

QEF Electronic Project Management System

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Frequency Asked Questions (FAQ)
for using Electronic Project Management System (EPMS)

(A) Before logging into EPMS

Q1. What is the minimum system requirement for using EPMS?

Ans: The recommended system requirement for using EPMS is a window-based computer with Edge, Chrome or Firefox installed.

Q2. Where can I access EPMS?

Ans: You can click on the EPMS's icon  in the QEF website <http://qef.org.hk> to enter EPMS. Book-marking the EPMS website is not recommended as the URL of EPMS may change from time to time.

Q3. What information is required to log into EPMS?

Ans: You need to have your Grantee/ Applicant ID and Password ready before log into EPMS. For safety reasons, EPMS will disable your account if you failed to logon the system with the correct password three times.

Q4. I am using a Macintosh computer, can I access EPMS?

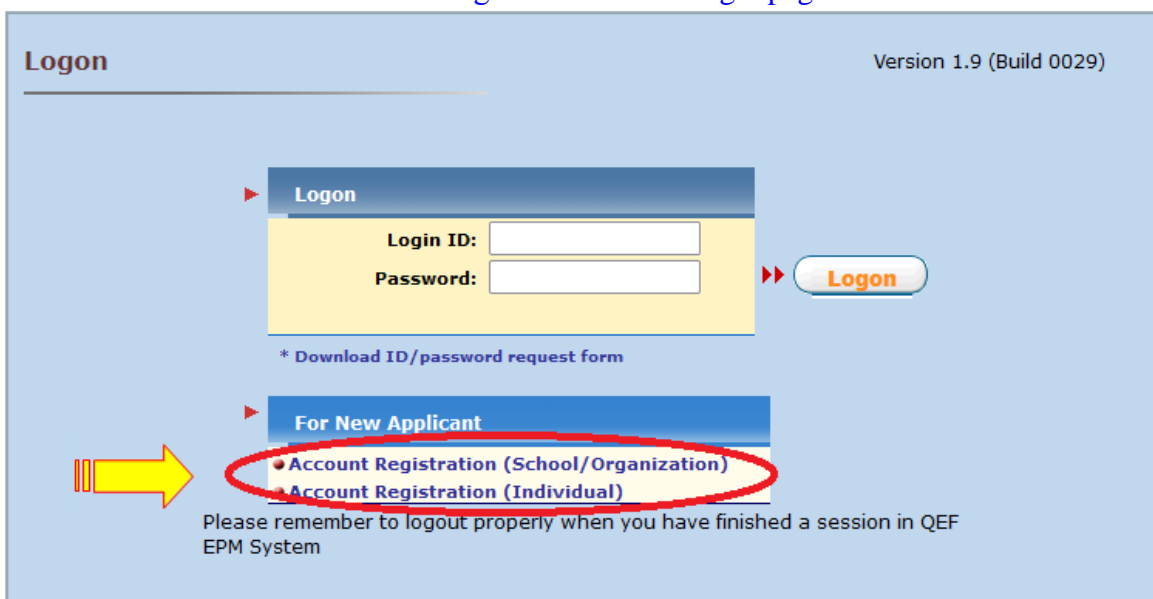
Ans: Yes, although EPMS is not designed to work in the Macintosh platform, after you set the default language of your Macintosh computer to traditional Chinese you can still access EPMS with Chrome or Firefox.

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(B) Registration for new user account

Q5. How can I create user account for EPMS?

Ans: You can click on “Account Registration” in the login page to create a new user account.



Q6. What information and document are required for registration?

Ans: You should have all the personal information, contacts and organization particulars ready when creating your user account. For new registration, it is necessary to complete and submit the registration form via the EPMS and send by mail to the QEF Secretariat relevant documents proving that the organization is registered under the laws in Hong Kong or his status as a permanent resident in Hong Kong, whichever is applicable.

Q7. I am trying to register an account for my organization, but I keep receiving messages to remind me filling in the “Session” field. Why I require filling in the “Session” field?

Ans: In the School/Organization particulars section, “Session” is set to be a mandatory field, all applicants have to select either AM, PM or Whole Day in this field. For organization applicants, you can select “Whole day” as the “Session”. As many applicants may have hesitation in answering this field, in order to reduce any unnecessary confusion EPMS has set the default value of “Session” to “Whole day”.

Q8. When can I use the account after registration?

Ans: Should all information and documents provided are proper; the registration process will be completed normally within seven working days and you will be duly informed by e-mail.

Q9. I am a school teacher submitting application for my school. As I don't have the school account, can I create a new user account for my submission?

Ans: No, you have to use the official user account which QEF has mailed to your school principal earlier. Individual teachers should not create a new account for their school as they are not entitled to register on behalf of the school authority. You should consult your school principal for the required applicant ID and password well before the application deadline, as it may take time for your principal and/or QEF Secretariat to retrieve the information for you.

Q10. I already have an account but unable to login, can I register a new user account instead of requesting the forgotten password and/or user ID?

Ans: No. The system will not allow users to create duplicate accounts. In fact, creating two accounts for yourself or your organization will create confusion and may end up delay your application process. In case of doubt, please call our hotline 2921-8833 for assistance.

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(C) Updating your account information

Q11. Why I need to update my e-mail address?

Ans: As all acknowledgement and correspondence with QEF will be made through your e-mail, keeping the e-mail address updated will ensure better communication.

Q12. How can I update my account information?

Ans: Logon EPMS and click ‘Update Grantee / Applicant Information’ on the top menu.



Q13. How can I know the update is successful?

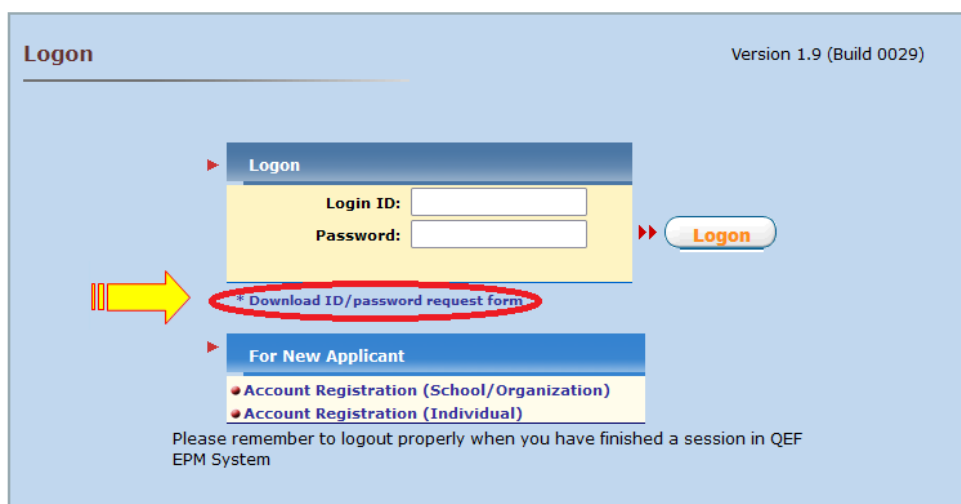
Ans: After you have completed your updates and saved the changes, a system message “Saved Successfully” will be prompted at your browser.

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(D) Logging into EPMS


Q14. What can I do if I forgot my password and/or Applicant ID?

Ans: You can download the ID/password request form, complete and return it to the QEF Secretariat.



If you don't have your Applicant ID, you may have to call our hotline 2921-8833 so we can mail the ID to you. As the mailing service may take a couple of days, you should double check your applicant ID and passwords well before the application deadline.

Q15. I have entered the password and user ID correctly, why the system still don't allow me to login?

Ans: As the input field for both Grantee/Applicant ID and password are case sensitive, you must enter the lower and upper case letters accordingly. If the problem persists or your account was been locked by EPMS, please click on  to contact the system administrator through the general enquiry system on the front page of EPMS.

Q16. Why the system doesn't allow me to log into the system when it is almost the deadline of submission?

Ans: As users may try to rush into the system before deadline, the number of users may increase tremendously and slow down the system response. This may lead to the timeout of Internet Browser and disconnect users from EPMS.

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(E) Submitting application and/or report

Q17. What document and information are required for submitting an application?

Ans: Before applicant logs into EPMS, they should have the following documents and information ready:

- i. Particulars of the project such as: Title, theme, beneficiary sector, project period;
- ii. Particulars of the project leader: Name, title, phone number, fax number, e-mail address;
- iii. A one-page project summary in word/pdf format (Note: For applications with grant sought not exceeding \$150,000, the project summary is NOT required.);
- iv. Complete project proposal in word/pdf format including all sections required;
- v. For applications with grant sought not exceeding \$150,000, complete a project proposal of no more than 6 pages (in word/pdf format); and
- vi. Information of the collaborating school(s), if any, such as: name of school, school number, name of school head.

Q18. How long will it take to submit an application?

Ans: For registered users who have all the required information and attachments with them, time required to submit an application is around 10 to 30 minutes, depending on the size of attachments and speed of the Internet connection. However for new users, they have to take an additional 10 to 15 minutes to register their user account; therefore time required for new users will be around 20 to 45 minutes.

Q19. Are there any limits on file size, type and quantity when uploading reports, proposals and attachments in EPMS?

Ans: To avoid overloading the EPMS, the following restrictions apply :

i. Submission of application

	Type of Attachment	Size Limit	File Type	Quantity
1	Project Summary * (1 page)	1 Mbyte	doc / pdf	1
2	Project Proposal (including all attachments and enclosures in 1 file)	4 Mbyte	doc / pdf	1

3	Project Proposal (6 pages) (For applications with grant sought not exceeding \$150,000)	4 Mbyte	doc / pdf	1
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* Note: The project summary is NOT required for applications with grant sought not exceeding \$150,000.

ii. **Submission of monitoring reports for granted projects**

Type of Attachment		Size Limit	File Type	Quantity
1	Progress Report	4 Mbyte	doc / pdf	1 per 6 month
2	Final Report	8 Mbyte	doc / pdf	1

iii. **Submission of deliverables for granted projects**

Type of Attachment		Size Limit	File Type	Quantity
1	Media, resource files	8 Mbyte	No restriction	No restriction

Q20. Does file attachment for EPMS accept Chinese file name?

Ans: Yes, EPMS will accept Chinese file name when uploading attachments.

Q21. Does the EPMS support Simplified Chinese characters?

Ans: No, EPMS can only support English and Traditional Chinese characters.

Q22. How can I submit non electronic attachment and deliverable to QEF?

Ans: Non electronic attachment and deliverable such as publications, CDs, DVDs, tapes ...etc can be delivered to QEF by mail or in person. To avoid confusion, project number should be clearly indicated in all items sent to QEF. You should enter details of deliverables and mark "Mail in" in EPMS before sending them to QEF.

The screenshot shows the 'Upload - Deliverables' form in the EPMS system. A red circle highlights the 'Mail In' checkbox, which is currently unchecked. A yellow arrow points to this checkbox from the left. The form includes fields for 'Deliverable Title', 'Sub-category', and 'Received Date'. Below these is the 'Upload Attachment' section with a 'File' field and a 'Browse...' button. At the bottom, there is a table with columns 'Filename', 'Size(M)', and 'Upload Date', and a 'Save' button.

Q23. How can I know my submission is successful?

Ans: After EPMS has received your application successfully, EPMS will offer an option for you to print the project information as a record. After all, an e-mail will be sent to your e-mail address as the official acknowledgement receipt.

Q24. What can I do if I don't have all the required information after I began the submission process?

Ans: You can save your uncompleted application by pressing the "Save" button at the bottom of page. When you have all the required information with you, you can login EPMS again and continue your submission.

Q25. The system doesn't allow me to continue even I keep entering information to the system, what can I do?

Ans: For security proposes, EPMS will disconnect user who has idled for over 30 minutes. Although user may keep entering information for certain fields, EPMS can only detect activities when user pressing the "Save" or the "Next page" button. If EPMS has disconnected your session, you can simply logon the system again.

In case you have a long list of information to enter in a page, you can complete the mandatory fields first, "save" the information and complete the rest of the page later.

Q26. The system is not responding when I am uploading a file, what can I do?

Ans: When user upload file to EPMS, a message will pop-up on screen to remind user to wait until EPMS has received the file completely. However time required for uploading a file may vary from a few seconds to 10 minutes depending on the file size and connecting speed. If the system is not responding for over 15 minutes in non-peak hours, you can quit EPMS and logon again to upload the file.

Q27. I can't use the "back page" button in the browser, how can I revise information in the previous page?

Ans: The "back page" button of browser is disabled when operate in a secure mode; you can use the "Previous Page" button at the bottom of the page to return to the previous page. As the system will validate all information before saving each page, all the mandatory fields in the current page still have to be filled before returning to the previous page.

Q28. Should I mail a copy of my application to QEF even my submission is successful?

Ans: No. As each applicant can only apply for one project, sending a hard copy to QEF will cause unnecessary checking and confusion, which may delay your application process or affect the eligibility of your application.

Q29. Can I submit financial reports through EPMS?

Ans: No. As supporting document i.e. certified copies of invoice, bank statements ...etc are required to attach with all financial reports, therefore they must be submitted by mail or in person.

Q30. Which types of report need to be submitted through EPMS?

Ans: Reports of all projects approved on or after the 8th Call, including progress reports, final reports and project deliverables must be submitted through EPMS.

Q31. How can I update or review my application after submission?

Ans: You can review and update your application before the submission deadline even after you have submitted your application through EPMS. However all information and attachments will be frozen after the submission deadline, applicants should ensure that information on their applications is complete and correct before the submission deadline.



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(F) Additional Help

Q32. Does EPMS provide any online assistance to users?

Ans: Online interactive assistance is not available now, however EPMS has a “Trial Website” for users to try out functions and procedures of the submission process. Interested users can select “EPMS” in the main menu of the QEF website and select “System Introduction and Trial” to enter the EPMS trial website.

Q33. Where can I get assistance if I have other difficulties?

Ans: You can either (i) download the complete users' guide by right clicking on  ; or (ii) make enquiries through clicking the EPMS general enquiry email system  ; or (iii) call the QEF hotline at 2921-8833 during the office hours for further assistance.

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