turna

online project management

Europe Version

Carries your information globally

USER MANUAL
v.2.0

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1. PURPOSE

The purpose of this user manual is to give information about TURNA Online Project Management System and explain each step and screen in the user interface.

2. TURNA

TURNA is an Online Project Management System developed by Turkish National Agency with the goal of receiving project applications and managing all the operations in project lifecycle electronically. It has been used since 2008 and reached over than 48.000 numbers of users. This version of TURNA (TURNA for Europe) has been designed special within the cooperation between Turkish National Agency and the National Agencies of 16 countries.

3. TURNA USER INTERFACE

3.1 TURNA Login Page

Applicants who wish to apply for European Union Education and Training Programmes online should first register to TURNA system. In order to do this, applicants should connect to the TURNA Login page serving at the URL address http://turna4europe.ua.gov.tr (see Figure 1).

Figure 1: TURNA Login Page

Login page contains several links. On the upper left of the screen, user guide and helpdesk links are located. User guide is this guide you are reading. Helpdesk link is used to send an email to TURNA Helpdesk Team. TURNA Helpdesk Team involves two experienced staff continuously checking helpdesk emails and returns feedback as soon as possible.

In the middle area, username and password fields used to log in to the system with the registered credentials are located. In the lower left corner of the credential area, access links to two important functionalities do exists. One of them "New User" which redirects user to the registration page used when the applicant would like to acquire credentials for the TURNA System. The other is "I forgot my password" used to send a new password to the registered user.

On the left bottom corner of the screen, some important warnings are displayed. In order to use the system without any problem, we strongly encourage users to take into account these warnings.

3.2 Registration Page

By clicking the "New User" button, users are directed to the "Registration Page" of TURNA System. The red labelled fields at this page are the compulsory fields which are required to be entered in order to complete the registration successfully. One important thing at this screen is that users should pay attention to the formats of the data they entered. Otherwise users cannot get rid of the red warnings or they may have difficulties while trying to enter a wrong character into the formatted fields. Moving mouse on to the exclamation marks will give more clear information about the errors.

Figure 2: TURNA New User Registration Page

For security purposes, a CAPTCHA (the text readable only by humans not by computers) has been located on the lower left part of the screen. In order to complete the registration successfully, the characters in this CAPTCHA should be entered correctly. Sometimes the automatically generated

characters in the CAPTHCA might be located very close to each other making it difficult to read. At these situations, users can click refresh (🔄) button to generate another CAPTCHA.

The registration is completed after entering all the required fields correctly and by clicking on the "OK" button at the bottom right.

When the applicant clicks on the "OK" button, an e-mail including an activation link is sent to the user's registered email addresses and a message seen in the following figure 3 is displayed.
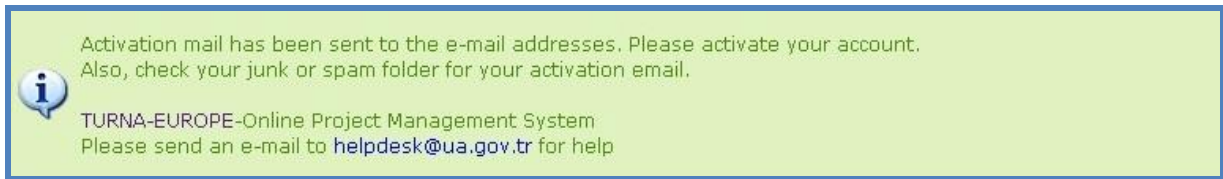

Figure 3: Activation Message Page

3.3. Activation Page

When user completes his registration, an activation e-mail is sent to the user's registered e-mail addresses. The activation process should be completed by clicking on the "Activation" link in the incoming e-mail. If the activation is successful, activation page similar to figure 4 is displayed. After activation, a second email including username and password information is sent.

Figure 4: Activation Page

3.4. Password Reminder Page

If the password is forgotten, the applicant can access to the password reminder page by clicking on the "I forgot my password" link on the TURNA login page. The user enters the characters of the displayed CAPTCHA and e-mail given in registration page and clicks on the "OK" button. The new password of the user will be sent to his registered e-mail address. If the user still faces problems in acquiring a new password (i.e. having problems with the email account), TURNA Helpdesk should be contacted.
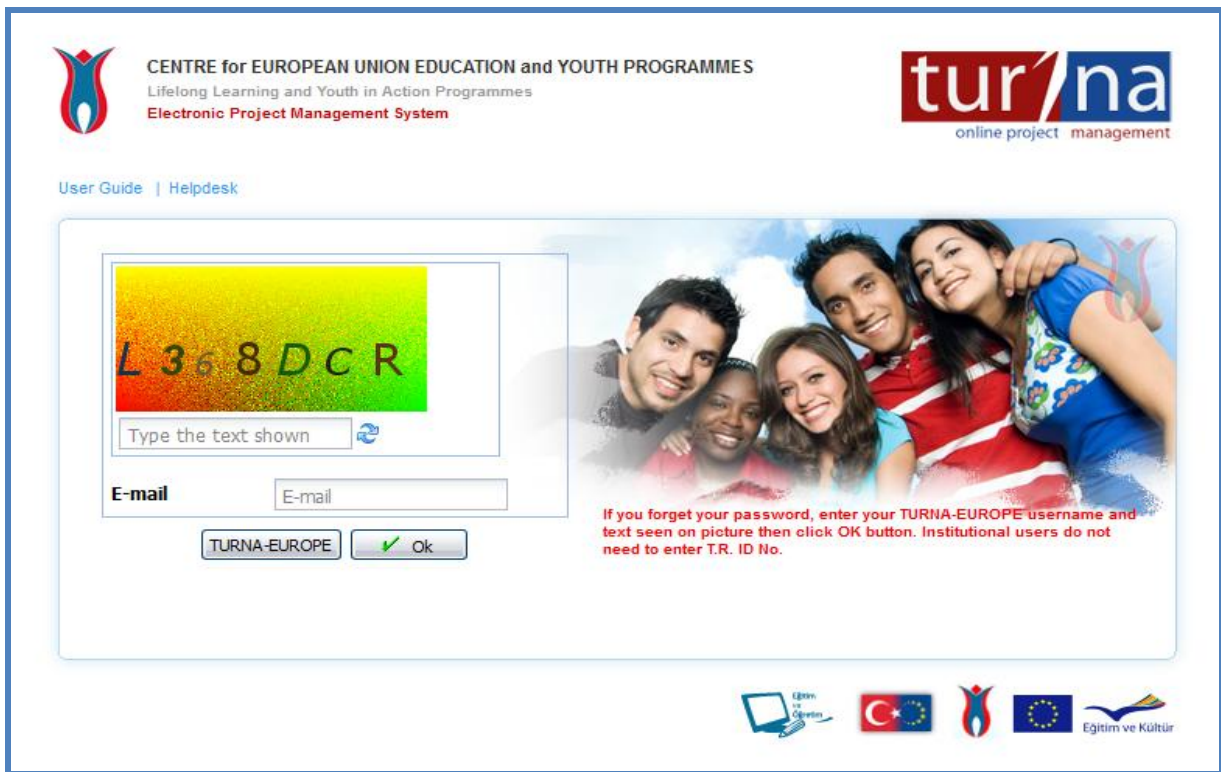
Figure 5: Password Reminder Page

3.5. Applicant Page

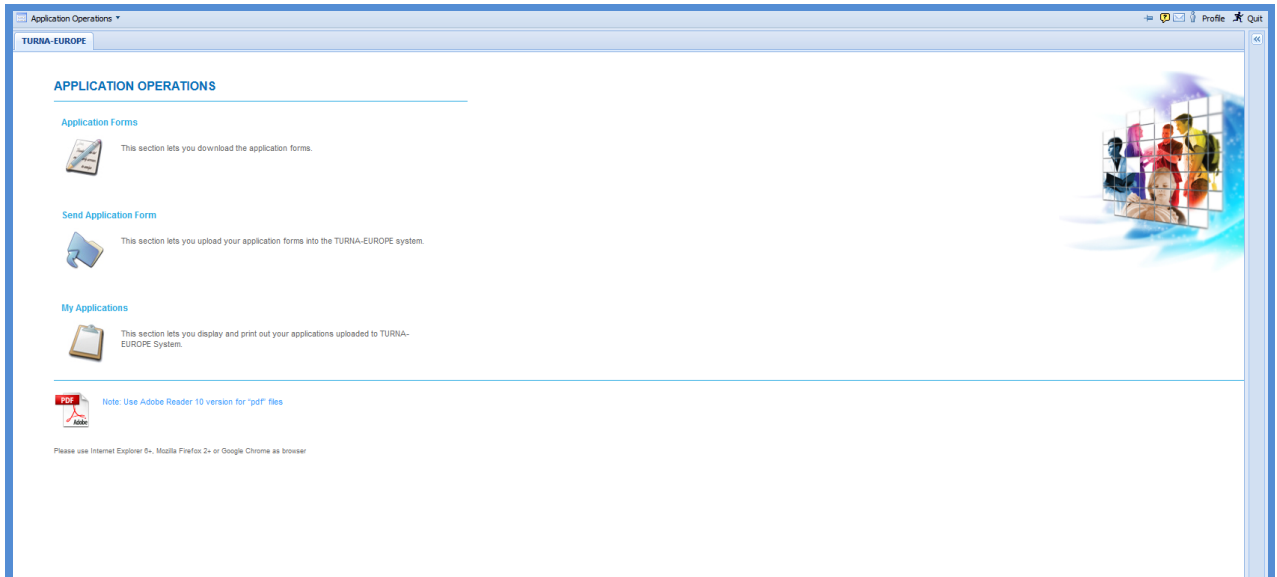The Applicant enters the system by entering his/her username and password.

Figure 6: Applicant Page

3.6. Applicant Profile Update Page

By clicking on to the "Profile" link at the upper right side of Applicant Page, users are able to update their profile information and change their passwords.

Figure 7: Applicant Profile Update Page

3.7. Password Change Page

Users are able to change their passwords by clicking on to the "Update" link in the password section.

Figure 8: Password Change Page

4. APPLICATION OPERATIONS ON TURNA

4.1. Application Operations Screen

When user first connects to the system, an application operations page is displayed. There are three important functions at this page:

Application Forms: It is the interface where users can download the application E-forms.

Send Application Form: It is the interface where users can upload their applications into the TURNA System after they have completed filling in the E-form.

My Applications: It is the interface where users can display all his applications and can open the uploaded E-forms and print them out.
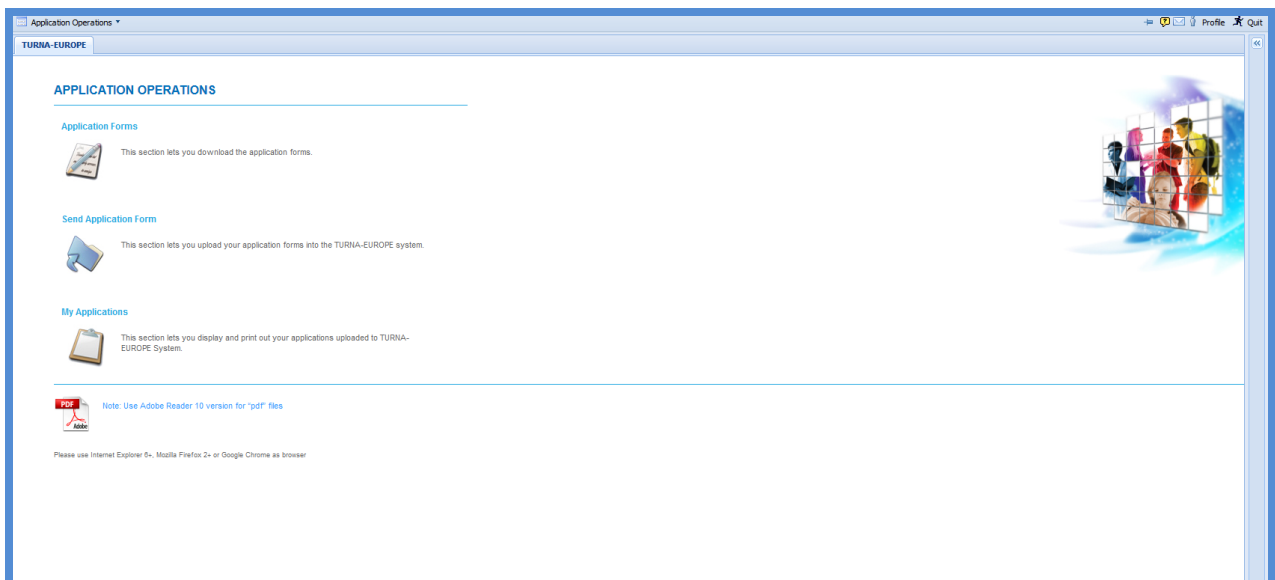

Figure 9: Application Operations Page

4.1.1 Application Form List Interface

As it is seen in the following figure, users can access to the Adobe E-form of the program that they wishes to apply. It is required that the applicants should open the application form prepared in Pdf format by using Adobe Reader version 10 or newer software. Since the other versions might have some problems.
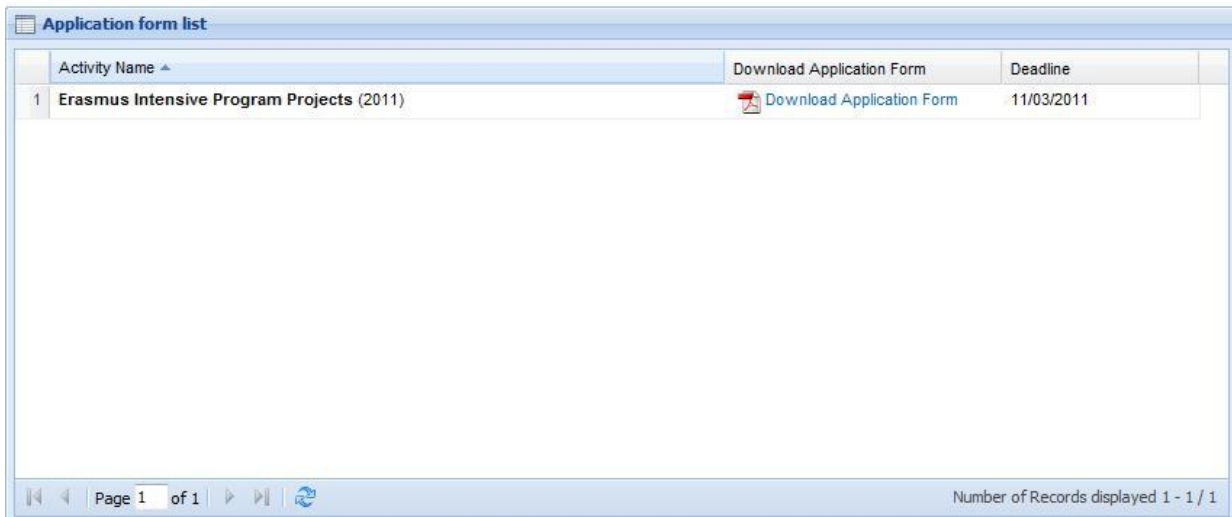

Figure 10: Application Form List Page

4.1.2 Send Application Form Interface

It is the interface where applicants can upload their application forms into the system. In order to be able to complete the upload operation successfully, the Adobe E-form should be validated correctly. This validation is done by clicking the "Validate" button on the E-form. Note that validate button provides users the opportunity to enter correct and well formatted data in the fields on the E-form. It also checks whether the compulsory fields are entered or not. If the form is validated correctly, it can be uploaded to the system by clicking the browse button located next to the "File" field, selecting the E-form and clicking the OK button after entering the characters in the CAPTCHA correctly.
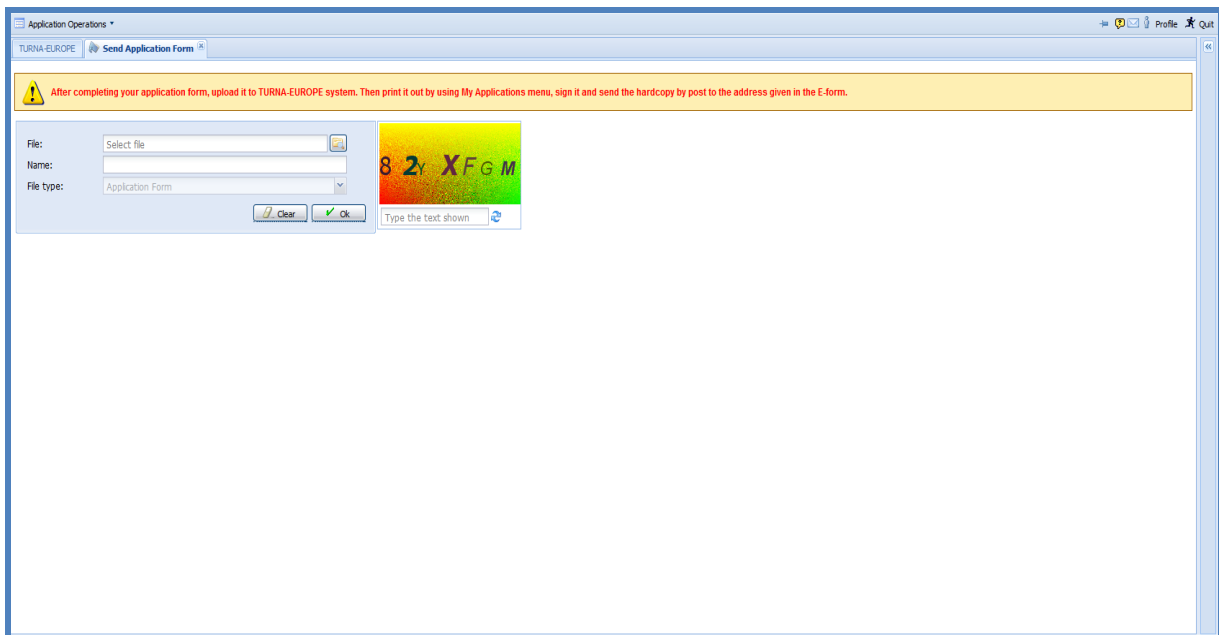
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Figure 11: Send Application Form Page

4.1.3 My Applications Interface

It is the interface where applicants can display their applications sent to the system, view the sent Eforms and print them out. Please note that it is possible to sent more than one application to the same program. This is a useful functionality when applicants may notice an error on the uploaded Eform and want to change it. The Eforms displayed from the system are read-only. Therefore the users should use the Eforms on their computers in order to make changes and then upload them again to the system. TURNA accepts the E-form, which is printed and sent to the National Agency, as valid. It differentiates the Eforms according to the hash codes printed on the E-forms. These hash codes are the codes that change each time when the save button is clicked on the form.
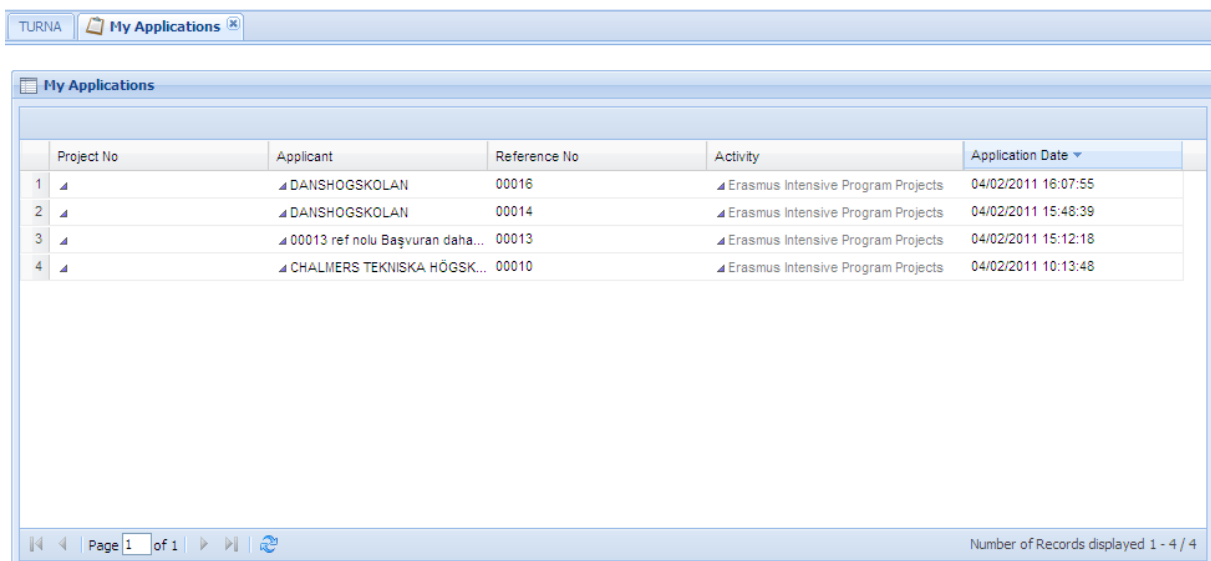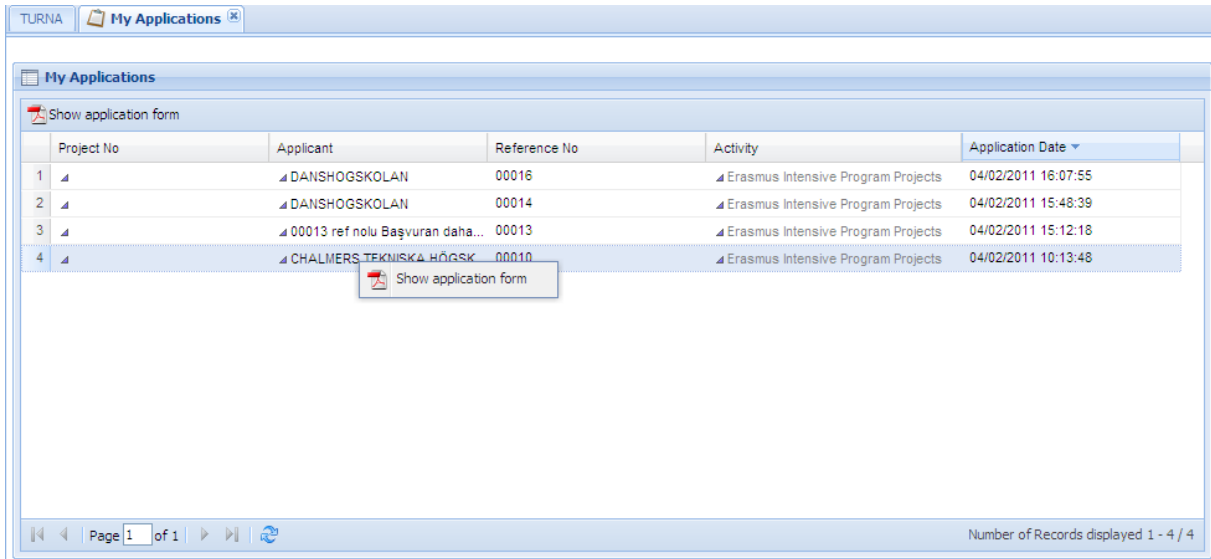

Figure 12: My Applications Page

4.1.4 Printing out Application E-Forms

Figure 13: Application Form Display Page

When the user first downloads the application E-form, it comes with the print option disabled. This is used to prevent users sending the hardcopy applications without uploading them to the system. So for the users, in order to be able to print their applications, they should first upload their E-forms to the TURNA system, then go to "My Application" menu and display the E-form by right clicking his application. After that the E-form will be opened read-only and print option will be enabled.