FAQS FOR EYES PROGRAM

1. ABOUT THE PROGRAM

Q1. What is the EYES Ghana Program and who is it for?

The EYES Ghana Program is an initiative, supporting youth aged **18–35** interested in agriculture, agribusiness, skills training, or entrepreneurship. Participation is free.

Q2. Is the program free to join?

Yes. Registration and participation in program activities are completely free.

Q3. Do I need to be currently engaged in agriculture to qualify?

No. Both beginners and experienced youth can join.

Q4. Will I receive training or financial support after registering?

You may become eligible for training, starter packs, mentorship, or entrepreneurship support depending on program criteria.

---

2. REGISTRATION REQUIREMENTS

Q5. What information do I need to provide?

You will need your biodata, location, contact details, agriculture interests, education, occupation, and (optional) supporting documents.

Q6. Do I need an ID card?

Yes. An identification number helps us verify your registration.

Q7. What types of ID are accepted?

Common IDs include: Ghana Card, Voter ID, Passport, Driver's License, or Student ID (for young students).

Q8. Can I register without an ID?

You may start the form, but full verification requires an ID.

Q9. Do I need academic certificates to register?

No. Certificate uploads are not needed.

---

3. USING THE PLATFORM

Q10. How do I start the registration?

Open the official registration link and click **Start Registration**.

Q11. Can I register using my phone?

Yes. The platform is mobile-friendly.

Q12. What if my internet connection is slow?

The form autosaves and loads lightweight pages to reduce data usage.

Q13. Can I save progress and continue later?

Yes. Your progress is automatically saved.

Q14. What happens if my session closes?

You can re-open the link and continue from where you stopped.

---

4. FILLING THE QUESTIONNAIRE

Q15. Why are there many questions?

The program needs detailed information to match you with the right support, training, and opportunities.

Q16. What if I am unsure about some answers?

Provide your best honest response. Only safeguarding questions are optional.

Q17. Can I skip questions?

Most questions are required so we can understand your needs properly.

Q18. Why do you ask about disability?

To plan inclusive interventions and support persons with disabilities (PWDs).

---

5. LOCATION & PERSONAL DETAILS

Q19. My district isn't appearing. What should I do?

Try re-selecting your region. If it still doesn't appear, select "Other" and type manually if available.

Q20. My community name is not listed.

You may type it manually.

Q21. I recently moved—can I still register?

Yes. Use your current location.

---

6. AGRICULTURE INTEREST & VALUE CHAINS

Q22. I'm new to agriculture—how do I choose a value chain?

Choose the one that interests you most. You don't need prior experience.

Q23. Can I select more than one interest area?

Yes, you may select multiple value chains.

Q24. I don't understand some value chains.

Click the info icons beside each option to view short explanations.

---

8. AFTER SUBMITTING

Q30. How do I know my registration was successful?

You will see a **Registration Successful** screen showing your **Unique ID**.

Q31. What is the Unique ID for?

It helps you track your registration and is required for verification and participation.

Q32. What if I lose my Unique ID?

Use contact support option to report the matter.

Q33. Will I receive an SMS?

If SMS notifications are enabled, you will receive one automatically.

Q34. How long does verification take?

Typically 1–10 days depending on submission volumes.

---

9. EDITING OR CORRECTING INFORMATION

Q35. Can I edit my information after submission?

Yes, but only for selected fields. Sensitive fields like ID may require admin support.

Q36. I made a mistake—how do I correct it?

Use the **Edit Profile** option or contact support.

Q37. Can I change my selected value chain later?

Yes, but only before training allocations begin.

10. SAFEGUARDING & SAFETY

Q38. Why am I asked about safety and harassment?

To identify risks faced by youth, especially women and persons with disabilities.

Q39. What happens if I report a safeguarding concern?

It is reviewed confidentially by trained safeguarding staff.

Q40. Will my safeguarding answers be kept private?

Yes. Safeguarding information is kept strictly confidential.

11. PRIVACY & DATA USE

Q41. Why must I give consent?

To comply with data protection laws and ensure you understand how your data will be used.

Q42. How will my data be used?

For program planning, monitoring, training selection, and reporting—never for commercial purposes.

Q43. Is my information secure?

Yes. Your data is stored securely and encrypted.

Q44. Who can access my data?

Only authorized program staff and data clerks.

---

12. SUPPORT & TROUBLESHOOTING

Q45. Who can I contact for help?

A support line or WhatsApp number will be provided on the registration page.

Q46. The site isn't loading—what should I do?

Check your internet connection, switch to a different browser, or try again later.

Q47. Can someone help me register if I have no internet?

Yes. Visit a community center or partner organization offering assisted registration or contact support.

Q48. Is WhatsApp support available?

If provided, the number will appear on the landing page.