Mobility Fund – Guidebook for applicants

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Introduction

Charles University's Mobility Fund was established in 2001, and the goal of the fund is financial support in the following categories:

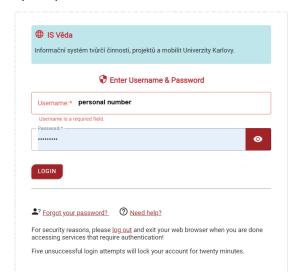
- A. Studying at a university abroad for one to two semesters
- B. Participation in international study or professional events for students abroad
- B-2: Participation in international study or professional events for students abroad for IFMSA traineeships only
- C. Short-term academic or research stays abroad
- D. International students studying at CU
- E. International university employees or researchers at the university

More detailed information can be found on the <u>Mobility Fund's university web pages</u> or on the web pages of the individual faculties/units.

Proposals for Mobility Fund competitions are submitted via the **PAS module (projects and tenders)** in the **IS Věda information system**.

1 Logging in and accessing the PAS module (projects and tenders)

The IS Věda information system is available at https://is.cuni.cz/veda using a normal web browser. Only students and employees of Charles University can log in to the system using the data from the Central Authorization Service (CAS).



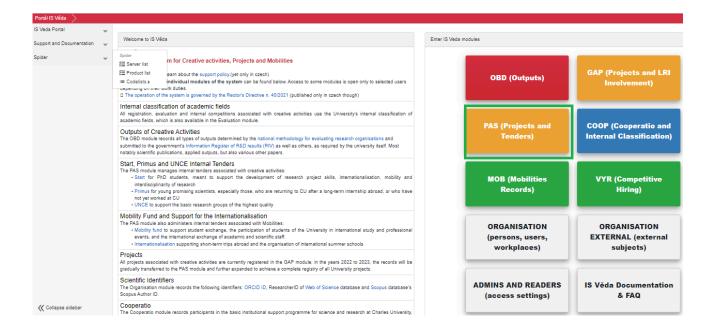
Username

Enter your ID number.

Password

Enter your <u>CAS password</u>.

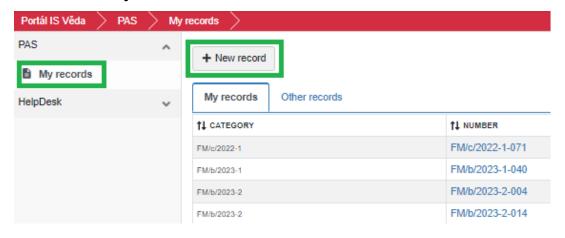
After logging in, the home page of the IS Věda Portal is displayed. Current information regarding the operation of the IS Věda system and its individual modules may be displayed in the left-hand side of the page (for example, planned or ongoing shutdowns). In the directory on the right-hand side, click on the **orange PAS button** (**projects and tenders**).



2 Creating, completing, and submitting proposals

2.1 Selecting categories and creating proposals

After accessing the PAS module, a Noticeboard is displayed. On the left-hand side of the screen, there is a menu. Select **My records.**



Click the **New record** button to create a new proposal. A list of currently open competitions will be displayed. In the case of Mobility Fund competitions, only those categories in which you are entitled to apply for support are offered, depending on whether you are a student and/or an employee. **You can select a category by clicking on its title**.

After selecting a category, the initial page is displayed with basic instructions for submitting your proposal. We recommend reading them thoroughly. You can return to them later by clicking on the **Tender terms** button on the top right-hand side of the open proposal.

After reading the instructions, click on the **blue arrow button on the lower right-hand side of the page**.



The system creates the proposal after you fill in the basic data, which are similar for all six proposal categories:



For some fields a meaningful help is inserted, it will be displayed after clicking on the question mark in the blue circle.

Faculty/unit

If the system does not fill in the faculty automatically, select the faculty/unit you are applying to (in categories a, b, b-2 or c), or the faculty/unit for the international student (in category d) or international professor (in category e). This field is mandatory, and the proposal cannot be submitted without completing this.

Start date

Select from the calendar the date on which you would like to start your stay.

End date

Select from the calendar the date on which you would like to end your stay.

Making the project available to co-researchers

You cannot change the value in this field. The provided option means that all other persons who are included in the proposal (the guarantor, the contact person, etc.- see below in <u>Section 2.4</u>) will have read access to the entire proposal.

After filling in the data, click on the **blue arrow button** at the bottom right-hand side of the page. The system will check the data, and if the data are complete, the proposal will be created and other parts of the form will be opened.

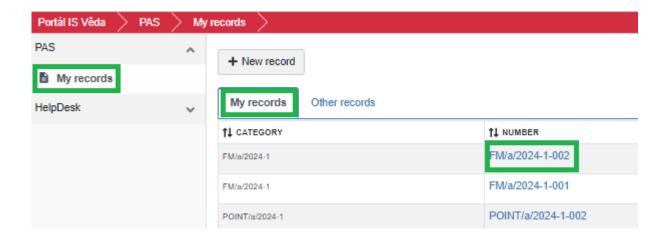
After creating the proposal, you must fill in the necessary data on all tabs, with the exception of the **Request & Issues** tab. We recommend filling in the tabs in the order in which they are displayed. You can continuously save the proposal during your work.

2.2 Periodic saving of proposals

You can save the proposal at any time using the **save button** and then return to it (each tab can be saved separately). You can edit the proposal at any time prior to submitting it.



You can access an unfinished proposal using **My records** in the menu. You can find it on the tab with the same name **My records**. Open it by clicking on the proposal number.



2.3 Basic information tab

** Mandatory items are marked in the system with two asterisks after the name.

Category a) Long-term study abroad (1 - 2 semesters)

State of residence abroad

Mandatory data. Select from the list of countries.

Foreign University

Mandatory data. Enter the official name of the university abroad that you plan to study at.

Faculty of foreign University

Mandatory data. Enter the official name of the faculty at the university abroad that you plan to study at.

Specialization

Mandatory data. Enter your area of study/specialization at the university abroad.

Purpose of stay

Mandatory data. Enter a brief description of the purpose of your stay. You will describe this in more detail in the motivation letter that you will attach to the proposal.

Additional funding

Provide a brief description of how you plan to finance the remaining costs (e.g. your own funds, a scholarship, a grant, other CU resources, etc.)

Sworn Declaration

Required field. Select whether or not you have already applied for a Mobility fund grant from the code list.

Grant received - additional information: year of departure, grant amount and destination country

The field is required if a Mobility fund grant has been received in the past.

Category b) Study or scientific events abroad (students only) + Category b-2) IFMSA Study or scientific events abroad (students only)

State of residence abroad

Mandatory data. Select from the list of countries.

Organisation

Mandatory data. Enter the name of the organization (university abroad) hosting the event.

Event

Mandatory data. Enter the title of the event you will be participating in. For category b-2, please enter text in the following format: IFMSA <state of residence abroad>.

Active participation

If you will actively participate in the event (presentation, lecture), mark this field.

Paper

Mandatory data if you will actively participate in the event (presentation, lecture).

Additional funding

Provide a brief description of how you plan to finance the remaining costs (e.g. your own funds, a scholarship, a grant, other CU resources, etc.)

Sworn Declaration

Required field. Select whether or not you have already applied for a Mobility fund grant from the code list.

Grant received - additional information: year of departure, grant amount and destination country

The field is required if a Mobility fund grant has been received in the past.

Category c) Scientific or research stay abroad

State of residence abroad

Select from the list of countries.

Foreign office

Mandatory data. Enter the name of workplace abroad for your stay.

Additional funding

Provide a brief description of how you plan to finance the remaining costs (e.g. your own funds, a scholarship, a grant, other CU resources, etc.)

Purpose of stay

Mandatory data. Enter a brief description of the purpose of your stay. You will describe this in more detail in the motivation letter that you will attach to the proposal.

Expected outcome

Mandatory data. Enter a brief description of the anticipated benefit. You will describe this in more detail in the motivation letter that you will attach to the proposal.

Sworn Declaration

Required field. Select whether or not you have already applied for a Mobility fund grant from the code list.

Grant received - additional information: year of departure, grant amount and destination country

The field is required if a Mobility fund grant has been received in the past.

Category d) Promotion of foreign students in CU

State of residence abroad

Select the student's country from the list of countries.

Study programme

Provide the programme of study/area of study or special curriculum of the international student at your faculty.

Additional funding

Provide a brief description of how you plan to finance the remaining costs (e.g. your own funds, a scholarship, a grant, other CU resources, etc.)

Purpose of stay

Provide a brief description of the purpose of the stay.

Category e) Support for foreign universities or research staff lecturer at the UK - Vis.Prof.

State of foreign University

Select the country of the university abroad from the list of countries.

Foreign University

Enter the name of the guest professor's university abroad.

Faculty of foreign University

Enter the name of the faculty at the guest professor's university abroad.

Specialization

Enter the area of study/specialization of the quest professor at the university abroad.

Publishing

Enter a brief summary of the publication activities of the international professor (the most important publications relating to mobility).

Contribution of Stay for Faculty/department

Provide a brief description of the benefit of the professor's stay at your faculty/workplace.

Additional funding

Provide a brief description of how the remaining costs will be financed.

2.4 Applicant data tab

This tab is always divided into several basic sections:

IN CATEGORIES a, b, b-2 and c	IN CATEGORIES d and e
 Applicant Mandatory in categories a, b and b-2 student in category c, either a student or an academic 	International student or professor • Mandatory
Expert guarantor at CU	Expert guarantor for the mobility (e.g. head of department or workplace) Contact person = person administering the mobility (optional, can be provided only for category e)
Expert guarantor outside CU	External co-researcher

- Either an internal or external guarantor is mandatory (either one is sufficient)
- In exceptional cases, an expert guarantor from a different institution may be provided instead of an internal guarantor (e.g. the Czech Academy of Sciences, etc.)
- External team member from another institution (optional, can only be listed in category d)

With the exception of applicants in categories a, b and b-2, in which the system usually automatically fills in the logged-in user as the applicant, the person must be entered using the button available under the name of each section.

+ Applicant

Various information must be provided for each person. The system warns you of missing data with a blue triangle and exclamation mark in the table with persons. When <u>hovering the mouse over the triangle</u>, you can see what data is missing:



Some of the information on the request is only recommended, not mandatory. If a recommended entry is missing, the system will also highlight it, but you can submit your request without it.



General rules for entering persons other than yourself (GDPR)

For all persons listed in the form, you must have their consent to involvement and thus ensure that they are aware of the use of their personal data (GDPR) as a part of the proposal. If you put yourself in the position of applicant, the system understands this fact as an expression of consent. However, you must obtain this consent from other persons in order to enter them in the proposal.

The system requests the consent of <u>internal persons</u> (Applicant, Applicant-student, Applicant-academic staff member, Expert guarantor at CU, Guarantor, and Contact person) automatically by e-mail.

For <u>external persons</u> (Expert guarantor outside CU, International student, and International professor), you must obtain and enter the completed GDPR consent form (the form filled in with the basic data of the external person can be downloaded in the exports in the row with the person, or is available for download in the competition tender terms).

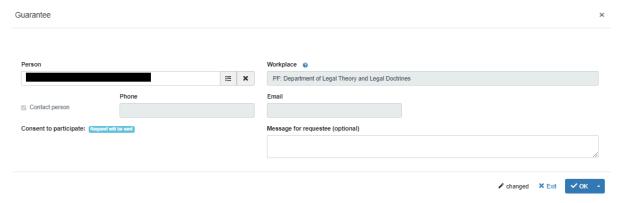
Detailed procedures for internal persons

After selecting a person, a window will be displayed for completing the optional personal message, which the system enters in the automatic email, requesting your consent to participate.

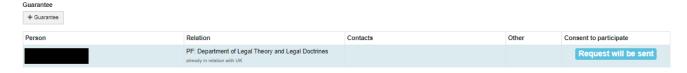


Upon confirming this window, the e-mail is not yet sent. A joint e-mail will be sent to all entered persons only when the entire proposal is saved (see below).

After confirming this window, you will not be able to edit any other fields in the person's details, and no personal or study information will be uploaded until the person gives their consent to participate. A label with the current status of the request ("Request will be sent") is displayed next to the name of the entered person.



The status label is also displayed on the overview of the research team.



The system only sends the e-mails with the request after saving the entire proposal and confirming that they can be sent:



After saving the changes, the status label changes to "Waiting for consent".



You will receive a message by e-mail about the decision of the person addressed on whether they have granted or refused consent. The decision is displayed as a green or red label:



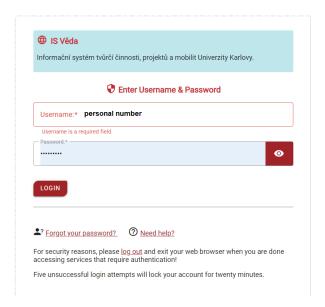
If a person refuses consent, you must remove that team member (see <u>Removing persons from the team</u>). If consent is granted, the system automatically unlocks all locked fields and retrieves the remaining personal or study information from the list.

Procedures for obtaining consent from an internal person

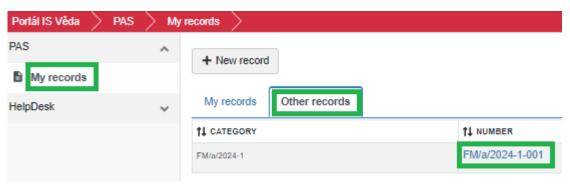
The internal person (guarantor in all categories and contact person in category e) receives a notification e-mail with a request to grant consent.



After clicking on the link, the login page of IS Věda is displayed. If the internal person does not receive or cannot find the notification e-mail, the internal person can enter the following address directly into the browser: https://is.cuni.cz/veda.



After logging into the system, PAS module, there is a list of proposals in the left menu **My records**, tab **Other records**. Click on the number of the proposal for which consent to participate is requested.

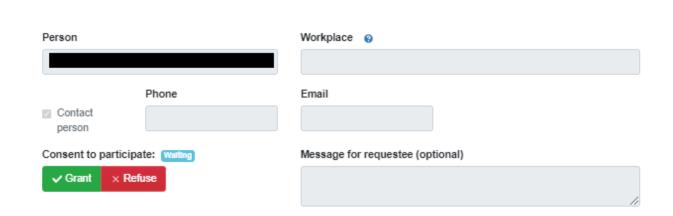


On the Details of applicant tab, find your name and click on the Consent the participate button on the right.



This button opens a dialog box in which you can agree to participate with the green "Grant" button or disagree with participation with the red "Refuse" button.

Consent to participate ×

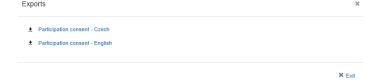


Detailed procedures for external persons

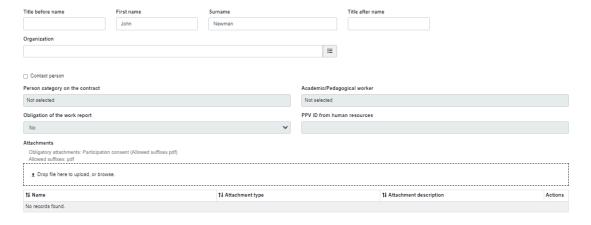
After filling in the details of the external person (see below in the chapters for the individual positions), the status label for the request will be displayed in blue with the text "**External**". You must upload the completed GDPR consent form for the person, which can be downloaded **after saving the record** in Exports in the row with the specified external person.



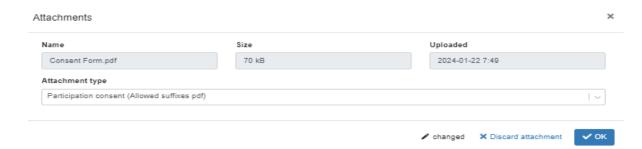
Both Czech and English versions are available, select the appropriate variant:



Please submit the form to the appropriate person for completion and then add it to the person's details by clicking in the marked space and attach the file from the disk or drag the file with your mouse to this space.



After selecting the file, select "Participation consent" as the attachment.



After saving changes to the project, the status label changes to green.



Applicants (in categories a, b, b-2 and c)

The system has probably already entered your name as the applicant. To complete the remaining data, open the person's detail by clicking on the your name in the Person column of the table in the "Applicant" section.

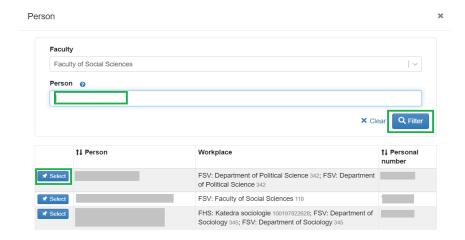


However, if the system has not entered your name, click on the **Applicant** button (or **Applicant-student** or **Applicant-academic staff member** in category c).



In the displayed details for **Person**, click on the list button.

And then search for your name using the name or ID number in the **Person** field. Select the correct person using the **Select** button.



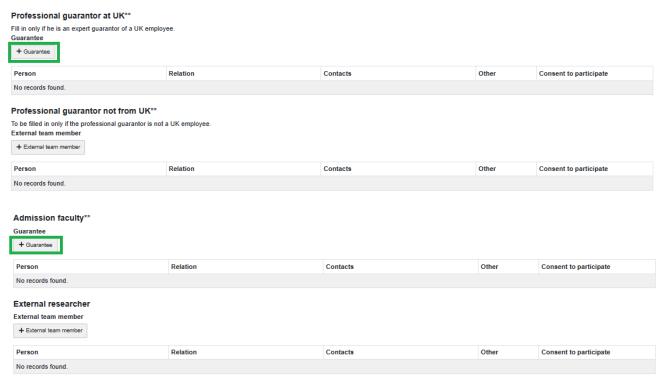
If you are a CU student, the system will upload the **required data from the Student Information System** to the person's details. These data cannot be edited in the person's details. If the study information does not upload correctly, <u>contact the Help Desk</u>.

The fields **Telephone**, **E-mail**, **Postal address**, **Bank account number** must be filled in manually (if not already uploaded).

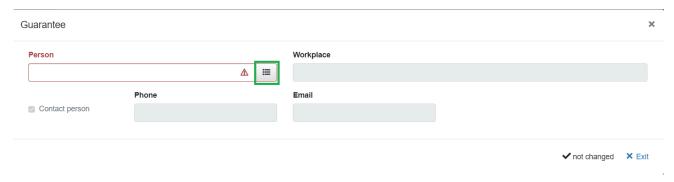
If all of the data are correctly filled in, click on the "OK" button.



Expert Guarantor at CU (in categories a, b, b-2 and c) Guarantor (in categories d and e)



After clicking on the **Guarantee** button, the details of the person are displayed. Select the Person from the list (similarly for the applicant in the previous step). After selecting the person, the system prepares a request for consent to participate to be sent (see the <u>General rules for entering persons other than yourself – GDPR</u>). After obtaining consent, you must fill in the **Telephone** and **E-mail** fields, provided the person does not fill them in when providing consent or if the system does not upload them automatically.



Contact person (category e)

If the administrative side of the stay in category e) is handled by someone other than the expert guarantor, e.g. the department's secretariat, also fill in the Contact Person (the contact person is not mandatory). Continue in the same manner as when entering the Guarantor.

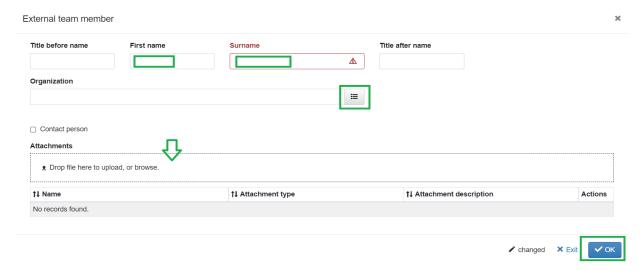


Expert guarantor outside CU (in categories a, b, b-2 and c)

In specific cases, you may provide a guarantor outside CU instead of an internal guarantor. Consult the relevant foreign relations officer for your faculty about this option. You enter an external guarantor by clicking on the **External team member** button.



All data must be filled in manually.



When selecting Organization, a list of organizations outside CU that have been used in the system thus far will be displayed. If you do not find the relevant organization in the list, contact the Help Desk.

You must upload the completed GDPR consent form for the person (see the <u>General rules for entering persons other than yourself – GDPR</u>) in pdf format.

International student (in category d)

Click on the button **Foreign student** and fill in the required data on the international student in the displayed details.



First name

Enter the first name (or first names) of the international student.

Surname

Enter the surname of the international student.

Telephone, E-mail

Enter the contact data for the international student.

Completed semesters

Enter the number of semester that the student completed at the foreign university.

Foreign university

Enter the name of the foreign university where the student studies.

Faculty

Enter the name of the faculty at the foreign university where the student studies.

Area of study/specialization

Enter the area of study/specialization of the student at the foreign university.

Programme type

Enter the student's programme type at the foreign university (bachelor's/master's/PhD).

Postal address

Enter the contact address for the international student.

You must upload the completed GDPR consent form for the person (see the <u>General rules for entering persons other than yourself – GDPR</u>) in pdf format.

International professors (in category e)

Click on the button **Foreign professor** and fill in the required data on the international professor in the displayed details.



First name

Enter the first name (or first names) of the international professor.

Surname

Enter the surname of the international professor.

Telephone, E-mail, Postal address

Enter the contact data for the international professor.

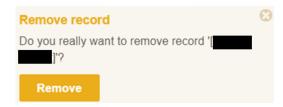
You must upload the completed GDPR consent form for the person (see the <u>General rules for entering persons other than yourself – GDPR</u>) in pdf format.

Removing persons from a team

In the event of incorrect data, or if the person refuses to give consent to participate, you can remove the person using the button with the trash can icon, which is displayed when you hover the mouse over the field with the name of the position:



You must also confirm that you want to remove the person:

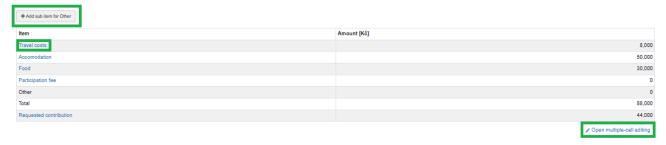


2.5 Costs tab

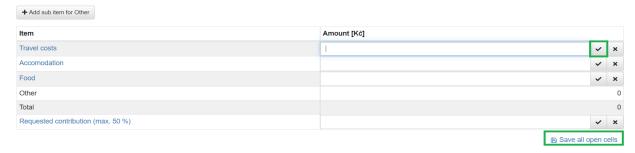
Click in the column **Amount in CZK** for all expense items. If you have not incurred any of the listed expenses, add a zero to the column. The column is mandatory and must be completed.

The **Other** item in categories a) to d) is a summary item and must be itemized using the button **Add sub-item for Other**.

In the **Requested support (max. 50%)** field, fill in the amount you are requesting. The amount may not exceed 50% of the total amount of the expense items listed in the proposal.



You can use the **Multiple-cell editing** button for filling in a number of items at the same time. You can save the entered values one by one with the Enter key or in bulk with the "Save all open cells" button.



The **Approved finance** item is displayed after the proposal has been processed by the Mobility Fund Board, i.e. the proposal is in one of the following stages "Accepted" or "Accepted with a budget adjustment". The approved amount may differ from the requested amount.

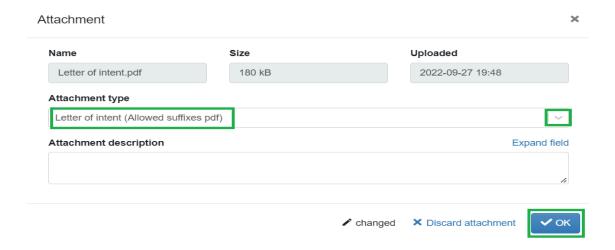
2.6 Attachments tab

Only PDF files may be saved as attachments.

Click in the designated space and attach the file from the disk or drag the file with your mouse to this space.



Next, a dialogue window is displayed where you must fill in the Attachment Type.



The current list of mandatory attachments for a specific category is provided in the competition tender terms, which were displayed when the competition was created and which can be displayed again by clicking the **Tender terms** button at the top right-hand side of the open proposal.

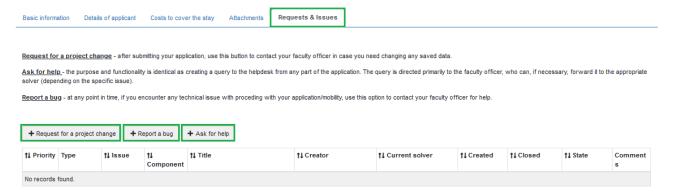


2.7 Requests and issues tab

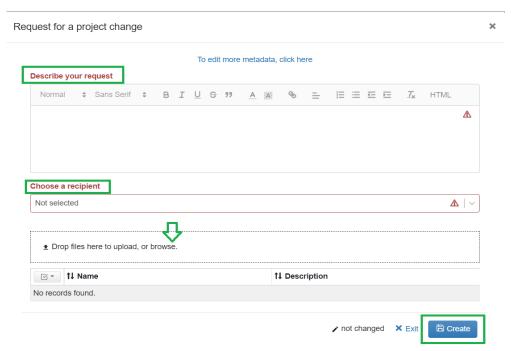
Using this tab, you can contact the respective faculty officers of the Mobility Fund and ask them to modify your proposal, which, due to its status, you no longer have editing rights to (**Request for a project change** button). It is also possible to submit a query to the help desk on this tab (**Ask for help** button). A query created in this manner will link directly to the specific proposal from which it was created, making it easier to identify any potential problem. At any point in time, if you encounter any technical issue with proceding with your application/mobility, use **Report a bug** button to contact your faculty officer for help.

Important methodological guidelines:

- An applicant whose project was financially supported can submit a change request.
- This most often involves the following changes: a change in the implementation dates, delayed departure, a change in the foreign host institution, etc.
- All changes must be recorded in the IS Věda proposal for the specific project.
- The request must contain: the number of the project to which the request is associated, the
 first name and surname of the applicant, the mobility dates, and the allocated amount. In
 addition, the request itself and a short justification. The request contains the applicant's
 signature or a stamp if the applicant is a faculty.
- A request must be entered in the project on the "Requests and issues" tab. The request will be administered here and the requesting party will receive a response. Requests sent by e-mail will no longer be considered.
- The request must be sent <u>prior to the starting date for the mobility</u>, which is indicated in the original version of the project. This means that, if the applicant is to travel on 1 May, they should upload the request no later than 30 April. If the applicant does not do so, there is a risk that their request will not be accepted.



The initial form is identical to when creating a help desk query from any part of the proposal. The only difference is whether it is a general query or a specific request to change the data in the proposal.



Requests and issues can be addressed only to the faculty officer. If it is necessary to resolve the situation with staff members from the rector's office, the faculty officer may forward the request to the appropriate person.

2.8 System control of proposals

You can use the **Check** button to regularly verify the status of completing the mandatory items, but you must first **save** the form.



After clicking on the button, the system checks to see that all mandatory items have been completed. It will alert you when addition data is needed. For example:



The system also checks whether all persons have provided their consent to participate. If all data is completed, the check will be successful and the proposal can be submitted.

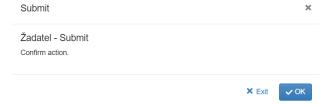


2.8 Submitting proposals

You can only submit a proposal that has successfully passed the system check (see above). To submit, use the **Submit** button (in the lower left-hand corner of the screen).

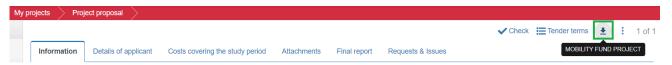


After clicking on the OK button, you will no longer be able to edit the proposal. (The application/proposal in the Submitted status can only be edited by a faculty officer.)



2.9 Printing/exporting proposals

The Print button (the down-arrow icon) is located in the top right-hand corner next to the Check and Tender terms buttons.



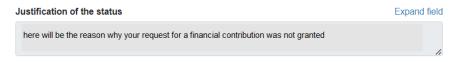
3 Publishing the results of the competition

After submitting applications, internal approval takes place at the respective faculty. Approved applications are subsequently submitted to the Mobility Fund Board for evaluation. The Mobility Fund Board of the UK assesses applications within 30 days of the deadline for submission of applications (from the university deadline). The Mobility Fund Board of the UK reserves the right to request any additions to the original application from the applicant. The financial amounts proposed by the FM Board are approved by the Rector's College. Subsequently, the faculty is informed in writing about the results.

The requester can find the results in My Records (Status). The approved amount can be found in the application details under the Cost... tab.



If the application is **not accepted**, the reason for not accepting the application will appear after the results are published on the **Information tab** at the bottom left of the form.



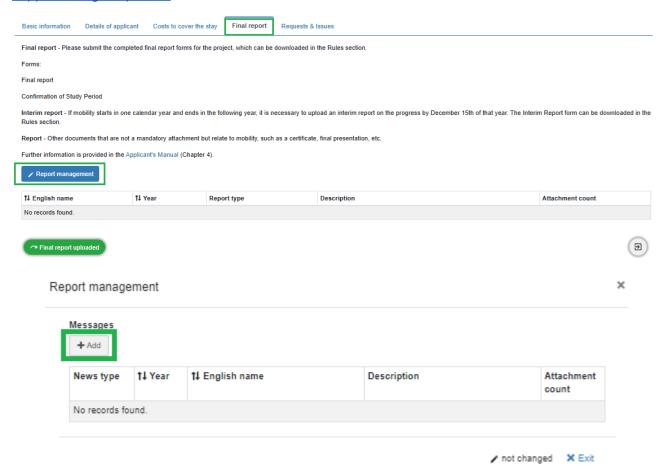
Note: **Justification of the status** field is only visible in the "Returned", "Cancelled", "Disapproved by faculty" and "Not Accepted" statuses. It is filled in by the Faculty Officer if the request has been returned to applicant (status "Returned") or rejected in the faculty round (status "Disapproved by faculty") and by the University officer if the request has been rejected (status "Not Accepted") or cancelled at any stage of processing (status "Cancelled").

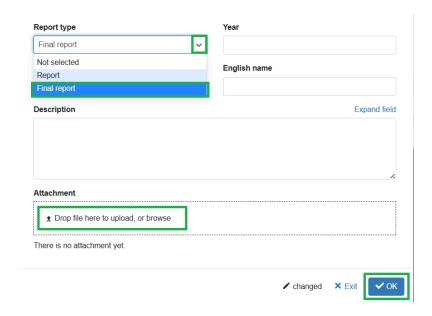
4 Final report, Report

4.1 Final Report

Every researcher whose project was supported by a contribution from the Mobility Fund is required to submit the final documents upon arrival. The required documents are submitted within 30 days of the end of the stay and are uploaded electronically to the project on the Final Report tab in the IS Věda app.

In order to insert the final report, the record must be in the "Realization of mobility" or "Paid" status. Only in these two states is the Report management button available and it is possible to insert final report. If you want to insert a final report and the record is not in one of these states above, contact support using Help Desk.





The template forms for final reports are available for download in the Tender terms for the specific categories.



Category a) – Support for studies at a university abroad for one to two semesters

1) Final Report

- Please use the final report form for category a.
- Please name the document in the following form: ZZ_FM_a_ROUND_Project number (i.e. Final Report / Mobility Fund in category a / designation of the round / specific project number three-digit number for the attachment).
 - When uploading a document to the project, select "Final report" from the list of options.

2) Confirmation of Study Period

- The university abroad issues the confirmation, or you can also use the template form.
- Please name the document in the following form: CONF_FM_a_ ROUND _Project number (i.e. confirmation of study period / Mobility Fund in category a / designation of the round / specific project number three-digit number for the attachment).
 - When uploading a document to the project, select "Final report" from the list of options.

3) Transcript of Records

- An attachment from the institution abroad
- Please name the document in the following form: Transcript_FM_a_ ROUND _Project number

(i.e. transcript of records / Mobility Fund in category a / designation of the round / specific project number – three-digit number for the attachment).

• When uploading a document to the project, select "Final report" from the list of options.

After uploading all three pdf documents, change the workflow with the green button in the lower left-hand corner – "Final report uploaded".

Category b) – Support for participation in international academic or professional events for students abroad + Category b-2) – IFMSA Support for participation in international academic or professional events for students abroad

1) Final Report

- Please use the final report form for category b.
- Please name the document in the following form: ZZ_FM_b_ ROUND _Project number (i.e. Final Report / Mobility Fund in category b / designation of the round / specific project number three-digit number for the attachment).
 - When uploading a document to the project, select "Final report" from the list of options.

2) Confirmation of Study Period

- The university abroad issues the confirmation, or you can also use the template form.
- Please name the document in the following form: CONF_FM_b_ ROUND _Project number (i.e. confirmation of study period / Mobility Fund in category b / designation of the round / specific project number three-digit number for the attachment).
 - When uploading a document to the project, select "Final report" from the list of options.

After uploading the two pdf documents, change the workflow with the green button in the lower left-hand corner – "Final report uploaded".

Category c) – Support for scientific or research stays abroad

1) Final Report

- Please use the final report form for category c.
- Please select the correct form (for a student or for an academic).
- When uploading a document to the project, select "Final report" from the list of options.

2) Confirmation of Study Period

- The university abroad issues the confirmation, or you can also use the template form.
- Please name the document in the following form: CONF_FM_c_ ROUND _Project number (i.e. confirmation of study period / Mobility Fund in category c / designation of the round / specific project number three-digit number for the attachment).
 - When uploading a document to the project, select "Final report" from the list of options.

After uploading the two pdf documents, change the workflow with the green button in the lower left-hand corner – "Final report uploaded".

Category d) – Support for international students studying at CU A final report is not required.

Category e) – Support for international university employees or researchers lecturing at CU – guest professors

1) Final Report

• Please use the final report form for category e.

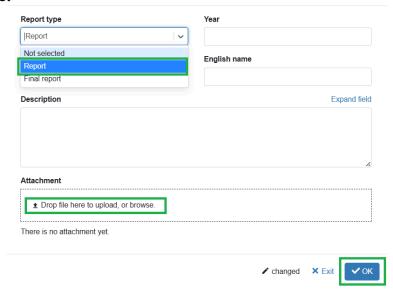
- Please name the document in the following form: ZZ_FM_e_ROUND_Project number (i.e. Final Report / Mobility Fund in category e / designation of the round / specific project number three-digit number for the attachment).
 - When uploading a document to the project, select "Final report" from the list of options.

After uploading the Final Report in pdf format, change the workflow with the green button in the lower left-hand corner – "Final report uploaded".

4.2 Report

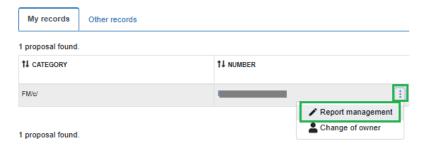
Please also upload other documents that are not mandatory attachments but relate to the completed mobility on the Final Report tab in the same way as the final report and select the "*Report*" option from the list of options.

These documents may be, for example, a certificate, a final presentation, a photograph, a published article in an anthology, etc.



4.3 Entering the report

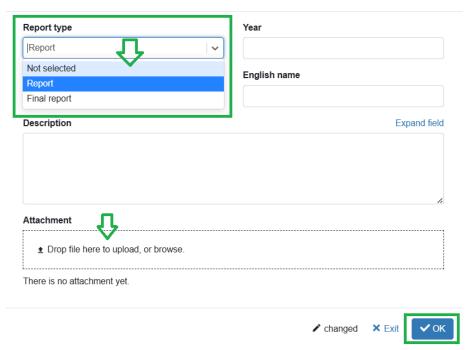
To enter the report, go to the list of your proposals using the **My Projects** item in the menu, where you can find the relevant proposal. Move the mouse over the request number, then three dots will appear in the right-hand side of the field. Click on the button with the three dots in the **Number** column and then on the **Insert report** button.



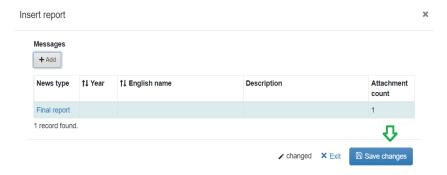
In the next window, click on the **Add** button.



In the next window, select the **Report Type** "Final Report" or "Report" depending on what you are inserting. Click in the marked space and add the required files from the disk or drag them into this space with your mouse. Then click the **OK** button.

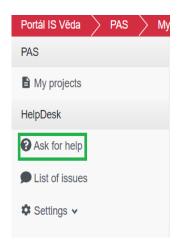


Finish entering the report by clicking on the **Save Changes** button.



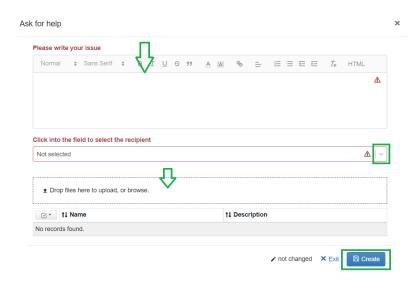
5 Support - Help Desk

You can contact system support for the PAS module using the built-in Help Desk.



Using the navigation on the left-hand side of the screen, click on **Ask for help**, which will open a window in which you can fill in your query.

Then describe in detail what you need help with. Select the Mobility Fund (FM) officer from your faculty/unit as the recipient of the query and send the query using the **Ask for help** button.



As soon as someone answers your query, you will be notified by an e-mail containing a link leading directly to the details of this query. You can also view the status of your query at any time by going to the **List of issues** from the menu on the left-hand side of the page. Here you can find all of the queries you have entered or resolved in the system.