

**IRISH RESEARCH COUNCIL COLLABORATIVE RESEARCH
FELLOWSHIPS**
to DevelOp interdisciplinaRy apprOaches to healTH crises collaboratively
**'DOROTHY' COFUND – CO-FUNDED BY MARIE SKŁODOWSKA-CURIE
ACTIONS**
2022

**Guide on using the Online Application System
(OLS)**

23 March 2022

**PLEASE READ THIS DOCUMENT CAREFULLY BEFORE YOU
REGISTER AS AN APPLICANT TO THE COMPETITION**

Important dates

FAQ Deadline	16:00 (Irish time) 16 th May 2022
Applicant Deadline	16:00 (Irish time) 23 rd May 2022
Academic supervisors Deadline	16:00 (Irish time) 30 th May 2022
Research Office Endorsement Deadline	16:00 (Irish time) 7 th June 2022
Outcome of Scheme	August 2022
Fellowships start date	November 2022

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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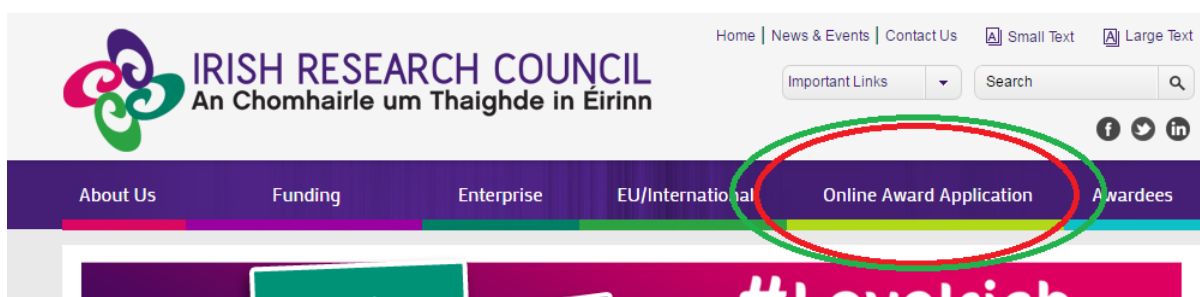
1. PURPOSE OF THE GUIDE

This guide provides practical information to applicants on using the online application system (OLS). 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 [Council's website](#). DOROTHY 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 <https://irishresearch.smartsimple.ie>



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 ircapps@research.ie email address to your contacts/address book before you attempt the registration process.

3. DATA COLLECTION AND DATA PROTECTION

Most of the data that you enter into the online application system will be accessible to your main host (Irish) academic supervisor, authorised staff in the research office in your proposed Irish main host organisation, authorised staff of the Council, and international evaluators assigned to your application. Only the applicant and the authorised Council staff will have access to sensitive personal details, such as your date of birth, sex, and details entered in relation to requests for extension of the eligibility window.

The Council requires that evaluators accept our data protection and confidentiality policy before they are granted access to applications. Please be aware that some of the international evaluators are located in countries outside of European Union.

Applicants are required to liaise with their proposed academic supervisor before adding them to an application. If an applicant assigns a supervisor to their application without their consent and they subsequently object to being associated with an application and raise this with the Council, the Council will remove that supervisor from the concerned application and will notify the applicant. The Council will not provide assistance with securing alternative supervisors or engage in matchmaking or mediation between applicants and supervisors. It is therefore critical that applicants add supervisors to their applications after they have gained their explicit consent.

Please read carefully the data collection notice available in the online system and on the Council's website.

4. 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:

CH COUNCIL
Thaighde in Éirinn

Registering as an Applicant for the first time:

1. Add the ircapps@research.ie email address to your contacts/address book BEFORE you attempt the registration process.
2. Click on the following link to take you to the 'Applicant registration page'.
3. Applicants must nominate one email address by which the OLS will identify them.

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).

Email:

Password:

Login

Forgot Password?

Please note that it may take up to 15 minutes to receive the automated email with your new password.

Alternatively, use the following link to register for the first time:
https://irishresearch.smartsimple.ie/s_signup.jsp?token=XVtQC1oGYFpRxNZXxVSSIBSZklyGHY%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.


Welcome to Your Profile


**Supported browsers**
Internet Explorer (version 9 or higher),
Firefox, Chrome and Safari (2 most recent
versions)


**Change Password**

**Manage your profile**
Update your contact details here


Applications by status


**Draft applications**

**Submitted applications**

**Closed and archived
applications**

Open calls


**Open calls**
Click here to apply for an open call


**Applicant guidelines**
Supporting documentation for open calls


5. MANAGING YOUR PERSONAL PROFILE DETAILS

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


Welcome to Your Profile

**Supported browsers**
Internet Explorer (version 9 or higher),
Firefox, Chrome and Safari (2 most recent
versions)

**Change Password**

**Manage your profile**
Update your contact details here

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.

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An Chomhairle um Thaighde in Éirinn

Welcome: Fake Applicant2

Click here to navigate to the 'Home' page → [Home](#) | [Profile](#) | [Logout](#)

Project - Test Postdoctoral Application

[View](#) | [1. Primary and Additional Participants](#) | [2. Research Mobility](#) | [3. Academic Qualifications](#) | [4. Proposed Research](#) | [5. Relevant Work Experience](#) | [6. Publications and Other Research Outputs](#) | [7. Ethical / Gender Statement](#) | [8. Financial Justification](#) | [9. Applicant Declaration](#) | [Admin Section](#)

* Irish Research Body: [Lookup...](#)

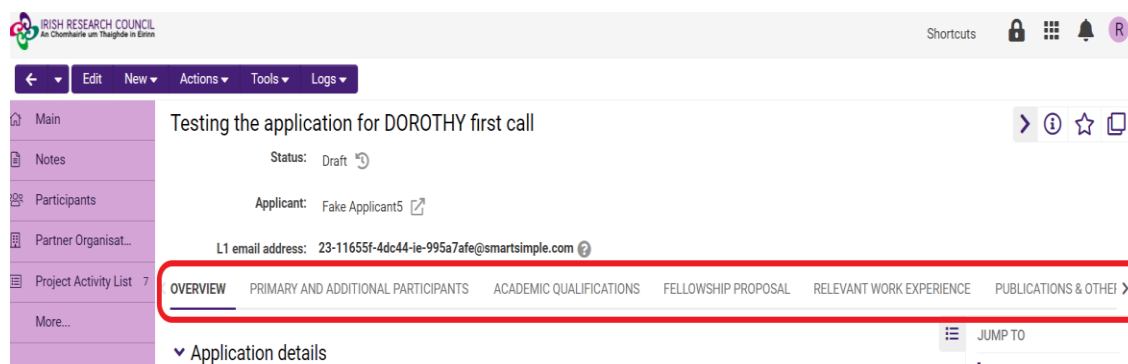
Project Details

Application Type: Postdoctoral Fellowship (Government of Ireland) Create Date: 07/10/2014 12:02:00

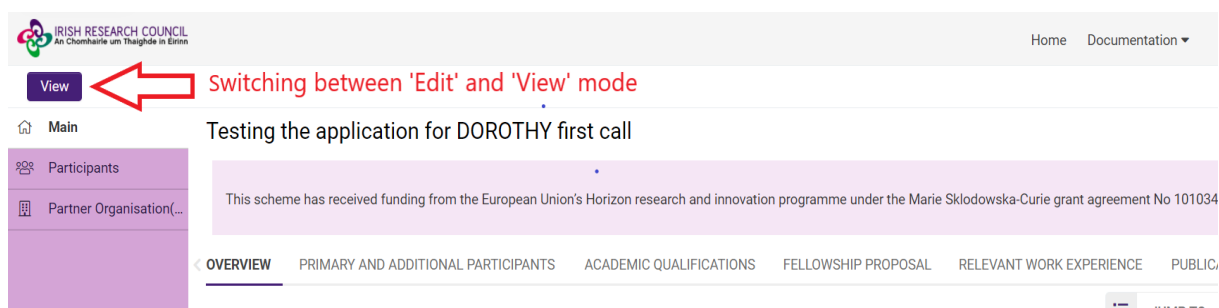
6. IMPORTANT INFORMATION ABOUT THE OLS

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 DOROTHY 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.



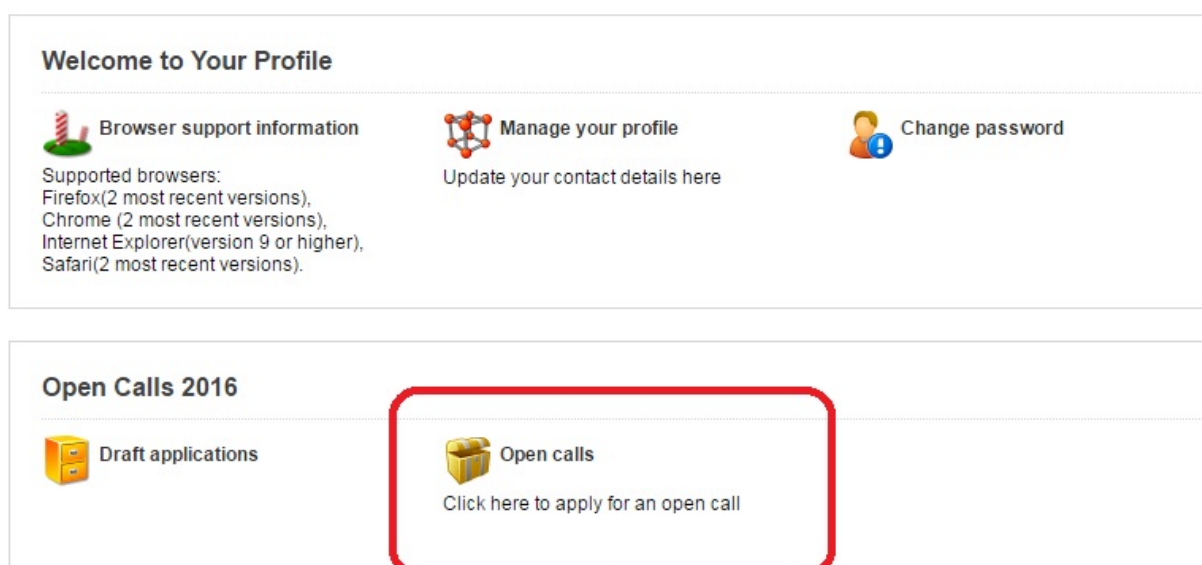
- Make sure you save your draft before moving to another tab. If you **do not save** changes before navigating to another tab, the information will be lost.
- The OLS has two modes, '**Edit**' and '**View**'. To switch between '**Edit**' and '**View**' mode, click on the '**View**' button located on 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 academic supervisors 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, **no alterations** (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.
- The main host (Irish) academic supervisor is the only participant that **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 academic supervisor submit the relevant forms through the OLS by the deadline of exactly **16:00 (Irish time) 30th May 2022**.

7. 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:

The screenshot shows a table titled 'Active Programmes - Open Calls Test'. The table has seven columns: 'Programme Name', 'Programme Status', 'Call Status', 'Applicant Submission Deadline Date', 'Participants Submission Deadline Date', 'Research Body Submission Deadline Date', and 'Apply'. There is one row of data for 'DOROTHY COFUND'.

Programme Name	Programme Status	Call Status	Applicant Submission Deadline Date	Participants Submission Deadline Date	Research Body Submission Deadline Date	Apply
DOROTHY COFUND	Draft	Open	23/05/2022 16:00	30/05/2022 16:00	06/06/2022 16:00	Apply

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 main host (Irish) 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.

100 words left

* Irish Research Body:

Autosave Enabled:

* Select the fellowship type for which you are applying:

Print Form:

* Application in Irish:

the

Lookup...

Organisation Name	Address	City
The Discovery Programme	63 Merrion Square	Dublin
The National University of Ireland, Galway [NUIG]		
The University of Dublin, Trinity College [TCD]		

Draft Submit Application

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

Select Organisation

the

60 1 of 1

Search All Columns Categories

Organisation Name	City
<input type="radio"/> Dublin City University [DCU]	
<input type="radio"/> Dublin Institute for Advanced Studies	
<input type="radio"/> Dublin Institute of Technology	
<input type="radio"/> Dun Laoghaire Institute of Art, Design, & Technology	

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

To assign your proposed main host (Irish) 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 main host (Irish) organisation has been assigned to your application and you will be able to assign your academic supervisor. It is not possible to assign an academic supervisor to applications before the institution with which the proposed academic supervisor 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 DOROTHY from this point onwards.

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

8. 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:

Welcome to Your Profile

Browser support information
Supported browsers:
Firefox(2 most recent versions),
Chrome (2 most recent versions),
Internet Explorer(version 9 or higher),
Safari(2 most recent versions).

Manage your profile
Update your contact details here

Change password

Open Calls

Draft applications

Open calls
Click here to apply for an open call

Submitted Applications

Submitted applications

Create new annual or final report

Then click on the 'Edit' button for the relevant call.

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.

Applicant Details	
Name: Ms Fake Applicant2	Email address: ircfakeapplicant2@gmail.com
Contact telephone number: 1234	Contact address: Test Test Test 14 Ireland
Gender: Female	Date of birth: 04/10/1987

The above fields in the **Applicant Details** section are populated based on your personal profile. If you would like to update this section, please click: **Save Draft** below and navigate back to the **Home** screen where you can find the **Manage Your Profile** icon.

* ORCID ID:

* What is your nationality, i.e. your passport-issuing country?:

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 supervisor

IMPORTANT: The OLS includes a number of participant roles as it is used to support applications for a number of Council's schemes. **DOROTHY applicants must assign their academic supervisor as 'Academic Supervisor' in the OLS.** It is critical that this role is selected. If you select any other participant role, your academic supervisor will not have access to the relevant form and consequently might complete and submit an incorrect form. This would result in your application being incomplete and consequently ineligible.

Reminder: you are required to liaise with your proposed academic supervisor before adding them to your application (see chapter 3 above).

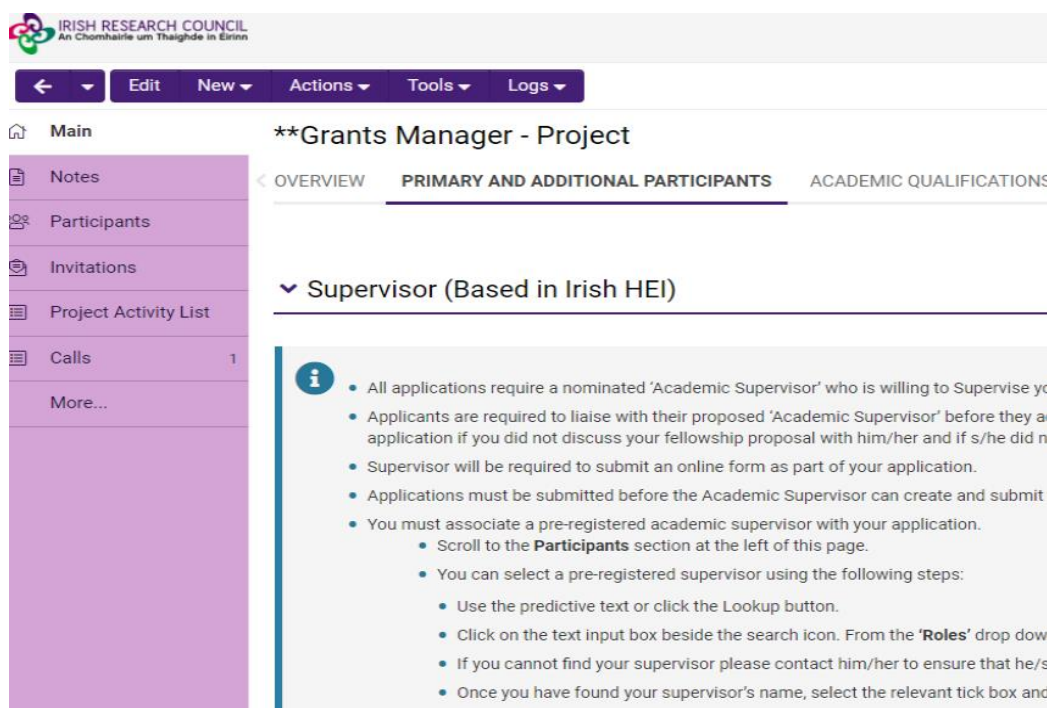
Note that academic supervisors in your main host (Irish) organisations need to be pre-registered on the OLS through their organisation's Research Office before they can be added to your application.

Academic supervisors 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 DOROTHY. Note that prospective academic supervisors who are registered as **supervisors** for the purposes of the Council's **postgraduate schemes** need to be registered separately as **academic supervisors**.

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

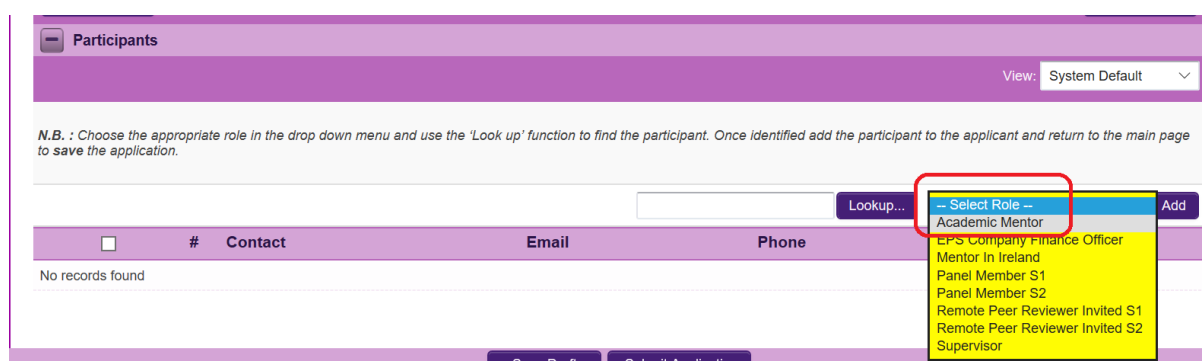
Adding an academic supervisor to your application

To add your proposed academic supervisor to your application, read the instructions provided in the section and navigate to the "Participants" section. The participant's panel is to the left of the screen. Please note that this section can be accessed from all tabs of the application form.



Academic supervisors 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 Supervisor**” only (not Academic Mentor as displayed below).



Secondly, proceed to locating and assigning your proposed academic supervisor 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 supervisor 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).

Select Users

Search All Columns Roles

Suffix	First Name	Last Name	Company
<input type="checkbox"/>	Athanasios		Test University
<input type="checkbox"/>	Billy		Test University
<input type="checkbox"/>	CV		Test University
<input type="checkbox"/>	Derek		Test University

Roles: ☐ All ☒ Mentor In Ireland ☐ Registered Assessor ☐ Supervisor

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 supervisor's form in their portal.

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

Select Users

mentor

Suffix	First Name	Last Name	Company
<input type="checkbox"/>	CV	MentorTest	Test University
<input type="checkbox"/>	Fake	Leo Mentor	Test University
<input type="checkbox"/>	Fake	Mentor in Ireland	Test University
<input checked="" type="checkbox"/>	Mentor	Tester	Test University
<input type="checkbox"/>	Test	Mentor in Ireland (formerly NUIM)	Test University
<input type="checkbox"/>	Test	Mentor in Ireland (SS)	Test University

Selected Users

OK Clear

Check that the name of your proposed academic supervisor appears in the relevant box and that "**Academic Supervisor**" appears in the box next to 'Lookup' (not Academic Mentor as displayed below). To complete assigning of your proposed academic supervisor to your application, click 'Add' as highlighted below.

to save the application.

Mentor Tester, Lookup... Academic Mentor Add

#	Contact	Email	Phone	Role
No records found				

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

The OLS will now display the academic supervisor's name and contact details in the

'Participants' section as shown below. **Please check that your academic supervisor has been added correctly with the role of 'Academic Supervisor'.**

If you cannot find your proposed academic supervisor's name in the list of Academic mentors in your proposed main host (Irish) institution, please contact your proposed academic supervisor and ask him/her to contact their HEI/RPO Research Office, who will facilitate the supervisor's registration in the OLS.

Once your academic supervisor 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 supervisor. Also, from this point onwards, your academic supervisor can log in to the system and view your draft application. Academic supervisors have read-only access to your application in the OLS.

It is recommended to check the academic supervisor'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 supervisors with the same name in the same main host (Irish) 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 supervisor 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 supervisor's email address appears to be incorrect, contact the Research Office in your proposed main host (Irish) organisation to verify the email address. If the supervisor in question has been registered with the incorrect email address, then the Research Office should contact the Council to amend the supervisor's registered details in the OLS before you re-select them in your application form.

Changing the academic supervisor assigned to your application

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

#	Contact	Email	Phone	Role
1.	Mentor Tester			Academic Mentor

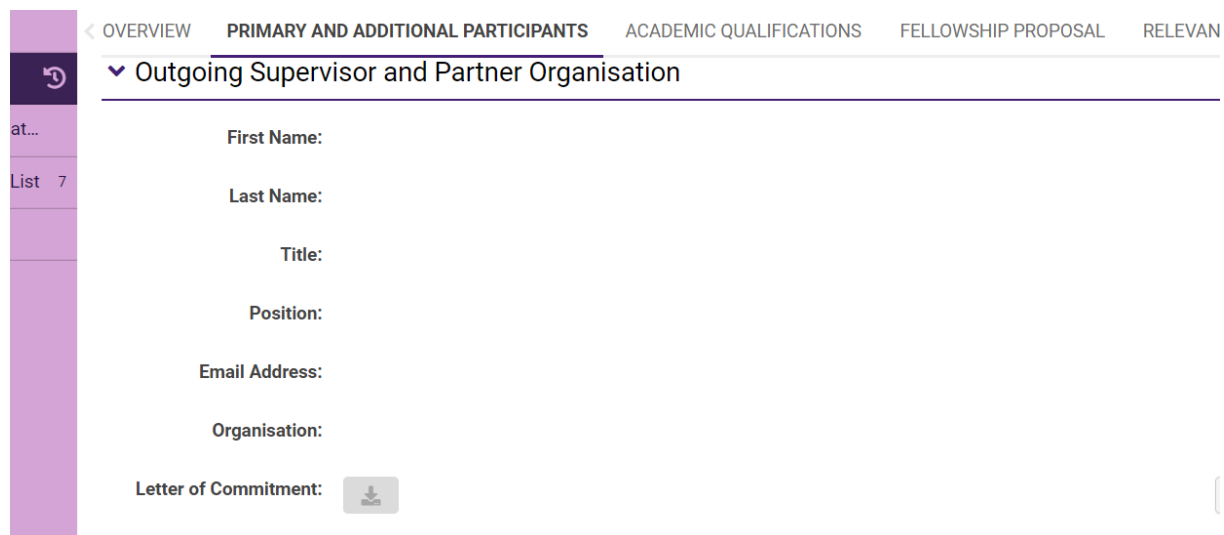
The academic supervisor will then be removed, and you can add an alternative as per the instructions above.

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

Adding and changing an outgoing host organisation

To add an outgoing host organisation, you will need to manually add them to the online system. Navigate to the 'Primary and Additional Participants' tab of the application form and go to the section "Outgoing Supervisor/Organisation.

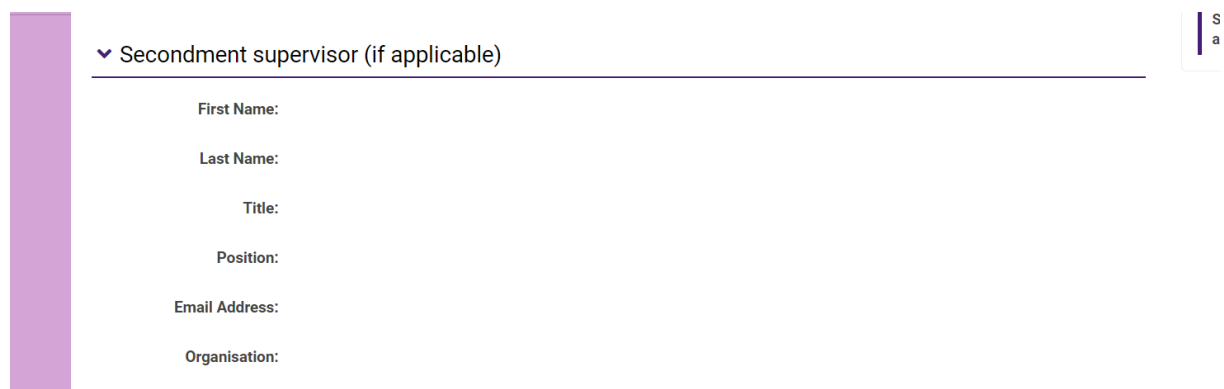
The letter of commitment received from the outgoing host institution can be uploaded here also.



The screenshot shows a web application interface with a top navigation bar containing tabs: OVERVIEW, PRIMARY AND ADDITIONAL PARTICIPANTS (selected), ACADEMIC QUALIFICATIONS, FELLOWSHIP PROPOSAL, and RELEVANT. Below the navigation bar is a section titled 'Outgoing Supervisor and Partner Organisation' with a dropdown arrow. The form contains several input fields: First Name, Last Name, Title, Position, Email Address, and Organisation. At the bottom, there is a 'Letter of Commitment' label next to a download icon.

Adding a secondment organisation to your application

To add a secondment supervisor/organisation, navigate to the 'Primary and Additional Participants' tab and navigate to the 'Secondment supervisor section. Follow instructions provided on the screen.



The screenshot shows a web application interface with a top navigation bar containing tabs: OVERVIEW, PRIMARY AND ADDITIONAL PARTICIPANTS (selected), ACADEMIC QUALIFICATIONS, FELLOWSHIP PROPOSAL, and RELEVANT. Below the navigation bar is a section titled 'Secondment supervisor (if applicable)' with a dropdown arrow. The form contains several input fields: First Name, Last Name, Title, Position, Email Address, and Organisation.

Changing the secondment organisation assigned to your application

If you wish to change the secondment organisation assigned to your application, you can edit and make changes. After you remove the secondment organisation/supervisor from your application, you can assign a new secondment organisation/supervisor following instructions above.

Please note that if you add/remove a secondment organisation from your application, they will not be automatically notified. It is the applicant's responsibility to notify the secondment organisation that they are 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.

The screenshot shows a web application interface for 'Testing the application for DOROTHY first call'. The 'OVERVIEW' tab is selected, showing a project title and a message to enter the Irish Research Body. Below this, there are fields for 'Irish research body', 'Application in Irish', and 'English translation'. At the bottom, a 'Print form:' label is followed by a 'Print (PDF)' button, which is highlighted with a red rectangle.

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.

Academic supervisors

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 supervisor's must submit their respective forms via the OLS **by 16:00 (Irish time) 30th May 2022**. It is the applicant's responsibility to ensure that all participants make their submission on time.

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

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

Submitted Applications



Submitted Applications

[View your Submissions.](#)

Institutional verification

The final step in the application process is institutional verification. All applications must be verified on behalf of the proposed main host (Irish) 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 main 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 verification form in the OLS, the system will generate an automated email to the applicant informing them of the outcome of this step.

9. ADDRESSING TECHNICAL DIFFICULTIES WITH THE OLS

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

However, if you are experiencing a **technical issue** with the OLS, please read this Guide and the FAQ document, both of which are available on our website:

<https://research.ie/funding/dorothy-cofund-programme/?f=>

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