



I N T E R R E G

User Management Tool for INTERREG+ IT system

User Manual for Lead Beneficiaries and Beneficiaries

v1.0.0

Version History

Date	Version	Description
11/01/2021	1.0.0	First version for INTERREG+ User Management Tool

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User Registration

Accessing the system through the appropriate site

The User who wishes to register in the INTERREG+ system, first must access the system by one of the links below, according to the Programme the User is associated with:

For Front Office (i.e. Lead Beneficiary and/or Beneficiary) users:

https://huhr.interregplus.eu	for the Interreg V-A Hungary-Croatia Co-operation Programme 2014-2020
https://huskroua.interregplus.eu	for the Hungary-Slovakia-Romania-Ukraine ENI CBC Programme 2014-2020
https://husrb.interregplus.eu	for the Interreg-IPA Cross-border Cooperation Programme Hungary-SerbiaHungary-Serbia
https://skhu.interregplus.eu	for the Interreg V-A Slovakia-Hungary Cooperation Programme

Note that the choice of the access site for user registration does not limit Front Office user access to other Programmes.

General remarks on user management

The INTERREG+ system identifies and authenticates the user by the unique username and password combination; to log in the system uses a one-step authentication only; therefore, the username must be unique. Besides the username, the system requires a unique e-mail address, as well.

The INTERREG+ system uses a so-called user-account solution for user management. The user account offers the possibility to assign multiple roles/rights to the same user. Thus, it is possible that a is assigned to multiple:

- Projects/Project Parts
- rights, i.e. Recording and Signatory user
- roles, i.e. Project-level (Lead Beneficiary) and Project Part-level (Beneficiary)
- Programmes, i.e. HUHR, SKHU, HUSRB, and HUSKROUA

Therefore, before registering, it is advised to consider the tasks, roles, and rights the user would be entitled to and chose the username accordingly.

Rules of username choice:

- the username must be unique – a username can be registered only once in the system;
- only alphanumerical characters (i.e. letters and numbers) can be used – special characters are forbidden.

Rules of password choice:

- alphanumerical and special characters are allowed;
- the password must be at least 8 character long;
- the password must contain at least a digit (i.e. 1, 2, 3, etc.), a capital letter (i.e. A, B, C, etc) and a special character (i.e. *, ?, !, etc.).

In case of a password is forgotten, the password can be reseted by clicking on the **Forgot Password? button on the login window. The system sends an e-mail to the user e-mail address, following the instructions the task can be completed.**

The process of user registration

Upon accessing the appropriate website, the User should click on the **Register** button on the opening login screen.

After filling in all the required fields, submit your data by clicking on the **Register** button at the bottom.

Upon successful registration, the system would ask for e-mail address verification. Please check the mailbox belonging to the e-mail address provided at registration, and verify your e-mail address by clicking on the link within.

As the verification e-mail sent by the system contains a link, based on the settings of your local e-mail client, the verification e-mail may be automatically directed to your spam folder or even to the deleted items folder. Therefore, please check your settings before commencing the registration process, in needed contact your local IT professional.

Upon successful e-mail verification, the system would log your new User in automatically; your User Registration process is successfully done, the user is created in the INTERREG+ system.

Role Request for User

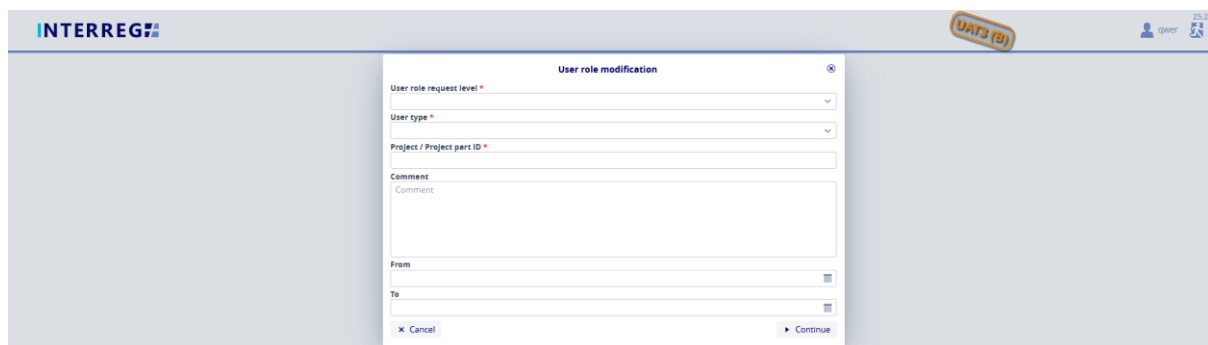
To request a Front Office role for your User, use the User Account icon on the right of main header. A 'user role request process' can be initiated by clicking on the **Request role** menu item.



By clicking on the **Request role** menu item, a 'User role modification' communication panel opens in. The User should provide the appropriate information for the requested user role by filling in the appropriate fields:

- **User role request level:** here can be chosen the level, which the user requests access to; Project – Lead Beneficiary right or Project Part – Beneficiary right;
- **User type:** here can be chosen the role the user requests; Recording, Signatory, Recording & Signatory;
- **Project / Project Part ID:** here can be provided the ID of the Project or Project Part, which the user requests access to.
Note that only ID of Project / Project Part of the respective Programme can be provided, through the access sit of which the user logged in the system!
- **Comment:** here the user can provide any additional information;
- **From / To:** the user can indicate the validity period of the user role.

The request can be submitted by clicking on the **Continue** button at the bottom of the panel. By clicking on the **Cancel** button, the request can be withdrawn.



Upon successful request process, a confirmation message appears, and the user receives a confirmation e-mail to the mailbox provided at registration.



Submitting multiple user role requests is not supported, in such case the below message appears.



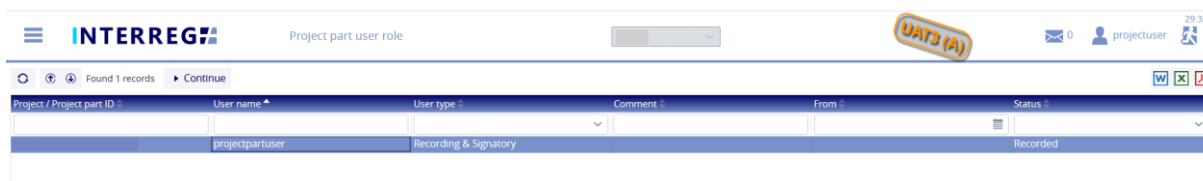
A User may have been associated with more than one project, in such case as many role request must be initiated as many project/project parts the User wishes to have access to.

Important rules to keep in mind when requesting a role:

- the Project ID or Project Part ID you provide in your request cannot be modified during the role request acceptance process. In case of inappropriate ID is provided, the request should be rejected, and a new role request must be initiated.
- A User may have been associated with Project(s) and/or Project Part(s) of different Programmes, in such case the user role request must be initiated by accessing the system through the appropriate site (see links [here](#)).

Accepting a Beneficiary Role Request by Lead Beneficiary Recording User

The Beneficiary role request acceptance process is made by the Recording User of the Lead Beneficiary of the Project to which Project the user the role is requested. The submitted role request can be found in the *Project part user role* menu item under the *User* menu point. The fact of a new role request is delivered to the corresponding Lead Beneficiary Recording User by e-mail sent automatically by the system. The task can be taken by selecting it from the list and clicking on the **Continue** button.



Project / Project part ID	User name	User type	Comment	From	Status
	projectpartuser	Recording & Signatory			Recorded

- 1) After a user role request task is taken, an information window opens, where all information on the request and on the associated Project roles are available. Based on the information, the LB Recording User decides how to proceed:
 - by the **Cancel** button, the request acceptance process can be postponed;
 - by the **Continue later** button, the request acceptance process can be postponed, in this case the request returns to the pool;
 - by the **Reject** button, the request can be rejected, in such case the process ends, no user role associations are made, the decision is delivered to the user by e-mail. In case of rejection, details of the decision can be provided by the **Task comment** button, this information would be also included in the e-mail sent by the system;
 - by the **Continue** button, the process can be carried on.

Rules of user role assignment:

- only one Recording User role can be assigned to any given Project
- multiple Signatory User role can be assigned to any given Project;

User type	User	Valid from	Valid to
Recording	User Project Part	17/12/2020	
Signatory	User Project Part	17/12/2020	

- 2) a) In case of a positive decision (i.e. Continue) the same information window appears: the upper part of the window still shows provided data for information, the bottom half, under the *Users* tab, is where the user role associations can be made. If any user role association were already made to the given Project Part, it would be listed here.

User type	User	Valid from	Valid to
Recording	User Project Part	17/12/2020	
Signatory	User Project Part	17/12/2020	

- b) By clicking on the **Add (+)** button a new user role association can be initiated. In the opening communication panel the role must be set (according to the request) and the start of the user validity (valid from field). The start of the user validity must be the day of the role request acceptance. The user email is not editable; it is filled in by the system from the user's profile.

c) When all data are appropriately provided, the user role association is made by clicking on the **Save** button. The newly formed user role is listed under the *Users* tab. Before finishing the acceptance process the newly formed user roles can be edited or deleted.

The pre-existing user roles are not editable and cannot be deleted; however, the end of user validity (valid to field) can be set.

- 3) When all requested (and proven to be correct) role(s) are created, the User Role Request Process must be finalized by clicking on the **'Done'** button. By clicking on the **'Done'** button, the system sends out a confirmation e-mail to the users involved in the role request.

Please note that the process can be finalized by the Done button without adding any new roles! In such case a warning message appears, by clicking on **'Cancel'**, it is possible to return to the process; by clicking on the **'Ok'** button on the warning message, the process is finalized and no user role associations would be made.

If a Recording user role is requested to a Project Part, where there is already an active Recording user, then before the request could be fulfilled the existing user role association must be deactivated by setting the pre-existing Recording user validity ('Valid to' field). The existing user's 'valid to' date must be set to one day before the actual date, this way the new user's validity can start with the actual date (i.e. the day of the request acceptance process). This must be achieved before the new role creation described in paragraph 2) b) otherwise, the system sends an error message.

Accepting a Lead Beneficiary Role Request by Joint (Technical) Secreteriat

The Lead Beneficiary role request acceptance process is made by the Programme Manager of the respective project. The User will be notified via automatic e-mail by the system.

Technical Assistance and Support

Should you have any technical issue concerning INTERREG+ IT System functioning, please contact INTERREG+ Support Team at the iplussupport@szpi.hu e-mail address.

To support your case, please, provide a description of the problem with as much details as possible, and attach screenshots, of which the entire screen is visible. Additionally, please provide the Project (Part) ID and the username.