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1. Access

Section 1.01 Website URL

To access the Waterways Ireland Events Programme, open your web browser, enter the website URL https://eventsprogramme.waterwaysireland.org in the address bar at the top of the page and click Return / Enter on your keyboard.

In order to get the most from your browsing experience we recommend browsing using a Desktop / PC or Tablet device.

The Events Programme website supports the majority of web browsers such as:

- Internet Explorer
- Chrome
- Firefox
- Opera
- Mozilla
- Safari

We strongly recommend using the latest version of your web browser to access the website - whilst Older browsers remain fully functional, they may display simplified renderings of certain components.

The website homepage will load and display a welcome message as shown below.
Section 1.02  
Register Now

If this is your first time visiting the website, you must create an account in order to access the Dashboard where you can create, submit and review Applications.

Click the Register Now button directly under the welcome message.

You can register on the Events Programme as an individual or on behalf of a company using the Register Now form.

Please complete as many fields as possible to help us process and communicate on your future Application(s).

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forename *</td>
<td>John</td>
</tr>
<tr>
<td>Surname *</td>
<td>Daly</td>
</tr>
<tr>
<td>Company Name</td>
<td>JD Events</td>
</tr>
<tr>
<td>Position</td>
<td>Director</td>
</tr>
<tr>
<td>Address *</td>
<td>1 Main Street</td>
</tr>
<tr>
<td></td>
<td>Enniskillen</td>
</tr>
<tr>
<td>County *</td>
<td>Fermanagh</td>
</tr>
<tr>
<td>Country *</td>
<td>Northern Ireland</td>
</tr>
<tr>
<td>Postcode</td>
<td>BT74 7JY</td>
</tr>
</tbody>
</table>

Please note that an account cannot be created without completing all mandatory fields indicated by an asterisk *.

A valid email address must be supplied as this will be used as part of the Sign In process and also form the primary means of communication by Waterways Ireland.
In order to proceed you must enter the CAPTCHA code exactly as displayed on screen - please note that this is case sensitive. If you have difficulty reading the code, you can click the refresh arrows to the right to generate a new code.

When you have completed all required fields submit your registration by clicking the Register button.

If your registration has been successful a confirmation message will be displayed advising that you can now sign in and start your application.

Thank you for registering with the Waterways Ireland Events Programme

You can now sign in to start your application

The solution will also send an Account Creation email to the email address specified during your registration.
Section 1.03 Register Now FAQs

Did not complete a required field / invalid content

These fields will be highlighted on screen and must be corrected in order to complete your registration.

You will also have to re-enter the Password and Captcha fields.

When you have resolved click the Register button.

Password fields do not match

These fields will be highlighted on screen and must be corrected in order to complete your registration.
You will also have to re-enter the Password and Captcha fields.

This email address is already in use

This field will be highlighted on screen and must be corrected in order to complete your registration.

You will also have to re-enter the Password and Captcha fields.

When you have resolved click the Register button.

If you have already registered and simply forgotten or if someone in your company has already registered using the same email address please visit the Forgotten Password section.

Did not receive Account Creation email

Please check the Junk / Spam folder in your email client to ensure that this email has not been incorrectly flagged.

Add the email address to your safe senders list if appropriate.

Section 1.04 Sign In

Scroll to the Sign In form on the website homepage and populate the Email and Password fields with the details you supplied during your registration.
Click the Sign In button when complete.

If successful, the website Dashboard will be displayed.
Section 1.05  Sign In FAQs

Invalid content

This will be highlighted on screen and must be corrected in order to Sign In.
This may be caused by typos, accidental application of Caps Lock or an invalid Email / Password combination.

Please retry with the correct details.

**Forgotten Password**

If you have forgotten your password please click the Forgotten Password button on the homepage to start the Reset Password process.

Enter your Username, click the Continue button followed by the Answer to your security question and Continue once more.
Providing the correct details have been entered, a confirmation message will be displayed advising that a Password Reset Request email has been sent to the email address specified during your registration.

This email will contain your new password - this may contain special characters so please enter exactly as displayed when re-attempting the Sign In process.

Did not receive Password Reset Request email

Please check the Junk / Spam folder in your email client to ensure that this email has not been incorrectly flagged.

Add the email address to your safe senders list if appropriate.
2. Dashboard

The website Dashboard page is composed of 4 tiles each containing a number of “quick links” designed to assist you in the Application process:

1. Applicant Details
   - Edit Details
2. Applications
   - New Application
   - Draft Applications
   - Pending Applications
   - Approved Applications
   - Rejected Applications
   - Accepted Applications
   - View All
3. Help Centre
   - View an item
   - View All
4. Evaluations
   - Download

The content and functionality behind these ensure that you can easily maintain your account details and create, update, submit and review your Applications.
3. Applications

Section 3.01 New Application

The New Application button on the Dashboard allows you to start the Application process.

After clicking this button, the New Application page is displayed which contains the Application form.
There are 7 steps which must be completed before you can submit an Application for approval.

Each step contains a number of sections and each section contains a number of fields - all fields with an asterisk * are mandatory and must be completed before you can submit your application.

We encourage you to complete all fields, including the optional fields, with as much detail as possible to help us process your Application(s).

The Application form contains a variety of controls designed to simplify your Application process - these will determine how you populate each field in the Application form and the content you can add to each.

- **Text Box** - enter a limited number of letters, numbers, special characters.

- **Text Area** - enter an unlimited number of letters, numbers, special characters.
• Drop down - select one option from a list.

• Date / Time - select a date from a calendar control.

• Radio button - select one of 2 options.

• Check box - select one or multiple options.

• Attachment - upload and attach a document as part of your Application.
The majority of the fields in the Application form display helpful advice under the field name to assist you in completing the required content.

Outside of the Application form content, a selection of key buttons is displayed at the bottom of the page and are integral part of the Application process.

**Save**

The Save button allows you to save a draft of your Application so that it can be completed at another time - i.e. you can sign out and sign back in several minutes, hours, days, weeks or months later.

When you save an Application a confirmation message will be displayed at the bottom of the page.

To open a saved Application see [Draft Applications](#).

Please note that you cannot save an Application unless you complete the Event.
Name field as a minimum.

Please note that the system does not automatically save your input so we strongly recommend that you save your work at regular intervals.

Submit

The Submit button allows you to send your completed Application to Waterways Ireland for approval.

Please note that the Submit button will not become active until all mandatory fields have been completed.

Please note that the Submit button will be disabled after the Closing Date on the Dashboard has elapsed.

Please note that once you finally submit your Application you cannot edit it in future or update any of the content you have already input.

A message will be displayed at the bottom of the page to confirm this.

Please note that if you click the Submit button accidently you can still change your mind and click the Save or Close button instead.

If you are happy to proceed click the Confirm Submit button at the bottom of the page.

When you confirm your submission a confirmation message will be displayed at the bottom of the page.
You can now click the Close button to continue.

**Close**

The Close button allows you to close the Application and return you to the Dashboard.

Please note that the Close button does not automatically save your input so we strongly recommend that you save your work before closing your Application.

Please note that if you click the Delete button accidently you can still change your mind and click the Cancel button and save the Application.

**CLOSING THE FORM DOES NOT SAVE CHANGES - ARE YOU SURE YOU WANT TO PROCEED?**

**Next**

The Next Button allows you to navigate to the next Step in the Application.

Please note that the Next button is not displayed on Step 7 as this is the last step in the Application.

Please note that the you can also click on the Step Name as a means of navigation - displayed at the top of the Application form.

**Previous**

The Previous button allows you to navigate to the previous Step in the Application.

Please note that the Previous button is not displayed on Step 1 as this is the first step
Section 3.02 Draft Applications

The Draft Applications button on the Dashboard allows you to open and update saved Applications which have yet to be submitted for approval.

The Draft Applications page displays your Draft Applications by Date descending - i.e. the most recently created will appear at the top of the list.

There are 2 links available for action on each Draft Application:

1. EDIT - allows you to open the Application and update the content.

   When you have finished editing you can either save, close or submit your Application as before.

2. DELETE - allows you to delete a Draft Application.

   Please note that if you click the Delete link accidentally you can still change your mind and keep the Draft Application by clicking No to the confirmation message.

   If you click Yes, your Draft Application will be deleted from the listing.
Section 3.03  Pending Applications

The Pending Applications button on the Dashboard allows you to view Applications which have been submitted for approval.

The Pending Applications page displays of your Pending Applications by Date descending - i.e. the most recently created will appear at the top of the list.

The VIEW link will allow you to open and read a submitted Application - this is particularly useful if you need to refresh your memory on the details of a submitted Application.
Please note this is a read only view of the Application and you will not be able to update any of the Application content.

When you have finished viewing the Application click the Close button.

To return to the dashboard click the Back to Dashboard button.

Section 3.04 Approved Applications

The Approved Applications button on the Dashboard allows you to view Applications which have been submitted and successfully Approved for funding.

The Approved Applications page displays of your Approved Applications by Date descending - i.e. the most recently created will appear at the top of the list.
Please note that the solution will also send an Application Updated email to your email address to advise you of activity on your Application.

There are 3 links available for action on each Approved Application:

1. **VIEW APPLICATION**
   
   Allows you to open an Approved Application.
   
   Please note this is a read only view of the Approved Application and you will not be able to update any of the Application content.

2. **VIEW LETTER**
   
   Allows you to open and review the Letter of Offer generated by Waterways Ireland.
   
   Please note the Letter of Offer is in Microsoft Word format.

3. **ACCEPT**
   
   Allows you to Accept, Decline or Cancel an offer.
(i) Accept

If you click the Accept button a message will be displayed to confirm the offer of funding has been accepted.

Click the OK button - you will notice the status of your Application has updated to Accepted.

Please note that the solution will also send an Application Accepted email to your email address to confirm your acceptance of the offer of funding.

(ii) Decline

If you click the Decline button a message will be displayed to confirm the offer of funding has been declined.
Click the OK button - you will notice the status of your Application has updated to Declined.

<table>
<thead>
<tr>
<th>ARN</th>
<th>Event Name</th>
<th>Event Type</th>
<th>Date Modified</th>
<th>Application</th>
<th>Letter</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ARN49</td>
<td>JD Triathlon</td>
<td>Triathlon</td>
<td>25/11/2016 15:28</td>
<td>VIEW</td>
<td>VIEW</td>
<td>Declined</td>
</tr>
</tbody>
</table>

(iii) Cancel

The Cancel button allows you to take more time to review your decision before eventually then accepting or rejecting the offer of funding.

To return to the dashboard click the Back to Dashboard button.

Section 3.05 Rejected Applications

The Rejected Applications button on the Dashboard allows you to view Applications which have been submitted but were not successful at this time.

The Rejected Applications page displays of your Rejected Applications by Date descending - i.e. the most recently created will appear at the top of the list.
There are 2 links available for action on each Rejected Application:

1. **VIEW APPLICATION**

   Allows you to open a Rejected Application.

   Please note this is a read only view of the Rejected Application and you will not be able to update any of the Application content.

2. **VIEW LETTER**

   Allows you to open and review the Letter of Rejection generated by Waterways Ireland.

   Please note the Letter of Rejection is in Microsoft Word format.

To return to the dashboard click the Back to Dashboard button.

---

## Section 3.06 Accepted Applications

The Accepted Applications button on the Dashboard allows you to view Applications where an offer of funding was generated and you accepted.

The Accepted Applications page displays of your Accepted Applications by Date descending - i.e. the most recently created will appear at the top of the list.
There are 2 links available for action on each Accepted Application:

1. **VIEW APPLICATION**

Allows you to open an accepted Application.

Please note this is a read only view of the Accepted Application and you will not be able to update any of the Application content.

2. **VIEW LETTER**

Allows you to open and review the Letter of Offer generated by Waterways Ireland.

Please note the Letter of Offer is in Microsoft Word format.

To return to the dashboard click the Back to Dashboard button.

**Section 3.07 View All**

The View All button on the Dashboard allows you to view all Applications regardless of whether they are Draft, Pending, Approved, Rejected or Accepted.

The All Applications page displays all of your Applications by Date descending - i.e. the most recently created will appear at the top of the list.
To return to the dashboard click the Back to Dashboard button.

Section 3.08 Application FAQs

Invalid content

This will be highlighted on screen and must be corrected in order to continue.

This may be caused by typos, accidental application of Caps Lock, etc.

Please correct and retry.

Unsure what to enter

The majority of the fields in the Application form display helpful advice under the field name to assist you in completing the required content.
We encourage you to complete all fields with as much detail as possible to help us process your Application(s).

**Submit button not working**

There are 7 steps which must be completed before you can submit an Application for approval.

Each step contains a number of sections and each section contains a number of fields - all fields with an asterisk * are mandatory and must be completed before you can submit your application.

Please complete all mandatory fields and retry.

Please note that the Submit button will be disabled after the Closing Date on the Dashboard has elapsed.

**Cannot save an Application**

Please note that you cannot save an Application unless you complete the Event Name field as a minimum.

Please update and retry.

When you successfully save an Application a confirmation message will be displayed at the bottom of the page.

The application has been saved successfully
My Application content has disappeared

Please note that the system does not automatically save your input so we strongly recommend that you save your work at regular intervals.

Cannot edit Application

Please note that once you finally submit your Application you cannot edit it in future or update any of the content you have already input.

Did not receive Application Updated email

Please check the Junk / Spam folder in your email client to ensure that this email has not been incorrectly flagged.

Add the email address to your safe senders list if appropriate.

Declined an offer and wish to reconsider

This is not possible - your initial decision is final and cannot be updated.
Cannot open a Letter

Please note that all letters are in Microsoft Word format.

Please ensure you have the appropriate software installed to open this file type.

Please ensure that any locally installed antivirus software is not incorrectly preventing you from opening the item.

When you have resolved please try again.
4. Applicant Details

Section 4.01 Edit Details

The Edit Details button on the Dashboard allows you to update the information provided during the initial registration process.

The Details page is particularly useful in scenarios where your contact details may have recently changed or you would like to update your Sign In and security credentials following a Password Reset.

![Details](image)

When you have completed your changes click the Update button - a confirmation message will be displayed if your update is successful.

To return to the dashboard click the Back to Dashboard button.
Section 4.02 Edit Details FAQs

Did not complete a required field / invalid content

These fields will be highlighted on screen and must be corrected in order to Update your details.

<table>
<thead>
<tr>
<th>FORENAME *</th>
<th>John</th>
</tr>
</thead>
<tbody>
<tr>
<td>SURNAME *</td>
<td>Daly</td>
</tr>
<tr>
<td>COMPANY NAME</td>
<td>JD Events</td>
</tr>
<tr>
<td>POSITION</td>
<td>Director</td>
</tr>
<tr>
<td>ADDRESS *</td>
<td>1 Main Street Enniskillen</td>
</tr>
<tr>
<td>COUNTY *</td>
<td>Fermanagh</td>
</tr>
<tr>
<td>COUNTRY *</td>
<td>Northern Ireland</td>
</tr>
<tr>
<td>POSTCODE</td>
<td>BT74 7Y</td>
</tr>
<tr>
<td>EMAIL *</td>
<td><a href="mailto:jd@jevents.com">jd@jevents.com</a></td>
</tr>
<tr>
<td>TELEPHONE *</td>
<td></td>
</tr>
<tr>
<td>MOBILE</td>
<td></td>
</tr>
<tr>
<td>FAX</td>
<td></td>
</tr>
<tr>
<td>CURRENT PASSWORD</td>
<td></td>
</tr>
<tr>
<td>NEW PASSWORD</td>
<td></td>
</tr>
<tr>
<td>CONFIRM PASSWORD</td>
<td></td>
</tr>
<tr>
<td>QUESTION *</td>
<td>Favorite colour</td>
</tr>
<tr>
<td>ANSWER *</td>
<td>Red</td>
</tr>
</tbody>
</table>

Telephone is a required field.

When you have resolved please click the Update button.

The change your password enter your current password

The Current Password field will be highlighted on screen and must be corrected in order to Update your details.
You will also have to re-enter both the New Password and Confirm Password fields.

When you have resolved please click the Update button.

The new passwords do not match

These fields will be highlighted on screen and must be corrected in order to Update your details.

You will also have to re-enter the Current Password field.

When you have resolved please click the Update button.
5. Help Centre

Section 5.01 View an item

The Help Centre contains a range of useful documents and videos that will help improve your browsing experience.

The Help Centre tile on the Dashboard will contain the top 5 most recent items that have been created by Administrators.

To view an item simply click on the Title you would like to open.

Depending on the file type, your browser may prompt you to open the item.

If you get a message similar to that above, please click the Open button to review the contents. You can also save the item to your device for further review.

Section 5.02 View All

The View All button on the Dashboard allows you to view all items that have been added to the Help Centre - the most recently created and historic items.

Items are listed by Date descending - i.e. the most recently created will appear at the top of the list.
As before, to view an item simply click on the Title you would like to open.

To return to the dashboard click the Back to Dashboard button.

**Section 5.03 Help Centre FAQs**

**Cannot open an item**

Please ensure you have the appropriate software installed to open the file type.

Please ensure that any locally installed antivirus software is not incorrectly preventing you from opening the item.

When you have resolved please try again.

**Cannot find help on an item**

The volume of material on offer will increase over time - new items will be added following customer feedback and when new functionality is introduced to the solution.
6. Evaluations

Section 6.01 Download

If you are successful in your Application and decide to accept our offer of funding, you must complete and return a Post Event Evaluation form to Waterways Ireland.

The Download button on the Dashboard allows you to update the information provided during the initial registration process.

Following click of the Download button, your browser may prompt you to open the Post Event Evaluation form.

If you get a message similar to that above, please click the Open button to review the contents. You can also save the item to your device for further review.

Your completed Post Event Evaluation form(s) must be returned to Waterways Ireland within 30 days from the end date of your event.

The details of where to send the completed form are contained on page 3 of the document.

Waterways Ireland will not release your final payment unless we are in receipt of this document.

Section 6.02 Evaluations FAQs

Cannot open an item

Please ensure you have the appropriate software installed to open the file type.

Please ensure that any locally installed antivirus software is not incorrectly preventing you from opening the item.
When you have resolved please try again.