INNOspace Masters Database FAQ

How do I start a submission in the database?

After you have registered to the database you can start your submission by clicking on "Start new submission" at the bottom of the start page.

In which language can I enter my submission?

You can enter your submission in English. For the DLR Challenge and the ESA BIC Startup Challenge it is also possible to enter your submission in German.

How long can I edit my submission?

You can edit your submission after submitting up until the submission deadline.

Can I enter more than one submission?

Yes, but make sure that they are different.

Which is the best Challenge for my idea?

In order to find out which Challenge best suits the development of your solution, please read the detailed Challenge descriptions on the competition website.

innospace-masters.de/challenges

Why can't I see and answer the questions right away?

The questions you have to answer are slightly different depending on the Challenge you chose. Therefore, you have to choose a Challenge, enter a title for your submission and save the changes, before you can access and answer the questions.

How do I navigate through my submission?

You can navigate through your submission if you click on the tabs at the top of the submission form or you can click on the "Save + next" Button at the bottom of the page.

Can I see a preview of my submission?

Yes, you can click on the "Preview" button at the bottom of the submission form page to see a preview of your input in the browser. Or you go to the overview of all your submissions, here you can download a pdf version of the submission. Just click on the pdf icon at the right.

Can I copy my submission?

Yes, you can copy your submission. Just mark the small box in front of the submission you want to copy and press the "Copy" button above the overview. Now you can see the copied submission in your overview with the addition "copy" in brackets after the submission title. Copied submissions are nevertheless not eligible, so please make sure that your actual submissions are different.

Can I delete my submission?

Yes, you can delete your submission. Just mark the small box in front of the submission you want to delete and press the "Delete" button above the overview. You have to confirm the deletion. Please note: It is not possible to restore the submission.

Can I download my submission?

Yes, you can download your submission. Just mark the small box in front of the submission you want to download and press the "Download" button above the overview. Award Force will send you an email. This may take a few minutes. With the link in the email you can download a zip file with your submission. In the folder you will find your submission pdf and all the files you have uploaded.

How can I submit my submission?

After you have answered all questions, you can press the "Submit submission" button at the bottom of the submission form. You will now see a confirmation page. Please make sure to press the button before the submission deadline.

Why can't I submit my submission?

1. You have not answered all questions. In this case the database will mark the question(s) and the respective tab in pink and show an error message at the top of the page.
2. You have entered to much text in one or more questions. In this case the database will mark the question(s) and the respective tab in pink and show an error message on the top of the page. You can see in the right corner of the question how many characters (incl. spaces) you have entered and how many are allowed for this question.

What format / size can my uploads have?

All uploads must not exceed a maximum file size of 3 MB. It is possible to upload gif, jpeg, jpg, png, tif, tiff, ai, eps. Preferably a high-resolution file. All uploads are optional.

I can't remember my Password. How can I get a new one?

Please use the "Forgot password" button on the login page of the database. Please enter your registered email address and click "Send". You will receive an email with a one-click login link. This link will expire after 60 minutes and can only be used once. As soon as you are logged in in the database, you will be able to change your password by clicking on your Profile at the top right of the page. Enter a new password and click save.

Who can I contact if I need further help?

Please contact our support team via email at support@innospace-masters.de or call +49 (0) 8105-77 2 77- 17.