

## TFS Helpdesk KnowledgeBase

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### **Opportunity:** [EPSRC programme grants: full application winter 2023]

UKRI is now taking a 'front door' approach and all enquiries, technical and non-technical are routed via the TFS helpdesk. To support the helpdesk in responding to research council specific questions, we ask for all councils to complete this FAQ document 10 working days before launching an opportunity.

Please bear in mind the following when completing this document:

1. When the helpdesk is responding to queries, this document is their first point of contact.
2. This is a living document and should therefore be updated prior to and during the opportunity pre deadline, this includes FAQ trends.
3. If the helpdesk is unable to answer a query because this is easily not identified in the funding finder or this FAQ document, all emails will be forwarded to the contact provided in the summary table (next page).
4. When responding to an enquiry, please ensure the case no. is in the subject field and no new emails are sent. Unfortunately, when responding to an email in a separate email with no case no, a new case is created.
5. Please do not reply to multiple enquiries in one email.
6. To ensure the helpdesk are providing customer excellence, we ask that councils respond as soon as possible to avoid chases from our external community.
7. If a council responds to an email directly to the customer, please copy in the helpdesk, so the helpdesk can resolve the case in Salesforce. The helpdesk keeps a record of all email threads therefore, it is important to keep the helpdesk updated.
8. A report will be shared with CCWG once a week to highlight any outstanding council emails yet to be responded to.

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**Summary – To be completed by the Research Council**

Useful information	
<b>Link to pre-announcement (if applicable):</b>	n/a
<b>Link to Webinar, slides and recording</b> Please be aware of the time delay in publishing slides and recordings.	n/a
<b>Link to Opportunity Guidance (Funding Finder):</b>	To be added
<b>No. of expected Applications:</b>	10
<b>Council Zoom chat Y/N and group name</b> Should this be urgent queries only?	N
<b>Opportunity Leads (email and phone number) and anyone responding to enquiries i.e central mailbox, peer review</b> Please specify if there is a hierarchy for enquiries & escalations and any instructions for the helpdesk i.e CC opportunity leads to enq.	Billy McGregor <a href="mailto:Billy.mcgregor@epsrc.ukri.org">Billy.mcgregor@epsrc.ukri.org</a> 07865884211
<b>Helpdesk</b>	

**Timeline – To be completed by the Research Council – If on funding finder – this info is not required.**

Event	Date	Time
<b>EOI decision date</b>		
<b>Applicant webinar date (if applicable)</b>		
<b>Outline opening date</b>		
<b>Outline closing date</b>		
<b>Full Opportunity Opening date</b>	25 October	10 am
<b>Shortlisting date</b>		
<b>Applicants informed of decisions</b>		
<b>Other useful information</b>		

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**Opportunity Q&As (generic and scheme specific) – To be completed by the Research Council and Helpdesk to identify email trends**

**Q: Am I eligible to apply? – N/a**

**Q: When will I receive an acknowledgement for my expression of interest? N/a**

**Q: Can we change the Project Lead between the EOI and Full Stage? No**

**Q: Is my organisation eligible to apply, i.e. is this an open call? N/a**

**Q: Is my project within remit of the opportunity (only for fulls)**

**A: N/a**

**Q: Will this opportunity open again in the future and when? Yes, please see EPSRC programme grants page on website**

**Q: Where are embedded images allowed and what sections? In guidance on funding finder**

**Q: How long is the assessment process and when will we receive the outcomes of our application? – should be on funding finder**

**Q: What funding is available, and do you have a rough estimate per award? – should be on funding finder**

**Q: What is the 'Resubmission Policy'? Standard EPSRC policy**

**Q: Can funds for equipment purchase be requested? Yes please speak to EPSRC**

**Q: What is the minimum and maximum time length the award should be? On funding finder**

**Q: Does the opportunity allow for more than one application from one research organisation? Yes**

**Q: Can a Project Lead make multiple applications for one opportunity? N/a**

**Please add any other Q&A's that you think may be applicable for this opportunity**