

European Commission

SFC2014 Newsletter

Contact the Support Team

We recommend using the [Contact Forms](#) for the different types of support requests:

- ⇒ Specific Issues
- ⇒ General Issues/Enquiries
- ⇒ Change Requests
- ⇒ Liaison Officers

These forms prompt you for all the information we need in order to provide you with a faster and more efficient service.

Welcome to the 1st Issue of the "SFC2014 Newsletter"!

You are receiving this newsletter because you are an active user of [SFC2014](#): the tool for electronic exchange of information between Member States and the European Commission in the context of Shared Fund Management for the period of 2014-2020.

The objective of this newsletter is to better inform you, the user, about the available support resources, and ongoing development activities. Do not hesitate to contact us if you need any more information.

Your SFC2014 Support Team

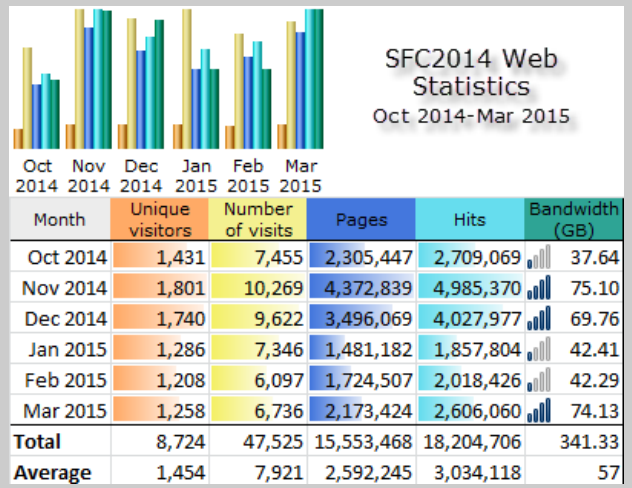
Some Facts

As depicted by the chart below, SFC2014 was experiencing peak usage during the months of November 2014 and March 2015.

New in SFC2014

Event Registration / Notification

- This module is now available via the **UTILITIES** menu
- It allows you to sign up for notifications for different Events Types (document uploads, changes in status etc) and apply Filters (CCI number, Funds etc).
- A Video Guide is available on the Portal [here](#) or via <https://ec.europa.eu/sfc/> ->Support Materials -> Utilities -> Event Registration



TIP of the day

Use the Question mark icon on any of the SFC2014 screens to take you to the related help section of the corresponding Quick Guide .

SFC Support Portal

The SFC Support Portal is the main point of reference for SFC2014. On the Portal you will find a wealth of information to assist you in all aspects of the application:

<https://ec.europa.eu/sfc/>

- Quick Guides
- FAQs
- MySFC
- Support contacts
- Regulation links
- ..and much more!

Just added...

- Take a look at the Release Note for Version 2.0.5 of SFC2014 (released 21.04.2015) [here](#).

Top FAQ's

SFC2014 Roles & Permissions

To know what your access profiles allow you to see/do in SFC2014 take a look at our '[Roles & Permissions](#)' FAQ.

Communication Errors

Do you frequently receive a [Communication Error in SFC2014](#)? This FAQ provides you with a number of possible solutions.

What is MySFC?

[MySFC](#) is a personalized space within the SFC Portal where special content is displayed depending on your SFC2014 access profile. Content currently available includes:

- EAFRD Reports
- MS Liaison Area
- DG HOME
- EC Users Area
- Webservices



More content will be added over the coming months!

*You must log in with your ECAS account to see MySFC in the portal menu options.