



**Travel Agency/Tour Operator Manual for
Registration, Participation Application Submission
and Beneficiaries' data registration**

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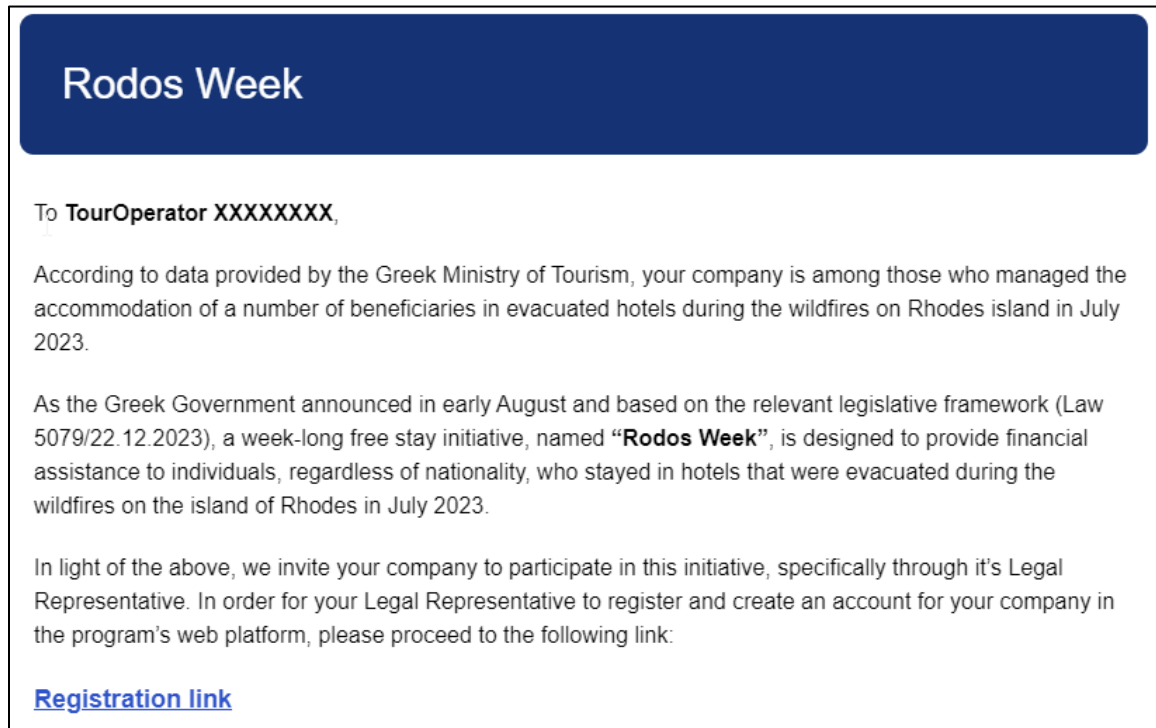
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1. Registration

In order to register in the program's web platform, the user needs to follow the registration link provided in the email he received, as shown in the following screen.



The screenshot shows an email interface with a dark blue header containing the text "Rodos Week". Below the header, the email content is as follows:

To **TourOperator XXXXXXXX**,

According to data provided by the Greek Ministry of Tourism, your company is among those who managed the accommodation of a number of beneficiaries in evacuated hotels during the wildfires on Rhodes island in July 2023.

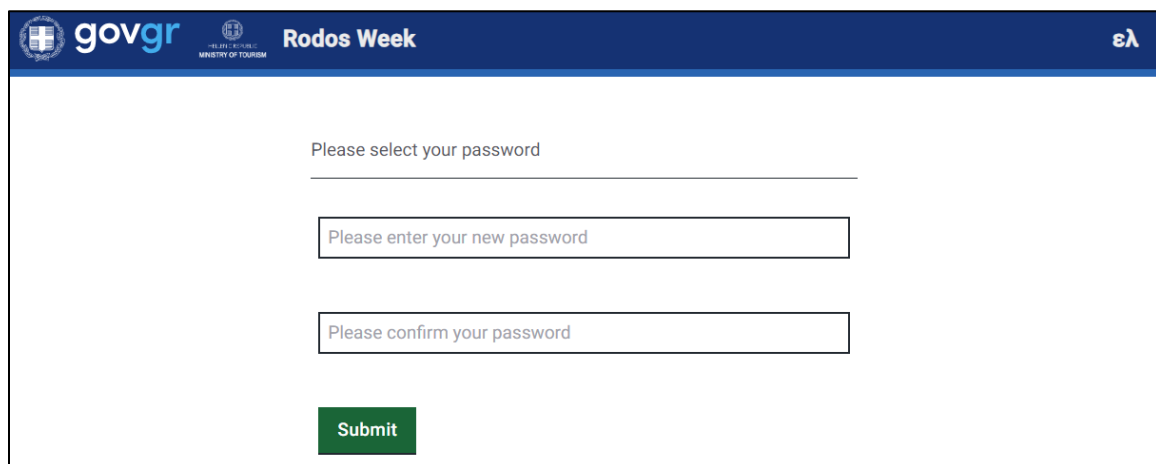
As the Greek Government announced in early August and based on the relevant legislative framework (Law 5079/22.12.2023), a week-long free stay initiative, named "**Rodos Week**", is designed to provide financial assistance to individuals, regardless of nationality, who stayed in hotels that were evacuated during the wildfires on the island of Rhodes in July 2023.

In light of the above, we invite your company to participate in this initiative, specifically through its Legal Representative. In order for your Legal Representative to register and create an account for your company in the program's web platform, please proceed to the following link:

[Registration link](#)

Figure 1 Registration mail

Then, the user needs to select his password by entering it twice in order to confirm it and click "Submit".



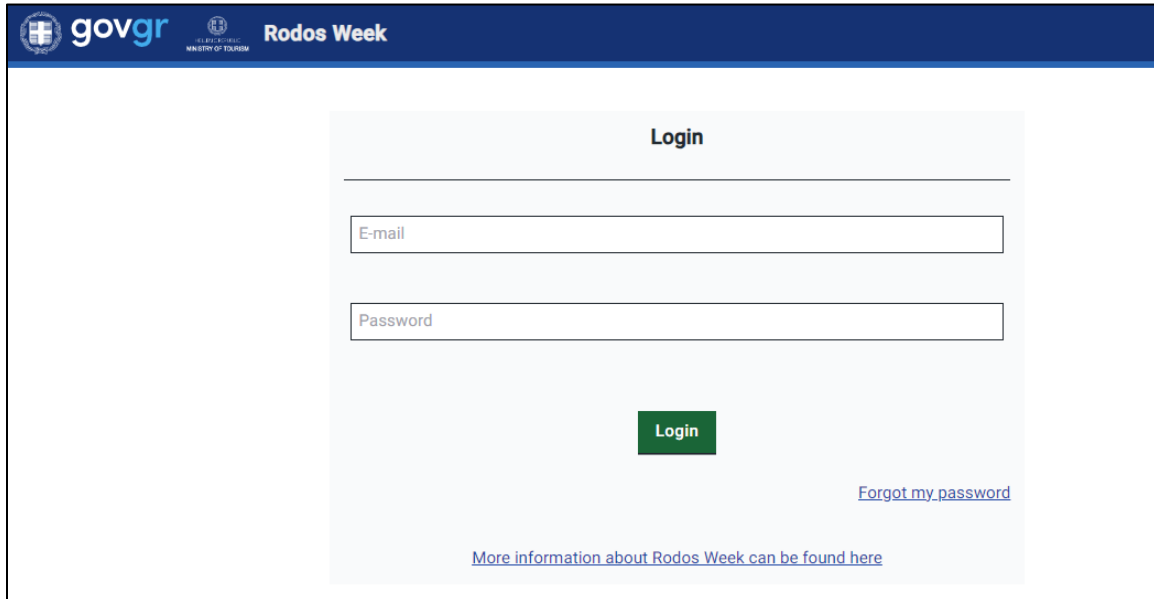
The screenshot shows a web form for password selection. At the top, there is a header with the "govgr" logo, the "Rodos Week" title, and the Greek flag. The form contains the following elements:

- A label: "Please select your password"
- A horizontal line separator
- A text input field with the placeholder text: "Please enter your new password"
- A text input field with the placeholder text: "Please confirm your password"
- A green "Submit" button

Figure 2 Password selection

2. Login

To log in to the application, the user needs to enter the email address where he received the registration link, as well as the password he selected above and then click **“Login”**.



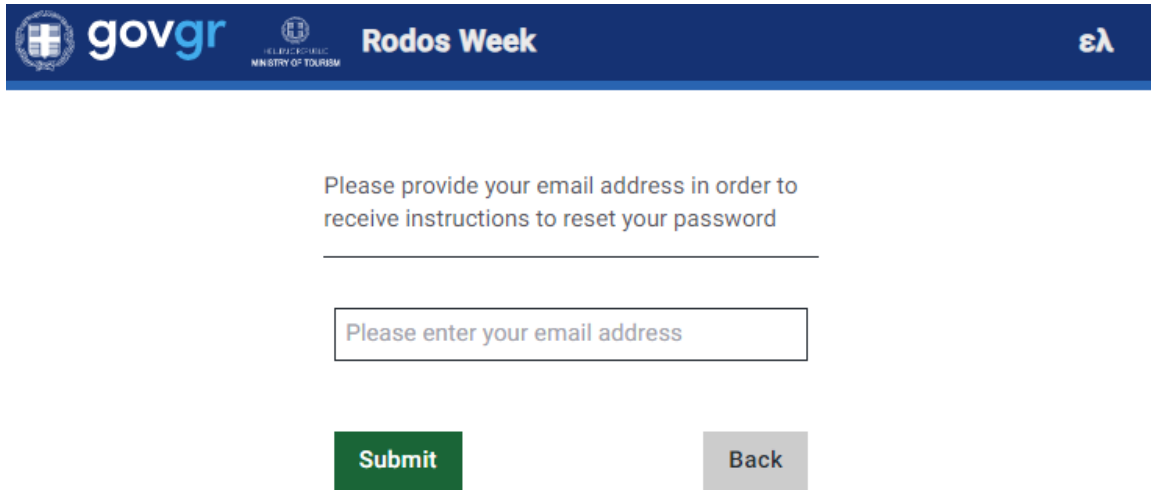
The screenshot shows the login interface for the 'Rodos Week' application. At the top, there is a dark blue header bar containing the 'govgr' logo, the logo of the 'REPUBLIC OF GREECE MINISTRY OF TOURISM', and the text 'Rodos Week'. Below the header, the main content area is white and features a light gray login box. The login box is titled 'Login' and contains the following elements: a horizontal line, an 'E-mail' input field, a 'Password' input field, a green 'Login' button, a blue link 'Forgot my password', and a blue link 'More information about Rodos Week can be found here'.

Figure 3 Login

3. Reset Password

If the user has forgotten the password he selected when he registered, he can click **“Forgot my password”** in the login screen to visit the password reset page.

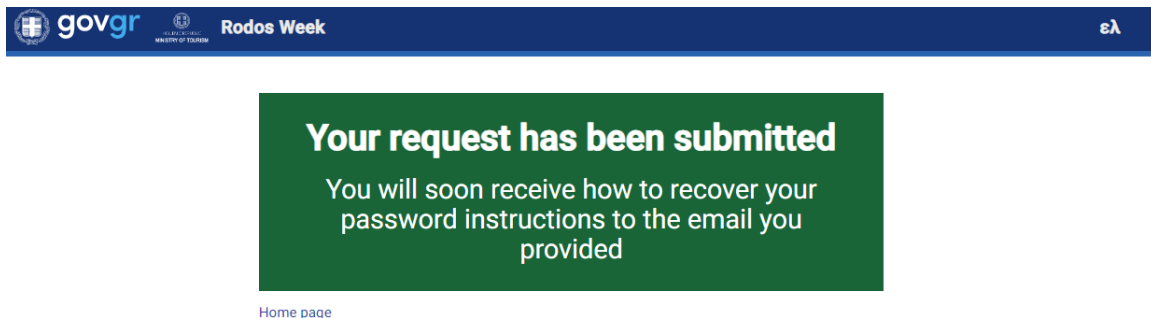
There, the user needs to enter the email address where he received the registration link and click **“Submit”**, in order to receive instructions to reset the password.



The screenshot shows the top navigation bar with logos for govgr, HELLENIC REPUBLIC MINISTRY OF TOURISM, Rodos Week, and ελ. Below the bar, the text reads: "Please provide your email address in order to receive instructions to reset your password". A horizontal line separates this text from a text input field containing the placeholder "Please enter your email address". Below the input field are two buttons: a green "Submit" button and a grey "Back" button.

Figure 4 Reset password

When the request has been submitted, the following message appears.



The screenshot shows the top navigation bar with logos for govgr, HELLENIC REPUBLIC MINISTRY OF TOURISM, Rodos Week, and ελ. Below the bar, a green box contains the following text: "Your request has been submitted" in bold, followed by "You will soon receive how to recover your password instructions to the email you provided". Below the green box is a blue link labeled "Home page".

Figure 5 Password reset request successfully submitted

Then, the user receives instructions on how to recover the password to the provided email.

Rodos Week

To **ΤΟΥΡΙΣΤΙΚΟ**,

You have received this message because you requested to reset your password on the **Rodos Week** app.

If you want to reset your password, click [here](#)

Please note that the above link can only be used once.

You have received this message by the Rodos Week program. Please DO NOT reply to this e-mail. If you have received this message in error, please disregard it and delete it.

--- A translation in Greek follows ---

Rodos Week – Επαναφορά κωδικού πρόσβασης

Προς **ΤΟΥΡΙΣΤΙΚΟ**,

Λάβατε αυτό το μήνυμα επειδή ζητήσατε την επαναφορά του κωδικού πρόσβασής σας στην εφαρμογή **Rodos Week**.

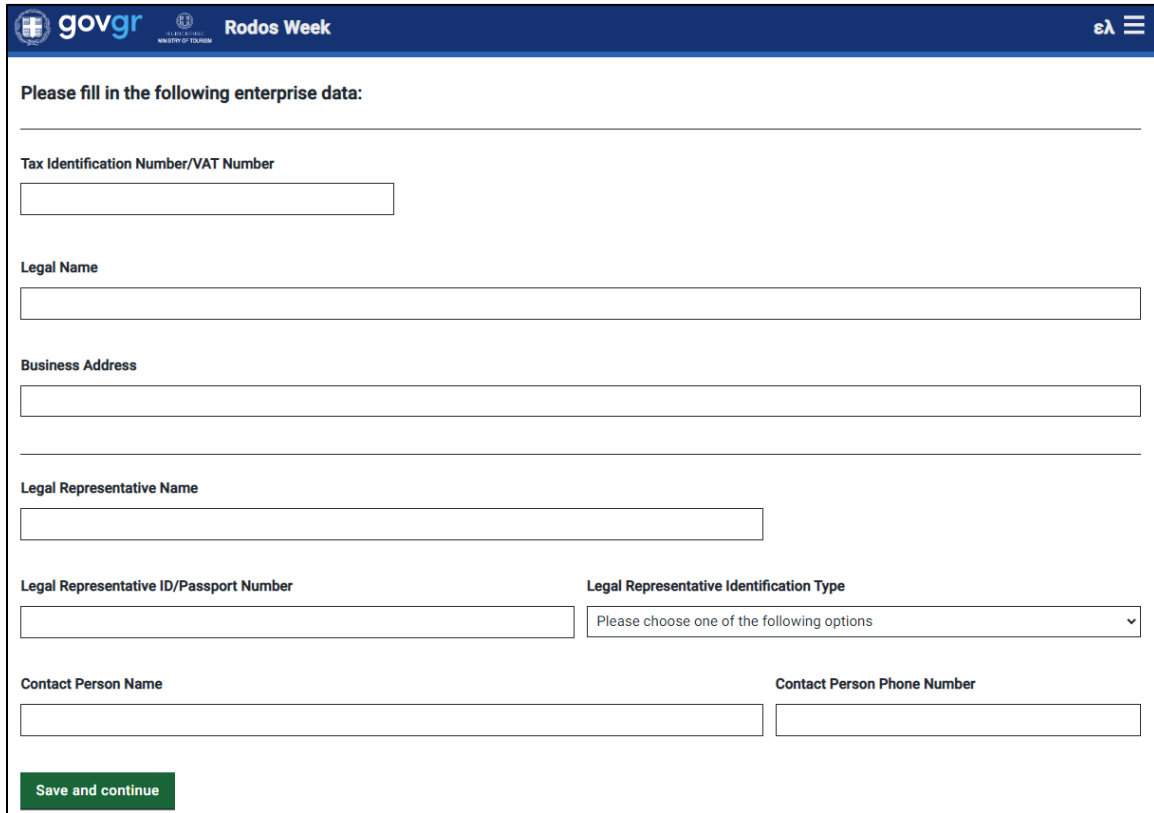
Εάν θέλετε να ορίσετε εκ νέου τον κωδικό σας, πατήστε [εδώ](#)

Λάβατε αυτό το μήνυμα από τη δράση **Rodos Week**. Παρακαλούμε ΜΗΝ απαντήσετε σε αυτό το e-mail. Αν λάβατε το μήνυμα εκ παραδρομής, παρακαλούμε αγνοήστε το και διαγράψτε το. Αν χρειάζεστε οποιαδήποτε βοήθεια, μπορείτε να υποβάλετε το ερώτημά σας μέσω της ηλεκτρονικής φόρμας ή να επικοινωνήσετε τηλεφωνικά με το Γραφείο Αρωγής Χρηστών της Δράσης στο 215 215 7822 (Ώρες λειτουργίας: Δευτέρα έως Παρασκευή, 09:00 - 17:00).

Figure 6 Reset Password e-mail

4. Filling in the enterprise's data

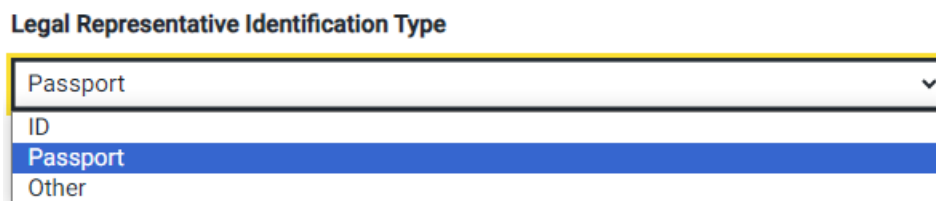
After login, the user needs to fill in the following enterprise data:



The screenshot shows a web application interface for 'Rodos Week'. The header includes the 'govgr' logo, the text 'Rodos Week', and a language selector 'ελ'. The main content area is titled 'Please fill in the following enterprise data:' and contains several input fields: 'Tax Identification Number/VAT Number', 'Legal Name', 'Business Address', 'Legal Representative Name', 'Legal Representative ID/Passport Number', 'Legal Representative Identification Type' (a dropdown menu with the text 'Please choose one of the following options'), 'Contact Person Name', and 'Contact Person Phone Number'. A green 'Save and continue' button is located at the bottom left of the form.

Figure 7 Filling in the enterprise's data

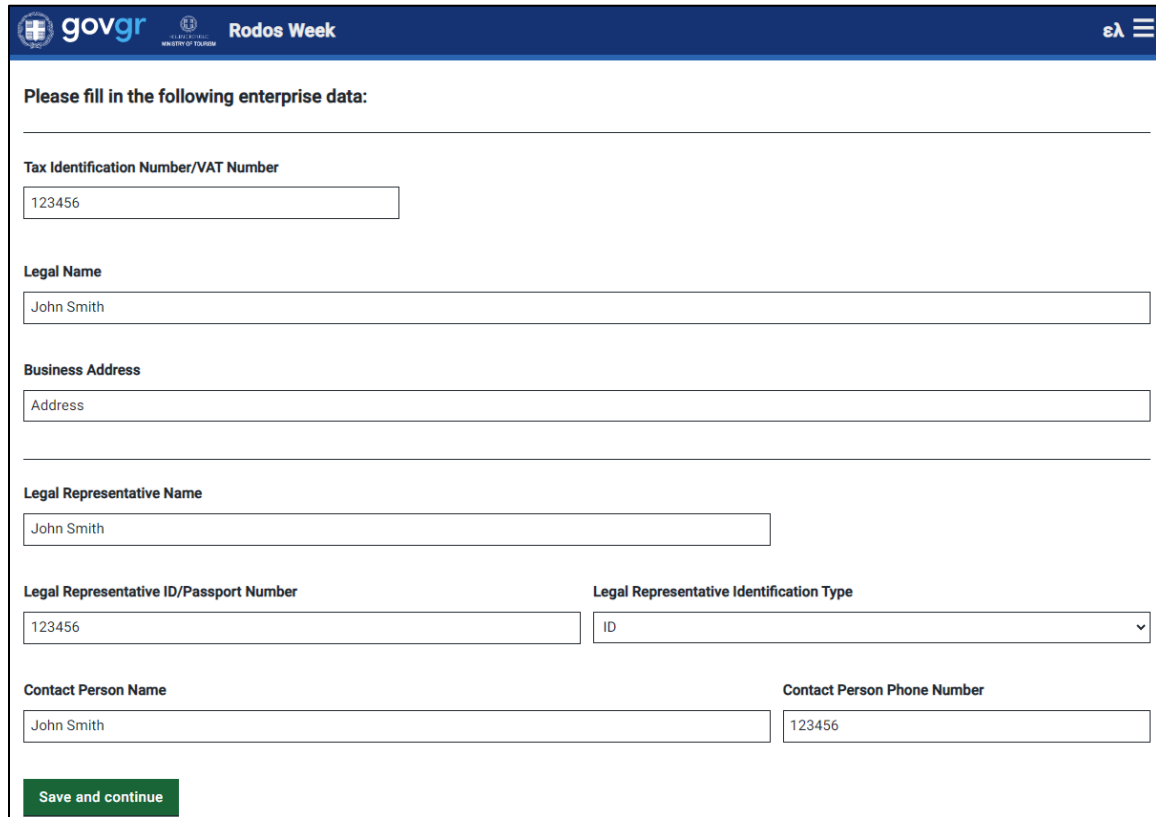
In order for the user to select the **"Legal Representative Identification Type"** a drop down menu appears.



The image shows a close-up of the 'Legal Representative Identification Type' dropdown menu. The menu is open, displaying four options: 'Passport', 'ID', 'Passport', and 'Other'. The first 'Passport' option is currently selected and highlighted in blue.

Figure 8 Selecting Identification Type

When all the data are filled in, the user clicks “Save and continue”.



The screenshot shows a web application interface for 'Rodos Week'. The header includes the 'govgr' logo, the 'Rodos Week' title, and a language selector set to 'ελ'. The main content area is titled 'Please fill in the following enterprise data:'. The form contains the following fields and controls:

- Tax Identification Number/VAT Number:** A text input field containing '123456'.
- Legal Name:** A text input field containing 'John Smith'.
- Business Address:** A text input field containing 'Address'.
- Legal Representative Name:** A text input field containing 'John Smith'.
- Legal Representative ID/Passport Number:** A text input field containing '123456'.
- Legal Representative Identification Type:** A dropdown menu with 'ID' selected.
- Contact Person Name:** A text input field containing 'John Smith'.
- Contact Person Phone Number:** A text input field containing '123456'.

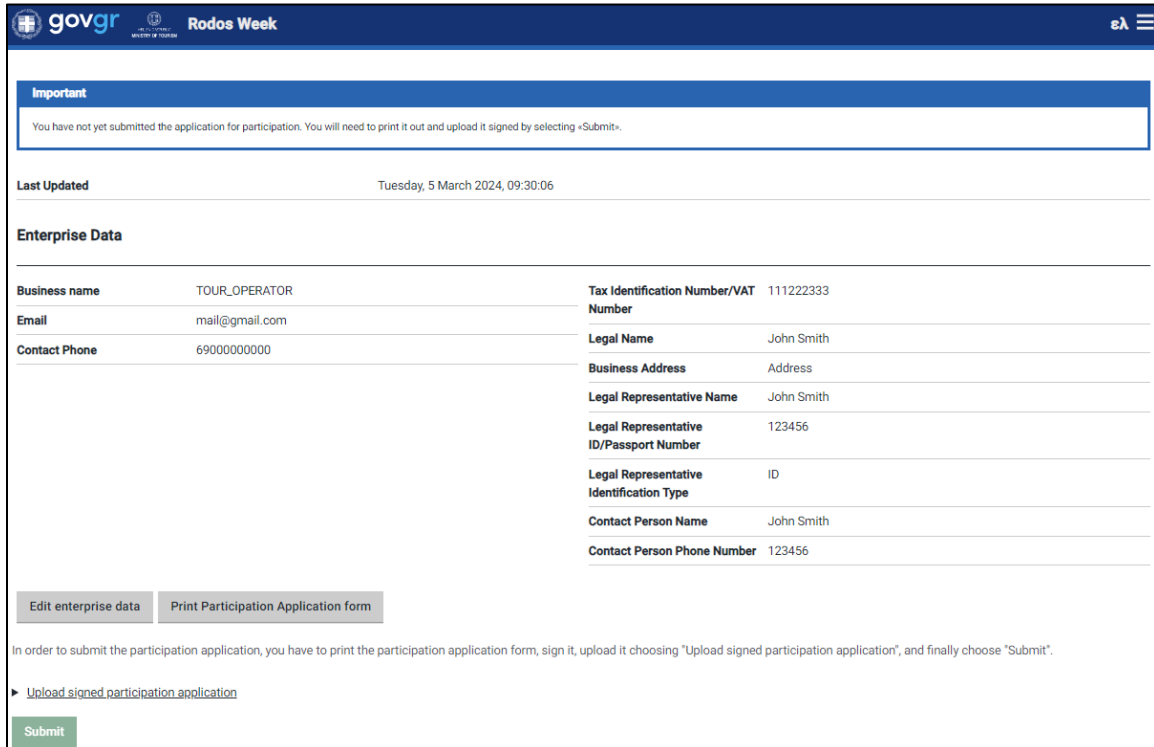
A green button labeled 'Save and continue' is located at the bottom left of the form.

Figure 9 Save and Continue

Then, a message appears to inform the user that the data have been saved successfully.

5. Confirmation of Enterprise's Data and Overview

When all the data have been saved successfully, the following screen appears with the enterprise's data overview.



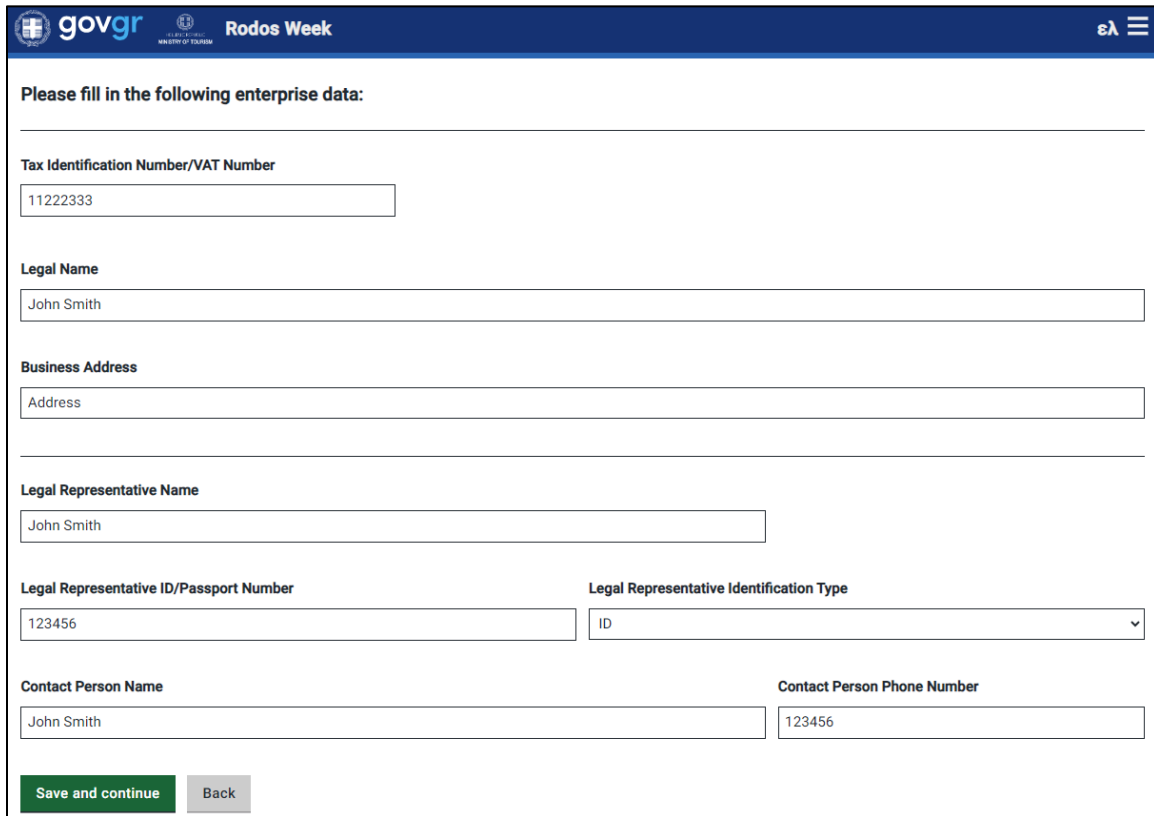
The screenshot shows a web interface for 'Rodos Week' with a 'govgr' logo. A blue banner at the top contains an 'Important' message: 'You have not yet submitted the application for participation. You will need to print it out and upload it signed by selecting «Submit».' Below this, the 'Last Updated' timestamp is 'Tuesday, 5 March 2024, 09:30:06'. The main section is titled 'Enterprise Data' and contains two columns of information:

Business name	TOUR_OPERATOR	Tax Identification Number/VAT Number	111222333
Email	mail@gmail.com	Legal Name	John Smith
Contact Phone	6900000000	Business Address	Address
		Legal Representative Name	John Smith
		Legal Representative ID/Passport Number	123456
		Legal Representative Identification Type	ID
		Contact Person Name	John Smith
		Contact Person Phone Number	123456

Below the data table are two buttons: 'Edit enterprise data' and 'Print Participation Application form'. A note states: 'In order to submit the participation application, you have to print the participation application form, sign it, upload it choosing "Upload signed participation application", and finally choose "Submit".' There is a link for 'Upload signed participation application' and a green 'Submit' button.

Figure 10 Enterprise's data overview

In case the enterprise's data are invalid, the user can click **"Edit enterprise data"** to edit the data as shown below.



The screenshot shows a web application interface for 'Rodos Week'. The header includes the 'govgr' logo, the 'Rodos Week' title, and a user profile icon. The main content area is titled 'Please fill in the following enterprise data:' and contains several input fields:


- Tax Identification Number/VAT Number:** A text box containing '11222333'.
- Legal Name:** A text box containing 'John Smith'.
- Business Address:** A text box containing 'Address'.
- Legal Representative Name:** A text box containing 'John Smith'.
- Legal Representative ID/Passport Number:** A text box containing '123456'.
- Legal Representative Identification Type:** A dropdown menu with 'ID' selected.
- Contact Person Name:** A text box containing 'John Smith'.
- Contact Person Phone Number:** A text box containing '123456'.


At the bottom of the form, there are two buttons: a green 'Save and continue' button and a grey 'Back' button.

Figure 11 Editing the enterprise's data

6. Print Participation Application form

When the user confirms that the enterprise's data are correct, he has to click **“Print Participation Application form”**, in order to print the application form, sign and finally upload it to the platform.





RodosWeek Participation Application

Business Title:		TOUR_OPERATOR ██████████	
Legal Name:		John Smith	
Business Tax Identification Number/VAT Number:		██████████	
Business Address:		Address	
Legal Representative Name:		John Smith	
Legal Representative Identification Type:		ID	Legal Representative ID/Passport Number:
		John Smith	123456
Contact Person Name:		Contact Person Phone Number:	123456
		John Smith	

The enterprise with the above data, hereby applies to participate in the program "Granting financial assistance to support tourism on the island of Rhodes - Rodos Week" as a travel agency/travel agent that had managed the accommodation of a number of beneficiaries in hotels evacuated due to the forest fires on the island of Rhodes in July 2023.

The legal representative hereby responsibly declares acceptance of the terms, conditions, and the legislative framework regulating the program as they apply each time, and that the information entered into the program's web platform during the company's application for participation is true and current.

Finally, the legal representative hereby responsibly declares that the data of the beneficiaries who accommodated at the evacuated hotels during the forest fires on the island of Rhodes in July 2023 (in accordance with the specific terms of the relevant legislation), either certified or attested by the company, are true and accurate.

The provision of inaccurate or false data may incur penalties or legal ramifications.

05/03/2024
Legal Representative

Signature

Print 1 sheet of paper

Destination Microsoft Print to PDF ▼

Pages All ▼

Layout Portrait ▼

Color Color ▼

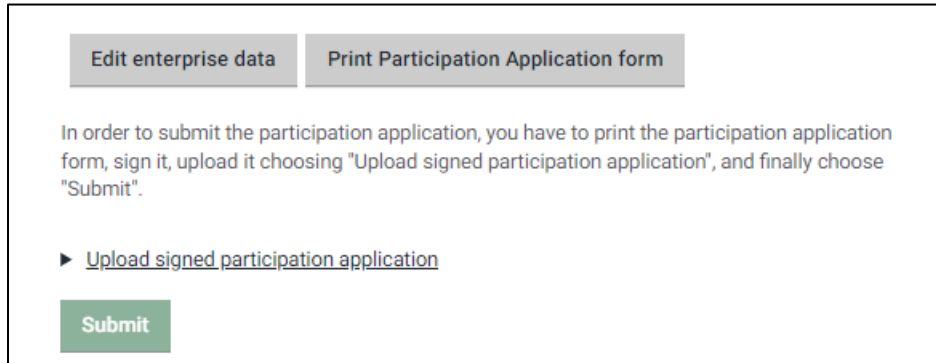
More settings ▼

Print
Cancel

Figure 12 Print Participation Application form

7. Upload signed participation application form and Submit

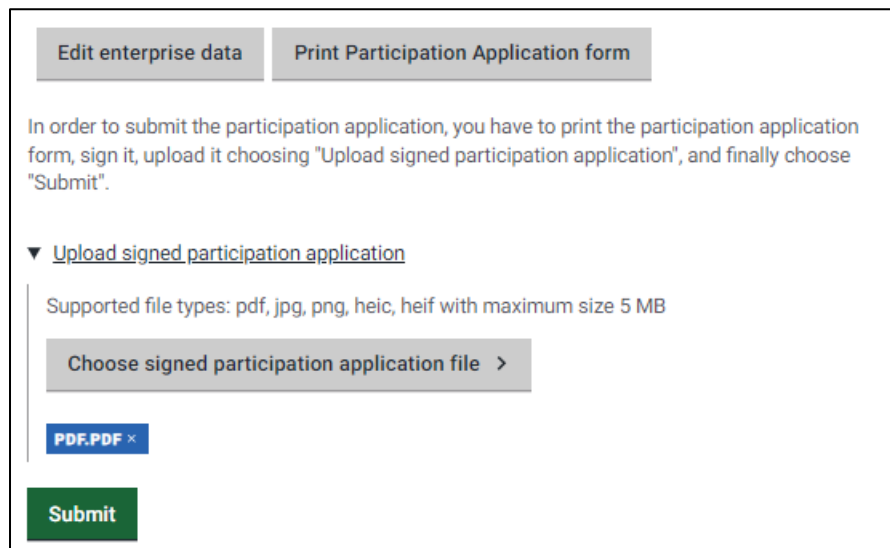
In order to upload the signed participation application, the user need to click **“Upload signed participation application”** and then **“Choose signed participation application file”**.



The screenshot shows a web interface with two buttons at the top: "Edit enterprise data" and "Print Participation Application form". Below them is a text block: "In order to submit the participation application, you have to print the participation application form, sign it, upload it choosing 'Upload signed participation application', and finally choose 'Submit'." Underneath is a link with a right-pointing triangle: "Upload signed participation application". At the bottom is a green "Submit" button.

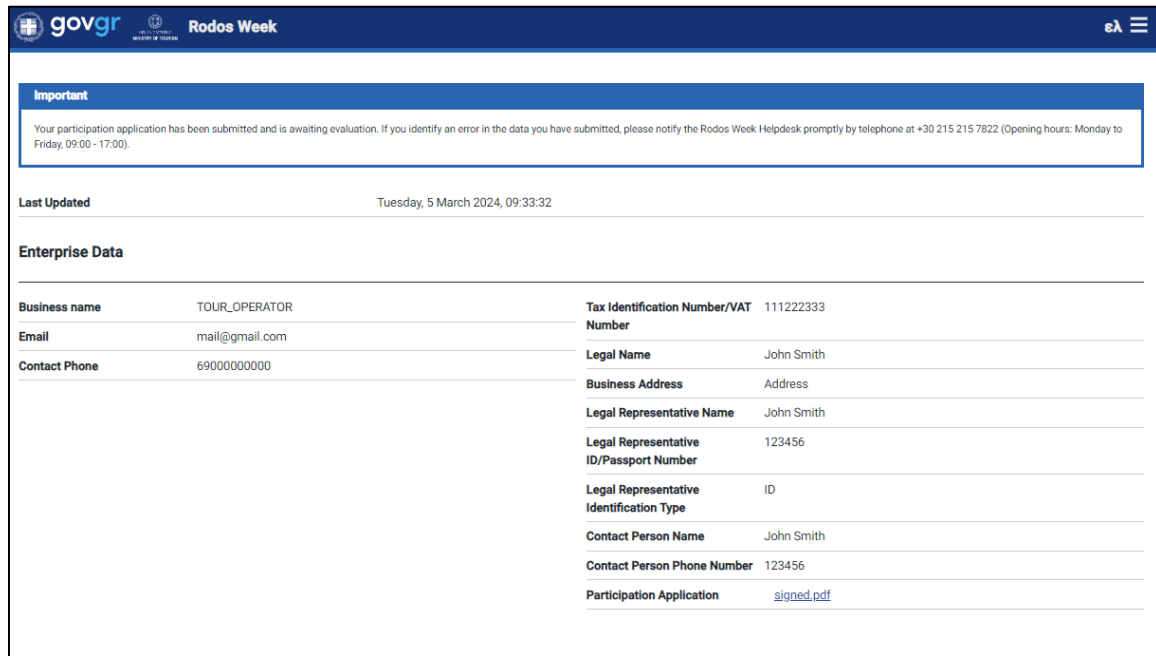
Figure 13 Selecting signed participation application form

When the signed participation application file uploads successfully, the filename will appear in a blue box and the user has to click **“Submit”**.



The screenshot shows the same web interface as Figure 13, but with the "Upload signed participation application" link expanded. It now shows a dropdown menu with the text "Supported file types: pdf, jpg, png, heic, heif with maximum size 5 MB". Below this is a button: "Choose signed participation application file >". Underneath is a blue box containing the text "PDF.PDF x". At the bottom is a green "Submit" button.

Figure 14 Upload signed participation application form file and submit



Important
Your participation application has been submitted and is awaiting evaluation. If you identify an error in the data you have submitted, please notify the Rodos Week Helpdesk promptly by telephone at +30 215 215 7822 (Opening hours: Monday to Friday, 09:00 - 17:00).

Last Updated: Tuesday, 5 March 2024, 09:33:32

Enterprise Data

Business name	TOUR_OPERATOR	Tax Identification Number/VAT Number	111222333
Email	mail@gmail.com	Legal Name	John Smith
Contact Phone	6900000000	Business Address	Address
		Legal Representative Name	John Smith
		Legal Representative ID/Passport Number	123456
		Legal Representative Identification Type	ID
		Contact Person Name	John Smith
		Contact Person Phone Number	123456
		Participation Application	signed.pdf

Figure 15 Submitted participation application form

Then, a message appears that the user's participation application has been submitted and is awaiting evaluation.

In case the user identifies an error in the data he submitted, he can contact the Rodos Week Helpdesk promptly by telephone at +30 215 215 7822 (Opening hours: Monday to Friday, 09:00 – 17:00).

8. Beneficiaries' file import

Travel agencies/travel agents that have joined the relevant action's Registry, upon logging in to the web platform, can proceed to importing beneficiaries' data details by selecting «**Import Beneficiaries**».

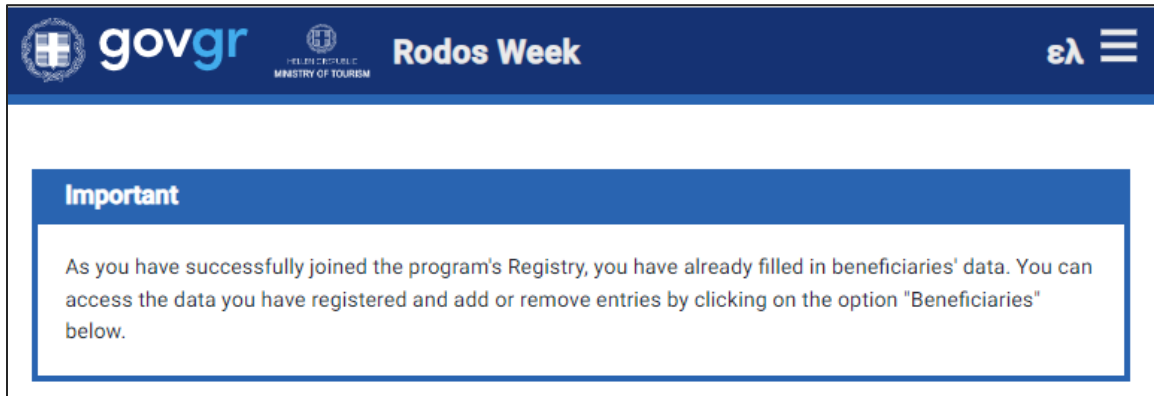


Figure 16 Import Beneficiaries message

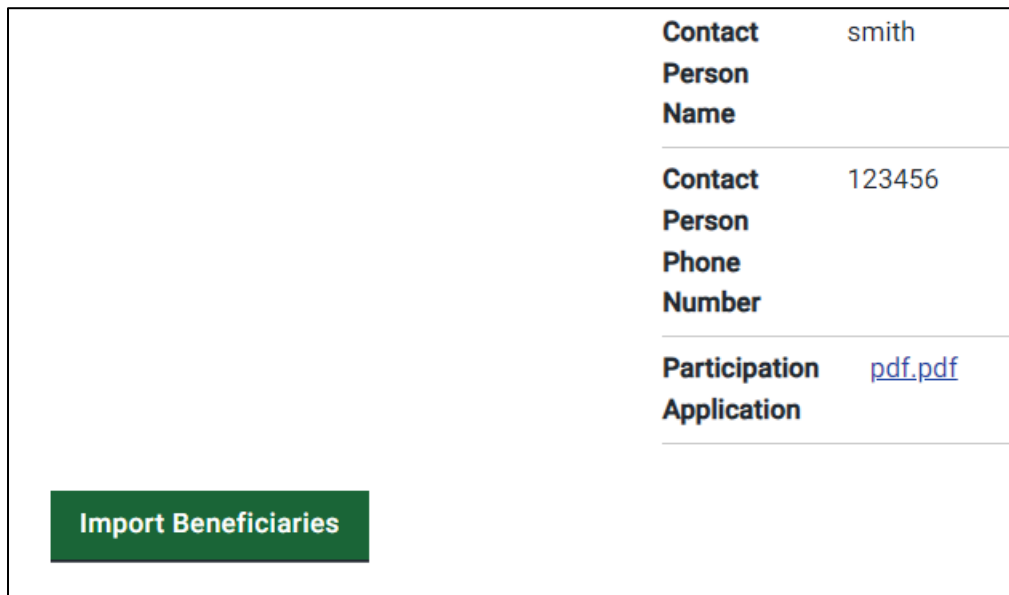


Figure 17 Select Import Beneficiaries

By selecting «**Import Beneficiaries**», they proceed to the next page where they are prompted to upload the file containing the beneficiaries' data.

Please upload the file containing the beneficiaries' data, according to this template.

▼ Beneficiaries file upload

Supported file type: xlsx with maximum size 5 MB

Select beneficiaries file >

Figure 18 Select Beneficiaries file

By selecting the link that's inside the blue box, they can download the excel template in order to import beneficiaries' data.

To upload the file, they choose «**Select beneficiaries file**» and then the right one file.

If there are any errors, they can review them by selecting the arrow as shown in the screenshot below.

File Summary

	Record Line	Errors
>	1	1

1 to 1 of 1 records << < 1 > >> 5 ▾

Figure 19 Error message

Record Line		Errors
∨	1	1

Field	Error
Evacuated Hotel VAT	Invalid field

1 to 1 of 1 records << < 1 > >> 5 ∨

Figure 20 Error Description

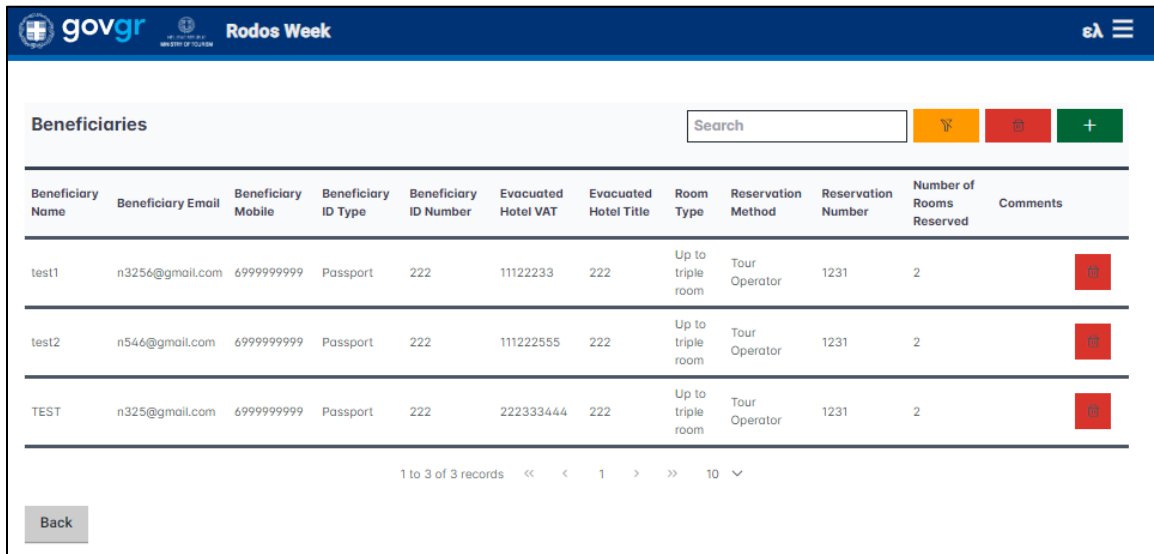
If there are no errors, the user can proceed by selecting «**Submit**».

File Summary	
Records Number	1

Submit

Figure 21 File submission

On the following screen, the user can review the imported data and make any necessary additions or deletions of beneficiaries' entries.



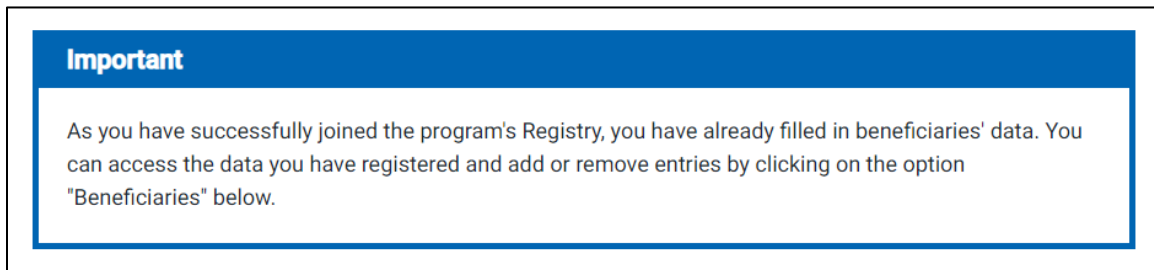
Beneficiary Name	Beneficiary Email	Beneficiary Mobile	Beneficiary ID Type	Beneficiary ID Number	Evacuated Hotel VAT	Evacuated Hotel Title	Room Type	Reservation Method	Reservation Number	Number of Rooms Reserved	Comments
test1	n3256@gmail.com	6999999999	Passport	222	11122233	222	Up to triple room	Tour Operator	1231	2	
test2	n546@gmail.com	6999999999	Passport	222	11122255	222	Up to triple room	Tour Operator	1231	2	
TEST	n325@gmail.com	6999999999	Passport	222	222333444	222	Up to triple room	Tour Operator	1231	2	

1 to 3 of 3 records << < 1 > >> 10

Back

Figure 22 Import beneficiaries' selection

Once the user has initiated the beneficiary import process, the message on the initial page is updated as following:



Important

As you have successfully joined the program's Registry, you have already filled in beneficiaries' data. You can access the data you have registered and add or remove entries by clicking on the option "Beneficiaries" below.

Figure 23 Homepage message after beneficiaries import

To review, add, or remove beneficiary entries, the user can select the respective option from the homepage.



Figure 24 Homepage button after beneficiaries import

9. Beneficiary Deletion

Users, upon identifying errors in the imported data, can proceed to either individually delete specific beneficiary fields or delete all fields entirely from the «**Beneficiaries**» tab.

To delete a single beneficiary, they select the respective icon next to his entry.




Reservation Number	Number of Rooms Reserved	Comments
1231	2	
1231	2	
1231	2	

Figure 25 Selection for Beneficiary Deletion

In the pop-up window, the user is prompted to confirm the deletion.

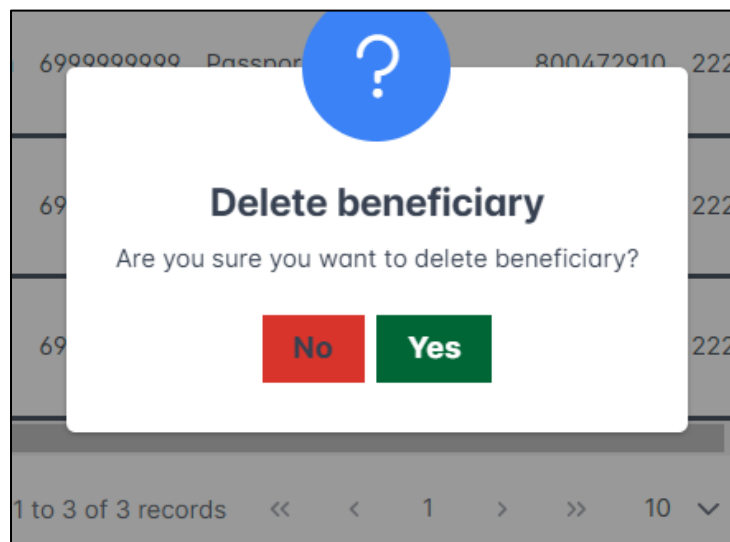
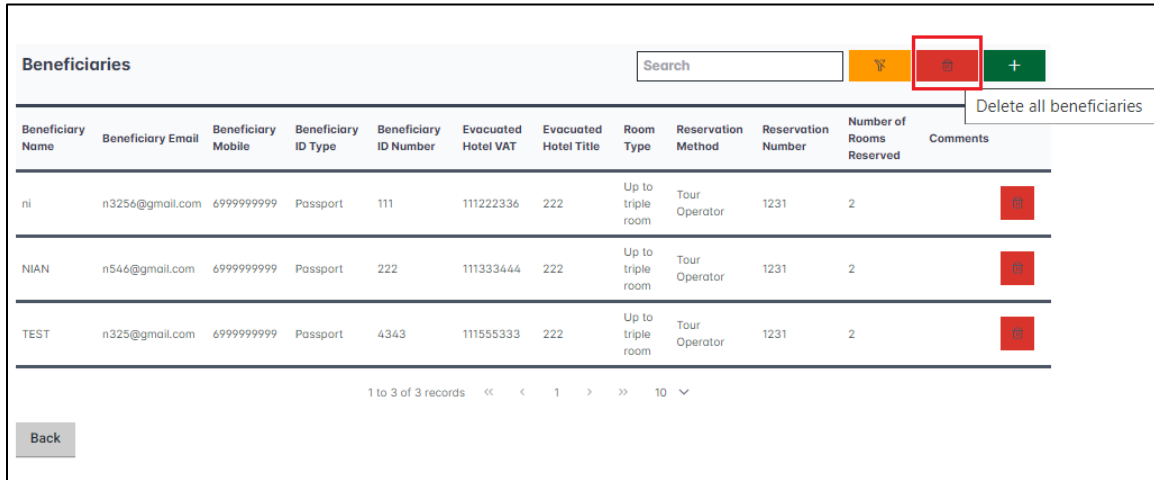


Figure 26 Beneficiary's Deletion Pop up Message

To delete all entries, the user can choose the respective icon located at the top of the page.

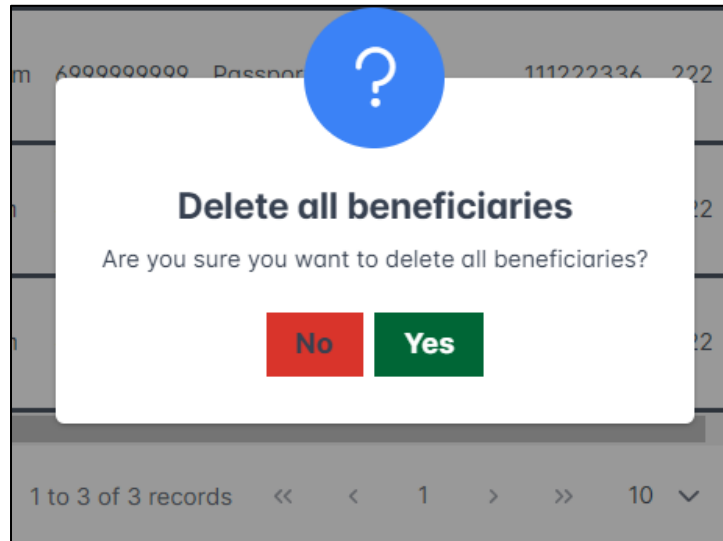


Beneficiary Name	Beneficiary Email	Beneficiary Mobile	Beneficiary ID Type	Beneficiary ID Number	Evacuated Hotel VAT	Evacuated Hotel Title	Room Type	Reservation Method	Reservation Number	Number of Rooms Reserved	Comments
ni	n3256@gmail.com	6999999999	Passport	111	111222336	222	Up to triple room	Tour Operator	1231	2	
NIAN	n546@gmail.com	6999999999	Passport	222	111333444	222	Up to triple room	Tour Operator	1231	2	
TEST	n325@gmail.com	6999999999	Passport	4343	111555333	222	Up to triple room	Tour Operator	1231	2	

1 to 3 of 3 records << < 1 > >> 10 ▾

Back

Figure 27 Delete all beneficiaries selection



Delete all beneficiaries

Are you sure you want to delete all beneficiaries?

No Yes

1 to 3 of 3 records << < 1 > >> 10 ▾

Figure 28 Pop up Confirmation Message for all Beneficiaries Deletion

10. Search filters on «Beneficiaries» Tab

In order to make individual beneficiary search easier, the «**Beneficiaries**» tab features a search box, as shown in the following screen.

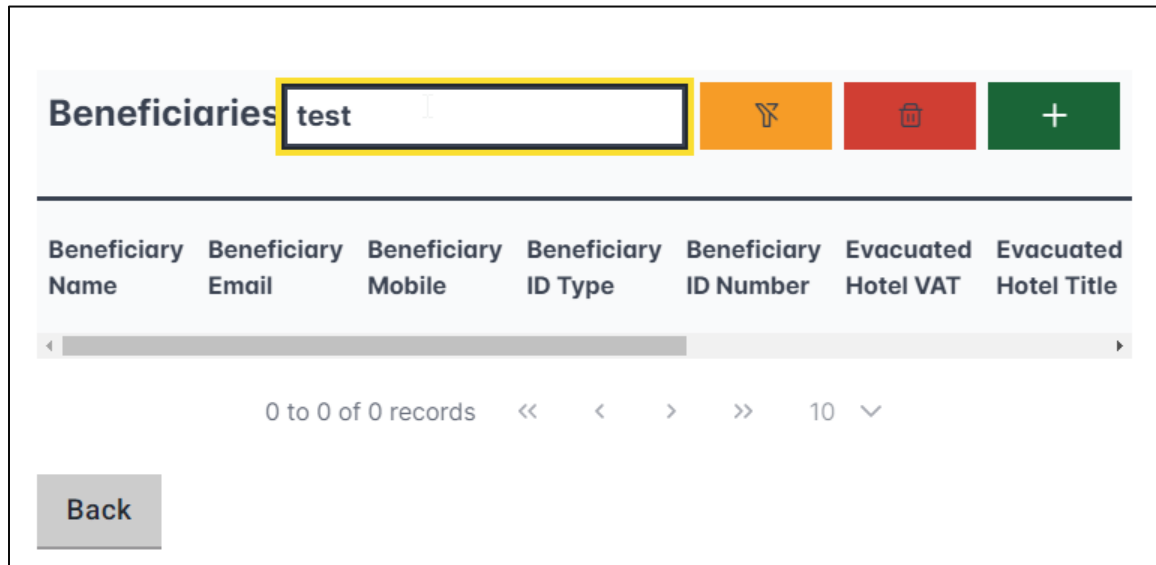


Figure 29 Search by filters

The filter can be de-selected by clicking on the corresponding icon.

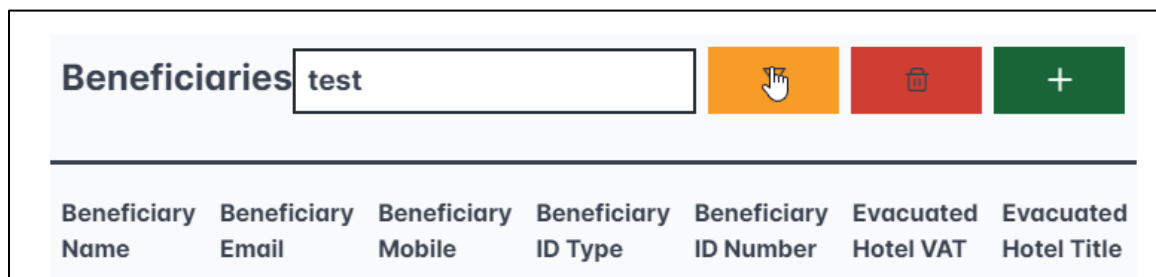



Figure 30 De-select search filter


11. Adding Beneficiaries


On the «**Beneficiaries**» tab, the user can select the symbol as shown in the image to add any extra beneficiaries.

Beneficiary Name	Beneficiary Email	Beneficiary Mobile	Beneficiary ID Type	Beneficiary ID Number	Evacuated Hotel VAT	Evacuated Hotel Title
------------------	-------------------	--------------------	---------------------	-----------------------	---------------------	-----------------------

Figure 31 Add Beneficiary option




Rodos Week

eλ 

Insert Beneficiary

Beneficiary Name

Beneficiary Email

Beneficiary Mobile

Beneficiary ID Type

Beneficiary ID Number

Evacuated Hotel VAT

Evacuated Hotel Title

Room Type

Reservation Method

Reservation Number

Number of Rooms Reserved

Figure 32 Add Beneficiary's data Tab

To save any addition, the user selects «**Submit**».

12. Verificating Candidate Beneficiaries

On the "**Candidates Beneficiaries**" tab, the user can review the self registered beneficiaries that needs to be certified.



Contact Person Name	smith
Contact Person Phone Number	123456
Participation Application	pdf.pdf

Beneficiaries

Candidates Beneficiaries

Figure 33 Candedated Beneficiaries Selection

govgr


Rodos Week
ελ 

You can contact the Rodos Week Helpdesk by telephone at +30 215 215 7822 (Opening hours: Monday to Friday, 09:00 - 17:00).

Candidates Beneficiaries

🔍

Beneficiary Full Name	Beneficiary Email	Beneficiary Mobile	Beneficiary ID Type	Beneficiary ID Number	Reservation Number	Reservation Start Date	Reservation End Date	Status
MARY BROWN	mail@gmail.com	6900000000	ID	12345	123456	Friday, 2 June 2023	Saturday, 1 July 2023	SUBMITTED ⓘ

1 to 1 of 1 records << < 1 > >> 10 ▾

Back

Figure 34 Candidates Beneficiaries Tab

The user clicks on the icon displayed in the screen, in order to proceed to the evaluation of the candidate's beneficiary application.

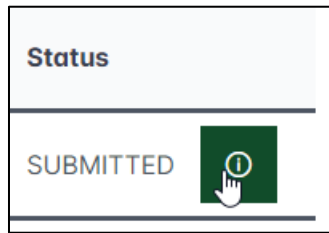


Figure 35 Button for submitted application evaluation

Then, the user can review the reservation details of the beneficiary candidate at the evacuated hotel and can either approve or reject the submitted application.

Candidate Beneficiary Reservation Details			
Beneficiary Full Name	MARY BROWN	Room Type	Above triple room
Beneficiary Email	mail@gmail.com	Reservation Method	Tour Operator
Beneficiary Mobile	6900000000	Reservation Number	123456
Beneficiary ID Type	ID	Number of Rooms Reserved	2
Beneficiary ID Number	12345	Reservation Start Date	Friday, 2 June 2023
		Reservation End Date	Saturday, 1 July 2023

Figure 36 Candidate Beneficiary reservation details tab

To approve a candidate beneficiary, the user selects “**Approve**”.



Figure 37 Approve Selection

Then, a confirmation pop-up window appears.



Figure 38 Approve Candidate Beneficiary pop-up window

The user selects "Yes" to approve the candidate beneficiary.

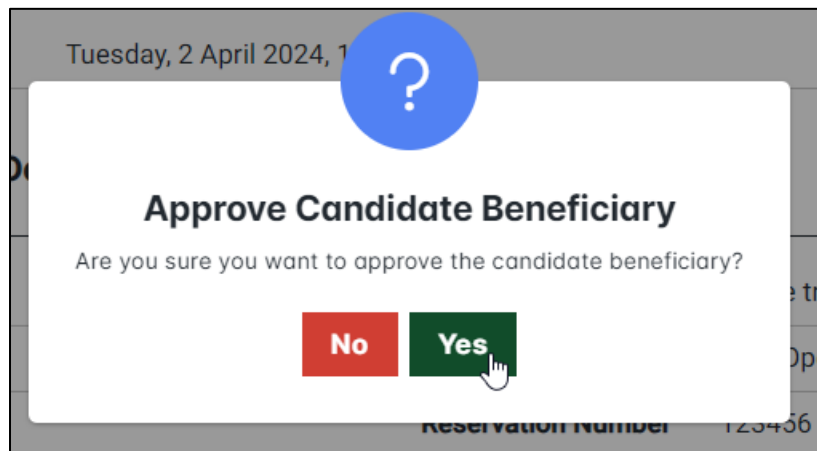


Figure 39 Approve Candidate Beneficiary confirmation

If the user accepts the candidate's beneficiary submitted application, its status changes to "Partially Approved," pending final evaluation by the Greek Ministry of Tourism.


Status	
PARTIALLY APPROVED	

Figure 40 Partially approved submitted application

To reject a candidate beneficiary, the user selects "Reject".

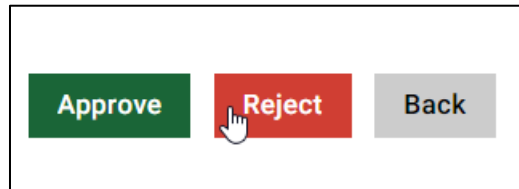


Figure 41 Reject Selection

Then, a pop-up window appears.

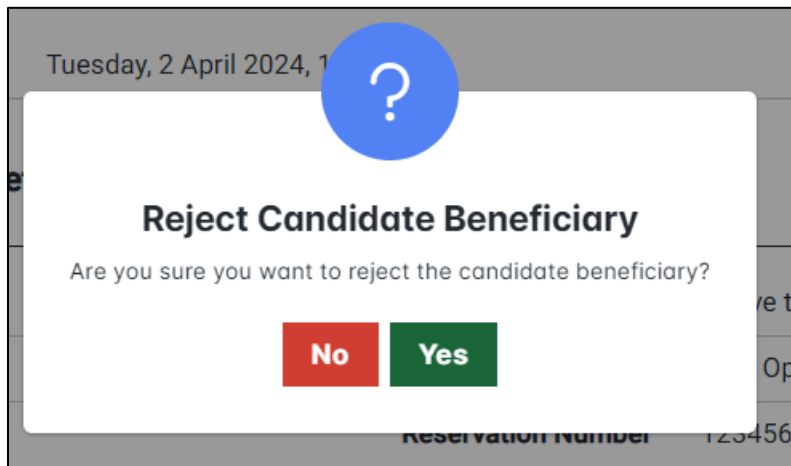


Figure 42 Reject Candidate Beneficiary pop-up window

The user selects "Yes" to reject the Candidate Beneficiary.

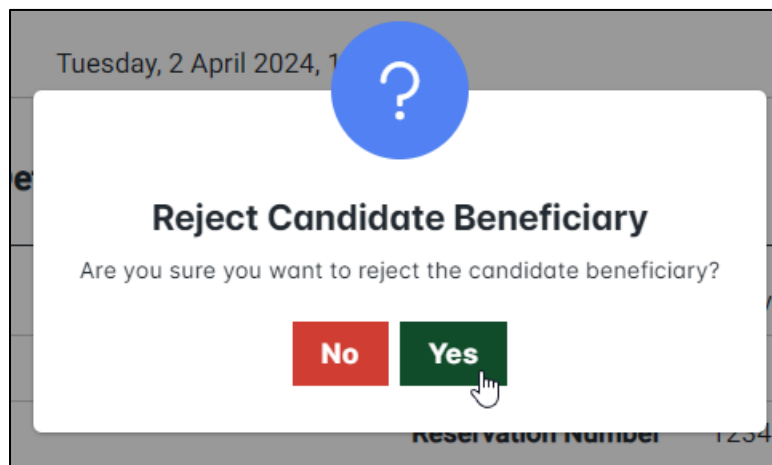


Figure 43 Reject Candidate Beneficiary confirmation

If the user rejects the application, its status changes to "Partially Rejected."


Status	
PARTIALLY REJECTED	

Figure 44 Partially Rejected Application