



**HELLENIC REPUBLIC**

Ministry of Economy and Finance

**GENERAL SECRETARIAT OF PUBLIC INVESTMENT & PA  
NATIONAL COORDINATION AUTHORITY  
MANAGING AUTHORITY "INTERREG 2021-2027"**

---

# Technical guidance of **MIS 2021 - 2027**

---

**BENEFICIARY USER REGISTRATION  
AND ACCOUNT MANAGEMENT**

### HISTORY OF CHANGES

Version	Date	Change Justification
13.0	31/07/2023	Translated from Greek 13.0 version

<b>1. INTRODUCTION .....</b>	<b>4</b>
<b>2. Create a user account .....</b>	<b>5</b>
<b>2.1 Fill in the application for the creation of a new Beneficiary's User Account in the MIS .....</b>	<b>5</b>
A. Personal Data.....	5
B. User Password Information – other information.....	7
C. Managing Authority .....	7
D. User's Role .....	8
<b>2.2 Submit and Print .....</b>	<b>9</b>
<b>2.3 User Account Activation.....</b>	<b>10</b>
<b>3. Account management .....</b>	<b>10</b>
<b>3.1 Application Login – Change Password .....</b>	<b>10</b>
<b>3.2 User Profile 2014-2020 / 2021-2027 (Account Modification).....</b>	<b>12</b>
<b>3.3 Password Recovery .....</b>	<b>13</b>
<b>3.4 Deactivating User Account .....</b>	<b>14</b>

## 1. INTRODUCTION

---

The purpose of the guide is to familiarize users with the steps to be followed to enter the system if they are Beneficiaries.

For the access of the **Beneficiary's** executives to the Monitoring Information System 2014-2020 and/or 2021-2027, the executives must have an individual account with the respective roles:

- **«Read Only»**: the user can access forms for reading only and not for creating/editing/submitting forms.
- **«Edit»**: the user can create/edit forms without the possibility of submission.
- **«Forms Submission (except for Application Form) »**: the user can submit forms to the Managing Authority (except for the Application Form). This responsibility is usually assigned to the Project Manager.
- **«Application Form Submission»**: the user may submit AFs to the Managing Authority. This responsibility is attributed to the Beneficiary's Legal Representative, or his/her deputy, or another person authorized by the Beneficiary's Legal Representative. In case the user application is signed by the Legal Representative, this also may be considered such an authorization. Note that an initial AF or its amendment/update, shall be submitted by an account having such role.
- **«Participant Record»**: Not applicable for Interreg operational programmes.

The responsibility for creating a user account lies with the Management Authority to which the Beneficiary's documents are submitted. The Managing Authority shall approve the applications of new users where appropriate and provide help while creating of an account.

**For any matter related to the MIS, Beneficiaries can contact the designated MIS Officer by Managing Authority, Ioanna Kalaitzoglou ([ikalaitzoglou@mou.gr](mailto:ikalaitzoglou@mou.gr)) or the relevant joint secretariat.**

Through the MIS account, Beneficiary users can access all the projects that have been approved by the MA during all the Programming Periods.

User accounts are STRICTLY personal, and each executive is responsible for their proper management (frequent password changes, avoiding sharing of account details, etc.). In general user accounts named mayor, president, etc. should be avoided.

The user is responsible for updating the data relating to his/her profile whenever the need arises.

**Significant changes to the User's details, such as changes in responsibilities, shall be made by written request of the Beneficiary's Legal Representative to the MA.**

## 2. CREATE A USER ACCOUNT

### 2.1 Fill in the application for the creation of a new Beneficiary's User Account in the MIS

For the creation of a new Beneficiary's User Account, it is necessary to fill in the relevant application form at: <https://logon.ops.gr> → Create new Account (Beneficiaries).

You will be navigated to the «**New Account Application Form (Beneficiaries)**».

#### A. Personal Data

In the «Personal Data» section, the personal and professional data of the user requesting access to the MIS are filled in (it is recommended to use capital letters). The applicant must ensure that the data provided is correct and complete. The e-mail address provided is of particular importance, since it is through this address that the user will receive all news/alerts/notifications from the MIS, concerning

both the activation of his/her account and the progress of the implementation of the projects for which he/she has been granted rights. The application must contain at least all the mandatory fields (fields marked with a red asterisk \*).

Each user must be connected to the Beneficiary on whose behalf he/she is acting. The Beneficiary shall be declared through the field «Body Code» by clicking on the search icon. It is possible to search within the list of values by entering the name or part of the name or the body code (if known to the applicant).

Note: The field «Body Description» is automatically filled in by selecting the desired value from the list.



If the Beneficiary is not registered, in addition to the new user account request, the Beneficiary shall complete the organization information in the form available at the web address:

[https://www.ops.gr/Ergorama/fileUploads/ypostiriksi/kodikopoiisi/purinas/ORGANIZATION\\_INFORMATION\\_FORM.xls](https://www.ops.gr/Ergorama/fileUploads/ypostiriksi/kodikopoiisi/purinas/ORGANIZATION_INFORMATION_FORM.xls)

and sent it electronically to the MIS Administrator of the Managing Authority or the relevant joint secretariat.

In this case, for the correct completion of the user application form, the name of the legal body and not its code is a mandatory field. The field «Body Code» will be filled in by the Monitoring Information System Administrator during the process of the approval of the application.

**Note:** In case the Service/Unit/Department of an organization is considered a different entity then it is registered separately in the MIS and users of the one department does not have access the projects of the other. A typical example is the Regions with the Directorates that are part of them.

## B. User Password Information – other information

The screenshot shows a form titled "User Name Information". It contains a "Username:" input field with an orange border. To the right of the input field is a "Username availability check" button. Below the input field is a horizontal line. At the bottom left, there is a checkbox labeled "Access to all projects of Authority".

In the «**User Password Information**» section and in the «Username» field, the email address provided by the applicant is filled in (automatically). The applicant can modify it using the username he/she wishes if it is not already in use.

The availability of the username is checked via the «User availability Check» option and a message is displayed indicating the availability or not of the desired username.

The user selects the check box «Access to all projects of the Authority» according to his/her role in the organization or fills in the Comments the projects to which he/she requests access (cases of restricted access). In the same field, the applicant can indicate any important comments/notes related to the request.

## C. Managing Authority

The screenshot shows a form titled "To Managing Authority". It features a "Programming Period" dropdown menu with a "Select" button. Below it is a list of "Managing Legal Bodies" with the following items: "PA 2014-2020", "PA 2021-2027", "Εθνικό Πρόγραμμα Ανάπτυξης (ΕΠΑ)", "EEA Programs 2014-2020", and "RRF Recovery and Resilience Facility". To the right of the list is a search bar. At the bottom, there is a table header with columns for "Code", "Programming Period", and "Description".

In the section «**Managing Authority**», the Managing Authority “Interreg 2021 - 2027” is selected, after the selection of the Programming Periods.

Applications are approved (or rejected) by the Managing Authority.

The request for access to the MIS by the Interreg OPs Beneficiary's officers is for:

- PA 2021-2027,
- PA 2014-2020,

Several Programming Periods can be selected from the list, as shown in the image below:

The screenshot shows the 'To Managing Authority' section. At the top, there is a 'Programming Period' dropdown menu with '2 Selected' items: 'PA 2014-2020' and 'PA 2021-2027'. Below it is a search bar for 'Managing Legal Bodies'. The main area contains a table with columns for 'Code' and 'Description'. The table lists 10 entries, all with the code 'ΠΠ 2014-2020'. A search bar on the right of the table is highlighted with a red box and labeled '1'. The table entries are:

Code	Description
1090228	MANAGING AND CO-ORDINATION AUTHORITY OF ASYLUM, MIGRATION AND INTEGRATION FUND
1011409	EXECUTIVE STRUCTURE NSRF AFFAIRS OF TRADE & CONSUMER PROTECTION (MINDEV)
1012504	EUROPEAN AND DEVELOPMENT PROGRAMS DIVISION (E.D.P.D.)
1020236	DEVELOPMENT ORGANISATION OF CRETE
1090205	OPCEI - OPERATIONAL PROGRAMME COMPETITIVENESS, ENTREPRENEURSHIP AND INNOVATION
1090207	MANAGING AUTHORITY OF THE OP FOR FISHERIES & MARTIME AFFAIRS
1090211	ICT MANAGING AND IMPLEMENTING AUTHORITY
1090216	SPECIAL SERVICE OF COORDINATION
1090217	SPECIAL SERVICE FOR STRATEGY, PLANNING AND EVALUATION
1090219	MANAGING AUTHORITY OF REFORM OF PUBLIC SECTOR

It is possible to search (1) within the list of values by entering the name or part of the name or the body code (if known to the applicant).

When a body belongs to more than one Programming Period, then the corresponding entries will appear with the information in the column "Programming Period" (2). The applicant then selects the bodies to which he/she wishes to request access (3):

The screenshot shows the 'Managing Legal Bodies' section. The search bar on the right is highlighted with a red box and labeled '1', containing the text '1100104'. The table below has columns for 'Code', 'Programming Period', and 'Description'. Two entries are shown, both with the code '1100104'. The first entry has '3' in the 'Code' column and '2' in the 'Programming Period' column. The second entry has '3' in the 'Code' column. Both entries have a checked checkbox in the 'Code' column. The table entries are:

Code	Programming Period	Description
3 1100104	2 ΕΕΠΑ 2014-2020	MANAGING AUTHORITY "INTERREG 2021 - 2027"
3 1100104	ΕΕΠΑ 2021-2027	MANAGING AUTHORITY "INTERREG 2021 - 2027"



**ATTENTION:** After selecting the desired Programming Periods from the drop-down list, the system displays in the table the total number of Authorities under them. If the applicant proceeds to select Authorities from the table, but afterwards makes changes in the selected options of the drop-down list (adding or removing periods), the data in the table are deleted and the applicant must select them again.

## D. User's Role

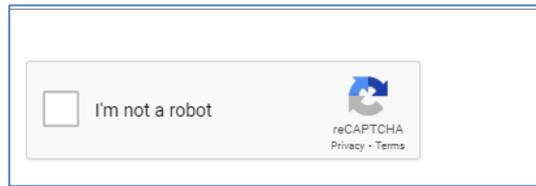
The screenshot shows the 'User's Role' section. It contains a list of roles with checkboxes for selection:

- Read only
- Edit
- Forms Submission(except Application Form)
- Application Form Submission
- Participant Record

The «User's Roles» section defines the responsibilities as described in section 1 of this document (Edit, Forms Submission (except for Application Forms), Application Form Submission).

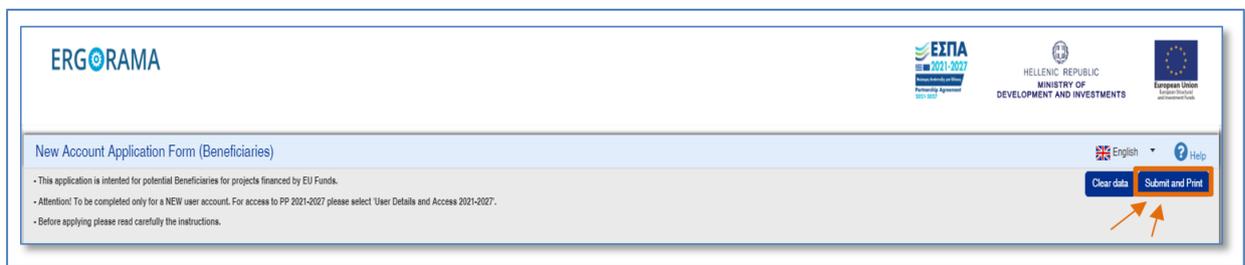
It should be noted that «Forms Submission» and «Application Form Submission» roles incorporates “Edit” right as well. In other words, the selection of the «Forms Submission (except for Application Forms) » option implies that the «Edit» option will also be assigned.

Finally, reCAPTCHA must be answered to confirm that the application is not generated by a robot. In some cases a pop-up window appears and the user needs to follow the instructions given and press «Verify».

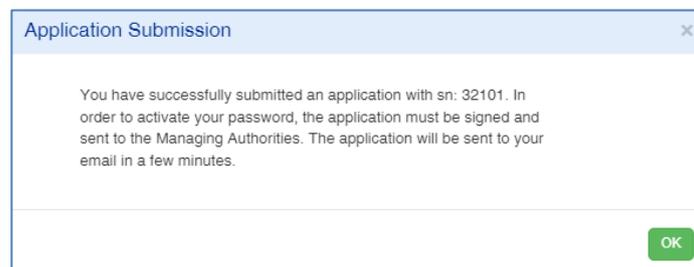


## 2.2 Submit and Print

After completing all the fields of the application, the applicant selects "Submit and Print" (at the top of the screen) to save, submit and print the application.



A successful submission message is then displayed on the screen with the number of the application submitted.



The system automatically displays the application form in pdf format, which must be printed and dully signed by the Beneficiary's Representative, sent to the Managing Authority and is a necessary accompanying element of the online application.

Finally, the system automatically sends an email informing the applicant of the request for access, indicating the serial number of the application.

## 2.3 User Account Activation

A user account can only be activated if all three conditions listed below are met:

- i. the application has been submitted electronically by the prospective user,
- ii. a signed copy of the submitted application has been received by the Managing Authority; and
- iii. the Beneficiary Code has been completed in the appropriate field.

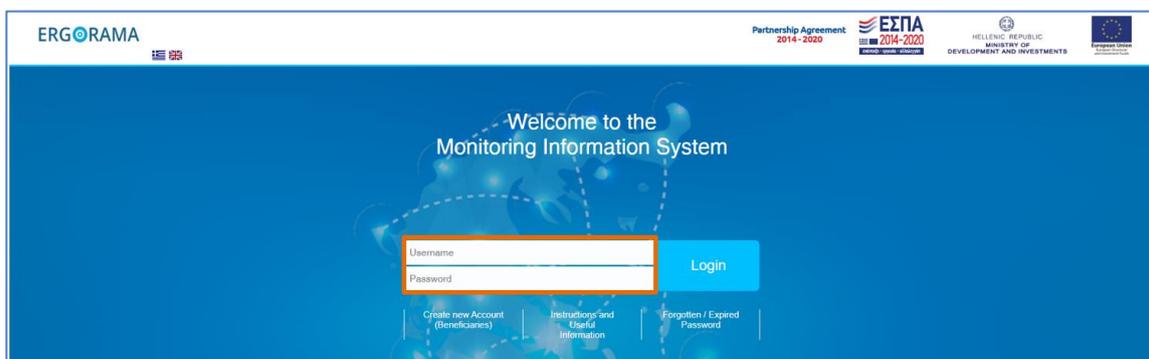
The processing of the application data is carried out by the MIS Administrator, who also creates the user's account.

**After the activation by the Administrator (user creation),** the system sends a message to the e-mail address filled in the corresponding field of the application, with the username and password of the user.

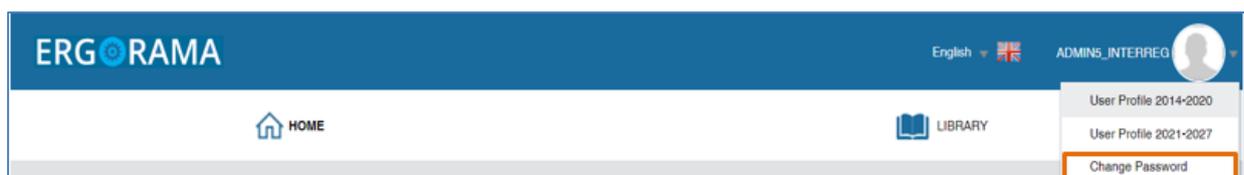
## 3. ACCOUNT MANAGEMENT

### 3.1 Application Login – Change Password

The first login to the application by the user is done using the username/password that has been received by email after activation of the account, on the website: <https://logon.ops.gr>



After login, the user is navigated to the Portal. By clicking on the user's icon at the top right 4 options appears: «User Profile 2014-2020», «User Profile 2021-2027», «Change Password» and «Logout».

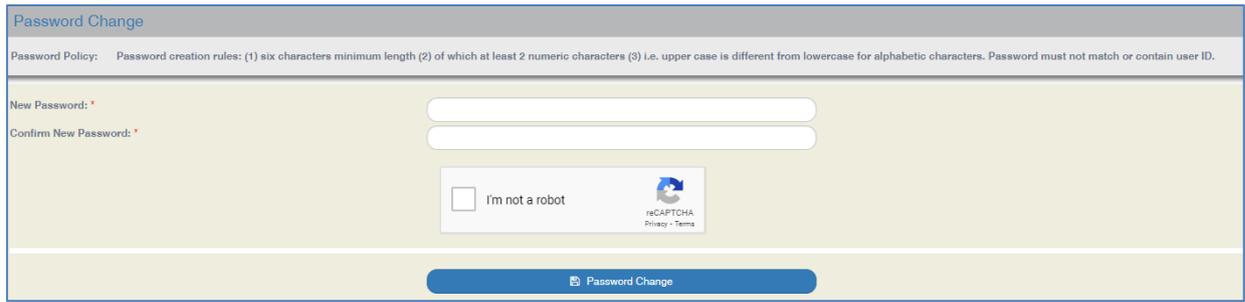


The user **must change his/her password** by selecting «Change Password». The corresponding screen is activated, in which instructions for changing the password are given and the fields are filled in:

**New password:** password of your choice

**Confirm new password:** the password of your choice (the one you typed in the «New password» field).

The new password must contain a minimum of six (6) characters, of which at least two (2) must be numeric and must be case-sensitive. The password must not be identical to or contain the username.

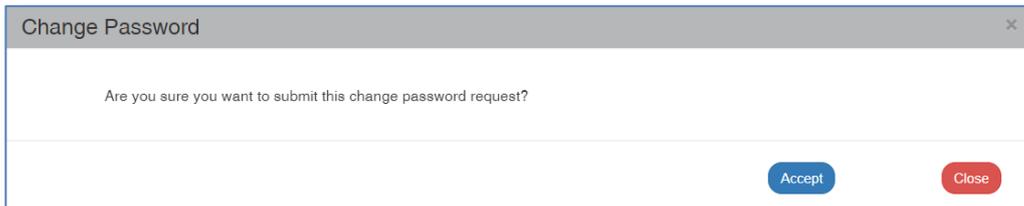


The screenshot shows a web form titled "Password Change". At the top, there is a "Password Policy" section with the following rules: (1) six characters minimum length (2) of which at least 2 numeric characters (3) i.e. upper case is different from lowercase for alphabetic characters. Password must not match or contain user ID. Below the policy, there are two input fields: "New Password:" and "Confirm New Password:". Underneath these fields is a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA" logo. At the bottom of the form is a blue button labeled "Password Change".



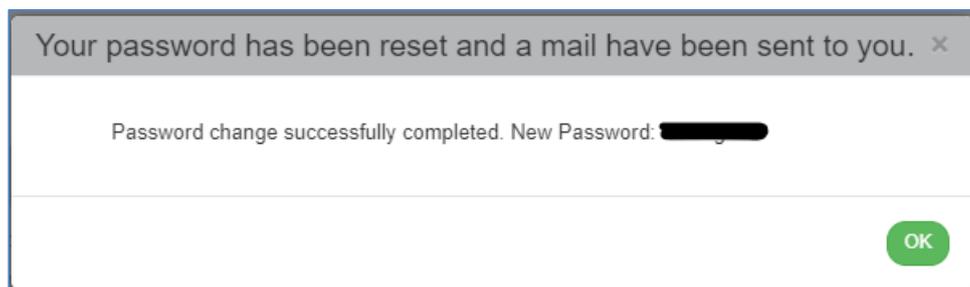
If the process is not completed correctly, a message will be displayed.

After entering the new password and confirming it, the reCAPTCHA is filled in and then «Change Password» is selected. A message is displayed to confirm the action, selecting «Accept» continues the process, and «Close» cancels the process.



The screenshot shows a dialog box titled "Change Password" with a close button (X) in the top right corner. The main text inside the dialog asks, "Are you sure you want to submit this change password request?". At the bottom right of the dialog, there are two buttons: a blue "Accept" button and a red "Close" button.

After «Accept», a message of successful password change appears.



The screenshot shows a notification message box. The title bar reads "Your password has been reset and a mail have been sent to you." with a close button (X). The main text of the notification says "Password change successfully completed. New Password: [REDACTED]". At the bottom right of the notification, there is a green "OK" button.

The system automatically sends a notification message to the user's e-mail address for the change of the password.

The user can change the password whenever he/she wishes but, in any case, every six (6) months, or else he/she will no longer be able to log in to the application.

### 3.2 User Profile 2014-2020 / 2021-2027 (Account Modification)

From the Portal, through the options «User Profile 2014-2020» and «User Profile 2021-2027», the corresponding screen is activated for each of the Programming Periods.



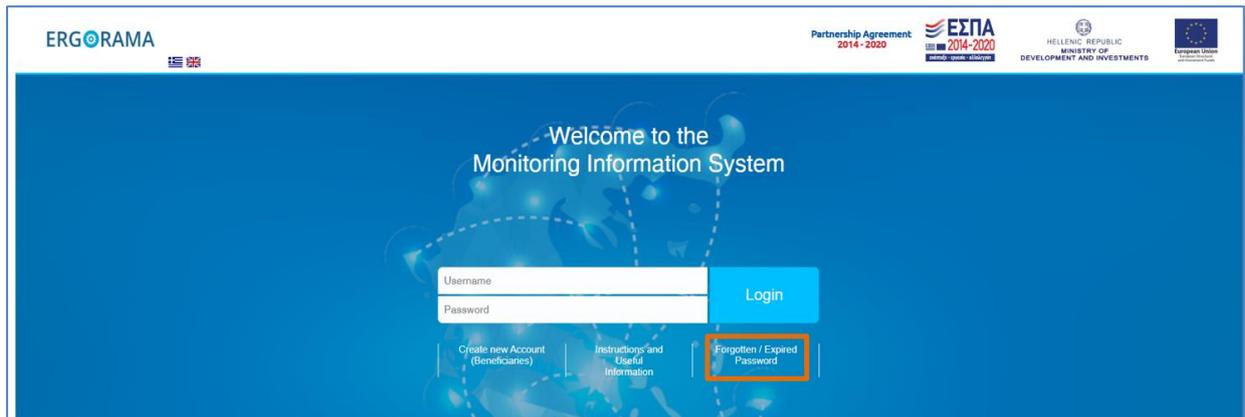
In the screens «User Profile 2014-2020» and «User Profile 2021-2027» the change of the user's personal data (contact details) is allowed, except for the name, the legal body and the username.

After applying the changes and clicking save, the user's new contact details are now available. Note that the system updates both profiles regardless of which form the changes are made from.



The User's Roles are the same for both Programming Periods. If the user requests a modification of his/her responsibilities, then the system shall update both Programming Periods regardless of which screen the changes are made.

### 3.3 Password Recovery



In case the user has forgotten his/her password or his/her account has been deactivated (e.g., because 6 months have passed since the last password change), he/she can request a new one, through the option «**Forgot/Expired password?** », located on MIS home page.

For this process he/she will have to fill in his/her username, the email address he/she has provided in his/her account details, fill in the reCAPTCHA and then select «Submit».



In the username and email field are case sensitive, and they should match the approved username and email address registered in Users profile.

A message appears to confirm the action, and by selecting «Accept» the process is completed.

The system automatically sends an informative email with the appropriate link for reissuing the password.

By selecting the link mentioned in the message, the «Change Password» screen is activated for the user to enter the new password by performing the same process as described above. Finally, after this process is completed, he receives a new email with the confirmation of the password change.

### **3.4 Deactivating User Account**

The Beneficiaries are obliged to inform the Managing Authority of any long-term absence or leave of their users, in order their accounts to be deactivated.