



European SME Week Event Registration

for event organisers

[FAQ]

This FAQ has been compiled to answer the most frequent questions asked by event organisers regarding how to register, review or cancel events on the [SME Week public event registration website](#), and how events are further validated and publishing.

FAQ 1

What kind of events are eligible for registration?

The [SME Week public event registration website](#), is open to any event organiser wishing to advertise events or activities that meet the general objectives of European SME Week. This includes events that:

- **promote entrepreneurship** (among new and/or existing entrepreneurs)
- inform businesses about the **support available** (European, national, regional and local) to help them reach their full potential.

Eligible events include conferences, competitions, exhibitions, company open days – or any other means of attracting an audience interested in micro, small and medium-sized firms. The subjects can include anything essential to running small/medium businesses, depending on your expertise or experience: start-ups, corporate social responsibility, tax and legal issues, female entrepreneurship, social economy, etc.

FAQ 2

What's the difference between the different types of events?

Four types of events can be registered from the [SME Week public event registration website](#). These include:

- **EU entrepreneurship days for students**
Europe-wide events for students in their last year of secondary education, taking place at school(s) of your country under the umbrella of EU Entrepreneurship Day. Can include meetings with entrepreneurs, case studies, lectures, workshops and company open days.
- **National and regional events:**
Organised by a national and/or regional organisation(s) in its country.
- **Cross border events:**
Jointly organised by 2 or more national and/or regional organisation(s) in more than one EU country.
- **European level events:**
Organised either by European-level (business) organisations and/or institutions or by national/regional representations in Brussels. Or, events with a strong European dimension held in one of the 37 countries participating to the European SME Week programme.
- **International events:**
Organised by at least one of the 37 participating countries plus at least one country other than the 37 participating countries.

FAQ 3

What happens after an event has been submitted?

Once you have successfully submitted an event, a confirmation email will be sent to the contact email address that you specified on the event registration form. The confirmation message contains a link to the entered event details. You can use this link to further review the event and monitor its status. Newly submitted events have a status of '*Waiting for approval*' until they are approved by a relevant National Coordinator (or by an EU Supervisor, in the case of a European Level Event). A subsequent email will be sent to you when the event is approved (and simultaneously published) – or if it has been rejected (for instructions on how to deal with a rejected event, see FAQ 5 below).

FAQ 4

Can I modify an event after it has been submitted?

Newly submitted events can easily be updated if they have not been approved yet; a new approval will be required if the changes take place after the event has been approved.

◆ **Proceed as follows to modify an event:**

1. Click the event hyperlink from the email confirmation that you received upon submitting your event.

Result: You are returned to the event registration form.

2. Click **Edit**.

3. Make the appropriate changes to the event registration form and click **Save**.

Result: The status of the updated event will not change (i.e. it will remain '*Waiting for approval*') if the event had not been approved yet; if its status was '*Approved*', it will be returned to '*Waiting for Approval*' and the National Coordinator (or an EU Supervisor, in the case of a European Level Event) needs to approve it again before it is re-published.

FAQ 5

What should I do if one of my events gets rejected?

If an event that you have submitted is rejected by a National Coordinator (or by an EU Supervisor, in the case of a European Level Event), the reason why it was rejected will be mentioned in the email notification that you will simultaneously receive. Modify the event as described in FAQ 4, so the National Coordinator or EU Supervisor can check it again and decide to approve it.

FAQ 6

When and where will my event be published?

Submitted events of all types are published on the SME Week website (<http://ec.europa.eu/growth/smes/support/sme-week>) as soon as they are approved by an authorised National Coordinator or an EC Supervisor – i.e. as soon as you receive the corresponding email notification. This process can take 1-3 weeks, depending on the general planning of the events.

FAQ 7

Can I contact my National Coordinator directly?

You can contact your National Coordinator for advice or if you feel that there is some urgency in approving one of your events that is coming up soon.

FAQ 8

Can I delete one of my events if it has been canceled?

If an event that you have submitted needs to be cancelled for some reasons e.g. speakers unable to attend, insufficient number of participants, lack of funding, logistical problems, etc., you can (and should) let this be known so the event can be unpublished from the list of foreseen events on the European SME Week website.

◆ **Proceed as follows to delete an event:**

1. Open the email message that you received after submitting the event, and click on the URL in the message body.
2. Click the **Cancel/Delete** button at the bottom of the event form.
3. Describe in a few words the reasons why the event will not take place.
4. Click **Cancel/Delete**.



Restoring a canceled event

It may happen that an event is first cancelled and then the organisers decide that it should take place after all, and the announcement be re-published. This is possible: just re-open the cancelled event from the original email message of the event, and submit the event again. The re-submitted event will be reset to 'Waiting for approval'. Once approved, it will be published again.

FAQ 9

Are there any limitations as to the types of documents/pictures that I can upload?

You can upload 2 types of documents when entering the details of an event i.e.

- **Attachments:**
Attachments can be uploaded in the *Details* tab and typically contain additional information about the event, like agenda, list of speakers, registration form, etc. Attachments are limited to 2 MB and must have one of the following formats: *JPG, JPEG, GIF, PNG, DOC, PDF, PPT, XLS*.
- **Logos:**
Logos can be attached to the main organisation and/or to partner organisation(s) in the *Organisers* tab of an event. Logos are valid if the following conditions are met:
 - the related file cannot exceed *100 Kilobytes*
 - the logo must be a picture file with one of the following formats: *JPG, JPEG, GIF or PNG*

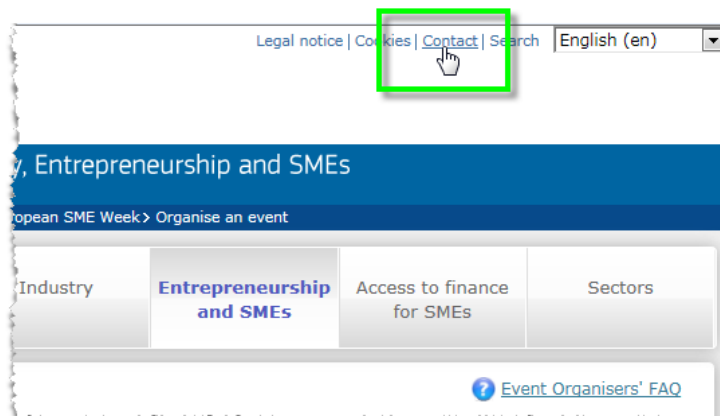
FAQ 10

What if I encounter an information security incident?

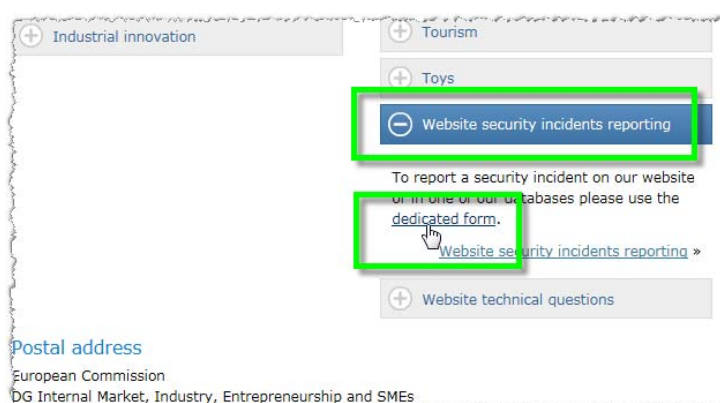
Should you have any concern regarding to the **security**, privacy or confidentiality of the information accessible on the European SME Week website, please report this online using the dedicated DG Growth incident report form available from the general Contact page.

◆ To report an information security incident

1. Click the **Contact** hyperlink at the top (or at the bottom) of any page:



2. On the Growth Contact page, expand the **Website security incidents reporting** section, and then select the **dedicated form** hyperlink:



3. Complete the online form with all required information about the incident that you wish to report.
4. Click **Submit the form** at the bottom of the form.

What is an 'information security incident'?

The following can be considered as information security incidents:

- Unauthorised access attempts (hacking)
- Unauthorised scanning of networks or computers
- Denial of service (DoS) attacks
- Defacement of websites
- Theft, or loss of critical data or IT equipment
- Disclosure of private information
- Disclosure of passwords or other authentication credentials
- Unmanaged virus or malware infections
- Any other suspicious events or queries.

PLEASE DO NOT USE THE ONLINE FORM FOR REPORTING ANY OTHER TYPE OF INCIDENT!