

# ARS - FAQ

ARS - Frequently-asked questions  
ARS - FAQ

We have assembled a list of frequently-asked question and their answers. Can't you find answer to your question? Please try also the updated [User Guide](#).

Index

- [1. I want to correct a mistake. What should I do?](#)
- [2. Can I invite more partners after I have sent out invitations to co-applicants?](#)
- [3. Why do I get the message: ?experiencing temporary difficulties??](#)
- [4. How can I re-enter my application after I have logged out of the system?](#)
- [5. Can I attach files to my application?](#)
- [6. My institution does not appear on the list of institutions ? what should I do?](#)
- [7. The ARS does not recognize my telephone number.](#)
- [8. How can I save information in my application?](#)
- [9. Can I delete initiated applications?](#)
- [10. Apply for funding through network: How can co-applicant confirm their participation in a network?](#)
- [11. Confirm as co applicant, step by step.](#)
- [12. I have not received the co-applicant confirmation e-mail my coordinator sent me.](#)
- [13. I can only select one cost per activity](#)

**[I want to correct a mistake. What should I do?](#)**

- By using the menu on the right side of the application it is possible to navigate between the different steps in the application process. Double click on the completed task where you want to change information. Institution name, legal person etc. is not possible to for applicants to change once it is saved in the system. If you have made a mistake while creating your institution you must contact the main administrator (your country's national Nordplus office).

#### **Can I invite more partners after I have sent out invitations to co-applicants?**

- It is not possible to invite more partners once you are past the site where you invite co-applicants. You cannot go back to this site using the menu.

#### **Why do I get the message: ?experiencing temporary difficulties??**

- The message occurs when there are too many people on the line at the same time. We are currently trying to solve this problem. Until we do, we can only advise you to try again later.

#### **How can I re-enter my application after I have logged out of the system?**

• If you login to ARS you will find a column named ?Your tasks? on the start page. When you enter ?Your tasks? a saved version of your application will appear. Please note that everything you do in ARS will be saved in your log.

#### **Can I attach files to my application?**

- Please do not send any attachments, apart from the letter of intent, with your application. The letter of intent can be downloaded from the last page in the application. Your co-applicants will get access to their letters, and can upload the signed documents to the application.

#### **My institution does not appear on the list of institutions ? what should I do?**

- If you cannot find your institution this might be because your institution has never been registered. Before you apply for funding you should go to create institution, and register data about your institution and department.

#### **The ARS does not recognize my telephone number.**

- There should not be space between numbers. You can also try to write your telephone number without country code.

#### **How can I save information in my application?**

- The information you give in your application is saved automatically every time you continue to the next page. You can access the saved version of your application in ?Your tasks? on the start page.

#### **Can I delete initiated applications?**

- Applications that are initiated will show on your log permanently in ?Your tasks?. They can neither be deleted by the main administrator nor by the applicant, but only completed and confirmed applications will ultimately be sent to SIU.

#### **Apply for funding through network: How can co-applicant confirm their participation in a network?**

- It is important that co-applicants register their institution and institute / department in ARS before they confirm participation in a network. You can register your institution / department by logging

into ARS. Choose ?Create institution? and follow the instructions. After you have registered your institution, log out of the system, and log in using the link you have received by e-mail from the project coordinator. If you do not enter via the link you will not be able to access the network. The Network is not created before all co-applicants have confirmed their participation; hence no information about the network is available before this step is completed by all co-applicants.

**Confirm as co applicant, step by step**[Back](#)

- 1. You will receive an email sent by the applicant/coordinator of the project (sent from ARS), telling you to approve your participation in the project.
- 2. The link in the email takes you to ARS. If you are not registered as a user, choose ?I am a new user?.
- 3. When you are logged on to ARS, choose ?Click to find your institution? to find out if your institution have applied before.

3a. Your institution has applied before

Choose ?No? on ?

*Is this the first application for this institute?* and find out if your institute/ department has been registered.

If your institute is not on the list, choose ?Yes? on ?

*Is this the first application for this institute?* and fill in the information about your institute. (See the ARS User Guide section 4). Choose ?  
*Continue?*

3b Your institution has not applied before

Choose ?

*My institution has never applied before and is therefore not on the list?*. Fill in the information about your institution (See the ARS User Guide section 4). Choose ?Continue?

For small institutions you can fill in the same information for institution and institute.

- 4. Print out the ?Letter of intent?. The letter of intent is to be signed by the legal person at your institution. Scan and upload the letter to ARS by choosing ?Attach File?.

Choose ?Yes? on ?

*Du you approve the application?* and choose ?  
*Approve?*

- 5. The applicant/coordinator will now receive an email telling that you have approved your participation in the project.

**I have not received the co-applicant confirmation e-mail my coordinator sent**[Back](#).

- Some e-mails of this type have not passed the institution?s own spam-block. Please check this with your institutions IT-support.

**I can only select one cost per activity**[Back](#)

- You have to choose "add activity" every time you add a cost.

For example, student exchange between Finland and Denmark

**Activity 1:**

Exchange Finland Denmark - travel

**Activity 2:**

Exchange Finland - Denmark - stay

**Activity 3:**

Exchange Denmark - Finland - travel

**Aktivitet 4:**

Exchange Denmark - Finland - stay

The screenshot displays the ARS application workflow interface. On the left, the 'Applicants' section contains a form for entering institution and personal details. The 'Institution' section includes fields for Institution name, Institution type (Pre-school), Address (Roadname 1), Postal code (1204), City (Copenhagen), Country (Denmark), Web page (www.institution.com), and Fax no. (12040078). The 'Legal person' section includes fields for Title, First name (P), Surname (Bester), Telephone no. (12040078), Mobile no. (12040078), and E-mail address (ib@institut.com). On the right, the 'Logged in' sidebar shows the user is logged in as 'User: smv0' and provides a 'Log off' link. Below this, a progress list titled 'These are the steps to complete:' shows the following steps: 1.1 Intro (Test configuration, Welcome, Application type), 1.2 Application (Find institution, Applicant, Project, Invitation of co-applicants), 1.3 Activities / expenses specification (New specification), 1.4 Budget (Specification of budget), and 1.5 Review and submission (Review and submission). The 'Applicant' step is highlighted in red.

ARS  
Application  
workflow