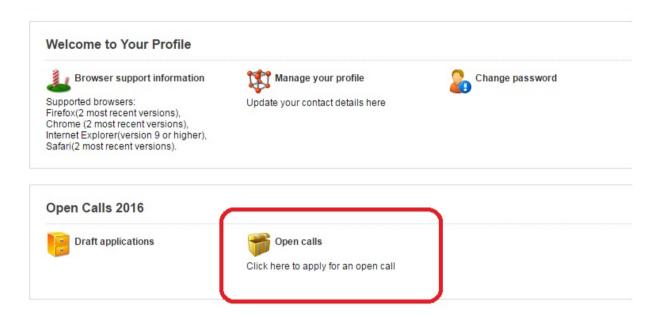


- When you create a new application, the system will default to 'Edit' mode allowing you to input information into your application form and to save it by using the 'Save Draft' button at the bottom of the screen.
- Most of the information is to be entered as text directly into the online application form; please note that the OLS accepts plain text only. Some of the questions will ask you to upload material in pdf format. The OLS supports pdf format only for uploaded material and files cannot be password protected.
- It is critical that email addresses that you enter into the OLS when you add your referees, secondment mentor and participant mentor(s) to your application are correct. Should an incorrect participant email address be saved in the OLS, the concerned participant will not receive login details for the OLS/invitation to submit their form and will not be able to complete their online form. This would result in a fellowship application being deemed ineligible due to a missing participant statement. Please ensure all email addresses are correct prior to

- submission. Once an application is submitted, <u>no alterations</u> (including amendments of email addresses of participants) are possible.
- A number of fields are mandatory and the OLS will perform a check at the time of submission. If such a field is not populated, the system will display an error message and it will not be possible to submit the application until all fields that are specified as mandatory are populated. It is important to note that not all fields that hold important information as relevant to a given fellowship application are enforced as mandatory by the system. Applicants therefore need to review and check their application carefully before they submit it to ensure that all fields relevant to their fellowship application are populated.
- All participants (including referees, secondment mentors and placement mentors) must complete their forms through the OLS. The Council will not be responsible for ensuring that participant online forms are submitted on time. It is the responsibility of the applicant to ensure that their mentors and referees submit the relevant forms through the OLS by the deadline of exactly 16:00 (GMT) 19th October 2017.

#### 6. CREATING A NEW APPLICATION

Within your home page, click on 'Open calls'.

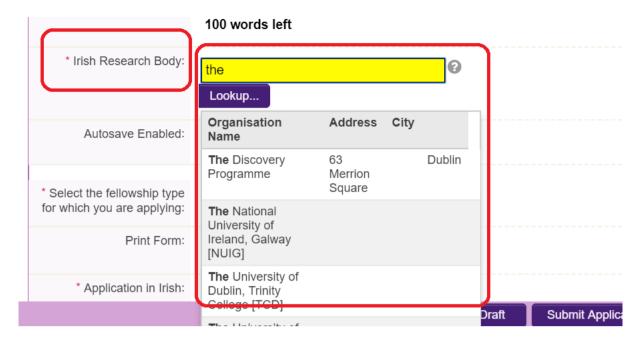


You will be presented with a screen with a list of open calls, similar to the screen snapshot below:

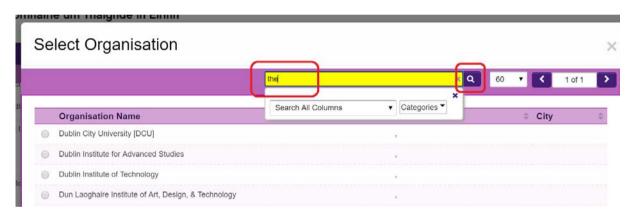


Click the 'Apply' button for the appropriate call. Please note that while more than one call might be listed as open for applications in the OLS, applicants might not be allowed to apply to more than one call at the same time. Please consult the terms and conditions of the relevant scheme(s).

At the beginning of the application, select your proposed home host organisation by clicking on the **'Lookup'** button located next to the "Higher education institution" label, or type the name of the institution in the relevant box, as indicated below.



Clicking on the "Lookup" button will display a pop-up window which offers an alternative search facility:



Please note that both types of home host organisations eligible to host CAROLINE fellows, i.e. higher education institutions (HEI) and research performing organisations (RPO), are included in the list from which applicants select their proposed home host organisation.

To assign your proposed home host organisation to your application, select the radio button situated next to the relevant organisation's name.

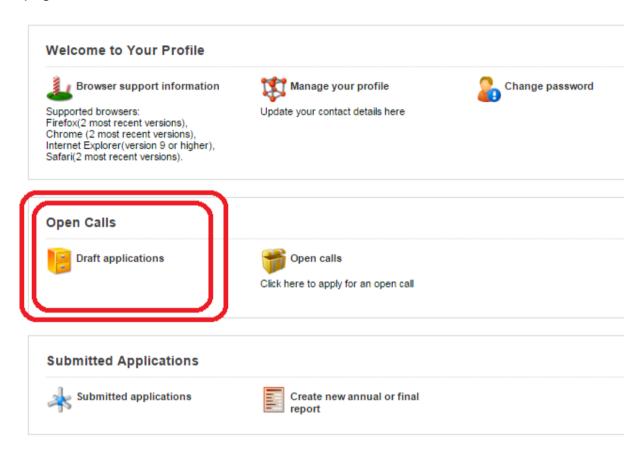
Next, scroll down to the bottom of the screen and click 'Save Draft'. At this point, a home host organisation has been assigned to your application and you will be able to assign your academic mentor. It is not possible to assign academic mentors to applications before the institution with which the proposed academic mentor is affiliated is assigned to an application. As each applicant can only submit ONE application under the call, the button to 'Apply' will no longer be visible on your home page for CAROLINE from this point onwards.

You can continue populating your application, or exit the OLS and return to your application later.

#### 7. POPULATING AND EDITING A DRAFT APPLICATION

Please note that the Word document with indicative application questions available on the Council's website is not used for submitting an actual application; the purpose of the indicative application questions document is to provide applicants with information about the content of the application form, its structure, level of detail etc. that will be required. Where differences exist between the indicative application questions document and the online application form, it is the requirements specified in the online application form in the OLS to which applicants must adhere.

To access your draft application, select the '**Draft Applications**' icon on your '**Home**' page:



Then click on the 'Edit' button for the relevant call as indicated below.



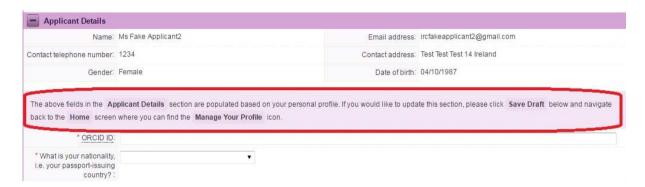
This will bring you to your draft application. OLS will be in edit mode which will allow you to add information to your draft application.

Select whether your application is in Irish. You have the option to upload your own English translation. In order to do so you must first select 'Yes', then click 'Save Draft' at the bottom of the screen and then upload your translation in a PDF document. If you

do not wish to submit an English translation, then ignore the upload button that appears after you click 'Save Draft'.

# Personal details

Some of the information appearing in the 'Applicant Details' section is populated from the personal profile details entered when the Applicant registered in the system for the first time.



Check the information displayed in this section. If some of the details are incorrect, please update the relevant details in your profile.

# Adding and changing your academic mentor

<u>IMPORTANT:</u> The OLS includes a number of participant roles as it is used to support applications for a number of Council's schemes. **CAROLINE applicants must assign their academic mentor as 'Academic Mentor'** in the OLS. It is critical that this role is selected. If you select any other participant role, your academic mentor will complete and submit an incorrect form. This would result in your application being incomplete and consequently ineligible.

Note that academic mentors in your home host organisations need to be pre-registered on the OLS through their organisation's Research Office before they can be added to your application.

Academic mentors in Ireland who are already registered in the system for the purposes of other Council's postdoctoral schemes do not have to be re-registered for the purposes of CAROLINE. Note that prospective academic mentors who are registered as **supervisors** for the purposes of the Council's **postgraduate schemes** need to be registered separately as academic mentors.

Before you attempt to assign an academic mentor to your application, check that you have assigned a home host institution (under the 'Project Details' tab) following the instructions provided above.

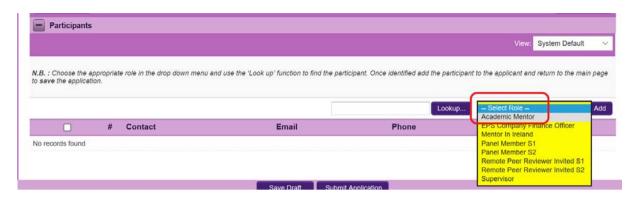
#### Adding an academic mentor to your application

To add your proposed academic mentor to your application, navigate to the "Participants" section at the bottom of the application form. Please note that this section

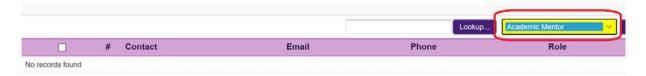
can be accessed from all tabs of the application form.

Academic mentors registered in the OLS can be added by clicking "Lookup" on the 'Participants' section.

Firstly, navigate to the "Select Role" box and click on "Academic Mentor".

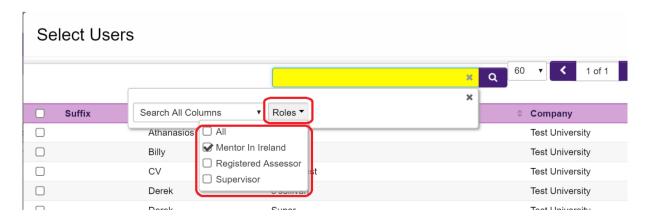


Make sure that this is the role that is displayed in the relevant box, as illustrated on the screen snapshot below:



Secondly, proceed to locating and assigning your proposed academic mentor to your application. It is very important that you assign only a participant who is registered in the system with the role of "Mentor in Ireland", as shown on the screen snapshot below. Some participants can be registered only with the role of "Supervisor" (relevant to postgraduate scholarship applications) but not with the role of "Mentor in Ireland".

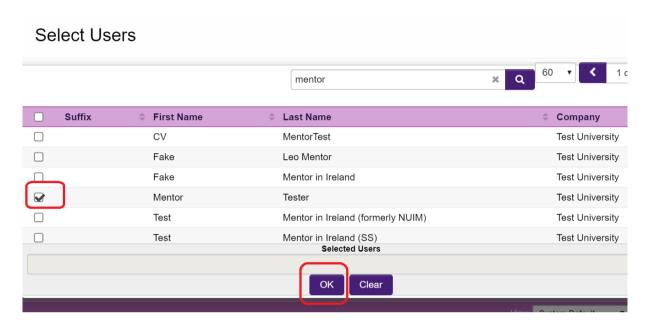
To make sure that you assign an academic mentor to your application who does have the correct role of "Mentor in Ireland" in their profile, please access the list of roles by clicking at the "Roles" button as highlighted below, and ensure that the only box that is ticked in the list of roles below is that next to "Mentor in Ireland" (also highlighted below).



Because the system is used to support various tasks related to several Council schemes at any point in time, it is technically possible to assign participants with other

roles to one's application. If however you assign a participant who does not have the role of "Mentor in Ireland" in their profile, such participant will not have access to the academic mentor's form in their portal.

Once you locate the name of your proposed academic mentor in the list, select the relevant tick box as indicated below, and click "OK":

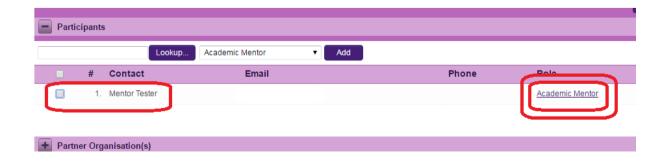


Check that the name of your proposed mentor appears in the relevant box and that "Academic Mentor" appears in the box next to 'Lookup'. To complete assigning of your proposed academic mentor to your application, click 'Add' as highlighted below.



Save your draft application. The selected academic mentor is now added to your application.

The OLS will now display the academic mentor's name and contact details in the 'Participants' section as shown below. Please check that your academic mentor has been added correctly with the role of 'Academic Mentor'.



If you cannot find your proposed academic mentor's name in the list of mentors in your

proposed home host institution, please contact your proposed academic mentor and ask him/her to contact their HEI/RPO Research Office, who will facilitate the mentor's registration in the OLS.

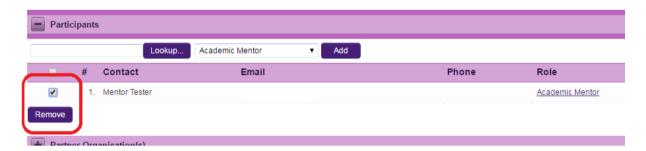
Once your academic mentor has been added to the application s/he will receive an email notification to inform her/him that s/he has been added to your application as an academic mentor. Also, from this point onwards, your academic mentor can log in to the system and view your draft application. Academic mentors have read-only access to your application in the OLS.

It is recommended to check the academic mentor's email address at this point, to ensure that you have selected the correct person from the list (e.g. there may be two or more registered mentors with the same name in the same home host organisation) and also to ensure that the correct email address has been registered in the system. If an incorrect email address is being displayed, your academic mentor will not receive the automatic email with the necessary details to log in and complete their form, so it is essential to check that the details are correct.

If your academic mentor's email address appears to be incorrect, contact the Research Office in your proposed home host organisation to verify the email address. If the mentor in question has been registered with the incorrect email address, then the Research Office should contact the Council to amend the mentor's registered details in the OLS before you re-select them in your application form.

# Changing the academic mentor assigned to your application

If you want to change your academic mentor, navigate to the 'Participants' section of the application form. Select the check box beside the mentor's name, click the 'remove' button which will become available on the screen and click 'save draft'.



The academic mentor will then be removed and you can add an alternative as per the instructions above.

If you remove an academic mentor from your application, they will not be automatically notified. It is the applicant's responsibility to notify the academic mentor that they are no longer assigned to an application.

# Adding and changing a main partner organisation

Adding a main partner organisation is similar to adding an academic mentor. Main partner organisations must be pre-registered in the OLS. This registration is done by the relevant organisation after the applicant initiates a request for registration through the OLS, as outlined below.

<u>Note:</u> NGOs/IOs included in the list of prospective partner organisations interested in participating in the scheme which is provided on the Council's website are not automatically registered in the OLS; a separate registration form needs to be completed for this purpose. If your proposed main partner organisation has enquiries regarding their registration or need assistance, please advise them to contact caroline@research.ie.

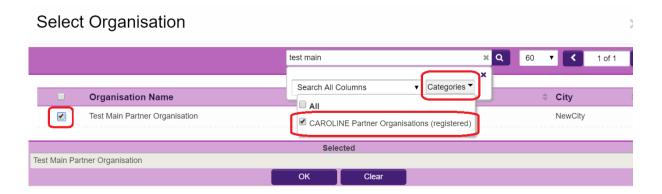
# Adding main partner organisation already registered in the OLS

Navigate to the 'Partner Organisation' section at the bottom of the screen. Note that this section can be accessed from any tab of the application form.

Select "Main Partner Organisation" in the list of organisation types next to "Lookup" button as highlighted below. It is important that the correct organisation type, "Caroline Partner Organisation" is selected, as highlighted below.

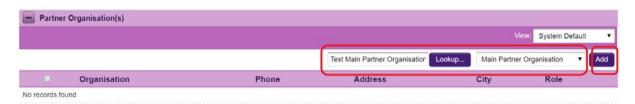


Click "Lookup" and select the relevant organisation from the list. It is important that in the list of "Categories" of organisations, the only category selected is "CAROLINE Partner Organisations (registered)" as shown on the screen snapshot below. If you assign to your application an organisation that is not registered for CAROLINE, your application might be deemed ineligible.



Locate the organisation using either the search functionality or browsing the list. Select your main partner organisation by clicking the relevant tick box as highlighted above, then click 'OK'.

Check that the name of the correct organisation and "Main Partner Organisation" are displayed in the relevant fields as shown below:



Click on 'Add' to assign the selected organisation as main partner organisation to your application. Check that your main partner organisation has been added to your application correctly:



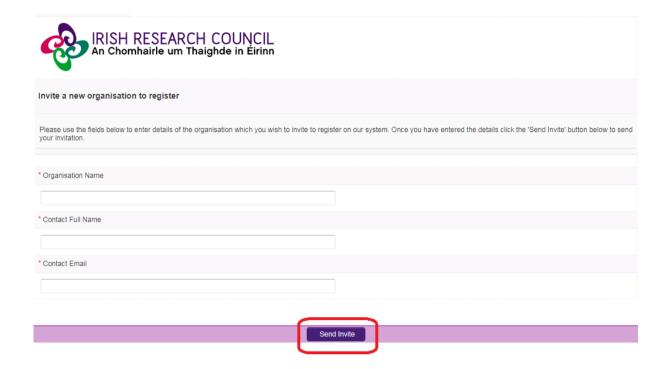
# Requesting registration of a partner organisation in OLS

If your proposed main partner organisation does not appear in the list of CAROLINE partner organisations registered in the OLS, you will need to request their registration via the OLS. A link to the registration form is also available from the scheme website; it is however recommended that applicants invite their proposed partner organisations to register via the online system to ensure that organisations use the correct form for their registration.

Navigate to the 'Primary and Additional Participants' tab of the application form and go to the section "Main Partner Organisation". Click on the button "Invite to Register" to send a request to your proposed main partner organisation, as illustrated below:

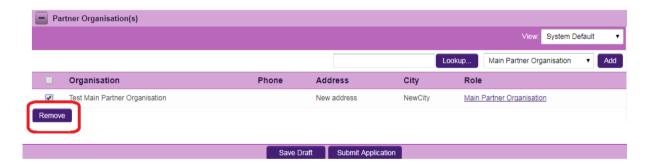


The system will request basic information about the proposed main partner organisation and a contact person in a pop-up window. Once you complete and submit the relevant form by clicking "Send Invite" as indicated below, the system will send a message to the email address provided and the organisation's representative will be able to register the organisation in the OLS.



You will then need to await registration of the organisation in the online system before you can add it to your application as your main partner organisation, following the steps outlined in the previous section.

To change your main partner organisation, select the box next to the organisation's name and click 'Remove'.



After the main partner organisation is removed from your application, you can assign a new one.

# Adding and changing a placement partner organisation

If you intend to undertake a placement, you need to indicate so in the application form in the 'Placement partner organisation' section, as shown below. After you answer "yes" to the relevant question, the OLS enables additional fields in this section and allows you to add a placement partner organisation. Note that a justification of a proposed placement is mandatory.

	***
	Placement partner organisation
ſ	* Do you propose to undertake an optional placement during your fellowship?
	<b>◎</b> Yes
l	○ No
	Provide justification for the proposed optional placement. Indicate the purpose and the proposed duration, and how significantly the proposed optional placement we the fellowship. Include information about relevant training opportunities or research environment available at the proposed placement partner organisation.
	500 words left
	Please refer to the Terms and Conditions for a definition of Placement Partner Organisation.
	How to add an existing Placement Partner Organisation to the system:
	1. Scroll to the Partner Organisations section at the bottom of this page.
	You can select a pre-registered PlacementPartner Organisation using the following steps:

To add or change a placement partner organisation, please follow steps outlined above for adding and changing the main partner organisation. The only difference is that you will need to select the relevant organisation type, i.e. 'Placement Partner Organisation'.

Applicants for the <u>International fellowship</u> can apply for a second placement, which is to be specified in the 'Placement partner organisation 2' section. Please note that the option of a second placement is <u>not</u> available under Irish fellowships. Important: the online system does not perform an automated check of eligibility for a second placement.

#### Adding and changing a secondment mentor in the OLS

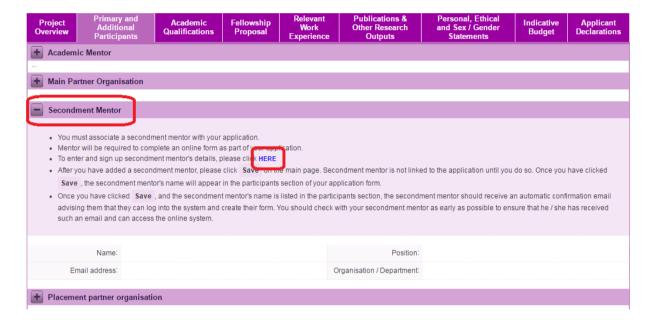
Secondment mentors do not need to be pre-registered in the OLS. The proposed main partner organisation with which the secondment mentor is affiliated however must be registered in the OLS before applicants can add the secondment mentor to their application.

Applicants enter the name and contact details of their secondment mentor directly into the application form. The OLS will use the email address supplied by the applicant and provide the secondment mentor with login details to access the OLS as soon as the applicant has saved the relevant details to the application on the OLS. Secondment mentors will be able to start populating their form once they are assigned to an application.

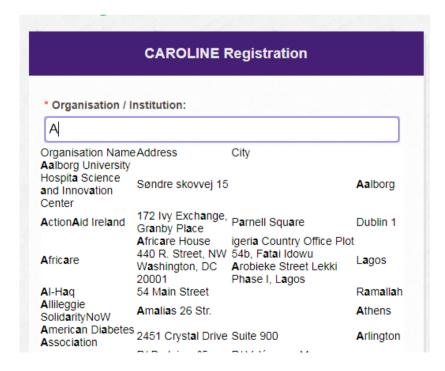
If an incorrect email address is provided, then the secondment mentor will not receive the automatic email with the necessary login details to complete their form, so it is essential that you provide the correct details. Applicants should confirm with their secondment mentor that the mentor received the email notification from the OLS.

# Adding a secondment mentor to your application

To add a secondment mentor, navigate to the 'Primary and Additional Participants' tab and open the 'Secondment Mentor' section. Follow instructions provided on the screen.



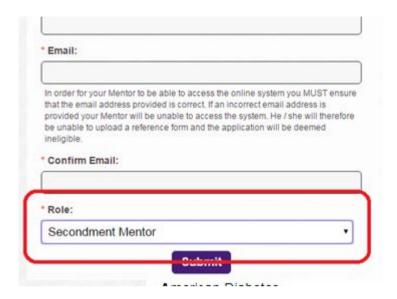
In the "Organisation / Institution" field, you will add the name of the organisation with which the secondment mentor is affiliated. Note that you will only be able to add the name of an organisation that is already registered in the system; the form does not accept free text. Start typing the name of your main partner organisation and a drop-down list of organisations that match the string that you entered will appear:



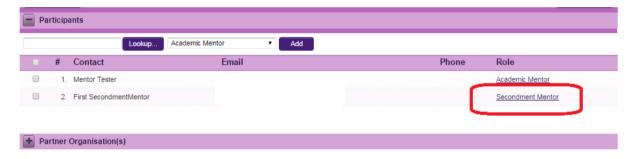
Finish typing the name of the organisation or click on the relevant item in the list.

Complete the remaining fields on the form.

Make sure that you select "Secondment Mentor" in the dropdown list provided for the participant's role, as highlighted below:



Your secondment mentor will then be added to your application and will be listed in the 'Participants' section:



Once your secondment mentor has been added to the application, s/he can log in to the system (using login details provided in the automated email notification) and start populating his/her form.

#### Changing the secondment mentor assigned to your application

If you wish to change the secondment mentor assigned to your application, you will need to remove the secondment mentor from your application as outlined above in instructions pertaining to changing an academic mentor in the OLS. After you remove the secondment mentor from your application, you can assign a new secondment mentor following instructions above.

Please note that if you remove a secondment mentor from your application, they will not be automatically notified. It is the applicant's responsibility to notify the secondment mentor that they are no longer assigned to an application.

# Adding and changing a placement mentor in the OLS

Navigate to the 'Placement mentor' or 'Placement mentor 2' section on the 'Primary and Additional Participants' tab. Please note that this section will only appear after you indicate that you wish apply for a placement.

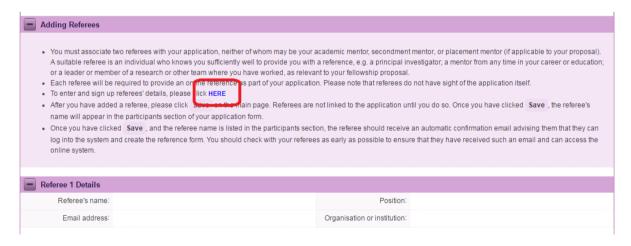
To add and change a placement mentor, please follow instructions provided above for adding/changing a secondment mentor; the same rules and steps apply to placement mentors on the OLS. The only difference when adding a placement mentor is that you need to select a different 'Role' when you are completing the registration form; select "Placement Mentor 1" or "Placement Mentor 2" as applicable.

# Adding and changing referees in the OLS

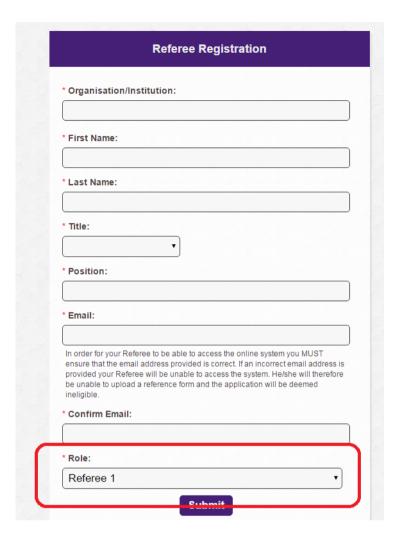
Applicants enter the name and contact details of their two referees directly into the application form, as is the case for secondment and placement mentors. The OLS will use the email addresses supplied by the applicant and provide the referees with login details to access the OLS as soon as the applicant has saved the relevant details to the application on the OLS.

If an incorrect email address is provided, then the referee will not receive the automatic email with the necessary login details to complete their reference, so it is essential that you provide the correct details. Applicants should confirm with their referees that the referees received the email notification from the OLS.

To add your referees, navigate to the 'Adding Referees' section on the 'Primary and Additional Participants' tab. On-screen instructions include a link to a form:



To add a referee, please follow instructions provided above for adding a secondment mentor. The only differences when adding a referee are that the organisation with which the referee is affiliated does not need to be registered in the online system (the form accepts free text for the name of the organisation). For "Role" at the bottom of the registration form, select "Referee 1" or "Referee 2" as applicable, as shown below.



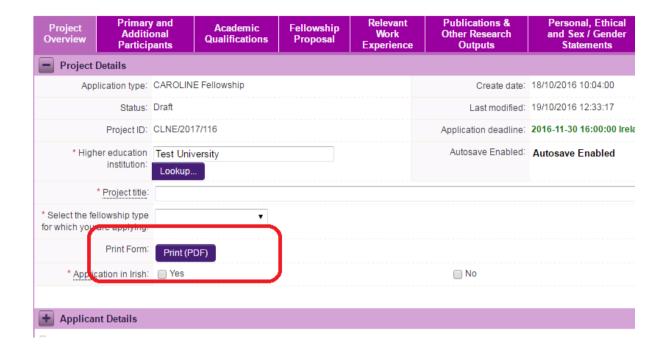
Once your referee has been added to the application, s/he can log in to the system (using login details provided in the automated email notification) and start populating his/her form.

To change a referee, please follow the relevant instructions provided above for changing a secondment mentor.

Please note that if you remove a referee from your application, they will not be automatically notified. It is the applicant's responsibility to notify the referee that s/he is no longer assigned to an application.

# **Printing your application**

You can generate a PDF version of your application using the 'Print (PDF)' button available in the 'Project Overview' tab, as shown on the following screen snapshot.



# Submitting your application

A 'Submit Application' button is available at the bottom of each tab.

Applicants need to make sure that they are satisfied with their application before they submit. It is not possible to amend an application after it is submitted.

On submission, the system will verify that certain formal conditions have been met, such as that fields designated as mandatory have been populated or that all participants required for any given application have been assigned. If some of these conditions are not met, for example a mandatory field is empty, the system will not accept the submission. Rejection of an application on submission does not constitute "technical issues" with the online system. The Council will not accept late applications that were rejected by the system before the application deadline if applicants are unable to make the necessary amendments and submit their application on time before the online system closes.

If your application is successful, you will only be offered funding to carry out the project as detailed in the application.

### Mentors and referees forms

Once an applicant has submitted his/her application, the OLS generates a number of automated emails to the participants that are nominated in the application.

Academic mentors, secondment mentors, placement mentors and referees must submit their respective forms via the OLS by 16:00 (GMT) 19<sup>th</sup> October 2017. It is the applicant's responsibility to ensure that all participants make their submission on time.

Applicants should note that academic mentors can complete their participant form only after the applicant has submitted the application and the application status has changed from "draft" to "application received".

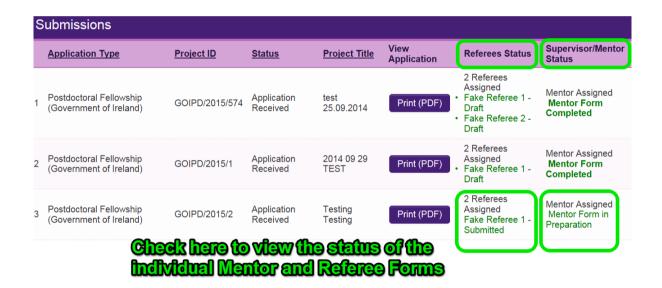
Referees, secondment mentors and placement mentors can complete their forms once their details have been saved to the application form.

You should check what participant forms have been submitted by clicking on the 'Submitted Applications' icon on the 'Home' screen. If necessary, contact your mentors and/or referees to ensure their forms are submitted before the deadline.

# **Submitted Applications**



View your Submissions.



# Institutional endorsement

The final step in the application process is institutional endorsement. All applications must be endorsed on behalf of the proposed home host organisation by the office of the Vice-President/ Dean of Research / Head of Development as applicable. Only applications that received all participant forms as applicable by the relevant deadline will be available in the OLS to the responsible Research Officer of the proposed home host organisation for institutional endorsement. If an application does not receive institutional endorsement by the relevant deadline or where institutional endorsement is declined, such applications will automatically be deemed ineligible.

Research Officers have read-only access to draft applications assigned to their organisations in the OLS.

After the Research Office completes the institutional endorsement form in the OLS, the system will generate an automated email to the applicant informing them of the outcome of this step.

#### 8. ADDRESSING TECHNICAL DIFFICULTIES WITH THE OLS

Applicants should direct any queries about the scheme and application process to the Research Office in their proposed home host organisation.

However, if you are experiencing a <u>technical issue</u> with the OLS, please read this Guide and the FAQ document, both of which are available on our website: <a href="http://www.research.ie/funding/caroline2-applicantsinfo">http://www.research.ie/funding/caroline2-applicantsinfo</a>.

If the technical issue is not clarified through these documents, only then should you email <a href="mailto:caroline@research.ie">caroline@research.ie</a> with details of the issues encountered. Please include your <a href="mailto:project ID">project ID</a>, information about the <a href="mailto:browser">browser</a> you are using (name and version), and a detailed description of the issue encountered, including screenshot(s) and any error messages as relevant.