1.   What is the aim of the Toolbox?

The Toolbox was created to centralise relevant resources for municipalities in an online database. Its purpose in the Energy for Mayors (E4M) project is to assist Covenant of Mayors (CoM) Supporters and Coordinators (SSt) – in sharing their methodologies and providing them with valuable resources that can be used in their work with local governments dealing with local climate and energy action.

2.   What is a methodology?

A 'methodology', as used in the Toolbox, is any working procedure or guidance used by or recommended by a Covenant Coordinator or Supporter, or a local government.

3.   Which topics are addressed in the Toolbox?

The main focus is on local climate and energy action, addressing all phases relevant to a Sustainable Energy Action Plan (SEAP). Further it addresses sectors: energy, buildings, transport, etc and cross-cutting topics (people, policy, financing).

4.   Which phases relevant to a Sustainable Energy Action Plan (SEAP) are covered by a methodology?

A methodology can address a single phase or any combination listed below:

- Starting up (e.g. political commitment, goals, resources, etc.)
- Assessment (e.g. Baseline Emission Inventory)
- Targeting setting
- SEAP development
- SEAP implementation
- SEAP monitoring and evaluation
- Participation processes
- Communication campaign

The user can search the Toolbox for methodologies using a single or combination of criteria (see "icons") in the search form. The same criteria are represented in the resource upload form to guide the user in uploading resources in a way that makes them easily searchable.

5.   Which sectors are covered by methodologies in this Toolbox?

The focus is on climate and energy, which is relevant to many different sectors, namely

- Adaptation
- Mitigation
- Buildings
- Energy
- Transport
- Waste
- Water

In addition to the sectors, specific details are requested when a resource is uploaded, to make it easily searchable.

6. How can I find resources that address my needs as a Covenant coordinator / Supporter?

The results of an E4M survey conducted in 2010 helped to identify and analyse existing support offered by SSt, as well as potential good practice and replicable methodologies. Further SST needs were determined (Where did they need support to optimise their potential for assistance?). Using the analysed results, the Toolbox search function was fine-tuned, explicitly aimed at capturing methodologies that address 6 groups of "needs":

  i.   BEI methodologies and tools
  ii.   SEAP development examples
  iii. Good / best practice and case study documents on processes & technologies
  iv.   Communication support and training for staff developing SEAPs
  v.   Training and support for municipal staff in a variety of issues
  vi.   Financial resources for the implementation of SEAPs

7. Why should I register?

All registered users can **add** and **rate** methodologies and tools in the Toolbox. If you do NOT register, you can still search for and find resources, but cannot interact with the toolbox in any other way. Yet, to make this a valuable collection point, the more registered users, the more valuable it becomes!

We intend to assess if most registered users represent municipalities, Covenant Coordinators / Supporters. This will help us determine if we address your requirements. We warmly invite your **comments** – how can we further improve the toolbox?

8. What are icons and how are these used in the Toolbox?

An icon is a small picture / pictogram that represents a word or terminology. Icons are easy to understand, visual and allow the clustering of thematic resources.

The meanings of all icons used are listed in 10 languages – in the HELP section: English, Catalan, Bulgaria, Croatian, German, Greek, Italian, Lithuanian, Polish, and Spanish.

Every icon in the home page and in the search form, is directly linked to the "resource upload form". This means that when the registered user uploads a new resource he / she can select the icons that are directly relevant to the resource itself, making the search function easier for other users.

9. What does "geographical relevance" mean?

A resource can be relevant to a specific area, or more generally relevant to all areas. The "context" in which the resource has been used may be highly relevant, e.g. due to national legislation or framework conditions.
In some cases it may also be relevant to a specific country due to the language in which it is available. Note: Language is not always restrictive to a specific country (geographical relevance). For example a resource uploaded in German could be relevant to Austria, Germany and Switzerland, but potentially also be a great resource for other countries.
If a resource is relevant to all countries – i.e. can be used anywhere around the globe - please tick "global".

10. How can I upload videos?

Registered users can add a video by linking from the hosting websites (i.e. youtube). The actual video is thus not uploaded into the Toolbox, but its details are added as a resource, including a link to where the user can access it directly.

11.   I am a registered user. How do I add resources?

The "Add resource" function is accessible from the WELCOME PAGE, which is displayed at every login (available in the side menu), or through "Manage resources" also available in the menu.

12.   How do I print the list of methodologies?

The list of methodologies (either **alphabetical**, by **language**, and by **resource type**) can be printed by clicking on the print button at the bottom of the page. If the list does not print fully, please use the print function in your browser. If this does not work please consider re-accessing the website with another browser.

13. I am not a registered user, how can I upload resources?

You can't. Please register … click here.

14. The criteria/description of the resource I am viewing is not complete / correct. How can I fix it?
- If you uploaded the resource you can edit the criteria/description yourself! A notification will be sent to the administrator who will approve the changes.
- If the resource has been uploaded by someone else, please complete the online feedback form which will notify the administrator of your request.

15. How does the rating system work?

Every user can see the rating, but only registered users can actually rate a resource. The rating displayed will be an average of all ratings submitted for that specific resource.

All registered users can rate a resource by selecting a number of stars (from 1 to 5) reflecting the value of the resource from their perspective. However, to allow for some objectivity you cannot rate a resource you added, and you can only submit one rating per resource.