For projects financed under the LIFE 2014-2020 programme

Communicating with CINEA and the Monitoring team

1 LIFE Monitoring Helpdesk

https://life-helpdesk-elmen.ey-bpm.com/

The project contact person has access to the Monitoring Helpdesk. The project contact person may in addition propose a secondary contact person.

In case of a change in project contact person, the beneficiary must inform CINEA, cc the monitor, by email. In case of a change of secondary contact, it is sufficient to inform the monitor through the Monitoring Helpdesk. In both cases access will be granted to the new contact(s) in the Helpdesk.

DO NOT USE the Monitoring Helpdesk for issues listed in the right hand column (IT issues and communication support)

First point of contact for all questions on:

Contractual and Project implementation issues

- Technical deviations
- Financial deviations
- Project management / partnership issues
- Unforeseen developments/ needs
- LIFE Project Indicators (LPI)
- Intellectual Property Rights (IPR)
- Communication actions

Financial issues

- Calculation of personnel costs
- Time registration system
- Timesheets
- Depreciation of durable goods
- Procurement
- Calculation of EU contribution
- Financial reporting
- ...

Administrative issues

- Submission of reports and requests
- Reporting templates
- Contact information
- Adding (or changing) a second contact person for the LIFE Monitoring Helpdesk (provide name and email)

2 Helpdesks / manuals for IT issues and communication support

eProposal or Butler or LIFE public database IT issues → LIFE IT helpdesk

LIFE Project Indicators (LPI) and Land Purchase Database (LPD) IT issues →

1. LPI section in LIFE website, https://cinea.ec.europa.eu/programmes/life/life-reporting_en#life-project-indicators-lpis
2. LPD Guide (user manual) available on the LPD, https://webgate.ec.europa.eu/life/lpd/public/homepage.xhtml
3. LIFE IT Helpdesk, https://webgate.ec.europa.eu/life/publicWebsite/contact

Communication of project successes, news, upcoming milestones and events → Send your good news to: CINEA-COMMUNICATION-LIFE@ec.europa.eu

Communication requirements and guidance, LIFE logo → Communication page of LIFE website, https://cinea.ec.europa.eu/programmes/life/communication-and-gdpr-rules_en

3 "Traditional" emails to CINEA

email to Project Adviser and/or Financial Officer, with monitor in copy, when advised by the LIFE Monitoring Helpdesk or CINEA, e.g. email notification for minor changes (technical/timetable/administrative data of associated beneficiary), change of contact person or legal representative, communication on ongoing processes such as amendments, project visits