

United Nations Voluntary Fund for Victims of Torture

User's Manual for on-line reports

Welcome to the on-line grant system of the United Nations Voluntary Fund for Victims of Torture available between 1 January and 1 April every year to receive reports on the use of grants during the period January-December of the previous year. The deadline for the submission of reports through the on-line grants system is therefore **1 April every year.**

Before starting your on-line report, read carefully the revised Guidelines of the Fund, which are available from its website at <http://www.ohchr.org/EN/Issues/Pages/TortureFundMain.aspx>. Complete your on-line report filling out all fields that apply and providing all attachments as required.

IMPORTANT: Once you have completed and submitted the report on-line, kindly print out the form and send a hard copy duly signed to the secretariat by fax, e-mail or postal mail.

To report technical problems and/ or address questions related to the on-line reporting system, please send a message to the e-mail address grantstechsupport@ohchr.org.

Please, find below the main steps to follow and some useful tips to assist you while completing the on-line report.

Steps to follow

- Step 1** Go to the grants web site of the Fund <https://grants.ohchr.org> and log in to your account using your username and password
- Step 2** Select your language from the top menu on your right-hand side. You should select the language in which you will be preparing and submitting the report
- Step 3** Select to report on the project from your list by clicking on the link “report”. Before you start your report, you may choose to print the application on which you will be reporting by clicking “print”
- Step 4** Complete every screen/section of the report as required. You may simultaneously browse through your application to either extract text or just to refer to your proposal
- Step 5** Kindly note that in the financial information screen you will only be allowed to edit the numerical fields of the existing budget lines. You will NOT be able to add new budgets lines to the approved revised budget. Should you have a question regarding this, kindly contact the Secretariat of the Fund for guidance

Use the fields for comments available for each budget item to explain and provide additional information, particularly if there are relevant changes with respect to the amounts of the approved budget lines.

- Step 6** Make sure that you complete all relevant fields that apply and include all attachments as required.
- Step 7** When you want to end a working session and continue the report later, save the last changes and log off.

Financial report

- Edit the numerical fields of each budget line as necessary
- Save the budget line before you use the field for comments for the corresponding line
- Should an expense initially attributed to the Fund be no longer covered with the grant, change the amount to “zero” and kindly explain the reason of such a change

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- It is particularly important to explain any change in the calculation behind the **cost per unit** initially indicated. Kindly use the field for comments available for each budget item

Other useful tips

- You may enlarge or reduce the view of your application by moving the dividing line with your mouse
- Similarly to when you prepared the on-line application, consider the option of copy-pasting text from a word document into the required fields in each screen. By working off line you might be able to avoid problems with the connection and the server
- Save frequently while introducing information in each screen to make sure you do not lose information. Given the new layout, you may need to scroll-down the different screens and sub-screens in order to find the save button
- When server errors occur, a message will be displayed informing you that the web team/ master have been notified through an e-mail about the error. If this does not happen, please proceed as follows:
 - o Capture server error page by pressing "Print screen" button
 - o Open a word document
 - o Press "Ctrl+C" to copy the page into the word doc
 - o Save it with name "(P. number) - server error (1, 2, 3...)"
 - o Submit server errors as they occur to the e-mail address grantstechsupport@ohchr.org
- If you are not sure of how to fill in a particular section in the report, send a message to grantstechsupport@ohchr.org
- If you encounter problems with your user name and password, send a message to grantstechsupport@ohchr.org
- For any type of IT problem and/ or question, please send a message to grantstechsupport@ohchr.org
- Once you have completed the entire report, check that all information is there before submitting. You can do this by printing the document.
