



EUROBRIDGE UA MD

Cross-border cooperation grant programme

Republic of Moldova • Ukraine | Funded by the European Union

PLATFORM USER GUIDE

Step-by-step instructions for submitting funding applications

under the EUROBRIDGE UA MD calls for grants

Cross-border cooperation grant programme

Republic of Moldova • Ukraine

<https://eurobridge-uamd.org>

Version 1.0 | Available in Romanian, English and Ukrainian

Funded by the European Union • ERDF-TA-2024-SUPPORTUMBR • Grant No. 101235791

1. About this guide

The **EUROBRIDGE UA MD** platform is the online space through which the entire process of **submitting funding applications, contracting, reporting and monitoring** is carried out, within the cross-border cooperation grant programme between the Republic of Moldova and Ukraine.

This guide walks you through the whole process step by step — from creating your account to submitting the application and, later, to reporting on an approved project. No advanced technical knowledge is required: each stage is explained simply, with illustrations.

Who it is for

- **Applicants** — eligible organisations from the Republic of Moldova and Ukraine applying for funding;
- **Lead applicants and partners** — who collaborate on the same application;
- **Evaluators and programme bodies** — who access and review the submitted applications.

Important before you begin

This guide explains **how to use the platform**. It does not replace the official call documents (the Guidelines for Applicants, eligibility criteria, grant contract and its annexes). In the event of any discrepancy regarding funding rules, **the official Programme documents prevail**.

2. Before you begin: what to prepare

To make submission smooth and uninterrupted, we recommend having the following ready in advance:

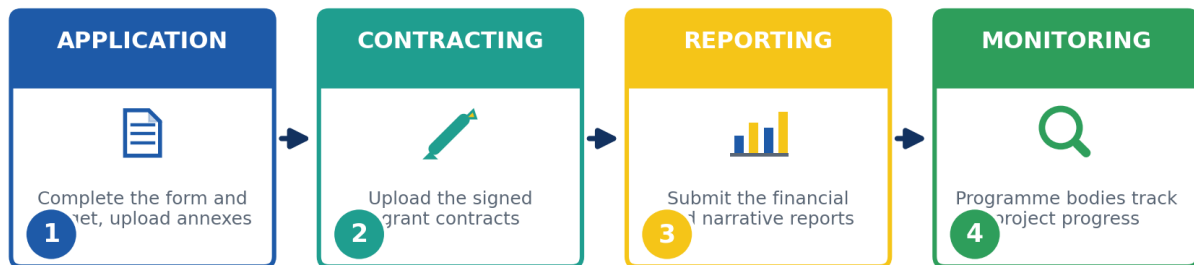
- **A cross-border partner** — partnership is mandatory: at least one organisation from the Republic of Moldova and one from Ukraine.
- **Your organisation's details** — official name, contact details, legal representative.
- **The content of the application** — objectives, project description, activities, results, beneficiaries, action plan.
- **The project budget** — completed as per Annex 3, expressed entirely in **EUR**.
- **Annexes / supporting documents** — in electronic format, ready to upload.

Supported devices and browsers

The platform works on **smartphone, tablet, laptop and PC**, automatically adapting to the screen. For the best experience, use a recent version of **Google Chrome, Mozilla Firefox, Microsoft Edge, Safari or Opera**. The connection is secure (HTTPS).

3. A project's life cycle on the platform

The platform accompanies you through four successive stages. The first two concern you directly as an applicant; the last two come into play after your project is approved.



What to remember

You cannot submit an incomplete application: the platform **automatically checks the completeness** of the form and budget before allowing submission. Submitting an application and the automatic completeness checks are technical in nature and **do not guarantee** the eligibility or approval of the project, which remain subject to evaluation under the Programme rules.

4. The submission journey at a glance

Here are the ten steps of submitting an application, from creating your account to sending it. Each step is detailed in the following sections.



5. Submitting the application, step by step

1

Creating your account

Go to <https://eurobridge-uamd.org> and click the **Register** button. Fill in:

- the organisation's name;
- a valid e-mail address (this becomes your username);
- a secure password, which you confirm.

Tick the box to **accept the Terms and Conditions**, then complete the registration. Ticking the box has the value of an electronic signature.

Tip

An account is **personal**. Each team member uses their own credentials and does not share them. Collaboration on the same application is done by inviting partners (see Step 5), not by sharing the password.

2

Confirming your e-mail address

After registering, you will receive a **confirmation e-mail**. Open it and click the activation link to confirm your account. If you do not find the message within a few minutes, check your **Spam / Junk** folder.

3

Logging in

Return to the platform page and click **Log in**. Enter your e-mail address and password. After logging in you will reach the dashboard, from where you manage your applications.

4

Creating a new application

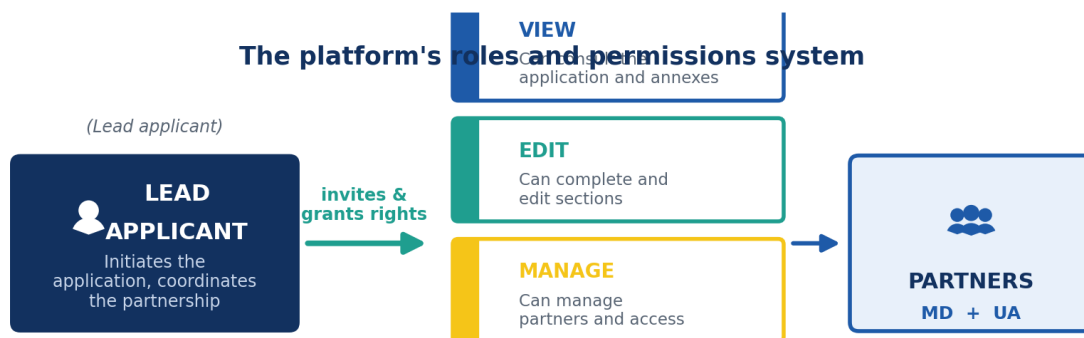
From the dashboard, choose the **call for projects** you wish to apply for and start a new application. The Programme opens two calls:

Call	For whom	Grant
Call 1 IMPACT NETWORKS	Clusters, European Digital Innovation Hubs and regional development agencies	up to €50,000 per project
Call 2 CAPACITY & INNOVATION	SMEs and public authorities improving their management and competitiveness	€10,000 per partnership

5

Inviting partners and roles

As the **Lead applicant**, you initiate the application and invite partners from the Republic of Moldova and Ukraine to collaborate. You can grant each partner different rights:



Cross-border partnership is mandatory: at least one partner from the Republic of Moldova and one from Ukraine

Please note

Granting rights to a partner **does not transfer** the Lead applicant's responsibility for the correctness and completeness of the application. The lead applicant remains responsible for the submitted application.

6

Filling in the application form

The form is divided into **sections**, which you can complete in any order and save as you go. A side menu shows which sections are complete. The table below summarises the form's structure and the character limits.

Structure of the application form

Sect.	Content	Max. characters
1.1	The project — call name and applicant's name	—
1.2	Project name	—
1.3	Location — countries, regions, towns/cities	—
1.4	Cost of the project and amount requested (in EUR)	—
1.5	Summary — duration, objectives, partners, results, activities	—
1.6	Global objective and specific objectives	2,000
1.7	Pertinence of the project	3,000
1.8	Description of the project and its efficacy	10,000
1.9	Methodology	3,000
1.10	Duration and action plan ("Month 1", "Month 2"...)	—
1.11	Beneficiaries (direct and indirect)	3,000
1.12	Results, activities and evaluation	var.
1.13	Indicative action plan	5,000
1.14	Long-term impact, capitalisation, sustainability	4,000
1.15	Project budget (Annex 3)	—

Golden rules when filling in

- **Respect the character limits** — text exceeding the maximum will not be accepted.
- **Word activities identically** across all documents (form, logical framework, budget, timetable). Inconsistencies hinder evaluation.
- **Do not state calendar dates** for project start — use "Month 1", "Month 2", etc.
- **Express all amounts in EUR.**
- **Save frequently** and use the PDF export (Step 10) to keep a working copy.

7 Uploading annexes

In the **upload / shared folder** section, attach the supporting documents required by the call. Uploaded files are visible to partners with access rights and, once submitted, to evaluators and programme bodies.

- Check that every document required by the call guidelines is attached.
- Use clear file names so they are easy to identify.
- Do not upload files containing viruses or content that infringes third-party rights.

8 Completing the budget

Complete the project budget in accordance with **Annex 3** of the call, for the full duration of the project. The total cost and the amount requested from the Managing Authority must be expressed **in EUR without exception**. The budget must be consistent with the activities described in the form.

9 Validation before submission

Before sending, the platform **automatically checks** that all mandatory sections and the budget are complete. If something is missing, you will be told exactly where, so you can correct it. The application cannot be submitted as long as validation flags incomplete sections.

10 PDF export and submission

At any time you can generate a clean **PDF** of the form and budget for your records. Once validation is passed, click the **submit** button to officially send the application.

Do not leave submission to the last moment

You are responsible for submitting the application in good time. A short technical unavailability **does not automatically extend** the call deadline. Submit a few days before the deadline.

6. After approval: contracting, reporting, monitoring

For approved projects, the platform continues to accompany you throughout implementation:

Contracting

Upload the signed grant contracts and the related supporting documents, in a dedicated section.

Reporting

During implementation, submit the required reports through the platform: partner reports, joint financial reports and joint activity reports.

Monitoring

Programme bodies and evaluators track the project's status and review the monitoring reports. You will receive notifications about the status of the project and its reports.

7. Need help? The AI assistant

The platform includes an **AI assistant** (Eurobridge Helpdesk), available **24/7** via a floating button visible in the corner of the screen, on any page.

- **Ask by text or by voice** — press the microphone button to ask your question verbally; the answer can also be played back as audio.
- **In your language** — Romanian, English or Ukrainian.
- **Answers from the Programme documents** — eligibility, the application form, budget, deadlines. The assistant answers exclusively on the basis of the official documents and redirects you to a human contact for questions beyond this scope.

When to turn to human support

For situations beyond the automated assistant (technical account issues, specific eligibility questions), use the contact details published on the platform in the Programme's contact / support section.

8. Practical tips and common mistakes

✓ Recommended	✗ To avoid
Start early and save frequently.	Submitting in the last hour before the deadline.
Line up your cross-border partner before submitting.	Sharing the password instead of inviting partners.
Respect the character limits for each section.	Amounts in a currency other than EUR.
Word activities identically across all documents.	Fixed calendar dates instead of "Month 1", "Month 2".
Export the PDF for your records before submitting.	Missing or unclearly named annexes.

EUROBRIDGE UA MD

Managing Authorities: RDAOR (Odesa, Ukraine) and MCDE / CMDA (Chişinău, Republic of Moldova)

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