



Placement Administration and Support System (PASS)
User Guide for organisations
System Version 2.0 – 10 April 2020 (v19)

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1 Introduction

Welcome to the European Solidarity Corps Placement Administration and Support System (PASS).

This system is designed to make it easier for the representatives of authorised organisations like you to search for European Solidarity Corps potential participants for their projects, make contact with them, send offer to them and issue certificates of participations.

Representatives of organisations that have been **awarded with a Quality Label (ESC52)**, accredited under **Erasmus+ Volunteering (KA110)** have access to this system to search for potential participants, contact potential participants and send offers to them and issue certificates of participations. In addition, representatives of organisations that have successfully applied to one of the funding programmes that support the European Solidarity Corps will be given access to PASS.

NOTE: Representatives of organisations that have been awarded with a **Quality Label** or accredited under Erasmus+ Volunteering (**KA110**) are the **Contact Person and Legal Representative linked to the accreditation/quality label of the organisation** and not to the project.

The first version of PASS was launched at the beginning of March 2017. A series of upgrades have been made until now and other are planned during the rest of 2020 to add new features to the tool.

This user manual will be kept up-to-date with these changes, so please make sure you are using the most up to date version.

The most up-to-date version of this manual is always available from the technical support page of the European Solidarity Corps website: <http://europa.eu/youth/solidarity/technical-support-public>

2 Overview of process

The Placement Administration and Support System is designed to let you search for and make contact with European Solidarity Corps participants, send them offers for various available activities and finally issue certificates of participation.

After you have logged in, the following are the key steps to follow in the process:

1. Search for participants, and make contact with them

Use the search screen to find potential participants for your project.

2. Contact individual potential participants and discuss the project (activities) with them

For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activity that is available.

3. Send an offer to a potential participant and get them to accept or decline it

When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The **offers expire 15 days** after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

A series of upgrades are planned during 2020 to add many new features to the tool. This user manual will be kept up to date with these changes, so please make sure you are using the most up to date version of this document, available from:

<http://europa.eu/youth/solidarity/technical-support-public>

3 Before you start...

To help make the most out of using PASS, it would be useful to do the following before you first log in:

- The *Contact Person* and *Legal Representative* that are linked to the accreditation (Erasmus+ Volunteering or Quality Label) are provided with access to PASS and not the contact person(s)/project managers of the project. To access PASS you have to use the email address mentioned in the accreditation.
- If you will access PASS for the first time, please note that you have to create an EU Login account (formally known as ECAS) for the email address mentioned in the Quality Label or accreditation of organisation
- Have a good understanding about the project that you want to fill. In particular, the search will give you better results if you know the following information:
 - The start and end dates of the activity (placement);
 - How long the activity will last (between 2 and 12 months);
 - The knowledge and experience that you want participants to have;
 - The country where the activity will take place;
 - Countries you are specifically searching for potential participants from. This is particularly relevant if you are trying to find a potential participant for an activity, and need to ensure they come from countries where you already have a relationship with "*sending organisations*".
- Be ready to give the potential participants that you contact information about the planned project, and what they will be offered, for instance for accommodation, travel, insurance cover, training, etc.

Having all of this available before you start to use the system will help you to more easily find the potential participants that are best suited for your particular activities (your project deals with).

4 Logging in

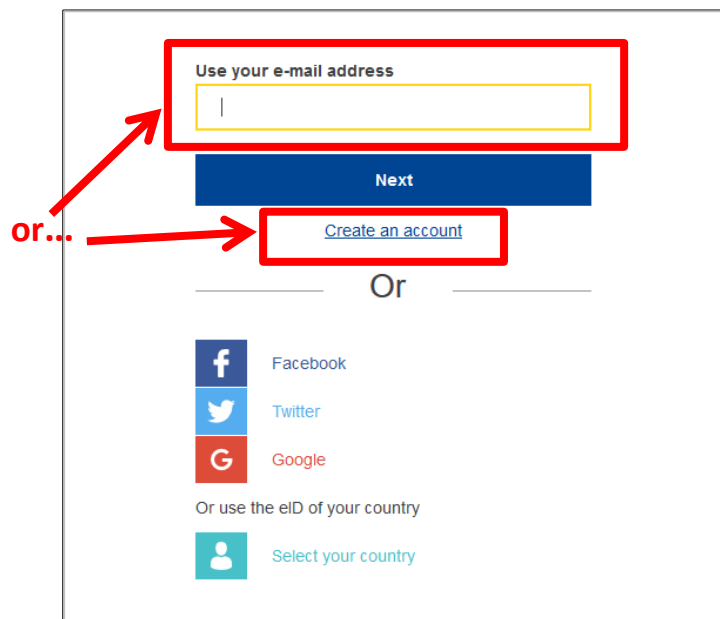
The Placement Administration and Support System (PASS) requires users to authenticate themselves via the European Commission's secure EU Login system (formerly called ECAS).

After authentication through EU Login, you can only get access to PASS if the email address linked with your EU Login account is one of the email addresses officially to your organisation in PASS (linked emails of the Contact Person and Legal Representative linked to the Quality label or Erasmus + Volunteering accreditation).

- **Organisations holding a Quality Label (ESC52) and the ones accredited under Erasmus+ Volunteering (KA110):** *The official email addresses are those of the two persons detailed in the original application for Quality Label or Erasmus+ Volunteering (former called EVS) accreditation – the Legal Representative and the Contact Person.* If these need to be updated, for instance because someone leaves and is replaced, please contact the Erasmus+ National Agency in your country, and ask them to update these contact details in your accreditation. These updates will automatically feed through to PASS.
- **Organisations that have successfully applied to one of the funding programmes that support the European Solidarity Corps:** When an organisation is approved to run a European Solidarity Corps project, the Directorate-General overseeing the funding programme informs the PASS administrators that the organisation and the email addresses of its nominated representatives should get access to PASS. If these nominated representatives need to be changed, the organisation should contact the Directorate-General responsible for the funding programme, and ask them to inform the PASS administrators of the changes.
- **Starting the login process**
- To login in to PASS, go to the European Solidarity Corps main page: <http://europa.eu/youth/solidarity> and click on "Administrator login" at the **bottom** of the page.



This opens the **EU Login** authentication screen, as shown. Use the email address of your existing EU Login (ECAS) account, or if you do not have one, then we recommend that you use the "Create an account" button – you will be asked to verify your email address as part of the set up process.



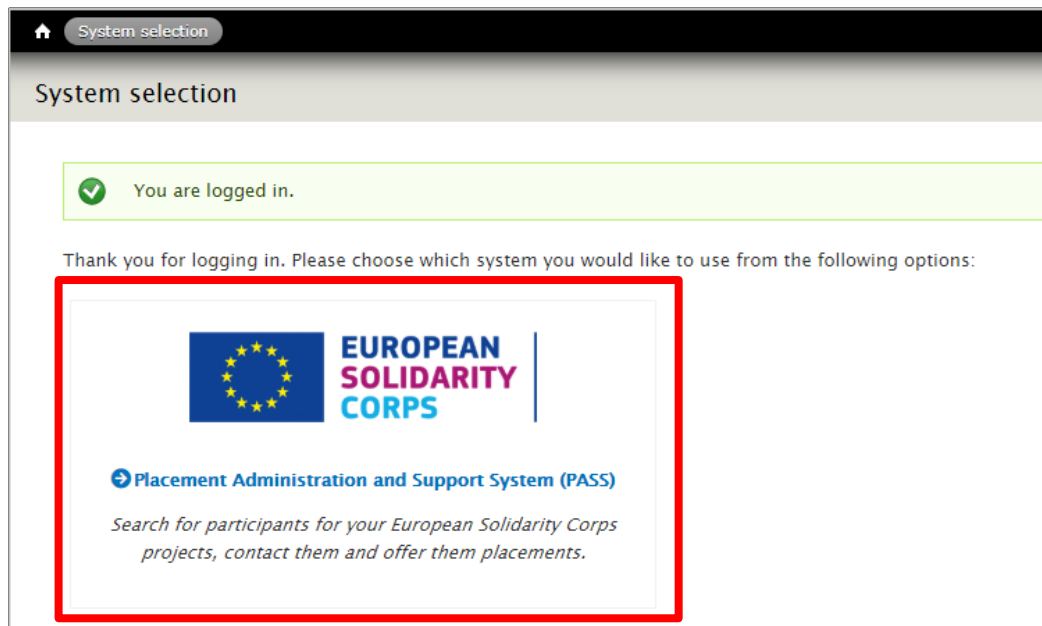
- After you have completed the EU Login authentication process, you will be automatically redirected back to the European Youth Portal.

5 System selection

After you have authenticated via EU Login, you will be presented with the "System selection" screen, as shown below.

If you represent an organisation that holds a **Quality Label** or one that runs projects **funding by programmes that support the European Solidarity Corps**, or represent an organisation that is accredited under **Erasmus+ Volunteering (KA110)**, then you will see only the option to go to the **European Solidarity Corps – Placemen Administration and Support System (PASS)**.

Note: The 'Volunteering Database' ribbon has been removed, this because all the organisations have the possibility to advertise opportunities via PASS.



6 Welcome screen

When you enter PASS for the very first time, you will be presented with the Welcome screen below.

In order to continue to the rest of PASS, you must tick to confirm that you accept the Mission and Principles of the European Solidarity Corps, and various other statements related to the use and protection of your personal data and that of the young people you find through the system.

You will only be asked to complete this page once. Press the "Continue" button displayed at the bottom of the screen to move to the next page.

7 Organisation selection

After completing the authentication process, and the Welcome screen (for first-users only) you come to the screen where you can start to use the system.


If you are authorised to administer more than one organisation, then you will see all of the organisations listed here.

From here, you can:

1. Search for potential participants
2. Contact them via the Search results screen
3. Send potential participants an offer for an activity
4. Access the list with offers you have sent and corresponding status
5. Issue certificates of participation (*Note that you will see this option only if you have sent at least one offer.*)
6. Manage opportunities, e.g. Advertise, Update, or Remove
7. Access the list with the applications received for the opportunities advertised by you
8. Access the list with Contact requests you have sent and corresponding status

You can also:

- 9. Access the most up-to-date version of this User Guide and details for additional support.
- 10. Download Quality Label visual materials – it is available for organisations that hold a Quality Label


PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

Thank you for logging into European Solidarity Corps Placement Administration and Support System (PASS).
 This system is designed to let you search for and make contact with European Solidarity Corps registered candidates, and finally offer them solidarity activities.

[Download the PASS User Guide](#)

The following are the key steps to follow in the process:

Step 1 Search for registered candidates, and make contact with them
 Use the search screen to find potential participants for your solidarity activities.

Step 2 Contact individual registered candidates and discuss the activities with them
 For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.

Step 3 Send an offer to the participant and get them to accept or decline it
 When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

If you are authorised to authorised to manage solidarity activities for more than one organisation, you will see all of the organisations listed below. Follow the three steps for the organisation you want to manage solidarity activities for.

NAME	ACTIONS						
Test Organisation Alpha	1 2 Search and Contact	3 Send an offer	Offers	Certificates	Manage opportunities	Applications	Contacts list
Test Organisation Beta	1 2 Search and Contact	3 Send an offer	Offers	Certificates	Manage opportunities	Applications	Contacts list

10

1 & 2

3

4

5

6

7

8

8 Search for potential participants



Step 1

This is where you can start to find potential participants for your activities/projects.

There are two options: either fill in the search criteria using details of the proposed activity, or search for a specific registered candidate (potential participant) using their unique Participant Reference Number.

Option 1: search using details of the proposed activity

To get the best search results, before you start please check when and where the activity will take place, and other characteristics of the placement. Once you know this information, complete the search criteria as follows:

1. Funding Programme

You will see a list with all the funding programmes your organisation receives funds for the projects it runs. You should then select the funding programme linked to the project you are searching young people for, e.g. European Solidarity Corps / Volunteering, or Erasmus + Volunteering, etc.

2. Activity type

You must choose whether you are searching for registered candidates who are interested in volunteering or occupational activities. The activity type ('placement type' label) list is associated to each funding programme. Hence, you will have the possibility to search only for a specific strand.

3. Earliest start date / latest end date / duration

When young people register, they are asked to specify when they are available, in terms of the start date and end date of the period, and the maximum number of months that they are available during this time. This gives registered candidates (young people registered in European Solidarity Corps portal) the flexibility to say, for instance, that they are available for a maximum period of three months during a six-month period.

To provide the best results, try to be as precise as possible with the dates and duration. However, if this is not certain, then enter the earliest date that the activity will start, the latest date that it will end, and the maximum length of the project (in months) between these dates.

The search will then show all registered candidate who are available during the period of the activity, and who have said that they can do a project of the duration. The search results will also show registered candidates whose availability is just outside the activity start and end dates.

Example: a registered gives a period of availability from 01/07/2019 to 31/12/2019, for a maximum of 4 months. If the activity is for 3 months from 01/08/2019 to 31/10/2019, then the registered candidate will be shown in the search results. However, if the activity is for 5 months, between 01/08/2019 and 31/12/2019, then the registered candidate will not be shown, because their maximum duration is only 4 months.

4. Country where the activity will take place ('Placement country' label)

Enter the country where the activity will take place. Only the registered candidates who have selected that country will appear in the search results.

5. Country of residence

If you need to select registered candidates from a particular country (for instance if you have a particular "sending" partner organisation) then specify the country here. Only registered candidates from that country will be shown in the search results.

6. Has a C.V.

If it is important that registered candidates have a CV, than tick this box.

7. Has volunteering motivation (for the occupational strand, the 'Has occupational motivation' label will be displayed)

Specify if the registered candidates should have a volunteering/occupational motivation.

8. Activity topics (choose up to 3)

All activities should contribute to at least one of the themes of the European Solidarity Corps. Please specify which topics your activity/project covers. You can choose whether the results show registered candidates who have shown an interest in all of the activity topics you specify, or alternatively who have an interest in at least one of them.

9. Knowledge and experience (choose up to 5)

Specify the skills that you require registered candidates to have for your activity. Again, you can choose whether the results show registered candidates who have all of the knowledge and experience that you have specified, or alternatively who have at least one of them.

10. Languages (choose up to 3)

If it is important that registered candidates can speak a particular language, specify it here. Here you can also choose whether the results show registered candidates who have all of the languages that you have specified, or alternatively who have at least one of them.

Option 2: search using the Participant Reference Number (PRN)

11. If you know the unique reference number of the registered candidate, you can enter it here to directly see the details of that registered candidate.

Search screen:

The screenshot shows a search interface with the following elements highlighted by red circles:

- 1: Organisation name (ORGANISATION ALPHA)
- 2: Back button
- 3: Placement funded by (European Solidarity Corps / Volunteering)
- 4: Placement country
- 5: Country of residence
- 6: Has a C.V. checkbox
- 7: Has volunteering motivation checkbox
- 8: Placement topics dropdown
- 9: Knowledge and experience dropdown
- 10: Languages dropdown
- 11: Participant reference number input field

Additional visible elements include: Search buttons, 'Show young people who match all' and 'Show young people who match at least one' radio buttons, and '+ Add' buttons for each filter category.

Search results

After you press "Search" button you will be presented with a list of registered candidates that match the criteria you have specified, with the best matches shown at the top of the list. Note that the search results will not display the registered candidates that have done a long-term Erasmus+ Volunteering activity (former known as EVS).

In the example below, you can:

- 1) See the total number of registered candidates that match the search criteria (this screenshot shows that you are viewing participants ranked 1 to 10 out of a total of 11981 results).
- 2) See the Participant Reference Number of the participants (PRN); **the length can be 10 or 16 digits number.**
- 3) See their names and click on their name (or View) to see their full user profile.
- 4) Make first contact with the registered candidate.
- 5) Identify the registered candidate as a "favourite"
- 6) See the contact status and the date when the status has been changed
- 7) See the offer status and the date when the status has been changed
- 8) Change the number of registered candidates shown in one screen
- 9) Move between different pages of results.

The screenshot shows a table with the following columns: REF, NAME, ACTIONS, CONTACT STATUS, and OFFER STATUS. The table contains 10 rows of candidate data. Red callouts are placed as follows: 1 (top left), 2 (NAME column), 3 (NAME cell), 4 (ACTIONS header), 5 (ACTIONS cell), 6 (CONTACT STATUS header), 7 (CONTACT STATUS cell), 8 (top right), and 9 (bottom pagination).

REF	NAME	ACTIONS	CONTACT STATUS	OFFER STATUS
6036479556	[REDACTED]	View Contact Add to favourites	13/08/2019 09:23 CEST	
6038796886	[REDACTED]	View Contact Add to favourites	25/07/2019 15:12 CEST	
6250576759057830	[REDACTED]	View Contact Add to favourites	25/07/2019 15:04 CEST	
5131147128	[REDACTED]	View Contact Add to favourites	25/07/2019 15:03 CEST	
5265127408	[REDACTED]	View Contact Add to favourites	24/07/2018 10:35 CEST	
6011283515	[REDACTED]	View Contact Add to favourites	24/07/2018 10:32 CEST	
6022259162	[REDACTED]	View Contact Add to favourites	24/07/2018 10:16 CEST	
6026583034	[REDACTED]	View Contact Add to favourites	19/07/2018 19:09 CEST	
6030831149	[REDACTED]	View Contact Add to favourites	25/07/2019 14:57 CEST	
6033405432	[REDACTED]	View Contact Add to favourites	25/07/2019 14:56 CEST	

1 - 10 / 146 Items per page 10 20 50 100 500

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 next > last <

Registered candidate details


The next page shows the registered candidate details screen.

Here you can see most of the information that the registered candidate has submitted in their profile.

To help protect the privacy of the registered candidate, this page does not show their contact details. If you want to contact them, you must use the "Contact" button displayed on the registered candidate profile page (1) or the one beside the registered candidate on the results page (This will be explained more in the next section.).

If the registered candidate has uploaded their CV, you will be able to download and view it.

Registered candidate are free to enter free text in whichever language they choose. To help you better understand what they have written, beside each free text field is a "Translate" button (2). When you click on it, it will open a Google Translate screen pre-filled with the text from the field. Please specify your language in the Google Translate.


PARTICIPANT DETAILS

⌕ Back
1
Contact

Participant Reference Number	██████████								
Name	██████████								
Gender	Male								
Date of birth	23/08/1989								
Country of residence	Belgium								
Nationality	Dutch								
Preferred contact language	English								
Summary of education and employment experience	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pretium hendrerit purus sit amet finibus. Morbi non placerat nunc. Vestibulum justo quam, semper ac semper a, lacinia vel ante. Mauris consequat urna eget ipsum interdum, ut tempor velit dignissim. Mauris et mattis leo. Ut vel elit ultrices, pretium est ac, interdum nisl. Duis malesuada consequat lectus. Nam viverra rutrum nulla et congue. Suspendisse ut eleifend diam. Cras nec neque sit amet justo pretium sagittis. Nunc sit amet accumsan lacus. Morbi vitae blandit massa. Integer laoreet nisl sed quam faucibus posuere. Donec consectetur consectetur odio ut dictum. Duis ut ultricies mi. Duis tempus vestibulum egestas. Pellentesque dolor erat, imperdiet eu dui sit amet, tempus porta est. Donec vestibulum diam nunc, at blandit n</p> <p style="text-align: right;">Translate</p>								
Additional information about yourself	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pretium hendrerit purus sit amet finibus. Morbi non placerat nunc. Vestibulum justo quam, semper ac semper a, lacinia vel ante. Mauris consequat urna eget ipsum interdum, ut tempor velit dignissim. Mauris et mattis leo. Ut vel elit ultrices, pretium est ac, interdum nisl. Duis malesuada consequat lectus.</p> <p style="text-align: right;">Translate</p>								
Languages	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>LANGUAGE</th> <th>LEVEL</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>advanced</td> </tr> <tr> <td>French (Français)</td> <td>advanced</td> </tr> <tr> <td>Dutch (Nederlands)</td> <td>native</td> </tr> </tbody> </table>	LANGUAGE	LEVEL	English	advanced	French (Français)	advanced	Dutch (Nederlands)	native
LANGUAGE	LEVEL								
English	advanced								
French (Français)	advanced								
Dutch (Nederlands)	native								
Availability	I am available at any time for European Solidarity Corps projects.								
Kinds of European Solidarity Corps projects interested in	<ul style="list-style-type: none"> Social challenges Reception and integration of refugees and migrants Citizenship and democratic participation Disaster prevention and recovery Environment and natural protection Health and wellbeing Education and training Employment and entrepreneurship Creativity and culture Physical education and sport 								
Stated experience and knowledge	<ul style="list-style-type: none"> Working with children/young people Working with disabled people Working with migrants 								
European Voluntary Service (EVS) experience	No								
Countries I want to volunteer in	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Germany, Denmark, Estonia, Greece, Spain, Finland, France, Croatia, Hungary, Ireland, Iceland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Former Yugoslav Republic of Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Turkey, United Kingdom								
Summary of previous volunteering experience	no Translate								
Motivation to volunteer with the European Solidarity Corps	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pretium hendrerit purus sit amet finibus. Morbi non placerat nunc. Vestibulum justo quam, semper ac semper a, lacinia vel ante. Mauris consequat urna eget ipsum interdum, ut tempor velit dignissim. Mauris et mattis leo. Ut vel elit ultrices, pretium est ac, interdum nisl. Duis malesuada consequat lectus.</p> <p style="text-align: right;">Translate</p>								
Uploaded CV	View CV								

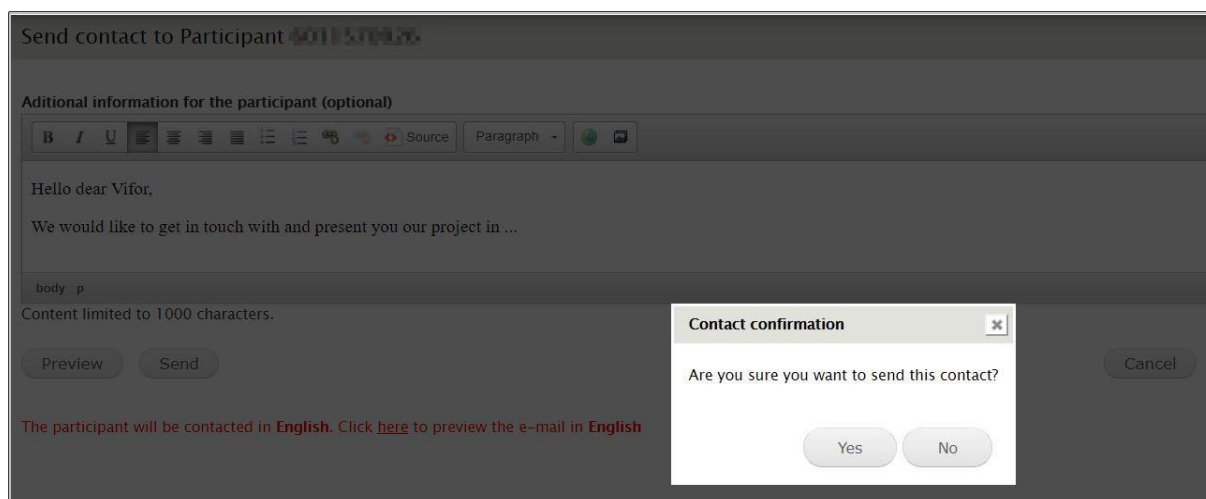
9 Contact registered candidates



When you have reviewed the results, the next step is to make first contact with the registered candidate. This process is necessary to protect the privacy of the registered candidate.

To make contact, click on the "Contact" button displayed on the registered candidate's profile page or the button beside the registered candidate in the search results screen. The "Send contact to Participant [PRN]" page will be displayed, allowing you to:

1. Write additional information (1) for the registered candidate (it will be sent to the registered candidate together with the generic information from the system).
2. Preview (2) the contact request message. You will see how the email that will be sent to the registered candidate will look like (it will include the information you added, if any, and the generic one).
3. Preview the message (email) in the contact language (3) that the registered candidate specified in his/her profile (e.g. German).
4. Cancel (4) the sending of the contact request, in this case no email will be sent to the part registered candidate.
5. Send (5) a contact request to the registered candidate by clicking on the "Send" button. You will then see a pop-up button asking you to confirm that you wish to make contact with the registered candidate.




As soon as you confirm (click on 'Yes' button), an email, a SMS message (this only if the registered candidate specified a mobile phone number and if he/she wants to receive SMS notifications) and a notification in the European Solidarity Corps mobile app will be sent to the registered candidate advising them that your organisation wishes to contact them (see next page for a copy of the email that is sent). The contact request will be sent in the contact language the registered candidate specified in his/her profile. At the bottom of the contact request email will be two buttons, "Accept contact" and "Decline contact". The registered candidate has to click on one of the two buttons, and login to the European Solidarity Corps to decide to make their contact details visible to you or not.

An exact copy of this email will also be sent to your email address, in English.

You will then be informed by email about the registered candidate's decision. In case the registered candidate clicked on "Accept contact", you will receive an email with the registered candidate's contact details. You can then use these details to contact the registered candidate directly to discuss the activity and negotiate the terms of it. In case the registered candidate declined the contact request (he/she clicked on the "Decline contact" button), you will also receive a notification but without the registered candidate's contact details.

'Contact status': After the contact request email is sent to the registered candidate, you will see that the status and date are updated in the registered candidate's profile (1) and in the search results (2). This information is updated each time you send a contact request email to the registered candidate via PASS and when the registered candidate answers (accept/decline).

Registered candidate (Participant) profile - Contact request sent


PARTICIPANT DETAILS

✔ A text message and email has been sent to [REDACTED] 1

Contact

Participant Reference Number [REDACTED]

Name [REDACTED]

Gender Male

Date of birth 23/08/1989

Country of residence Belgium

Nationality Dutch

Preferred contact language English

Summary of education and employment experience
 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean et sem velit. Sed ut ullamcorper sapien. Praesent vulputate lectus purus, non dignissim urna malesuada ut. Sed varius urna quis massa convallis molestie. Aliquam laoreet enim ipsum, tincidunt eleifend dui tristique non. Aliquam tristique urna a nulla posuere, eget semper felis tempor. In ac elit sit amet mauris ornare accumsan ut accumsan neque. Ut a tortor vitae arcu imperdiet ultricies eu quis justo. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Cras congue malesuada ultrices. Nullam magna lorem, rutrum non massa eu, vestibulum facilisis risus. Nullam in pellentesque ligula. Morbi id lacinia nunc. Pellentesque in sem in tortor fringilla laoreet a ac tellus. Vivamus porta dictum Translate

Additional information about yourself
 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean et sem velit. Sed ut ullamcorper sapien. Praesent vulputate lectus purus, non dignissim urna malesuada ut. Sed varius urna quis massa convallis molestie. Aliquam laoreet enim ipsum, tincidunt eleifend dui tristique non. Aliquam tristique urna a nulla posuere, eget semper felis tempor. In ac elit sit amet mauris ornare accumsan ut accu Translate

Search results - Contact request sent

2

REF	NAME	ACTIONS	CONTACT STATUS
6011570926	Vifor BERNIE - TEST ACCOUNT	View Contact Add to favourites	Contact sent - 09/04/2020 11:57

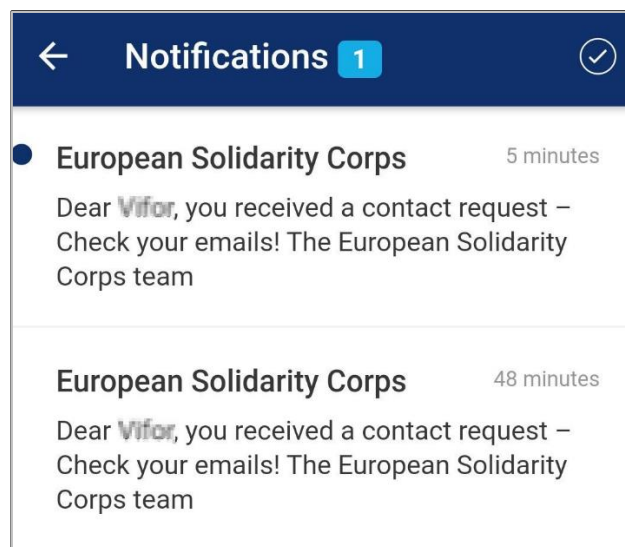
Contact request – SMS notification sent to registered candidates

The example below is in English language; the SMS will also be sent to registered candidates in their preferred contact language:



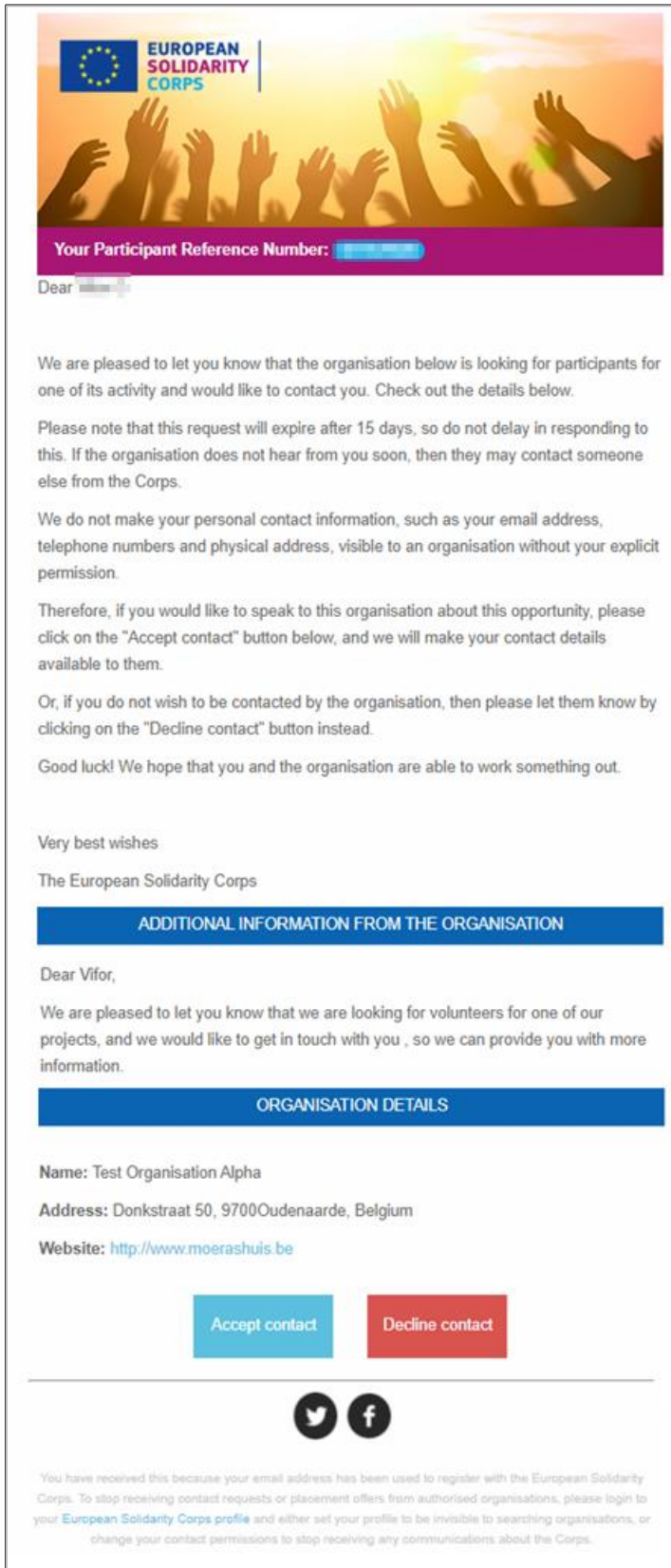
Contact request – notification in the European Solidarity Corps mobile app

This example is for English language; – the notification will also be sent to registered candidates in their preferred contact language:



Contact request email sent to registered candidates

This example is for English language; the actual email will be sent to the registered candidates in their preferred contact language.



The screenshot shows an email header with the European Solidarity Corps logo and a banner image of raised hands. Below the banner, there is a field for the participant's reference number. The main body of the email contains a greeting, a message from an organization (Vifor) seeking volunteers, and instructions on how to respond. At the bottom, there are two buttons: 'Accept contact' (blue) and 'Decline contact' (red). Below the buttons are social media icons for Twitter and Facebook. A footer section provides information on how to manage contact preferences.

EUROPEAN SOLIDARITY CORPS

Your Participant Reference Number: [REDACTED]

Dear [REDACTED]

We are pleased to let you know that the organisation below is looking for participants for one of its activity and would like to contact you. Check out the details below.

Please note that this request will expire after 15 days, so do not delay in responding to this. If the organisation does not hear from you soon, then they may contact someone else from the Corps.

We do not make your personal contact information, such as your email address, telephone numbers and physical address, visible to an organisation without your explicit permission.

Therefore, if you would like to speak to this organisation about this opportunity, please click on the "Accept contact" button below, and we will make your contact details available to them.

Or, if you do not wish to be contacted by the organisation, then please let them know by clicking on the "Decline contact" button instead.

Good luck! We hope that you and the organisation are able to work something out.

Very best wishes

The European Solidarity Corps

ADDITIONAL INFORMATION FROM THE ORGANISATION



Dear Vifor,

We are pleased to let you know that we are looking for volunteers for one of our projects, and we would like to get in touch with you , so we can provide you with more information.

ORGANISATION DETAILS

Name: Test Organisation Alpha
Address: Donkstraat 50, 9700Oudenaarde, Belgium
Website: <http://www.moerashuis.be>

Accept contact **Decline contact**


 

You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

Email sent to organisations when a contact is accepted

European Solidarity Corps – contact accepted

EC European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>
Thu 09/04/2020 12:22
You; Test Account



Dear Test Organisation Alpha

We are delighted to inform you that the young person below has accepted your contact through the European Solidarity Corps portal.

You will find his/her contact information below.



We hope that you will find the suitable participant for your project!

Very best wishes

The European Solidarity Corps team

PARTICIPANT DETAILS


Full name: Vitor (SERVIR) - TEST ACCOUNT
E-mail: vitorbueno@hotmail.com
Participant Reference Number: 6211167666

You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

Email sent to organisations when a contact is declined

European Solidarity Corps – contact declined



Dear Test Organisation Alpha

We are sorry to inform you that the young person below has declined your contact through the European Solidarity Corps portal.

You may wish to contact someone else from the pool of European Solidarity Corps young registrants.



Very best wishes

The European Solidarity Corps team

PARTICIPANT DETAILS

Full name: [REDACTED]

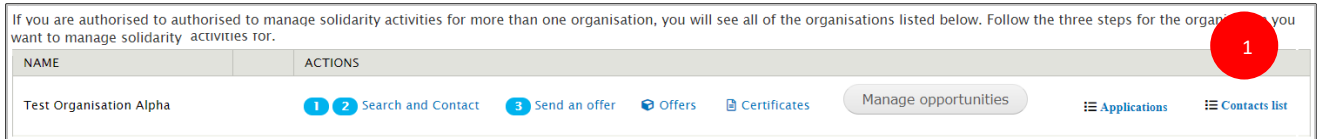
Participant Reference Number: [REDACTED]

You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

10 View the list with contact requests and their status

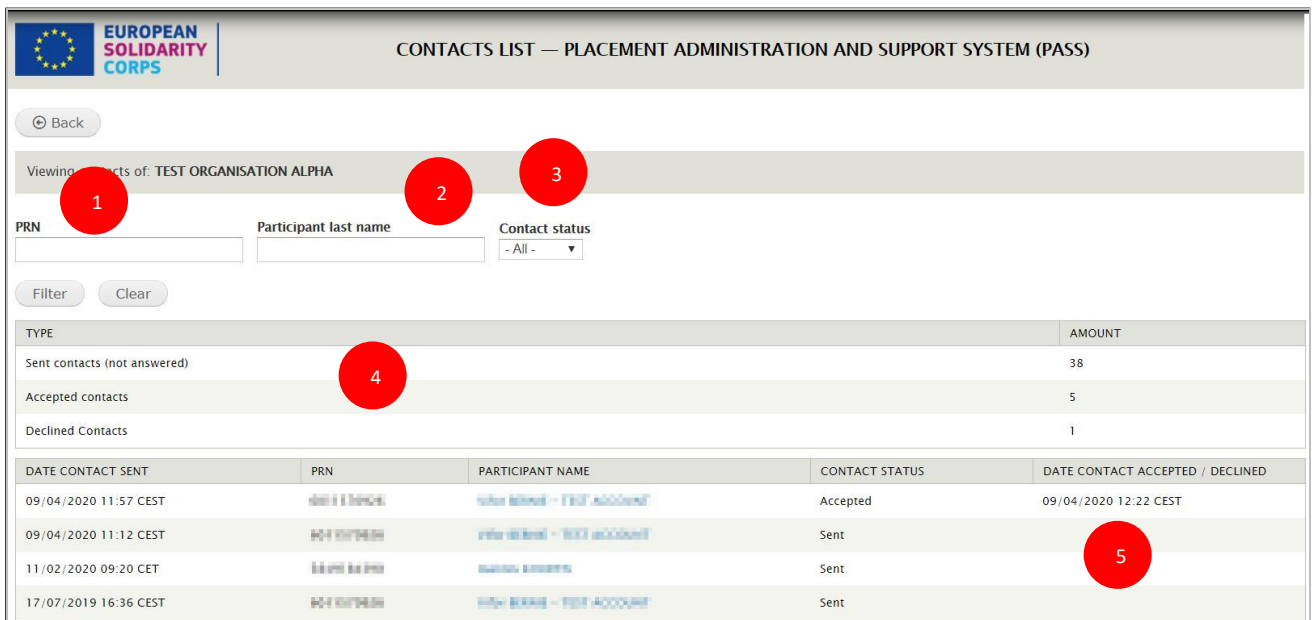
Note that the 'Contacts list' option (1) will be displayed in the table on the homepage of PASS only if you have sent at least one contact request to a participant.



Click on the 'Contacts list' option to view the list with all contact requests sent so far and corresponding status

The information is structured:

- Filters section, that allows you to search by PRN (1) and registered candidate (Participant) last name (2) and filter the information based on the status (3) of contact requests (sent, accepted, declined);
- Overview of the contact requests sent: Sent contacts (not answered), Accepted contacts and Declined contacts.
- Detailed information about each contact request sent (5) section: Date contact sent, PRN, registered candidate (Participant) name, Contact status, Date contact accepted/declined.



11 Send an offer for an activity



After you have come to an agreement with the registered candidate about the activity, you must make an offer to them through PASS.

This final step is very important because:

- It is part of the process to trigger the payment of funds for activities/projects;
- It may, in the future, unlock special features for the participant, such as access to special training

The sending of the offer is split in 5 steps process (4 steps for the projects run under other funding programmes that support the European Solidarity Corps). The system guides you through each step:

- 1. Registrant and funding programme:** specify the PRN of the registered candidate and the funding programme
 - For ESC funded projects (ESC11, ESC13, ESC21) – choose:
 - European Solidarity Corps/ Volunteering, for a Volunteering project (ESC11, ESC13)
 - European Solidarity Corps/Traineeship, for a Traineeship project (ESC21)
 - European Solidarity Corps/Job, for a Job project (ESC21)
 - For Erasmus+ Volunteering project (KA105, KA125, KA135), choose Erasmus+ Volunteering
 - For projects funded under other funding programmes that support European Solidarity Corps, select the corresponding programme
- 2. Project information:** select the Action and Activity type
- 3. Offer information:** enter the dates of the activity, topics, short description of the activity/project
- 4. Location:** specify the organisation, country, city (including the address) where the activity will take place
- 5. Review and send the offer:** review the information you have filled in and send the offer to the potential participant

The potential participant will receive an email in their preferred contact language with details about the activity they have been offered by you. A copy of the email will offer will be to you. To accept or decline the offer the potential participant has to click, either on the "Accept offer" in order to accept it or on the "Decline offer" to decline it. The confirmation of the accepting or declining the offer will be sent to both, potential participant and you.

The offer is technically valid **15 days**, after which it status is changed into 'Expired' and it cannot be accepted or declined.

Each offer is linked to a potential participant and he/she cannot share it with anyone else.

If the participant declines the offer, or does not respond within 15 days, you can either send them a new offer or send an offer to a different potential participant.

After the offer is sent to the potential participant, the 'Offer status' and the date when the status was changed is updated in the search results (1) and in the 'Offers list' (see chapter 12 'View Offers list'). The new date is the one when the registered candidate accepts/declines the offer or when the offer expires.

REF	NAME	ACTIONS	CONTACT STATUS	OFFER STATUS
123456789	John Doe - 123456789	View Contact Add to favourites	Contact accepted - 09/04/2020 12:22	Offer Sent - 09/04/2020 13:31
987654321	Jane Smith - 987654321	View Contact Add to favourites		
111222333	Thomas Brown - 111222333	View Contact Add to favourites		

11.1 Send offer for European Solidarity Corps funded projects (Volunteering, Traineeship or Jobs) – projects ESC11, ESC13, ESC21

- You can send offer only for an approved grant (project) and only after the project is **already** in **Mobility Tool (MT+)**. The information about the project, such as Project code, Action, Action type are automatically retrieved from the Mobility Tool+, so you do not need to enter them manually.

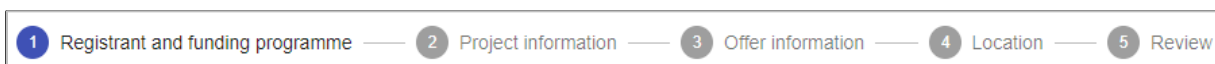
After a registered candidate accepts the offer you sent, his/her data will be made available to be retrieved in the **Mobility Tool (MT+)** and you will have the possibility to link it to the right activity (you will have to click on the **'retrieve now'** link that is displayed next to the **'Participants retrieve from EYP'** label). Please consult the Mobility Tool (MT+) guide, so you find all the information on how to work with it:

<https://webgate.ec.europa.eu/fpfis/wikis/pages/viewpage.action?pagelId=321987301>

Example – Mobility Tool (MT+) – 'retrieve now' link:

The screenshot shows the 'Participants' section of the Mobility Tool (MT+) interface. At the top, there is a search bar and filters for 'Young Person', 'Accompanying Person', and 'Representatives of organisations in Advance Planning Visits'. Below the search bar, there is a table with columns for PRN, Type, Participant First Name, Participant Last Name, and Participant Email. A red box highlights the text 'Participants retrieved from EYP 21 days ago' and a 'retrieve now' link next to it. To the right of the table, there is a 'Selection Details' panel with the text 'Please select a participant'.

The sending of an offer is split in **five steps process** and the system will guide you through each step:



1. Registrant and funding programme

The system will automatically display a list with all your approved projects funded under European Solidarity Corps. If you do not have one yet, the system will not allow you to send any offer.

Example: the organisation holds a Quality Label for Volunteering, Traineeship and Jobs, have applied for a grant agreement, but the project not approved yet (granted).

1 Registrant and funding programme — 2 Project information

Personal reference number *

None

European Solidarity Corps / Volunteering ⚠ There is no approved ESC project linked with your organisation.

European Solidarity Corps / Traineeship ⚠ There is no approved ESC project linked with your organisation.

European Solidarity Corps / Job ⚠ There is no approved ESC project linked with your organisation.

If your project has been approved (grant approved), you have the possibility to send offer to the potential participants:

1 Registrant and funding programme — 2 Project information — 3 Offer information — 4 Location — 5 Review

Personal reference number * 1

2

Funding programme * 3

CANCEL 5

4

- Type the PRN in the 'Personal reference number' (1) box and press 'Search' button (2) and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed

- Select the funding programme (3) your project:

- European Solidarity Corps/ Volunteering, for a Volunteering project (ESC11, ESC13)
- European Solidarity Corps/Traineeship, for a Traineeship project (ESC21)
- European Solidarity Corps/Job, for a Job project (ESC21)

Example: Potential participant data and funding programme

- Click on the 'Next' (4) button to go to the next step ('Project information'), or on
- The 'Cancel' (5) to cancel the sending of the offer

2. Project information:

In this step, you have to specify the project, the action and the action type linked to the project.

- Select a project code from the 'Project code list' (1) (note that the list contains only the codes of approved projects)
- The system will automatically provide the associated Action (2) and Action type (3);

Example: Project code selected and the Action and Action type fields filled in with information

- Click on the 'Next' (6) button to go to the next step ('Offer information'), or on
- The 'Back' (4) to go to the previous section ('Registrant and funding programme'), or on
- The 'Cancel' (5) to cancel the sending of the offer

3. Offer information:

In this step you should specify the activity type (e.g. Individual Volunteering), the topics, activity name and some more details that will help the potential participant to understand the scope of the activity he/she will take part.

- Activity type (1): select the type of the activity (e.g. Individual Volunteering)
- Topics (2): you have to select at least one topic (maximum 3) for the activity
- Activity name (3): provide a title for the offer you will send

- Description (4): we recommend you to provide more information about the project/activity the potential participant is will be involved
- Start date & End date (5 & 6): specify the start date and end date for the activity
- Click on the 'Next' (9) button, to go to the next section ('Location'), or on
- The 'Back' (7), to go to the previous section ('Project information'), or on
- The 'Cancel' (8), to cancel the sending of the offer

Example: offer information (Activity type, Topics, Activity name, Description, Start & End date)

✓ Registrant and funding programme – ✓ Project information – 3 Offer information – 4 Location – 5 Review

Activity type*
Individual Volunteering

Topics*
Climate action, environment and nature protection
Disaster prevention, preparedness and recovery
Employability and entrepreneurship

Activity name*
Demo - activity

Description
Demo - here you need to provide more information about the activity/project

Start date*
02/02/2019

End date*
04/30/2019

← CANCEL →

Location

In this section, you have to provide the information about the place where the activity will take place, such as organisation name and address (country, city, country).

Note: Check first if the organisation name is already in the system, so type the organisation name or its PIC/or OID in the '**Search an organisation or create a new one**' filed.

✓ Registrant and funding programme — ✓ Project information — ✓ Offer information — 4 Location — 5 Review

Search an organisation or create a new one 1

Search for a organisation either by PIC number, name or country code.
Results will appear only after typing three letters.

Organisation name * 2 Organisation street * 3

Organisation city * 4 Organisation zip code * 5

Country * 6

← 7 8 CANCEL 9 →

If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you do not find the organisation name, then:

- Type the organisation name in the **'Search an organisation or create a new one'** (1) filed
- Type the details address of the organisation in the fields
 - Organisation name (2)
 - Organisation street (3)
 - Organisation city (4)
 - Organisation zip code (5)
 - Country (6)
- Click on the **'Next'** (9), button to go to the next step (**'Review'**), or on
- The **'Back'** (7,) to go to the previous section (**'Offer information'**), or on
- The **'Cancel'** (8), to cancel the sending of the offer

Example – create new organisation:

The screenshot shows the 'Location' step (4) of a 5-step process. The steps are: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Location, and 5. Review. The search bar contains 'test organisation b'. A dropdown menu shows '(Create a new organisation:) test organisation b'. Below the search bar, there are input fields for 'Organisation name *' (test organisation b), 'Organisation street *', 'Organisation city *', 'Organisation zip code *', and 'Country *'. At the bottom, there are three buttons: a blue left arrow, a red 'CANCEL' button, and a blue right arrow.

Example – fields filled in – an existing organisation:

The screenshot shows the 'Location' step (4) of a 5-step process. The steps are: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Location, and 5. Review. The search bar contains 'Test organisation Beta'. The dropdown menu is empty. Below the search bar, the input fields are filled with: 'Organisation name *' (Test organisation Beta), 'Organisation street *' (Industri vagen), 'Organisation city *' (Solna), 'Organisation zip code *' (10000), and 'Country *' ([SE] Sweden). At the bottom, there are three buttons: a blue left arrow, a red 'CANCEL' button, and a blue right arrow.


4. Review (the information)

In this step, you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.

- If all the information is correct (1), you can send the offer to the potential participant by clicking on the 'Send' (4) button.
- Click on the 'Cancel' (3) button to close the current page and no offer will be sent
- Click on the 'Previous' (2) button to close to go to the previous section ('Location')

✓ Registrant and funding programme —
 ✓ Project information —
 ✓ Offer information —
 ✓ Location —
 5 Review

Registrant



Vifor JOB
 6011570926
 [EE] Estonia
 Estonian

Funding programme European Solidarity Corps / Volunteering

Project

Project code 2018-1-RO01-ESC11-049698

Action Volunteering

Action type 2 Volunteering Projects

Activity

Activity type Individual Volunteering

Topics
 Climate action, environment and nature protection
 Disaster prevention, preparedness and recovery
 Employability and entrepreneurship

Activity name Demo - activity

Description Demo - here you need provide more information about the activity/project

Starting 2019-02-01

Ending 2019-04-30

Location

Name Test organisation Beta

Street Industri vagen

Postal Code 10000

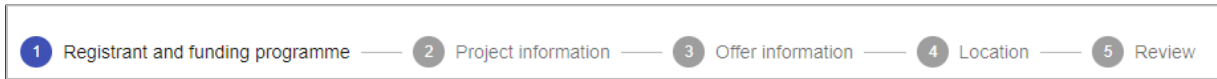
City Solna

Country [SE] Sweden

← 2
3 CANCEL
4 SEND ✓

11.2 Send offer for Erasmus+ Volunteering funded projects

The sending of the offer is split in **5 steps** process. The system will guide you through each step:



1. Registrant and funding programme

- Type the PRN in the 'Personal reference number' (1) box and press 'Search' (2) button and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) is displayed
- For 'Funding programme' (3), select 'Erasmus+ Volunteering' option
- Click on the 'Next' (5) button to go to the next step ('Project information'), or on
- Click on the 'Cancel' (4) button to cancel the sending of the offer

1 Registrant and funding programme — 2 Project information — 3 Offer information — 4 Location — 5 Review

Personal reference number* 1

2

Funding programme* 3

CANCEL 4

5

Example: Potential participant data and funding programme

1 Registrant and funding programme — 2 Project information — 3 Offer information — 4 Location — 5 Review

Personal reference number*
6011570926

Vifor JOB
6011570926
[EE] Estonia
Estonian

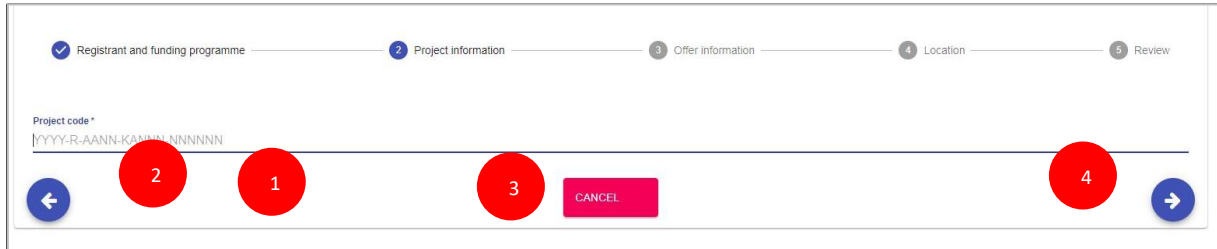
Funding programme*
Erasmus+ Volunteering

CANCEL

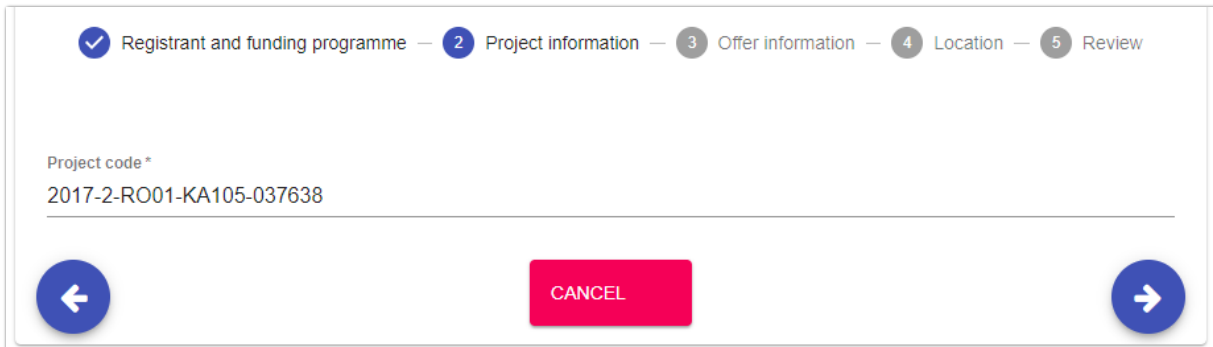
2. Project information:

In this step, you have to specify the project code ('Project code' field) for which you want to send the offer. The format of the project code should be **YYYY-R-AANN-KANNN-NNNNNN** (1)

Please note that the system will validate if the format of the project code is correct or not.



Example: project code filled in



- Click on the 'Next' (4) button to go to the next step ('Offer information'), or on
- Click on the 'Back' (2) button to go to the previous section ('Registrant and funding programme') or on
- Click on the 'Cancel' (3) Click on the to cancel the sending of the offer

3. Offer information:

In this step you should specify information about offer such as the activity type (it will be always 'Volunteering'), the topics and the type some more details that will help the potential participant to understand the scope of the activity he/she is offered.

- Activity type (1): select the type of the activity (e.g. Individual Volunteering)
- Topics (2): you have to select at least one topic (maximum 3) for the activity
- Activity name (3): provide a title for the offer you will send
- Description (4): we recommend you to provide more information about the project/activity the potential participant will be involved
- Start date & End date (5 & 6): select the start date and end date for the activity the participant will take part

Registrant and funding programme
 Project information
 3 Offer information
 4 Location
 5 Review

Activity type *
Volunteering 1

Topics * 2

Activity name * 3

Description 4

Start date * 5 End date * 6
mm/dd/yyyy mm/dd/yyyy

← 7 8 CANCEL 9 →

- Activity type (1): select the type of the activity (e.g. Individual Volunteering)
- Topics (2): you have to select at least one topic (maximum 3) for the activity
- Activity name (3): provide a title for the offer you will send
- Description (4): we recommend you to provide more information about the project/activity the potential participant will be involved
- Start date & End date (5 & 6): select the start date and end date for the activity the participant will take part

Example: offer information (Activity type, Topics, Activity name) Description, Start/End date

Registrant and funding programme
 Project information
 3 Offer information
 4 Location
 5 Review

Activity type *
Volunteering

Topics *
 EU Citizenship, EU awareness and Democracy
 Early School Leaving / combating failure in education
 Social dialogue

Activity name *
Demo - test activity name

Description
Demo - here you have to provide the details about the activity/project...

Start date * End date *
02/01/2019 04/30/2019

← CANCEL →

- Click on the 'Next' (9) button to go to the next section ('Location'), or on
- Click on the 'Back' (8) button to go to the previous section ('Project information'), or on
- Click on the 'Cancel' (7) button to cancel the sending of the offer

4. Location

In this section, you have to provide the information about the place where the activity will take place, such as organisation name and address (country, city, country).

Note: Check first if the organisation name is already in the system. So, type the organisation name or its PIC number in the 'Search an organisation or create a new one' filed.

If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you do not find the organisation name, then:

- Type the organisation name in the 'Search an organisation or create a new one' (1) filed
- Type the details address of the organisation in the fields
 - Organisation name (2)
 - Organisation street (3)
 - Organisation city (4)
 - Organisation zip code (5)
 - Country (6)
- Click on the 'Next' (9) button to go to the next step ('Review'), or on
- Click on the 'Back' (7) button to go to the previous section ('Location'), or on
- Click on the 'Cancel' (8) button to cancel the sending of the offer

Example – create new organisation:

The screenshot shows the 'Location' step (4) of a 5-step process. The steps are: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Location, and 5. Review. The 'Location' step is active. The search bar contains 'test organisation b'. Below the search bar, a dropdown menu shows '(Create a new organisation:) test organisation b'. Below the dropdown, there are four input fields: 'Organisation name *' (filled with 'test organisation b'), 'Organisation street *', 'Organisation city *', and 'Organisation zip code *'. At the bottom, there are three buttons: a blue arrow pointing left, a red 'CANCEL' button, and a blue arrow pointing right.

Example – fields filled in – an existing organisation:

The screenshot shows the 'Location' step (4) of a 5-step process. The steps are: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Location, and 5. Review. The 'Location' step is active. The search bar contains 'Test organisation Beta'. Below the search bar, there are four input fields: 'Organisation name *' (filled with 'Test organisation Beta'), 'Organisation street *' (filled with 'Industri vagen'), 'Organisation city *' (filled with 'Solna'), and 'Organisation zip code *' (filled with '10000'). At the bottom, there are three buttons: a blue arrow pointing left, a red 'CANCEL' button, and a blue arrow pointing right.

4. Review (the information)

This step you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.

- If all the information is correct (1), you can send the offer to the potential participant by clicking on the 'Send' button (4).

- Click on the 'Cancel' (3) button to close the current page, and no offer is sent

- Click on the 'Previous' (4) button to go to the previous section ('Location')

Example – create new organisation:

The screenshot shows the 'Location' step (4) of a 5-step process. The steps are: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Location, and 5. Review. The 'Location' step is active. The search bar contains 'test organisation b'. A dropdown menu shows '(Create a new organisation:) test organisation b'. Below the search bar, there are four input fields: 'Organisation name *' (filled with 'test organisation b'), 'Organisation street *', 'Organisation city *', and 'Organisation zip code *'. A 'Country *' dropdown menu is also present. At the bottom, there are three buttons: a blue circular 'Previous' button with a left arrow, a red rectangular 'CANCEL' button, and a blue circular 'Next' button with a right arrow.

Example – fields filled in – an existing organisation:

The screenshot shows the 'Location' step (4) of a 5-step process. The steps are: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Location, and 5. Review. The 'Location' step is active. The search bar contains 'Test organisation Beta'. A dropdown menu shows 'Test organisation Beta'. Below the search bar, there are four input fields: 'Organisation name *' (filled with 'Test organisation Beta'), 'Organisation street *' (filled with 'Industri vagen'), 'Organisation city *' (filled with 'Solna'), and 'Organisation zip code *' (filled with '10000'). A 'Country *' dropdown menu is also present, showing '[SE] Sweden'. At the bottom, there are three buttons: a blue circular 'Previous' button with a left arrow, a red rectangular 'CANCEL' button, and a blue circular 'Next' button with a right arrow.

4. Review (the information)

This step you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.


- If all the information is correct (1), you can send the offer to the potential participant by clicking on the 'Send' button (4).

- Click on the 'Cancel' (3) button to close the current page, and no offer is sent

- Click on the 'Previous' (4) button to close to go to the previous section ('Location')

✓ Registrant and funding programme –
 ✓ Project information –
 ✓ Offer information –
 ✓ Location –
 5 Review

Registrant



Vifor JOB
6011570926
📍 [EE] Estonia
🇪🇪 Estonian

Funding programme 1 Erasmus+ Volunteering

Project

Project code 2017-2-RO01-KA105-037638

Activity

Activity type Volunteering

Topics
EU Citizenship, EU awareness and Democracy
Early School Leaving / combating failure in education
Social dialogue

Activity name Demo – test activity name

Description Demo – here you have to provide the details about the activity/project...

Starting 2019-02-01

Ending 2019-04-30

Location

Name Test organisation Beta

Street Industri vagen

Postal Code 10000

City Solna

Country [SE] Sweden

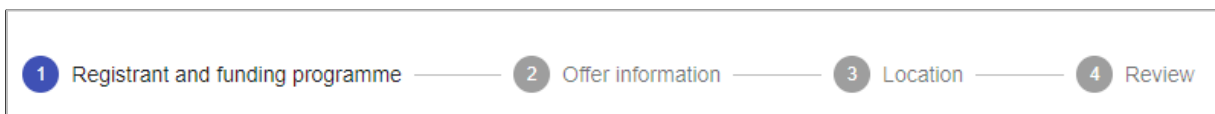
←
2
3
CANCEL
4
SEND ✓

III. Send offer for projects funded by the programmes that support the European Solidarity Corps

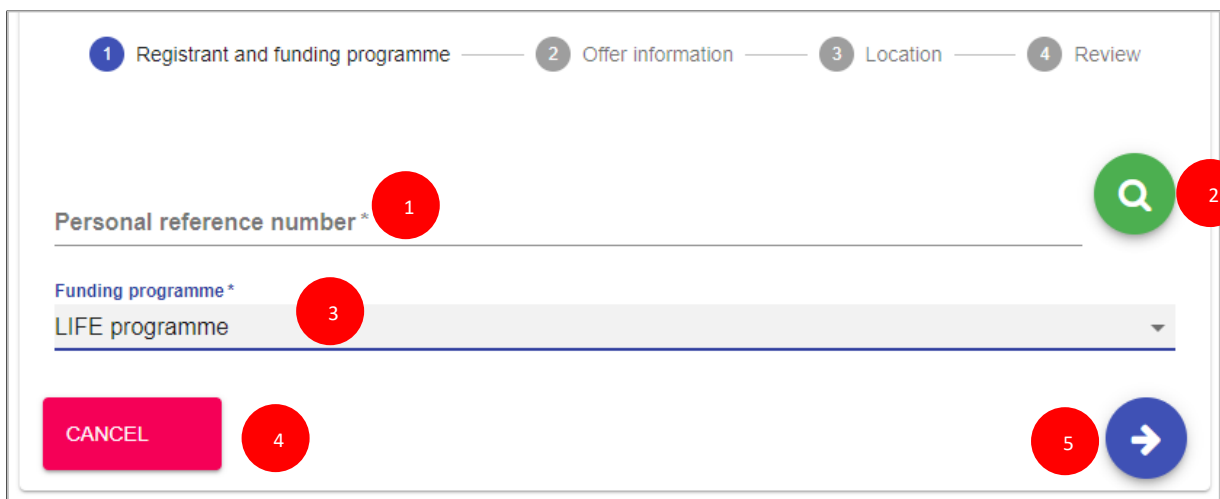
The organisations are already linked to the Funding Programme under they run the project:

- [EU programme for Employment and Social Innovation \(EaSI\)](#)
- [LIFE programme](#)
- [European Agricultural Fund for Rural Development](#)
- [Europe for Citizens programme](#)
- [Asylum, Migration and Integration Fund \(AMIF\)](#)
- [Interreg Volunteer Youth](#)
- [EU Health programme](#)

The sending of the offer is split in four steps process. You will be guided by the system through each step:



1. **Registrant and funding programme:** specify the PRN of the potential participant and the funding programme
2. **Offer information:** specify the dates of the of the activity, topics, short description of the activity/project
3. **Location:** specify the organisation, country, city (including the address)where the activity will take place
4. **Review and send the offer:** review the information you have filled in and send the offer to the potential participant



- Type the PRN in the 'Personal reference number' (1) box and press 'Search' button (2) and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed

- Select the funding programme (3) under which the project runs (e.g. LIFE programme)

Example – fields filled in with Personal Reference Number (PRN) and a funding programme (in this case LIFE programme)

1 Registrant and funding programme — 2 Offer information — 3 Location — 4 Review

Personal reference number *
6011570926

Vifor JOB
6011570926
[EE] Estonia
Estonian

Funding programme *
LIFE programme

CANCEL

- Click on the 'Next' button (5) to go to the next step ('Offer information'), or on
- The 'Cancel' (4) to cancel the sending of the offer

1 Registrant and funding programme — 2 Offer information — 3 Location — 4 Review

Personal reference number * 1

Funding programme * 3
LIFE programme

CANCEL 4

5

- Type the PRN in the 'Personal reference number' (1) box and press 'Search' button (2) and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed
- Select the funding programme (3) under which the project runs (e.g. LIFE programme)

Example – fields filled in with Personal Reference Number (PRN) and a funding programme (in this case LIFE programme)

- Click on the 'Next' button (5) to go to the next step ('Offer information'), or
- Click on the 'Cancel' (4) to cancel the sending of the offer

2. Offer information

In this step you should specify information about offer such as the activity type (such as 'Volunteering' or 'Traineeship' or 'Jobs'), the topics and the type some more details that will help the potential participant to understand the scope of the activity he/she is offered.

- Activity type (1): select the type of the activity (e.g. 'Volunteering')
- Topics (2): you have to select at least one topic (maximum 3) for the activity you send the offer

- Activity name (3): provide a title for the offer you will send
- Description (4): we recommend you to provide more information about the project/activity
- Start date & End date (5 & 6): select the start date and end date for the activity the participant will take part
- Click on the 'Next' button (7) to go to the next section ('Location'), or
- Click on the 'Back' (8) to go to the previous section ('Project information'), or
- Click on the 'Cancel' (9) to cancel the sending of the offer

Example: offer information (Activity type, Topics, Activity name, Description, Start/End date)

The screenshot shows a multi-step process with four stages: 1. Registrant and funding programme (checked), 2. Offer information (active), 3. Location, and 4. Review. The 'Offer information' section contains the following fields:

- Activity type ***: A dropdown menu with 'Volunteering' selected.
- Topics ***: A button labeled 'Environment and natural protection'.
- Activity name ***: A text input field containing 'Demo - specify a title for the activity'.
- Description**: A text input field containing 'Demo - here you have to provide more information about the activity/project'.
- Start date ***: A date input field with '02/01/2019'.
- End date ***: A date input field with '05/31/2019'.

At the bottom of the form, there are three navigation buttons: a blue circular button with a left arrow (Back), a red rectangular button labeled 'CANCEL', and a blue circular button with a right arrow (Next).

3. Location

In this section, you have to provide the information about the place where the activity will take place, such as organisation name and address (country, city, country).

Note: Check first if the organisation name is already in the system. So, type the organisation name or its PIC number in the 'Search an organisation or create a new one' (1) filed.

✓ Registrant and funding programme — ✓ Offer information — 3 Location — 4 Review

Search an organisation or create a new one 1

Search for a organisation either by PIC number, name or country code.
Results will appear only after typing three letters.

Organisation name * 2 Organisation street * 3

Organisation city * 4 Organisation zip code * 5

Country * 6

← 7 8 CANCEL 9 →

If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you do not find the organisation name, then:

- Type the organisation name in the **'Search an organisation or create a new one'** (1) filed
- Type the details address of the organisation in the fields
 - o Organisation name (2)
 - o Organisation street (3)
 - o Organisation city (4)
 - o Organisation zip code (5)
 - o Country (6)
- Click on the 'Next' (9) button to go to the next step ('Review'), or on
- Click on the 'Back' (7) button to go to the previous section ('Offer information'), or on
- Click on the 'Cancel' (8) button to cancel the sending of the offer

Example – create new organisation:

The screenshot shows the 'Location' step (3) of a 4-step process. The steps are: 1. Registrant and funding programme, 2. Offer information, 3. Location, and 4. Review. The search bar contains 'test organisation b'. A dropdown menu shows '(Create a new organisation:) test organisation b'. Below the search bar, there are four input fields: 'Organisation name *' (filled with 'test organisation b'), 'Organisation street *', 'Organisation city *', and 'Organisation zip code *'. A 'Country *' dropdown menu is also present. At the bottom, there are three buttons: a blue circular 'Previous' button with a left arrow, a red rectangular 'CANCEL' button, and a blue circular 'Next' button with a right arrow.

Example – fields filled in – an existing organisation:

The screenshot shows the 'Location' step (3) of a 4-step process. The steps are: 1. Registrant and funding programme, 2. Offer information, 3. Location, and 4. Review. The search bar contains 'Test organisation Beta'. Below the search bar, there are four input fields: 'Organisation name *' (filled with 'Test organisation Beta'), 'Organisation street *' (filled with 'Industri vagen'), 'Organisation city *' (filled with 'Solna'), and 'Organisation zip code *' (filled with '10000'). A 'Country *' dropdown menu is also present, showing '[SE] Sweden'. At the bottom, there are three buttons: a blue circular 'Previous' button with a left arrow, a red rectangular 'CANCEL' button, and a blue circular 'Next' button with a right arrow.


4. Review (the information)

This step you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.

- If all the information is correct (1), you can send the offer to the potential participant by clicking on the 'Send' button (4).
- Click on the 'Cancel' (3) button, to close the current page, and no offer is sent
- Click on the 'Previous' (2) button, to go to the previous section ('Location')

✓ Registrant and funding programme — ✓ Offer information — ✓ Location — 4 Review

Registrant



Vifor JOB
6011570926
[EE] Estonia
Estonian

1

Funding programme

Erasmus+ programme

Activity

Activity type	Volunteering
Topics	Environment and natural protection
Activity name	Demo – specify a title for the activity
Description	Demo – here you have to provide more information about the activity/project
Starting	2019-02-01
Ending	2019-05-31

Location


Name	Test organisation Beta
Street	Industri vagen
Postal Code	10000
City	Solna
Country	[SE] Sweden

2

3 CANCEL

4 SEND ✓

Offer email sent to participants



Your Participant Reference Number: 6011570926

Dear [REDACTED],

We are delighted to let you know that you have been offered a placement through the European Solidarity Corps!

Details of the offered placement are listed below – please take some time to fully consider them. Hopefully you have already been in discussions with the organisation about this placement, but if you would like more information, then contact the organisation directly via the email address below.

It is up to you whether you wish to accept or decline this offer – your decision will not affect your ability to receive other European Solidarity Corps offers in the future.

If you want to go on the placement, you must accept it by clicking on the "Accept offer" button below. Later, you will probably be asked to sign a more formal agreement setting out the precise terms and conditions related to the placement.

If you do not wish to go on this placement, please tell the organisation by clicking on the "Decline offer" button below. Whatever you decide, the organisation will be immediately informed.

Please do not delay too long before accepting or declining this offer. If the organisation does not hear from you soon, then they may contact someone else from the Corps about the placement.

Also please note that this offer will expire after 15 days from the date of this email, and the buttons below will no longer function.

We hope that you are able to accept this offer, and that you have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

ORGANISATION DETAILS

Name: [AGENCIJA NACIONALNA UPRAVA ZA VEŠTAČENJE I VEŠTAČENJE IZ OBLASTI ZAPOSLENOSTI](#)

Address: [Trgada Brijuna, 6, 21000 Šibenik, Republika Hrvatska](#)

Website: [www.azup.gov.hr](#)

Contact person about this placement:

Contact email address: ML.Ajzenmajer@azup.gov.hr

HOST ORGANISATION DETAILS / ORGANISATION WHERE THE ACTIVITY WILL TAKE PLACE

Name: [The organisation link](#)

Address: [Adriatic Highway 10000, Dubrovnik](#)

ACTIVITY DETAILS

Funding programme: Erasmus+ / [European Solidarity Corps \(ESC\)](#)

Activity name: Demo activity

Project code: [2019-1-HR01-KA201-000001](#)


Description: In this section will be provided more information about the activity.

Activity type: Volunteering

From: 24/01/2019 **To:** 28/03/2019

Topic(s): Creativity and culture, Access for disadvantaged, Economic and financial affairs (incl. funding issues)

Accept offer
Decline offer



You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

Email sent to the organisation when an offer is accepted

European Solidarity Corps – offer accepted

Offer accepted

Dear [REDACTED]

We are delighted to inform you that the participant below has accepted your offer of a placement through the European Solidarity Corps.

Please contact the participant directly to finalise arrangements to begin the placement.

We hope that you and the participant have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: [REDACTED]

Participant number: [REDACTED]

Email address: [REDACTED]

Placement details

Placement name: Demo activity

From: 24/01/2019 **To:** 28/03/2019

Topic(s): Creativity and culture, Access for disadvantaged, Economic and financial affairs (incl. funding issues)

You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

Email sent to the organisation when an offer is declined



Dear **Test Organisation Org/As**

We are sorry to inform you that the participant below has declined your offer of a placement through the European Solidarity Corps.

If you wish you can get in touch with the participant again and afterwards send them a new offer.

Or you may wish to contact someone else from the pool of European Solidarity Corps participants.

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: **Christina Maria Garcia Garcia**

Participant Reference Number: **0042018001**

Email address: **Christina.Maria.Garcia.Garcia@ec.europa.eu**

Placement details

Placement name: **Test 11**

From: 01/08/2017 To: 19/07/2018

Address: **Test 1111 Test Belgium**

Topic(s): Citizenship and democratic participation

12 View the list with offers sent and their status

Note that the 'Offers' option (1) will be displayed in the table on the homepage of PASS only if you have sent at least one contact request to a participant.

If you are authorised to manage placements for more than one organisation, you will see all of the organisations listed below. Follow the three steps for the organisation you want to manage placements for.

NAME	ACTIONS
Test Organisation Alpha	1 2 Search and Contact 3 Send an offer Offers Certificates Contacts list

Click on the 'Offers' option to view the list with all offers sent so far and corresponding status. The information is structured in:

- Filter section, that allows you to search by PRN (1) and Participant last name (2) and filter the information based on the status of offers (sent, accepted, declined) section (3);
- Detailed information about each offer sent(4) section: Placement name, Participant (name), PRN, Offer sent date, offer expiration date, offer status, Offer accepted/declined date, available 'Actions'(5). The options displayed in the 'Actions' column depend on the offer status:
 - o 'Generate certificate' option is available for each accepted offer, so you can issue a European Solidarity Corps certificate from this section too.
 - o 'Resend' option is available for offers with the status 'Sent', 'Sent (expired)', and 'Resend'
 - o 'Withdraw offer' option is available for offers with the status: 'Sent', 'Accepted', and 'Resend'

EUROPEAN SOLIDARITY CORPS OFFERS — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

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Viewing offer(s) of: TEST ORGANISATION ALPHA

Selected offer to generate a certificate

By PRN By participant last name Offer status: - All - Filter Reset

ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT/RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
Active Citizenship	2019-2-EE01-ESC11-000001	Participant Name	XXXXXXXXXX	08/04/2020 13:08	23/04/2020 13:08	Sent		Resend Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	Participant Name	XXXXXXXXXX	02/04/2020 17:06	17/04/2020 17:06	Accepted	02/04/2020 17:26	Generate certificate Withdraw offer
Active Citizenship	2019-2-EE01-ESC11-000001	Participant Name	XXXXXXXXXX	02/04/2020 15:02	17/04/2020 15:02	Accepted	02/04/2020 15:04	Generate certificate Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	Participant Name	XXXXXXXXXX	02/04/2020 17:06	17/04/2020 17:06	Declined	02/04/2020 17:26	
Active Citizenship	2019-2-EE01-ESC11-000001	Participant Name	XXXXXXXXXX	02/04/2020 15:02	17/04/2020 15:02	Sent (expired)		Resend

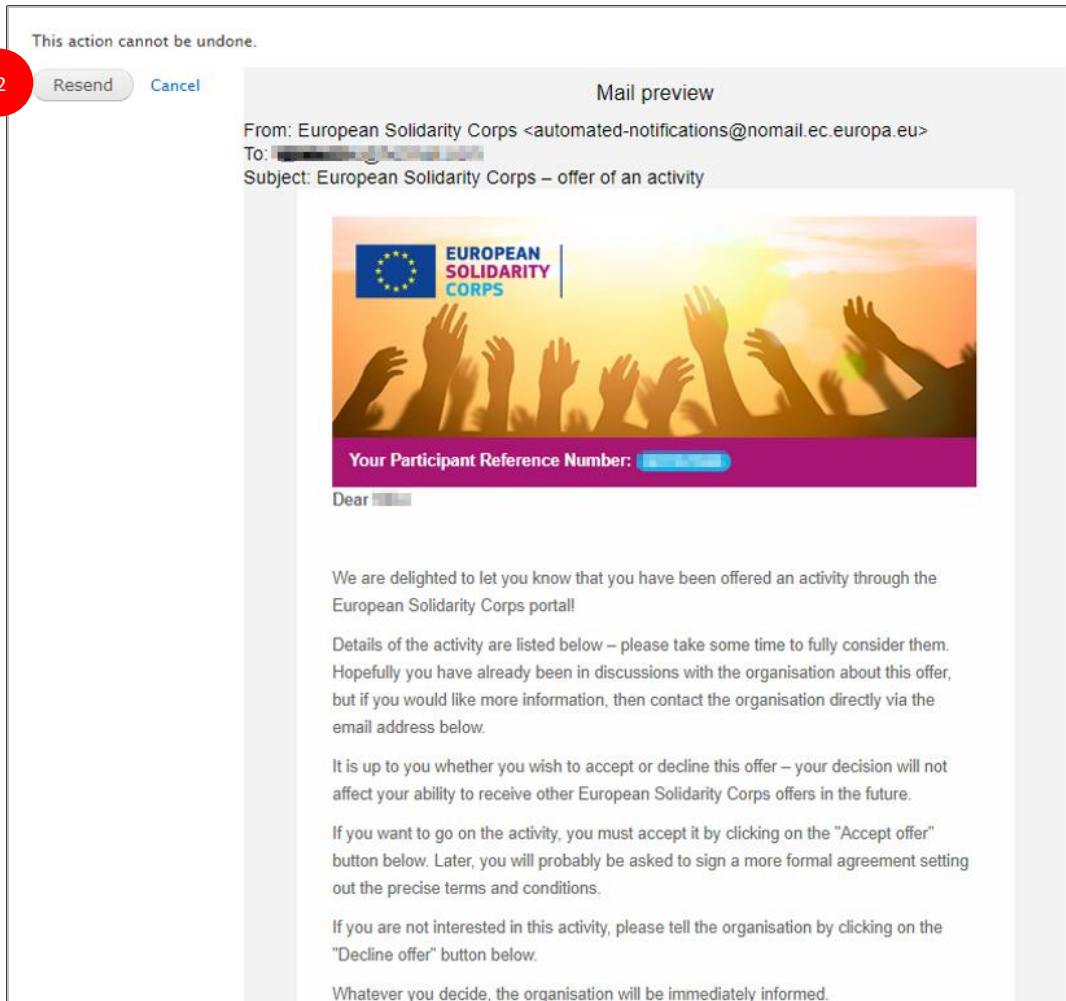
13 Resend an offer

You can Resend an offer that has the status ‘Sent’, ‘Sent (Expired)’, ‘Resent’. The offer will contain the same information as the initial one and it will be sent to the same registered candidate.

The screenshot shows the 'OFFERS' page in the PASS system. At the top, there is a header with the European Solidarity Corps logo and the text 'OFFERS — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)'. Below the header, there is a 'Back' button and a message 'Viewing offer(s) of: TEST ORGANISATION ALPHA'. A yellow banner提示 says 'Select an accepted offer to generate a certificate'. Below this, there are search filters for 'By PRN', 'By participant last name', and 'Offer status' (set to '- All -'). There are also 'Filter' and 'Reset' buttons. The main part of the page is a table with the following columns: 'ACTIVITY NAME', 'PROJECT CODE', 'PARTICIPANT', 'PRN', 'OFFER SENT/RESENT DATE', 'OFFER EXPIRATION DATE', 'OFFER STATUS', 'OFFER ACCEPTED / DECLINED DATE', and 'ACTIONS'. The table contains five rows of offers. The first row has a status of 'Sent' and a 'Resend' link. The second and third rows have a status of 'Accepted' and 'Generate certificate' and 'Withdraw offer' links. The fourth row has a status of 'Declined' and a 'Resend' link. The fifth row has a status of 'Sent (expired)' and a 'Resend' link. Red circles with the number '1' highlight the 'Resend' links in the first and fourth rows.

ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT/RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
Active Citizenship	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	08/04/2020 13:08	23/04/2020 13:08	Sent		Resend Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 17:06	17/04/2020 17:06	Accepted	02/04/2020 17:26	Generate certificate Withdraw offer
Active Citizenship	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 15:02	17/04/2020 15:02	Accepted	02/04/2020 15:04	Generate certificate Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 17:06	17/04/2020 17:06	Declined	02/04/2020 17:26	Resend
Active Citizenship	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 15:02	17/04/2020 15:02	Sent (expired)		Resend

To resend an offer, you have just to click on the ‘Resend’ (1) link and then in the next page to confirm the resending by clicking on the ‘Resend’ (2) button



- Click on 'Resend' (2) button to confirm the resending of the offer. An email with the offer is sent to the participant and a copy of it is sent to your email inbox. The 'Offer sent/resent date' will show the date and time when the offer has been resent, the 'Offer expiration date' will be the Resent date '+' 15 days, and the 'offer status' will be 'Resent' (3).

You can resend an offer as many times as you need.

EUROPEAN SOLIDARITY CORPS OFFERS — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

Back

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

By PRN By participant last name Offer status Filter Reset

ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	ACCEPTED / DECLINED	ACTIONS
CONCF-275-ESC GRENOBLE - Solidar'ite Grenoble	2019-3-FR02-ESC11-016733	Anna SOLANA	6318132584907190	09/04/2020 14:37	24/04/2020 14:37	Resent		Resend Withdraw offer
Active citizenship and mobility for all	2019-1-FR02-ESC11-015870	Sol de Maria FERNANDEZ BUMAN	6037603689	02/04/2020 17:06	17/04/2020 17:06	Accepted	02/04/2020 17:26	Generate certificate Withdraw offer
Active Citizenship and Mobility for all	2019-1-FR02-ESC11-015870	Adrian POPA	6024365711	02/04/2020 15:02	17/04/2020 15:02	Accepted	02/04/2020 15:04	Generate certificate Withdraw offer
Active citizenship and mobility for all	2019-1-FR02-ESC11-015870	Sol de Maria FERNANDEZ BUMAN	6037603689	02/04/2020 17:06	17/04/2020 17:06	Declined	02/04/2020 17:26	
Active Citizenship and Mobility for all	2019-1-FR02-ESC11-015870	Adrian POPA	6024365711	02/04/2020 15:02	17/04/2020 15:02	Sent (expired)		Resend

3

14 Withdraw an offer

14.1 Erasmus + Volunteering projects and projects funded under programmes that supports European Solidarity Corps

You can withdraw an offer you send to a participant, only if the Certificate of participation is not generate yet. 'Withdraw offer' option is available for the offers with status 'Accepted', 'Sent', or 'Resent'.

To withdraw an offer you have to access the 'Offers' list and:

1. Click on the 'Withdraw offer' link associated to an offer (see 'Actions' column)

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

By PRN By participant last name Offer status Filter Reset

ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT/RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
Volunteering activity - demo		TEST REGISTRANT 1		28/02/2020 16:21	14/03/2020 16:21	Sent		Resend Withdraw offer
Test web services		TEST REGISTRANT 2		07/11/2019 00:38	22/11/2019 00:38	Accepted	07/11/2019 00:50	Certificate generated at 06/12/2019 10:22
Volunteering activity - demo5	2017-2-RO01-KA105-037768	TEST REGISTRANT 3		22/10/2019 09:09	06/11/2019 09:09	Sent (expired)		Resend
Training activities		TEST REGISTRANT 4		25/09/2019 17:51	10/10/2019 17:51	Accepted	25/09/2019 18:00	Generate certificate Withdraw offer

2. In the next page, you specify the reason for withdrawing the offer. Please note that this text will be sent by email to the registered candidate (young person)
3. Confirm the withdrawn by clicking on the 'Withdraw offer' button (1), or cancel the action by clicking on the 'Cancel' button (in this case the withdrawn will not take place).

Withdraw Offer

You are about to withdraw the offer for the activity 'Demo' which was sent to , PRN

Please specify the reason for withdrawing the offer: *

Cancel Withdraw offer

After confirming the withdrawing, an email is be sent to the young person (registered candidate) and to you. A confirmation message (1) is displayed at the top of the page, the Offer status is changed into 'Withdrawn' (2) and no other actions will be available for the offer just withdrawn.

✓ The offer was withdrawn successfully. 1

⊖ Back

Viewing offer(s) of: TEST ORGANISATION ALPHA

ⓘ Select an accepted offer to generate a certificate

By PRN By participant last name Offer status Filter

ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
Demo		TEST REGISTRANT 1		28/02/2020 16:21	14/03/2020 16:21	Withdrawn	28/02/2020 16:47	
Test web services		TEST REGISTRANT 2		07/11/2019 00:38	22/11/2019 00:38	Accepted	07/11/2019 00:50	Certificate generated at 06/12/2019 10:22
Volunteering activity - demo5	2017-2-RO01-KA105-037768	TEST REGISTRANT 3		22/10/2019 09:09	06/11/2019 09:09	Sent (expired)		Resend
Training activities		TEST REGISTRANT 4		25/09/2019 17:51	10/10/2019 17:51	Accepted	25/09/2019 18:00	Generate certificate Withdraw offer

2 3

Example – email sent to the registered candidate and organisation:

European Solidarity Corps – offer withdrawn

European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>
Thu 4/9/2020 3:05 PM
william.nie@hotmail.com 'Willie NIE' - TEST ACCOUNT ✕

Dear Willie,

The offer you received on 09/04/2020 for the activity 'Test offer status - production env' that will take place between 01/03/2020 and 30/06/2020, in Bruxelles, Belgium, has been withdrawn by the organisation "Test Organisation Alpha" for the following reason:

Wrong information about the offer.

Very best wishes

European Solidarity Corps

For clarifications or questions please email eu-solidarity-corps@ec.europa.eu.

You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

14.2 European Solidarity Corps projects (ESC11, ESC13, ESC21)

If you sent an offer with wrong details, or the young person accepted the offer and could not join the project because of various reasons, or you sent more than one offer for the same activity and to the same participant - you can withdraw the offer (1).

In the case of the offers sent for the project funded under European Solidarity Corps programme (ESC 11, ESC13, ESC21), the withdrawing of the offers involves also the participant data is retrieved in Mobility Tool (MT+). The checking is automatically made by the both systems, PASS and MT+ .

To withdraw an offer, access the 'Offers' list and locate the offer you want to withdraw. Please note that 'Withdraw offer' option is available for the offers with status 'Sent', 'Resent', or 'Accepted'.

ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
Active Citizenship	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	08/04/2020 13:08	23/04/2020 13:08	Sent		Resend Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 17:06	17/04/2020 17:06	Accepted	02/04/2020 17:26	Generate certificate Withdraw offer
Active Citizenship	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 15:02	17/04/2020 15:02	Accepted	02/04/2020 15:04	Generate certificate Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 17:06	17/04/2020 17:06	Declined	02/04/2020 17:26	
Active Citizenship	2019-2-EE01-ESC11-000001	[Participant Name]	[PRN]	02/04/2020 15:02	17/04/2020 15:02	Sent (expired)		Resend

a) Offer status: 'Sent' or 'Resent'

If the offer has the status 'Sent' or 'Resent': the system will ask you to provide a reason for withdrawing the offer and then you just need to confirm the withdrawing.


Withdraw Offer

You are about to withdraw the offer for the activity 'Active Citizenship' which was sent to [Participant Name], PRN [PRN]

Please specify the reason for withdrawing the offer: *

Cancel Withdraw offer

An email is sent to the young person (registered candidate) and to you. A confirmation message is displayed at the top of the page, the Offer status is changed into 'Withdrawn' (2) Offer status is changed into 'Withdrawn' (2) and no more 'actions' will be available for the offer just withdrawn.


OFFERS — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

✔ The offer was withdrawn successfully.

⏪ Back

Viewing offer(s) of: TEST ORGANISATION ALPHA


📌 Select an accepted offer to generate a certificate

By PRN By participant last name Offer status - All - Filter Reset


ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
Active Citizenship	2019-2-EE01-ESC11-000001	[Redacted]	[Redacted]	08/04/2020 13:08	09/04/2020 14:37	Withdrawn		
Active citizenship and mobility	2019-2-EE01-ESC11-000001	[Redacted]	[Redacted]	02/04/2020 17:06	17/04/2020 17:06	✔ Accepted	02/04/2020 17:26	Generate certificate Withdraw offer
Active Citizenship	2019-2-EE01-ESC11-000001	[Redacted]	[Redacted]	02/04/2020 15:02	17/04/2020 15:02	✔ Accepted	02/04/2020 15:04	Generate certificate Withdraw offer
Active citizenship and mobility	2019-2-EE01-ESC11-000001	[Redacted]	[Redacted]	02/04/2020 17:06	17/04/2020 17:06	✘ Declined	02/04/2020 17:26	
Active Citizenship	2019-2-EE01-ESC11-000001	[Redacted]	[Redacted]	02/04/2020 15:02	17/04/2020 15:02	⌛ Sent (expired)		Resend

Example – email sent to the registered candidate and organisation:

European Solidarity Corps – offer withdrawn



European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>
 Thu 4/9/2020 3:05 PM
ukbhyr3ag@nomail.com View Details - TEST ACCOUNT



Dear Wilco,


The offer you received on 09/04/2020 for the activity 'Test offer status - production env' that will take place between 01/03/2020 and 30/06/2020, in Bruxelles, Belgium, has been withdrawn by the organisation "Test Organisation Alpha" for the following reason:

Missing information about the offer.

Very best wishes

European Solidarity Corps

For clarifications or questions please email eu-solidarity-corps@ec.europa.eu.



You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your [European Solidarity Corps profile](#) and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

b) Offer status: 'Accepted'

If the offer status is accepted, then several checks will be done by both system, PASS and Mobility Too (MT+) this because for projects funded under European Solidarity Corps programme, PASS communicates with Mobility Tool (MT+):

Scenarios:

b.1 Offer status is 'accepted', and the participant is not retrieved in MT+ yet: you can withdraw the offer. The steps for withdraw are similar to the ones described at the point a) Offer status: 'Sent' or 'Resent'.

b.2 Offer status is 'accepted', and participant retrieved in MT+ , but not linked to an activity/it is added to a participation. You will be able to withdraw the offer in PASS (please note that the systems check if the participant is linked or not to an activity/it is added to a participation).

The steps for withdraw are similar to the ones described at the point a) Offer status: 'Sent' or 'Resent'.

After withdrawing the offer in PASS, you have to access Mobility Tool (MT+) and click again on the 'retrieve now' link displayed next to the 'Retrieve participants from EYP'. Also in MT+, you have the possibility to delete the 'participant' for which you withdraw the offer in PASS. In case there are more than one offers for the same participant, please pay attention which participant data you delete (offer). In MT+, you should not be able to link to an activity/add participation, a participant for which you withdraw the offer. For more details, please consult the MT+ user guide.

b.3 Offer status is 'accepted', the participant is retrieved in MT+ and link to an activity/added to a participation.

When you click on 'Withdraw offer' link, the 'The offer cannot be withdrawn because the participant has been already added to an activity' message will be displayed. This because the system checks if the participant is linked to an activity/ added to a participation, and if it finds that it is true then warns you and will not allow you to withdraw the offer until you don't delete the participation/unlink the participant from an activity. Those steps can be made only in Mobility Tool (MT+). In case more than one offer have been sent to the participant and all are accepted and retrieved in MT+, please check which offer is linked to an activity/participation and which are the ones you want to withdraw. For more details about the features available in MT+ , please consult the MT+ user guide.

Example : Message displayed when you cannot withdraw an offer

Withdraw Offer

The offer cannot be withdrawn because the participant has already been added to an activity.

b.4 Offer accepted, participant retrieved in MT+ and linked to an activity, and Certificate of participation issued: the 'withdraw offer' feature is not available. The 'withdraw offer' option is not available, because the activity is considered as finalised. Please note, that in order to issue a certificate of participation the 'Participant report' has to be submitted.

c. Offer status: 'Sent (expired)'

The 'withdraw offer' option is not available, since the offer is expired from the technical point of view and it doesn't have any financial impact on the project and - prevent the registered candidate to perform other actions in the European Solidarity Corps portal.

d. Offer status: 'Declined'

The 'withdraw offer' option is not available, since the offer has been declined and it doesn't have any financial impact on the project and - prevent the registered candidate to perform other actions in the European Solidarity Corps portal.

15 Receive young person's interest for an opportunity

The young people registered in European Solidarity Corps portal have the possibility to search and express their interest for a European Solidarity Corps opportunity advertised by your organisation ('Manage opportunity' link onto organisation dashboard).

Whenever a young person expresses his/her interest for an opportunity, you will receive an email (in English) (1) and you will see the information in the 'Applications' list (2).

Email sent to the organisation when a participant applies for a European Solidarity Corps placement opportunity

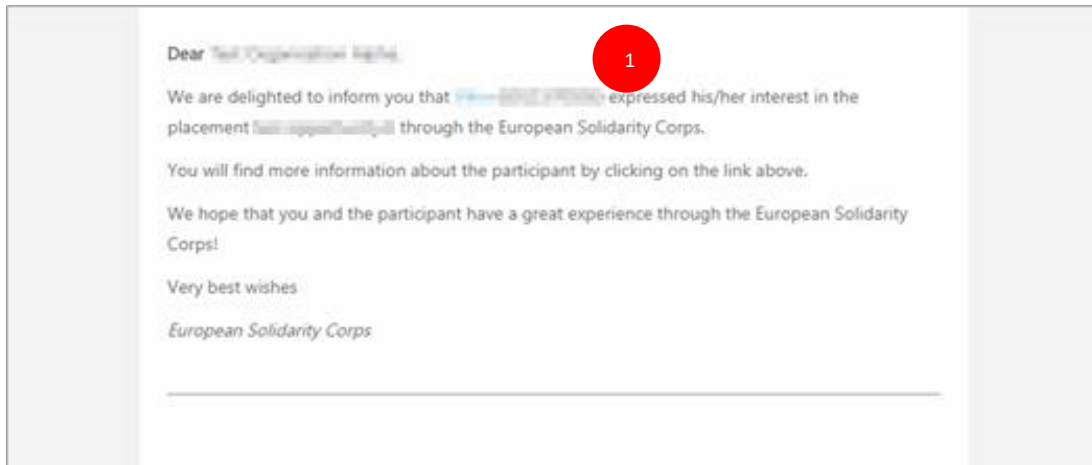
The email contains the participant's name (linked to his/her profile) (1), his/her Participant Reference Number, opportunity name, and (if it is the case) the motivation statement.

Should you wish to ask the registered candidate for a Motivation Statement (min 500 characters and maximum 1000 characters) or/and CV, then you have to tick one or both options (checkboxes) available on the 'Advertise opportunity' form (see 'Manage opportunities' option).

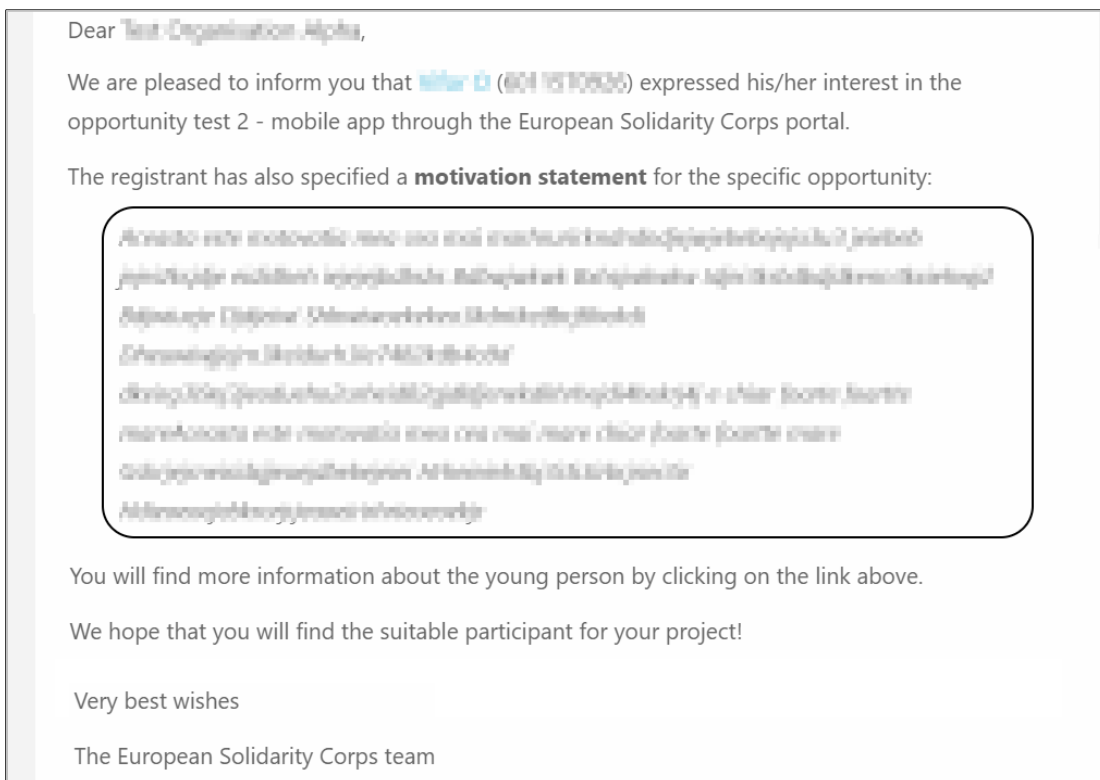
By clicking on the link associated to the participant's name, you will see the young person profile, including his/her email address.

Example – email application for an opportunity for which is not requested a motivation statement.

Please note that if you reply directly to the email you received, the message will not reach the young person's mailbox, but instead it will be sent to the European Solidarity Corps functional mailbox.



Example – email application for an opportunity for which is requested a motivation statement.



View the list with applications

Note that the 'Applications' option (1) will be displayed in the table on the homepage of PASS only if at least one participant has expressed his/her interest for a placement you advertised.

The screenshot shows the PASS homepage with the following content:

- Header:** EUROPEAN SOLIDARITY CORPS logo and PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS) title.
- Welcome Message:** "Thank you for logging into European Solidarity Corps Placement Administration and Support System (PASS). This system is designed to let you search for and make contact with European Solidarity Corps registered candidates, and finally offer them solidarity activities. Download the PASS User Guide"
- Process Steps:**
 - Step 1:** Search for registered candidates, and make contact with them. Use the search screen to find potential participants for your solidarity activities.
 - Step 2:** Contact individual registered candidates and discuss the activities with them. For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
 - Step 3:** Send an offer to the participant and get them to accept or decline it. When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.
- Organisations:** A table with columns 'NAME' and 'ACTIONS'. The first row is 'Test Organisation Alpha'. The 'ACTIONS' column contains several buttons: '1 2 Search and Contact', '3 Send an offer', 'Offers', 'Certificates', 'Manage opportunities', and '1 Applications' (highlighted with a red circle).

Click on the 'Applications' (1) option to view the list with all participants (2) that expressed their interest for the placements you advertised.

Filter the information by 'PRN' (3) and 'Placement name' (4), view the participant's profile and directly contact him/her by send an email. Please note that the email address is visible at this stage, thus you can email him/her without sending a contact request.

List of applications received

The screenshot shows the 'APPLICATIONS' page with the following content:

- Header:** EUROPEAN SOLIDARITY CORPS logo and APPLICATIONS title.
- Navigation:** 'Back' button (2).
- Filters:** 'PRN' input field (3) and 'Placement' dropdown menu (4) set to '- None -'. 'Filter' and 'Clear' buttons.
- Summary:** 'Number of applications: 277'
- Table:** A table with columns: PARTICIPANT, CV, PRN, PLACEMENT, MOTIVATION STATEMENT, and CREATED. The table contains five rows of application data.

16 Generate a Certificate of Participation

You can issue a European Solidarity Corps certificate of participation for a participant that finalises his/her activity.

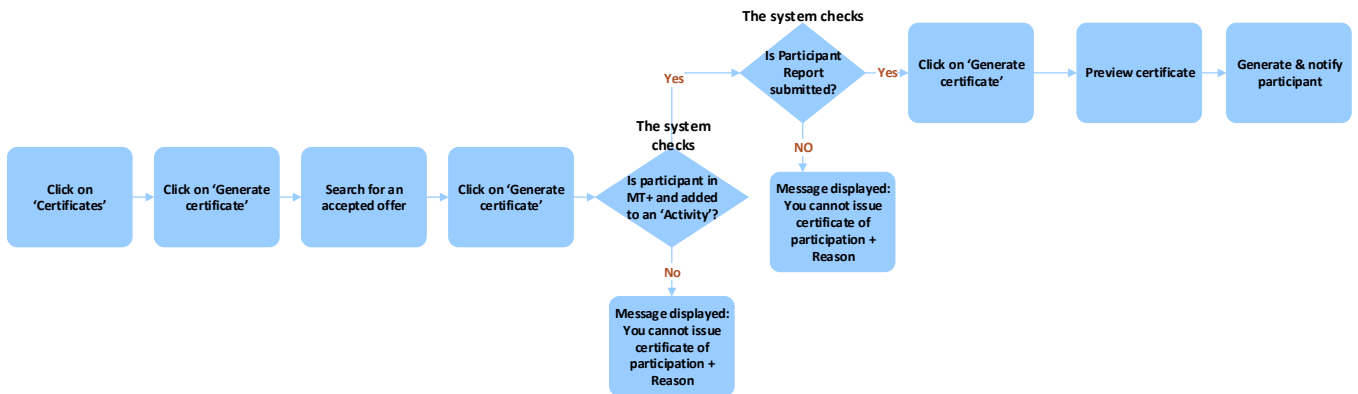
Project funded under European Solidarity Corps programme:

NOTE: Please note that in the case of the projects funded under European Solidarity Corps programme (**ESC11, ESC13, and ESC21**), the issuing of the certificate of participation is possible only if the young person has submitted the **'Participant report'**. This also mean that in **Mobility Tool(MT+)**, the participant data is retrieved from European Youth Portal (see 'Retrieve from EYP' link) and linked to and activity (see 'Activities' tab) and the status of the 'Participant report' is 'submitted' ('Activities' tab, select on a participant and check the 'Participant report' section).

In PASS and in Mobility Tool (MT+), it is checked only if the Participant report has been submitted and not its quality.

For those projects, the information about **participation data** (Start date and End date of the activity, Location where the activity took place), will be automatically retrieved from Mobility Tool and it cannot be changed (the accurate data is available in Mobility Tool).

Steps to issue a certificate - Projects funded under European Solidarity Corps programme:

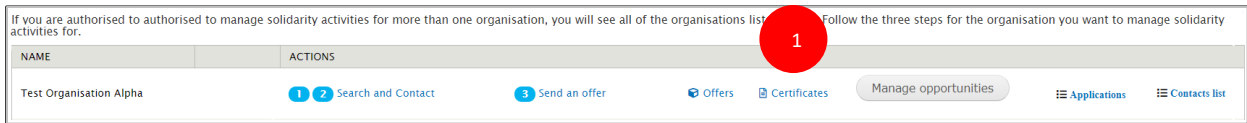


Steps to issue a certificate - Projects funded under Erasmus + and projects funded by other programmes that support European Solidarity Corps:



Step 1 – Access the 'Certificates' list, by clicking on the 'Certificates' option (1).

Note that the 'Certificates' option (1) will be displayed in the table on the homepage of PASS only if you have sent via PASS at least one offer.

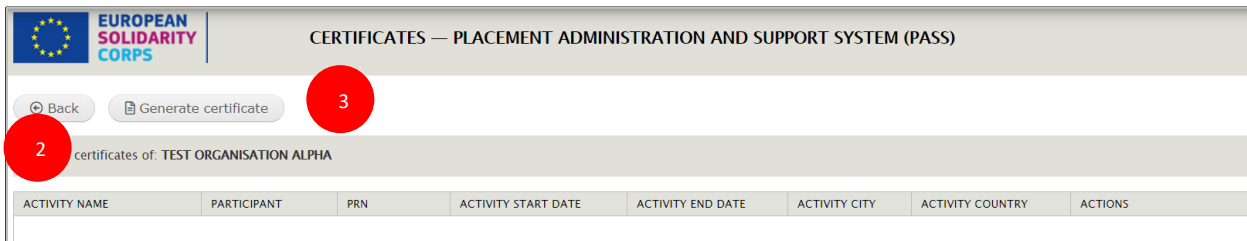


Step 2 – In the 'Certificates' list (1), you will see the information about the certificates issued so far:

- List with certificates: displays the 'Placement name', 'Participant', 'PRN', 'Placement start date', 'Placement end date', 'Placement city', 'Placement country', 'Actions'.

'No results' message is displayed when no certificate has been issued so far.

- 'Back' button (2): opens the homepage of PASS.
- 'Generate certificate' button (3): allows you to effectively start the creation of the certificate and opens the 'offers' list. Click on this button!



Step 3 – The 'Offers' list provides you with information about all offers you have sent to participants. From there you can:

- Search for the participant you want to issue the certificate for: 'By PRN' (1) or 'By participant last name' (2)

Step 3 – The 'Offers' list provides you with information about all offers you have sent to participants. From there you can:

- Search for the participant you want to issue the certificate for: 'By PRN' (1) or 'By participant last name' (2)
- Filter the information by 'Offer status' (3, 4)
- See the information about offers (5): 'Placement name', 'Participant', 'PRN', 'Offer sent date', 'Offer expiration date', 'Offer status' (6), 'Offer accepted/declined date', 'Actions' (7)

The 'Generate certificate' option is displayed in the 'Actions' column only for accepted offers.

- Once you found the participant and if he/she has an accepted offer, then click on the 'Generate certificate' (7) option displayed in the 'Actions' column.

NOTE: Please note that in the case of the projects funded under European Solidarity Corps programme (ESC11, ESC13, and ESC21), the issuing of the certificate of participation is possible only if the young person has submitted the ‘Participant report’. This also mean that in Mobility Tool, the participant data is retrieved from European Youth Portal (see ‘Retrieve from EYP’ link) and linked to and activity (see ‘Activities’ tab) and the status of the ‘Participant report’ is ‘submitted’ (‘Activities’ tab, select on a participant and check the ‘Participant report’ section).

The following message is displayed in case participant is not encoded in Mobility Tool (please note that after you retrieve participants in Mobility Tool -> in the ‘Participants’ tab, the ‘retrieve now’ link, you have to access ‘Activities’ tab and link them to the corresponding activity: *‘You cannot start this process because either the participant [Participant name (PRN)] has not been added in the Mobility Tool to the project [project code] or his/her participation data is not complete. In case all the criteria are complete, please contact the Helpdesk (email address eu-solidarity-corps@ec.europa.eu)’*.


The following message is displayed in case participant has been encoded in Mobility Tool and linked to an activity (‘Activities’ tab), but the ‘Participant report’ is not received yet: *‘You cannot start this process because the Participant Report of [Participant name (PRN)], that took part in the project [project code] has not been received.’*

Step 4 – The ‘Certificate creation’ form is displayed

On this page, you have the possibility to review the information already provided by the system, but you also have the option to change some of it:

- 'Participant' section (1): 'Name' and 'PRN' cannot be modified
- 'Placement' section:
 - 'Placement dates' (2), the 'Start date' and 'End date' are mandatory and they can be modified
 - 'City' (3) is mandatory and it can be modified
 - 'Country' (4) it cannot be modified
 - 'Strand' (5) and 'Activity type' (6) cannot be modified; (it can be modified only for occupational activities e.g. traineeship, work experience or apprenticeship)
- 'Organisation(s)' section:
 - 'Organisation in the place of the activity' (7) is mandatory and can be modified (the system helps you to find the right organisations' name (by using the search system)
 - 'Organisation issuing the certificate' (8): it cannot be modified
 - 'Type of the organisation issuing the certificate' (9), please select the right option from the list (Receiving organisation, Sending organisation, Coordinating organisation:
 - ✓ Receiving organisation: in charge of hosting the volunteer(s), developing a programme of activities, providing support to participants during all the phases of the project.
 - ✓ Sending organisation: In charge of sending volunteer(s), (this includes organising practical arrangements; preparing participants before departure; providing support to participants during all the phases of the project.
 - ✓ Coordinating organisation: applying for the whole project on behalf of all the partner organisations and responsible for the overall management of the project.
 - 'City of Organisation issuing the certificate' (10) is mandatory and it can be modified
 - 'Name of the person issuing the certificate' (11) is mandatory and it can be modified
 - 'Role in the organisation' (12), please select the appropriate role
 - 'Signing date' (13) is mandatory and it can be modified (by default it is the current date that will be displayed)
- 'Cancel' button (14) closes the current page and displays back the 'Offers list'. No certificate will be created
- 'Preview' button (15), gives you the possibility to see how the certificate will look like. Please note that clicking on 'Preview' will not issue the certificate. You can preview the certificate, review and modify the information until you consider that the certificate is ready to be issued (this is the last step in the process). Click on 'Preview' button!

Create certificate of participation form

**CERTIFICATE CREATION — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)**

PARTICIPANT
PRN
Name

PLACEMENT
PLACEMENT DATES *
Start date: *
16/01/2018
End date: *
30/06/2018
City *
Kiruna
Country
Sweden
Strand
Volunteering
Activity type *
Volunteering activity

ORGANISATION(S)
Organisation in the place of the activity *
TEST ORGANISATION ALPHA
Organisation issuing the certificate *
TEST ORGANISATION ALPHA
Type of organisation issuing the certificate
Hosting organisation
City of Organisation issuing the certificate *
Kiruna
Name of the person signing the certificate *
Role in the organisation *
Director
SIGNING DATE *
16/01/2018

Cancel Preview

Step 5 – Preview the certificate, verify and modify the information until you consider that it is the final version

A 'Draft' watermark is displayed in the background to warn you that this is the draft version

- 'Cancel' button (1) opens back the certificate creation page. Use this button whenever you need to modify the information.
- 'Generate and notify participant' button (2), creates/generates the certificate and in the same time sends a notification to the participant informing him/her that a European Solidarity Corps certificate of participation has been issued for him/her.

Please click on the 'Generate and notify participant' button only once you have double checked that the information displayed on the certificate is correct.

The screenshot displays the 'CERTIFICATE CREATION — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)' interface. The main content area shows a draft certificate for Louise Dupont. At the top, it reads 'CERTIFICATE' and 'EUROPEAN SOLIDARITY CORPS'. Below this is a quote from Jean-Claude Juncker: 'I am particularly proud of the young Europeans serving in our new European Solidarity Corps. They are bringing European solidarity to life.' The name 'LOUISE DUPONT' is prominently displayed. The certificate states she has completed a volunteering activity in 'Test Organisation Alpha' in Brussels, Belgium, from 15/05/2019 to 15/02/2020. The receiving organisation is 'Jelena Magi', Director, Test Organisation Alpha, Oudenaarde, with a date of 26/02/2020. At the bottom of the certificate preview, there is a QR code and a validation URL: <https://webgate.acceptance.ec.europa.eu/multi-site/acc-eyj/act/solidarity/validate>. Below the certificate preview, there are two buttons: 'Cancel' (marked with a red circle containing the number 1) and 'Generate and notify participant' (marked with a red circle containing the number 2). A red warning bar at the bottom of the interface reads: 'By clicking on "Generate and notify participant" button, the Certificate will be created and the participant will be notified by e-mail. You will not be able to edit the certificate anymore.'

Step 6 – Final generation of the certificate and notification to the participant

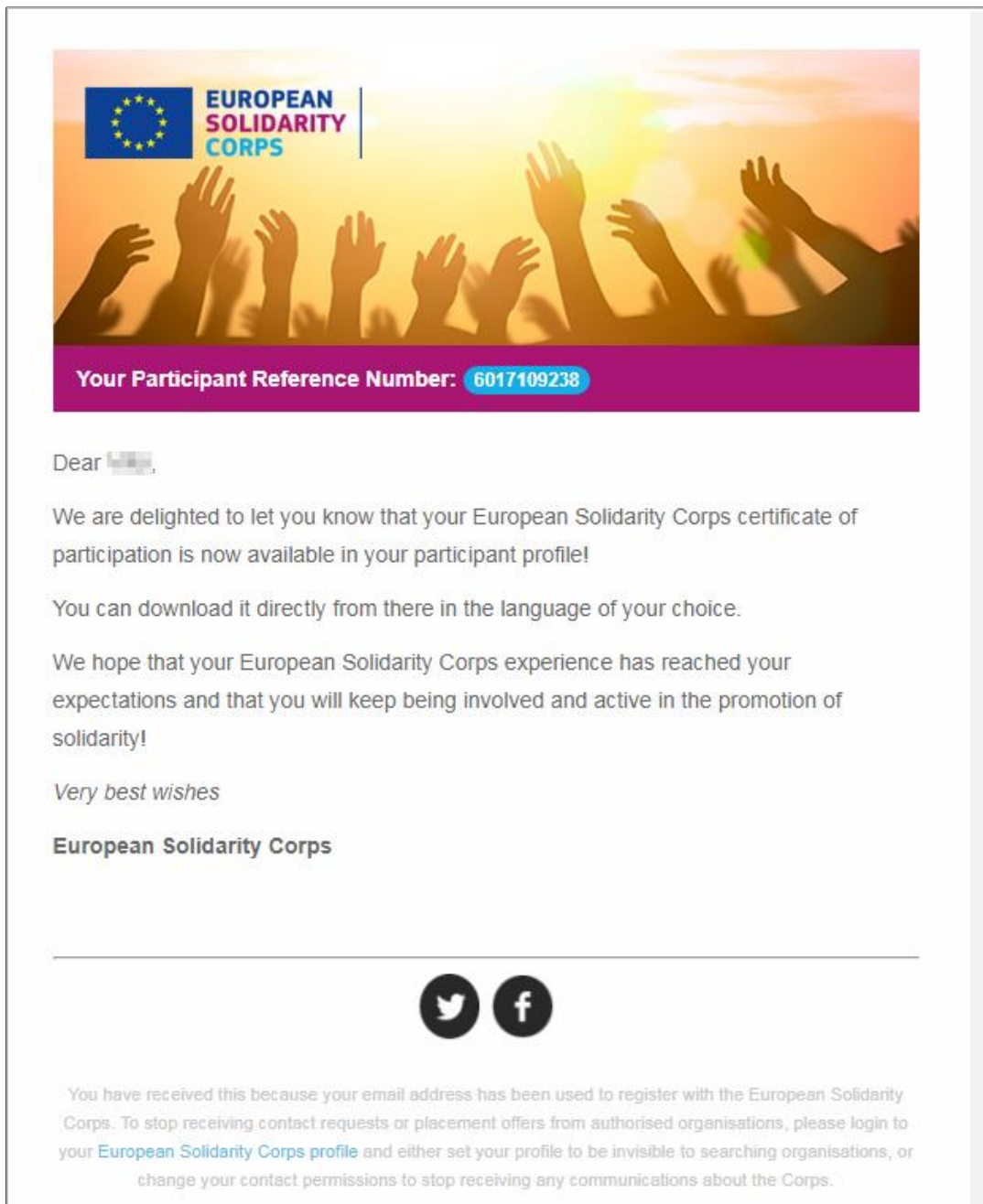
Once the information is correct, the certificate can be issued by clicking on the 'Generate and notify participant' button.

This is the final step in the European Solidarity Corps certificate of participation generation process.

The participant will get a notification via email – in his/her preferred contact language – with details about how he/she can access the certificate. The certificate will be displayed in the European

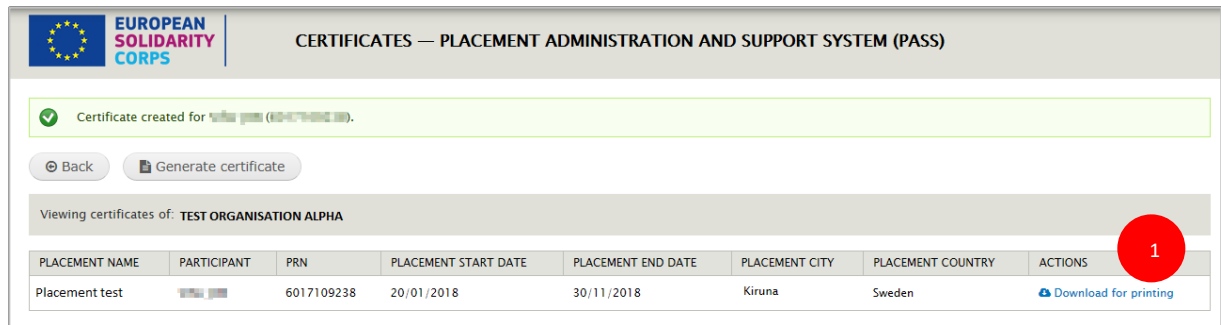
Solidarity Corps participant's dashboard and the participant will be able to download it from there in the language of his/her choice.

Example of email notification the participant receives:

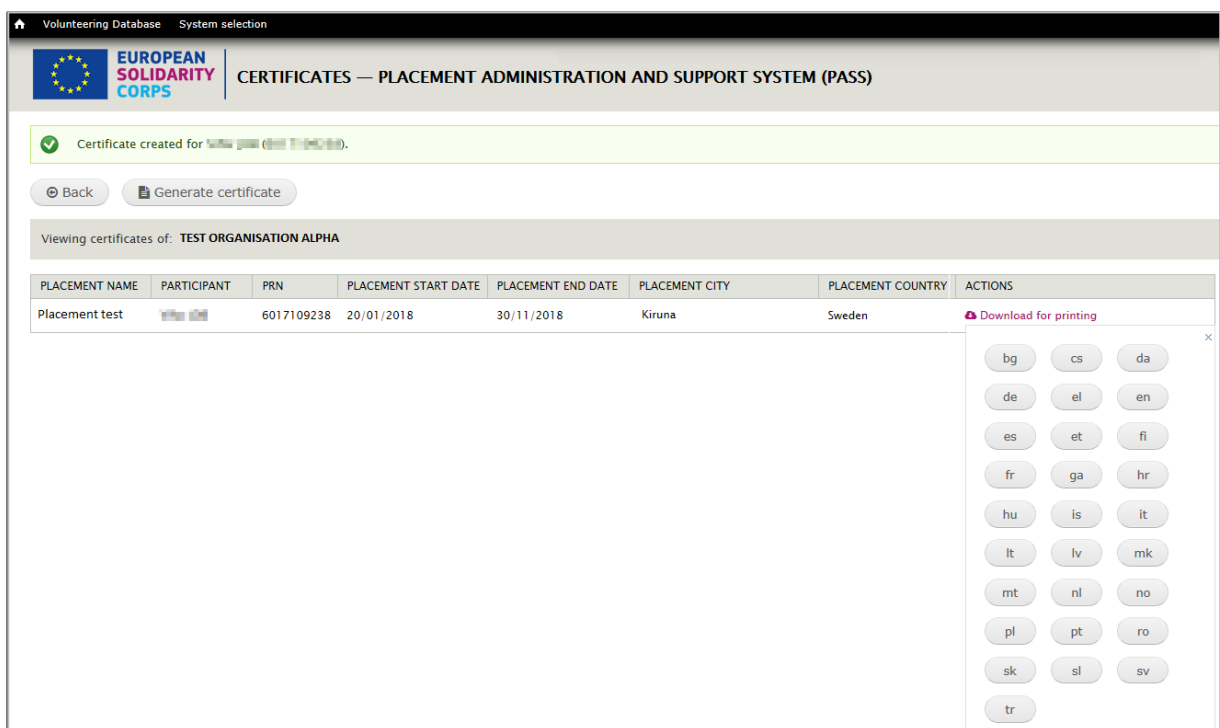


Information about the certificate will be displayed in the 'Certificates' list.

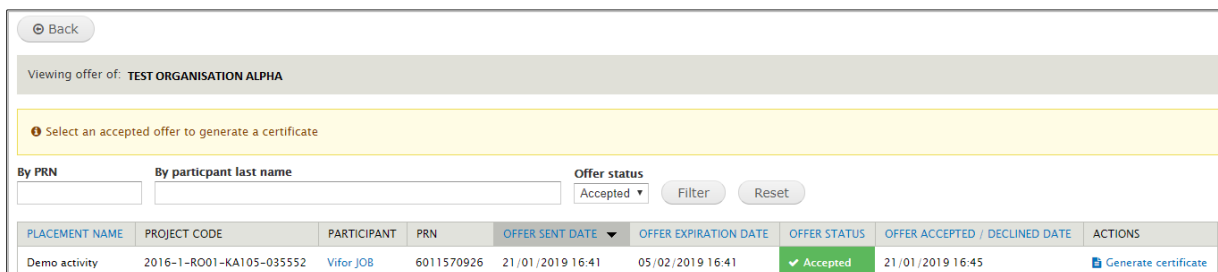
You can also print the certificate at any time. For this you can download (1) it from the certificates' list (please see 'Actions' column) in the language you want (2).



To download certificate, you have just to click on desired language label and the certificate of participation translated in the corresponding language will be downloaded on your local drive.



In the 'Actions' column, for each placement, you will find now information about the date and the time the certificate has been issued.



Example - Final version of the certificate of participation that the participant receives electronically:



Please note that for an accepted offer you can generate only one certificate. If you encounter issues, for example if you have issued a certificate with wrong information, then please contact us by sending an email to the European Solidarity Corps functional mailbox (eu-solidarity-corps@ec.europa.eu).

17 Advertise opportunities

17.1 Advertise an opportunity - European Solidarity Corps opportunities

Please note that the 'Manage opportunities' option is visible in PASS for all organisations that:

- Have an Erasmus + Volunteering accreditation (KA110)
- Hold a Quality Label
- Run projects that are funded by other programmes supporting the European Solidarity Corps:

- [EU programme for Employment and Social Innovation \(EaSI\)](#)
- [LIFE programme](#)
- [European Agricultural Fund for Rural Development](#)
- [Europe for Citizens programme](#)
- [Asylum, Migration and Integration Fund \(AMIF\)](#)
- [Interreg Volunteer Youth](#)
- [EU Health programme](#)

You can advertise opportunities for a:

- Projects funded under Erasmus + Volunteering
- Projects funded under European Solidarity Corps programme (Volunteering, Traineeship, and Jobs)
- Projects funded by other programmes supporting the European Solidarity Corps

How to advertise an opportunity

1. Access PASS

2. Click on the 'Manage opportunities' option (1)

The screenshot shows the PASS system interface. At the top, there is a header with the European Solidarity Corps logo and the text 'PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)'. Below the header, there is a message: 'Thank you for logging into European Solidarity Corps Placement Administration and Support System (PASS). This system is designed to let you search for and make contact with European Solidarity Corps registered candidates, and finally offer them solidarity activities.' There is a link to 'Download the PASS User Guide'. Below this, there are three steps: 'Step 1: Search for registered candidates, and make contact with them', 'Step 2: Contact individual registered candidates and discuss the activities with them', and 'Step 3: Send an offer to the participant and get them to accept or decline it'. At the bottom, there is a table of organisations. The 'Manage opportunities' button for 'Test Organisation Alpha' is highlighted with a red circle and the number 1.

NAME	ACTIONS						
Test Organisation Alpha	1 2 Search and Contact	3 Send an offer	Offers	Certificates	Manage opportunities	Applications	Contacts list
Test Organisation Beta	1 2 Search and Contact	3 Send an offer	Offers	Certificates	Manage opportunities	Applications	Contacts list

3. Click on the 'Add opportunity' button (2) and the 'Creating an opportunity for: [your organisation]' page will be displayed.

The screenshot shows the 'Volunteering Opportunities Database: Organisations and opportunities manager' page. It features a 'FILTERS' section with 'Filter' and 'Reset' buttons. Below this, there is a section for 'Test Organisation Alpha' with details like 'PIC 900000001 OUDENAARDE, BELGIUM'. There are two buttons: 'ADD OPPORTUNITY' and 'EDIT ORGANISATION'. The 'ADD OPPORTUNITY' button is highlighted with a red circle and the number 2. Below the buttons is a table with columns: ID, OPPORTUNITY TITLE, TOWN/CITY, COUNTRY, APPLICATION DEADLINE, STATUS, and ACTIONS. The table contains one row with ID 6712, Opportunity Title 'Test placement', Town/City 'Brussels', Country 'Belgium', Application Deadline 'No deadline', Status 'closed', and Actions 'Edit', 'Delete'. At the bottom, there is a 'Welcome to the Volunteering Opportunities database in the European Youth Portal!' message and a 'Help and Support' link.

'Creating an opportunity for: [your organisation name]' page will be displayed

Section 1: Project type

1. Here you have to specify if the opportunity you advertise is for a European Solidarity Corps project or for an Erasmus+ Volunteering.

You will see that if for 'Funding programme' (2) you select one the options 'European Solidarity Corps/ Volunteering', or European Solidarity Corps/ Traineeship', or 'European Solidarity Corps/ Jobs' , then the 'Tick this box if you want your volunteering opportunity to be also displayed on the European Solidarity Corps portal' checkbox (1) is automatically ticked and you cannot unticked it.

System selection Hello Log out

Creating an opportunity for: Test Organisation Alpha

PROJECT TYPE

Tick this box if you want your volunteering opportunity to be **also** displayed on the European Solidarity Corps portal
This will enable young people registered in the European Solidarity Corps to search and apply for your placement opportunity through the system

Funding programme *
- Select the funding programme -

Example:

PROJECT TYPE

Tick this box if you want your volunteering opportunity to be **also** displayed on the European Solidarity Corps portal
This will enable young people registered in the European Solidarity Corps to search and apply for your placement opportunity through the system

European Solidarity Corps topics *
Choose some options

Funding programme *
European Solidarity Corps / Volunteering

The list with topics (3) linked to the European Solidarity Corps programme will be enabled. Select the topics that describe the project/opportunity you want to advertise.

NOTE: Please note that you can advertise opportunities as soon as you are awarded with a Quality Label / Erasmus+ Volunteering accreditation, so even if your project / grant agreement is not approved yet.

Section 2: European Solidarity Corps opportunity

OPPORTUNITY DETAILS

IMPORTANT – the information entered about this opportunity must be in accordance with the tasks, themes and responsibilities for which the opportunity partner organisations have received their European Voluntary Service accreditation.
Failure to do so may leave organisations liable to have their EVS accreditation reviewed or even removed.

Title: *

70 characters remaining.
Title of the opportunity or project (70 char. max.).

Description: *

1000 characters remaining.
Brief details about the opportunity or project that are of interest to potential volunteers, for instance the purpose of the project, the anticipated tasks, daily routine, etc. This is not the place to give information about the different projects partners. In ENGLISH language (1000 char. max.).

Accommodation, food and transport arrangements:

600 characters remaining.
Brief details about the arrangements for accommodation, food and transport during the project. In ENGLISH language (600 char. max.).

Training during the opportunity:

600 characters remaining.
Brief details about the training that will be provided for the volunteer during the project. In ENGLISH language (600 char. max.).

1. Title

Give your opportunity a short title – something that is interesting! (mandatory field – max 70 characters)

2. Description

Here you can give a description of the project, its aims and objectives and the type of tasks the volunteers will be asked to carry out.

Do not use this field to talk about the skills or qualities you are looking for in the volunteers or to provide information about accommodation, training, procedures to apply, etc. – there are other fields for this information. (mandatory field – maximum 1,000 characters)

Section 3: European Solidarity Corps Opportunity address

OPPORTUNITY ADDRESS

This information will be used to pinpoint the location of the opportunity on the map, and will be displayed to the public. Please enter at least the town/city and the country where the opportunity will take place.

1 Organisation name

200 characters remaining.
The address organisation name (200 char. max).

2 Street and house number

200 characters remaining.
Street location of the opportunity (200 char. max).

3 Town/city *

160 characters remaining.
Town / city of where the opportunity will take place (160 char. max).

4 Postal code

128 characters remaining.
Postal code of the location of the opportunity (128 char. max).

5 Country *

Country where the opportunity will take place.

1. Organisation name

In this field you can specify the name of the organisation. *(non-mandatory field – maxim 200 characters)*

2. Street and house number

In this field, you can specify the street name and the house number. *(non-mandatory field – maxim 200 characters)*

3. Town/city

Specify the town / city of where the opportunity will take place. *(mandatory field – maxim 160 characters)*

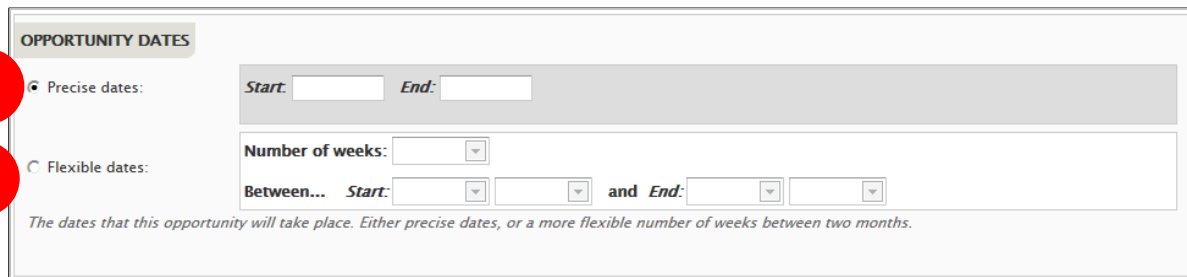
4. Postal code

In this field, you can specify the street name and the house number. *(non-mandatory field – maxim 128 characters)*

5. Country

Specify the country where the placement will take place. *(mandatory field – maxim 160 characters)*

Section 4: European Solidarity Corps opportunity dates



You have the choice whether to enter 'Precise dates' (1) or 'Flexible dates' (2), depending on the nature of your project. Potential volunteers will be able to search for projects based on these dates.

It is not mandatory to add these dates. If you do not enter dates, then your opportunity will be listed below opportunities that do have dates.

1. Precise dates

Use this field if you know the dates that your project is going to start and finish. *(format: dd/mm/yyyy – the end date must be later than the start date)*

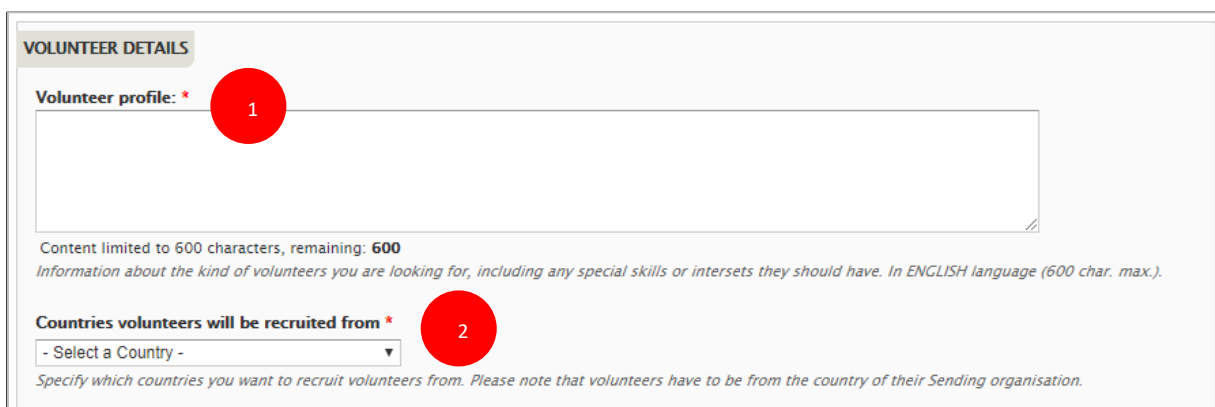
2. Flexible dates

Use this field if you are not sure, when the project will start, or if there is some flexibility on when volunteers could start and end. Specify the number of weeks that the project will last, and indicate the earliest month/year it could start plus the latest month/year that it could finish, e.g., "10 weeks between January 2015 and April 2015". (the number of weeks must not exceed the total number of full weeks available between the 1st day of the Start month and the 30th/31st of the End month)

Section 5: Volunteer details section

Specify the profile the young people (1) should have and countries from where they will be selected (2).

Note: For 'Countries volunteers will be recruited', the system interprets the 'Any country' option as the list with all the countries that are part of the specific programme (see the funding programme selected at the 'Section 1'. This mean that if you select 'Any country', you should not mentioned other countries.



Section 6: Application details

Here you can provide the additional details about the application:

The screenshot shows a form titled 'APPLICATION DETAILS' with several sections. Red circles with numbers 1 through 6 are placed to the left of the form to highlight specific elements:

- 1**: A checkbox labeled 'Application requires a CV.' with a sub-note: 'This opportunity requires a CV from the applicant.'
- 2**: A checkbox labeled 'Application requires a Motivation Statement.' with a sub-note: 'This opportunity requires a Motivation Statement from the applicant.'
- 3**: A checkbox labeled 'Application without a deadline.' with a sub-note: 'This opportunity application will have no deadline.'
- 4**: A text input field labeled 'Application Deadline:' with a sub-note: 'Closing date for young people to apply for this opportunity. The opportunity will be removed from the list of available opportunities at 23:59 on this date. Contact information (email, contact name and telephone) will also be removed from public view at this time.'
- 5**: A text input field labeled 'Contact person name:' with a character count: 'Content limited to 30 characters, remaining: 30' and a sub-note: 'A person who can be contacted for more information about this opportunity (30 char. max.).'
- 6**: A text input field labeled 'Contact email address: *' with a character count: 'Content limited to 50 characters, remaining: 50' and a sub-note: 'The email address that young people will use to contact you about this opportunity (50 char. max.).'

1. Application requires a CV (1): if you want the volunteer to have a CV uploaded to his/her profile when applying for this opportunity.

2. Application requires a Motivation Statement (2): if you want the volunteer to write a short motivation statement when applying for this opportunity. You will see the information displayed in PASS - 'Applications' list

3. and 4. 'Application with no deadline' or 'Application with a deadline':

You should indicate if there is or not a deadline for the application. Either indicate date (4) you want people to apply before or tick the 'Application without a deadline' box (3). If you specify a deadline date, your opportunity will stop being displayed in the list of available opportunities the day after this date. "Full" and "Closed" applications can still be seen in the pages of linked organisations after the deadline date. (*Application deadline – format dd/mm/yyyy*)

5. Contact person name

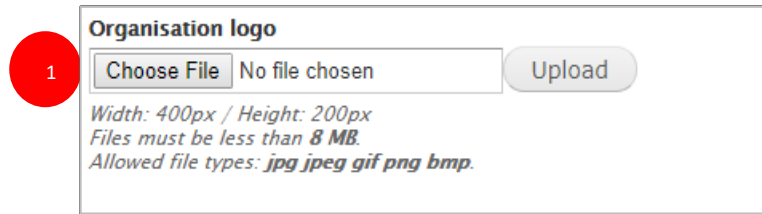
If you wish, you can give the name of the person that potential volunteers can contact. This is not a mandatory field – you can leave it blank. (*non-mandatory field – max 30 characters*)

6. Contact email address

Specify the email address that potential volunteers must use to contact the people coordinating this project. (mandatory field – max 50 characters)

7. Organisation logo

You should add the Logo picture of the organisation to your opportunity, which will be displayed at the top of the opportunity detail page.



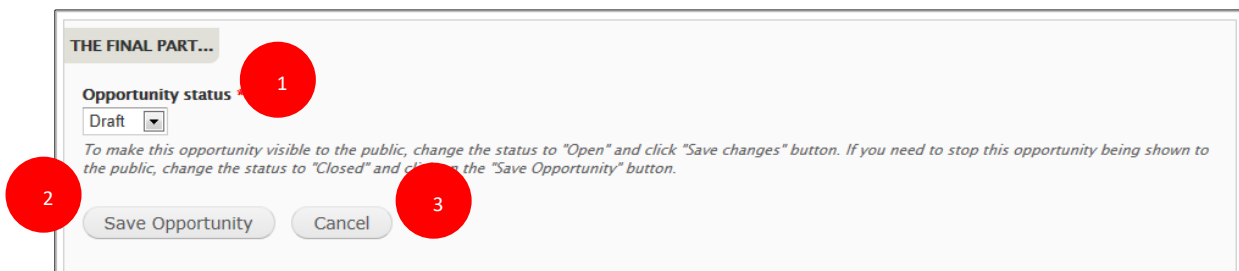
- "Choose File" (1) – click on here to select the logo picture, then...
- "Upload" (2) – click this button to add the organisation's logo picture (*non-mandatory field – picture size limited to 8mb – file formats are limited to: .jpg .jpeg .gif .png .bmp*)

If you do not add a Logo picture, a generic default picture will be added instead:



8. The Final Part...

In this final section, you control when your opportunity is visible to the public.



Opportunity status

You can change the status of your opportunity to four different statuses:

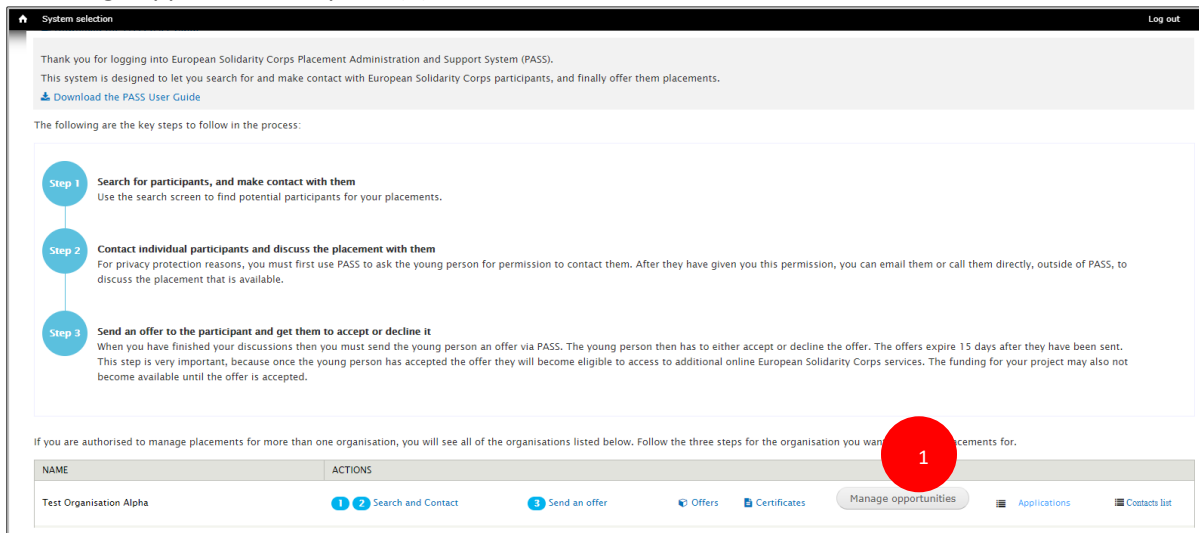
Draft – this is the default status when you enter a new opportunity. It is not visible to the public when it has this status.

Open – after you have finished entering all of the relevant information and you are ready to start accepting applications or enquiries from potential participants, then change the status to 'Open'. It will remain visible until the day after the *Application Deadline Date*, or until you change the status back to 'Draft', or to 'Closed' or 'Full'.

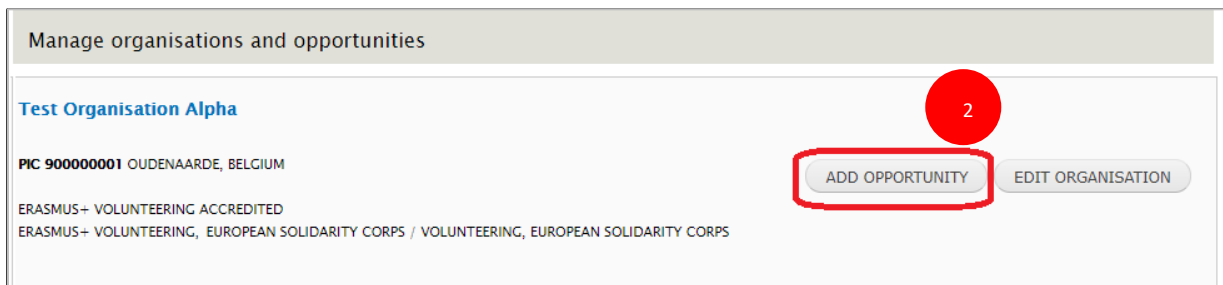
17.2 Advertise an opportunity - Erasmus + Volunteering

How to advertise an opportunity

1. Log in to the system (for more information please see the chapters '4 Logging in' and '5 System selection')
2. Click on the 'Placement Administration and Support System (PASS)' ribbon and then click on the 'Manage opportunities' option (1)



3. Click on the 'Add opportunity'(2) button and the 'Creating an opportunity for: [your organisation]' page will be displayed.



'Creating an opportunity for: [your organisation name]' page will be displayed.

Section 1: Project type

1. On the top side of the page you will see the 'Tick this box if you want your volunteering opportunity to be also displayed on the European Solidarity Corps portal' box (1). If ticked, then the registered candidates in the European Solidarity Corps portal will have the possibility to apply for it (please note that in this case you will receive the notification via email, including the link to his/her profile and opportunity name).
2. Select the funding programme 'Erasmus+ Volunteering' (2)

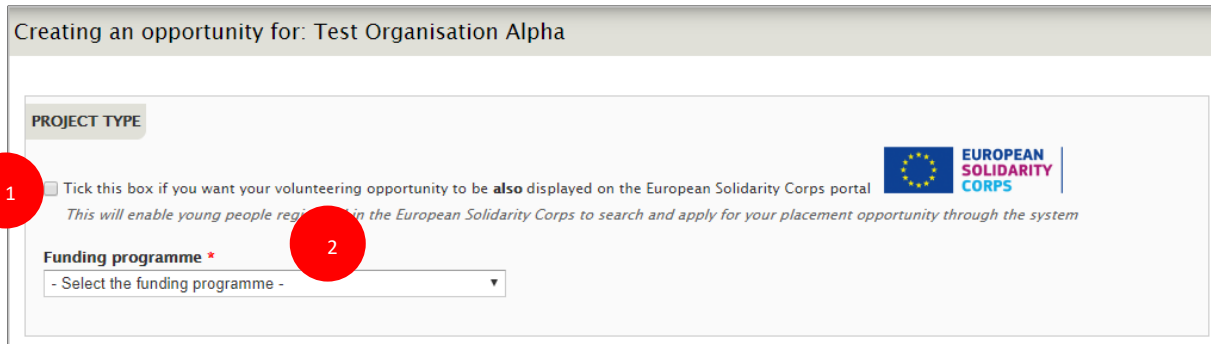
Creating an opportunity for: Test Organisation Alpha

PROJECT TYPE

Tick this box if you want your volunteering opportunity to be **also** displayed on the European Solidarity Corps portal
This will enable young people registered in the European Solidarity Corps to search and apply for your placement opportunity through the system

Funding programme *

- Select the funding programme -



Example:

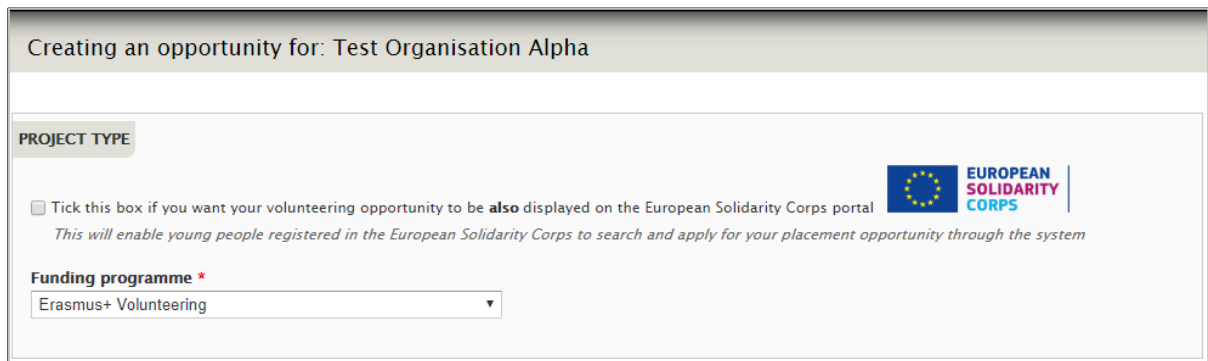
Creating an opportunity for: Test Organisation Alpha

PROJECT TYPE

Tick this box if you want your volunteering opportunity to be **also** displayed on the European Solidarity Corps portal
This will enable young people registered in the European Solidarity Corps to search and apply for your placement opportunity through the system

Funding programme *

Erasmus+ Volunteering



Section 2: Erasmus+ Volunteering opportunity details

1. Title

Give your opportunity a short title – something that is interesting! (*mandatory field – max 70 characters*)

2. Description

This is where you can give a description of the project, its aims and objectives and the type of tasks the volunteers will be asked to carry out.

Do not use this field to talk about the skills or qualities you are looking for in the volunteers or to provide information about accommodation, training, procedures to apply, etc. – there are other fields for this information. (*mandatory field – max 1,000 characters*)

3. Opportunity topics

Choose up to three 'Topics' which best describe the themes of your project. Potential volunteers will be able to search by these topics. (*mandatory to choose at least one topic*)

OPPORTUNITY DETAILS

IMPORTANT – the information entered about this opportunity must be in accordance with the tasks, themes and responsibilities for which the opportunity partner organisations have received their European Voluntary Service accreditation. Failure to do so may leave organisations liable to have their EVS accreditation reviewed or even removed.

Title: * 1

Content limited to 70 characters, remaining: **70**
Title of the opportunity or project (70 char. max.).

Description: * 2

Content limited to 1000 characters, remaining: **1000**
Brief details about the opportunity or project that are of interest to potential volunteers, for instance the purpose of the project, the anticipated tasks, daily routine, etc. This is not the place to give information about the different projects partners. In ENGLISH language (1000 char. max.).

Accommodation, food and transport arrangements:

Content limited to 600 characters, remaining: **600**
Brief details about the arrangements for accommodation, food and transport during the project. In ENGLISH language (600 char. max.).

Training during the opportunity:

Content limited to 600 characters, remaining: **600**
Brief details about the training that will be provided for the volunteer during the project. In ENGLISH language (600 char. max.).

Opportunity topics: 3

Topic 1 *

Select up to three topics that best describe the theme of this opportunity.

Section 3: Erasmus+ Volunteering opportunity address

OPPORTUNITY ADDRESS

This information will be used to pinpoint the location of the opportunity on the map, and will be displayed to the public. Please enter at least the town/city and the country where the opportunity will take place.

1 Organisation name

Content limited to 200 characters, remaining: **200**
The address organisation name (200 char. max).

2 Street and house number

Content limited to 200 characters, remaining: **200**
Street location of the opportunity (200 char. max).

3 Town/city *

Content limited to 160 characters, remaining: **160**
Town / city of where the opportunity will take place (160 char. max).

4 Postal code

Content limited to 128 characters, remaining: **128**
Postal code of the location of the opportunity (128 char. max).

5 Country *

Country where the opportunity will take place.

1. Organisation name (1)

In this field you can specify the name of the organisation (*non-mandatory field – maxim 200 characters*)

2. Street and house number (2)

In this field, you can specify the street name and the house number. (*non-mandatory field – maxim 200 characters*)

3. Town/city (3)

Specify the town / city of where the opportunity will take place. (*mandatory field – maxim 160 characters*)

4. Postal code (4)

In this field, you can specify the street name and the house number. (*non-mandatory field – maxim 128 characters*)

5. Country (5)

Specify the country where the placement will take place. (*mandatory field – maxim 160 characters*)

Section 4: Erasmus+ Volunteering opportunity dates

You have a choice whether to enter 'Precise dates' or 'Flexible dates', depending on the nature of your project. Potential volunteers will be able to search for projects based on these dates. It is not mandatory to add these dates. If you do not enter dates, then your opportunity will be listed below opportunities that do have dates.

1. Precise dates

Use this field if you know the dates that your project is going to start and finish. *(format: dd/mm/yyyy – the end date must be later than the start date)*

2. Flexible dates

Use this field if you are not sure when the project will start, or if there is some flexibility on when volunteers could start and end.

Specify the number of weeks that the project will last, and indicate the earliest month/year it could start plus the latest month/year that it could finish, eg, "10 weeks between January 2020 and April 20120". (the number of weeks must not exceed the total number of full weeks available between the 1st day of the Start month and the 30th/31st of the End month).

Section 4: Volunteer details

1. Number of volunteers

Indicate the number of young people you want to recruit as volunteers. *(mandatory field – numbers only)*

2. Volunteer profile

Use this field to give details of the skills and qualities that you are looking for in volunteers for this project. *(mandatory field – max 600 characters)*

3. Countries volunteers will be recruited from

Potential volunteers can search for projects based on the country they are from. Use this field to choose up to 20 countries that the project will accept volunteers from.

You also have the choice to choose "Any country" – if you do so, then your project will appear in the list of opportunities regardless of whatever country the user specifies in the search.

(mandatory field – must choose at least one country from the list, or 'Any country')

Section 5: Application details

APPLICATION DETAILS

1 Application requires a CV.
This opportunity requires a CV from the applicant.

2 Application requires a Motivation Statement.
This opportunity requires a Motivation Statement from the applicant.

Either tick "Application with no deadline" or enter a date into the "Application Deadline" box.

3 Application without a deadline.
This opportunity application will have no deadline.

4 **Application Deadline:**

Closing date for young people to apply for this opportunity. The opportunity will be removed from the list of available opportunities at 23:59 on this date. Contact information (email, contact name and telephone) will also be removed from public view at this time.

5 **How to apply: ***

Content limited to 300 characters, remaining: **300**
Instruction on how to apply the opportunity. For example: "Send us an email with your CV and a covering letter." or "Send us an email and we will send you an application form". In ENGLISH language (300 char. max.).

6 **Contact person name:**

Content limited to 30 characters, remaining: **30**
A person who can be contacted for more information about this opportunity (30 char. max.).

7 **Contact email address: ***

Content limited to 50 characters, remaining: **50**
The email address that young people will use to contact you about this opportunity (50 char. max.).

8 **Contact telephone number:**

Content limited to 30 characters, remaining: **30**
A telephone number for young people to use if they have any questions. Please include international dialling code, for example +32 1234 567 890 (30 char. max.).

1. **Application requires a CV (1):** if you want the volunteer to have a CV uploaded to his/her profile when applying for this opportunity. This is used for European Solidarity Corps registered candidates.
2. **Application requires a Motivation Statement (2):** if you want the volunteer to write a short motivation statement when applying for this opportunity. This is used for European Solidarity Corps registered candidates

3. and 4. 'Application with no deadline' or 'Application with a deadline' (3 & 4)

You should indicate if there is or not a deadline for the application. Either indicate date (2) you want people to apply before or tick the 'Application without a deadline' box (1). If you specify a deadline date, your opportunity will stop being displayed in the list of available opportunities the day after this date. "Full" and "Closed" applications can still be seen in the pages of linked organisations after the deadline date. (*Application deadline – format dd/mm/yyyy*)

5. How to apply (5)

Here you should provide more details to the potentials volunteers.

6. Contact person name (6)

If you wish, you can give the name of the person that potential volunteers can contact. This is not a mandatory field – you can leave it blank. (*non-mandatory field – max 30 characters*)

7. Contact email address (7)

Specify the email address that potential volunteers must use to contact the people coordinating this project. (*mandatory field – max 50 characters*)

8. Contact telephone number (8)

If you wish, you can give a telephone number for potential volunteers to contact the coordinators of this project. This is not a mandatory field – it can be blank. (*non-mandatory field – max 30 characters*)

Section 6: Partners

PARTNERS

Note – you must add your organisation as one of the Receiving, Coordinating or Sending organisations related to this opportunity. You will not be able to save this without doing so.

HOSTING ORGANISATION

Which organisation(s) will be hosting volunteers? Note: this information will be used to show the location of this volunteering opportunity.

Choose an organisation...

COORDINATING ORGANISATION

Which organisation will be coordinating this opportunity?

Choose an organisation...

SENDING ORGANISATION(S)

Which organisation(s) will be sending young people for this opportunity?

Add an organisation...

We want to show potential volunteers the different partner organisations that are involved with projects. This section allows you to specify which partner organisations are linked to the different roles in your Erasmus+ Volunteering opportunity, e.g., the Hosting, Coordinating and Sending partners.

You might not yet know which organisations are going to be the partners in your project, so it is okay to leave these blank. However, YOU MUST add your own organisation as one of the Hosting, Coordinating or Sending organisations – you will not be able to save this project without doing so.

For each role, you have two choices:

- Choose an organisation that is already accredited for Erasmus+ Volunteering. When you choose the country they are from, a list of all of the Erasmus+ Volunteering accredited organisations for that country will appear in the dropdown box. When a potential volunteer clicks on this organisation in the opportunity details page in the EYP, they will be taken to the organisation's details page.
- Or, add basic details for an organisation that is not yet accredited for Erasmus+ Volunteering. When a user clicks on one of these organisations, they will be taken directly to the organisation's website.

You can add only one Hosting organisation and only one Coordinating organisation, but you can add up to 20 different Sending organisations. An organisation cannot be chosen as both a Hosting and a Sending organisation at the same time.

The following applies when adding Hosting, Coordinating and Sending organisations. Hosting is being used as the example for all three.

The screenshot shows the 'HOSTING ORGANISATION' form. At the top, it asks 'Which organisation(s) will be hosting volunteers? Note: this information will be used to show the location of this volunteering opportunity.' There are two radio buttons: 'EVS accredited organisation:' (selected) and 'Organisation not yet EVS accredited:'. A dropdown menu is open for 'Country of organisation:', showing 'Iceland'. Below it, another dropdown menu is open for 'Organisation name:', showing a list of organisations including 'AIESEC', 'Asgarður - workshops for disabled people', 'Farfluglar ses', 'Farfluglar ses - Hostelling International Iceland', 'Hraunbúar Scout group', 'Klúbburinn Geysir - centre for mentally ill people', 'Red Cross', 'Reykjavik branch of the Red Cross', 'SEEDS Iceland', 'Test Organisation Charlie', 'The Salvation Army Reykjanesbær', 'Waldorf Kindergarten', and 'Youth Centre of Akureyri'. A red circle with the number '1' is next to the 'EVS accredited organisation:' radio button. A red circle with the number '2' is next to the 'Country of organisation:' dropdown. A red circle with the number '3' is next to the 'Organisation name:' dropdown. A red circle with the number '4' is next to the list of organisations.

The screenshot shows the 'HOSTING ORGANISATION' form. At the top, it asks 'Which organisation(s) will be hosting volunteers? Note: this information will be used to show the location of this volunteering opportunity.' There are two radio buttons: 'EVS accredited organisation:' and 'Organisation not yet EVS accredited:' (selected). The form fields are: 'Organisation name *' (text input), 'Country of organisation: *' (dropdown menu with '- Select a Country -'), 'Town / city: *' (text input), 'Region:' (text input), and 'Organisation website: *' (text input). A red circle with the number '5' is next to the 'Organisation not yet EVS accredited:' radio button. A red circle with the number '6' is next to the 'Country of organisation: *' dropdown. A red circle with the number '7' is next to the 'Town / city: *' text input. A red circle with the number '8' is next to the 'Region:' text input. A red circle with the number '9' is next to the 'Organisation website: *' text input. A red circle with the number '10' is next to the 'Add this organisation' button.

When you click on "Choose an organisation...", you will see the first screen shown above.

1) **Choose either: Erasmus+ Volunteering (previously called EVS) accredited organisation or Organisation not yet accredited**

If the identified partner organisation is accredited for Erasmus+ Volunteering (either through the Youth in Action programme or Erasmus+ programme) then choose the first option.

If the organisation is not yet Erasmus+ Volunteering accredited, choose the second option.

2) **EVS accredited organisation: Country of organisation**

Select the country of the organisation. This will cause the next field, *Organisation name*, to be populated with accredited Erasmus+ Volunteering organisations from that country. If the country has no Erasmus+ Volunteering accredited organisations, the *Organisation name* box will be empty.

3) **EVS accredited organisation: Organisation name**

Choose the partner organisation from the list of accredited Erasmus+ Volunteering organisations.

4) **Add this organisation** – click here to link the organisation to your project.

5) **Not yet EVS accredited: Organisation name**

Enter the name of the partner organisation

(mandatory field if adding an organisation that is not Erasmus+ Volunteering is not accredited yet – maximum 100 characters)

6) **Not yet EVS accredited: Country of organisation**

Select the country that the organisation is located in.

(mandatory field if adding an organisation that is not Erasmus+ Volunteering is not accredited yet)

7) **Not yet EVS accredited: Town/city**

Type in the Town/city where the organisation is based.

(mandatory field if adding an organisation that is not Erasmus+ Volunteering is not accredited yet – maximum 50 characters)

8) **Not yet EVS accredited: Region**

If relevant, specify the region where the organisation is located.

(non-mandatory field if adding an organisation that is not Erasmus+ Volunteering is not accredited yet – maximum 50 characters)

9) **Not yet EVS accredited: Organisation website**

Enter the organisation's website – it must have *http://* or *https://* at the front of the url

(mandatory field if adding an organisation that is not Erasmus+ Volunteering is not accredited yet)

10) **Not yet EVS accredited: Add this organisation**

Click this button to confirm the link between the organisation with the project

Additional information:

Location of the opportunity

The *Town/city* and the *Country* of the linked Hosting organisation are used automatically as the location of the opportunity. If no Hosting organisation is entered, then the opportunity will be displayed without a location, and it will not appear in search results based on the location of the opportunity.

Changing / amending Partners

If you want to change the partner organisations, you must *[remove]* the old organisation before adding a new one (see screenshot below).

The screenshot shows a form titled "PARTNERS" with a note: "Note – you must add your organisation as one of the Receiving, Coordinating or Sending organisations related to this opportunity. You will not be able to save this without doing so." Below the note are three sections: "HOSTING ORGANISATION" with a sub-note "Which organisation(s) will be hosting volunteers? Note: this information will be used to show the location of this volunteering opportunity." and one entry "Test Organisation Alpha : [trash icon] [remove]"; "COORDINATING ORGANISATION" with a sub-note "Which organisation will be coordinating this opportunity?" and one entry "Test Organisation Bravo : [trash icon] [remove]"; and "SENDING ORGANISATION(S)" with a sub-note "Which organisation(s) will be sending young people for this opportunity?" and four entries: "Test Organisation Charlie : [trash icon] [remove]", "Test Organisation Delta : [trash icon] [remove]", "Test Organisation Echo : [trash icon] [remove]", and "Test Organisation Foxtrot : [trash icon] [remove]". At the bottom of the "SENDING ORGANISATION(S)" section is a button labeled "Add an organisation..."

Section 6: Participants with fewer opportunities

The screenshot shows a form titled "PARTICIPANTS WITH FEWER OPPORTUNITIES" with a question: "What infrastructure and/or resource will be available at this opportunity in order to accommodate and support volunteers facing barriers to participation?". There are three checkboxes:
1. A physical environment suitable for young people with physical, sensory or other disabilities (such as wheelchair access and similar).
2. Additional mentoring or other support suitable for young people with obstacles, educational difficulties, cultural differences or similar.
3. Other provision: Please describe, briefly and in English, other aspects of your experience, infrastructure, and resources available for this opportunity to accommodate and support volunteers facing barriers to participation.
Below the checkboxes is a large text area for description, with a character count at the bottom: "300 characters remaining."

The involvement of young people with fewer opportunities is one of the key themes of the Erasmus+ programme. Use this section to describe what facilities and resources this project will make available for young people in this situation.

1. The *Physical environment and Additional mentoring or other support* tick-boxes

If relevant, tick either or both of these boxes to show that your opportunity is able to provide these types of assistance. (*non-mandatory*)

2. Other provision

Tick this box if your opportunity is able to provide other resources to assist young people with fewer opportunities, and enter the details of what it can offer into the pop-up text box. (*non-mandatory – maximum 300 characters*)

Section 7: Additional information

ADDITIONAL INFORMATION

Any extra information

600 characters remaining.
Any additional information that might help potential volunteers decide to apply for this opportunity. In ENGLISH language (600 char. max.).

RELATED WEBSITES

Title	URL
<input type="text"/>	<input type="text"/>

[Show row weights](#)

Section 8: Organisation logo

Organisation logo

No file chosen

Width: 400px / Height: 200px
Files must be less than 8 MB.
Allowed file types: .jpg .jpeg .gif .png .bmp.

You should add the Logo picture of the organisation to your opportunity, which will be displayed at the top of the opportunity detail page.

- **"Choose File"** – click on here to select the logo picture, then...
- **"Upload"** – click this button to add the organisation's logo picture
(*non-mandatory field – picture size limited to 8mb – file formats are limited to: .jpg .jpeg .gif .png .bmp*)

If you do not add a Logo picture, a generic default picture will be added instead:



Section 9: The Final Part...

In this final section, you control when your opportunity is visible to the public.

1. Opportunity status:

You can change the status of your opportunity to four different statuses:

- **Draft** – this is the default status when you enter a new opportunity. It is not visible to the public when it has this status.
- **Open** – after you have finished entering all of the relevant information and you are ready to start accepting applications or enquiries from potential volunteers, then change the status to "Open". It will remain visible until the day after the *Application Deadline Date*, or until you change the status back to 'Draft', or to 'Closed' or 'Full'.
- **Closed** – if you wish to stop the opportunity from being visible to the public, you can set the status to 'Closed'. It will disappear immediately from the big list of opportunities, but will still be visible in the list of opportunities at the bottom of an organisation's details page.
- **Full** – if the opportunity has received enough applications from volunteers, you can set the status to full. Again, it will disappear immediately from the big list of opportunities, but will still be visible in the list of opportunities at the bottom of an organisation's details page.

It is possible to go from Closed or Full back to Draft or Open, in case you need to re-open an opportunity to find additional volunteers, perhaps at the last minute.

2. Save Opportunity

Click here to save the details of the opportunity. If there is any information missing, you will receive warnings and the relevant fields will be outlined in red. You can 'Save' and re-edit an opportunity as often as you need.

3. Cancel

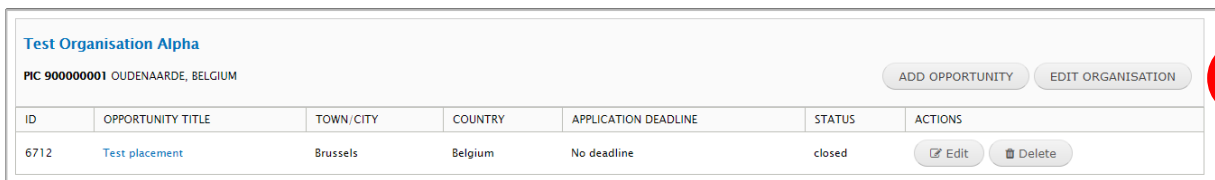
Press this button to return to the Organisation and opportunities manager page – you will lose all information entered into the form.

You can now view your opportunity in the Search for opportunities page in the European Youth Portal: https://europa.eu/youth/volunteering/project_en

18 Edit your organisation contact details

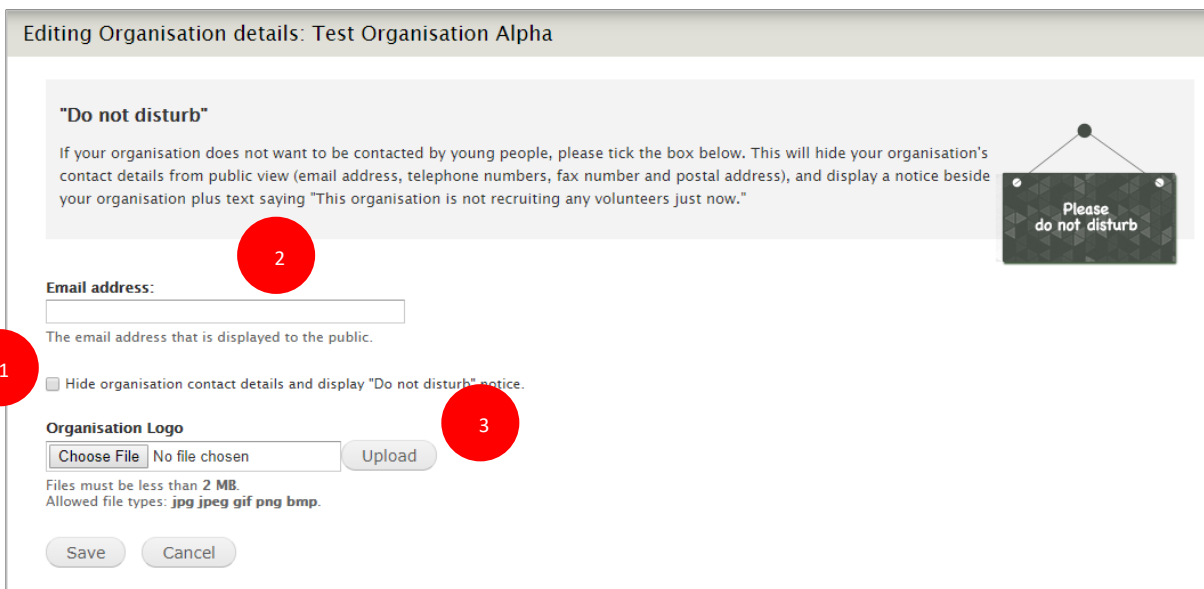
Almost all of the data that is visible to the public through the European Youth Portal about your organisation is maintained by your country National Agency.

Only the public contact 'email address' can be changed by you, and this is available only for organisations that have Erasmus + volunteering accreditation. To change anything else, you need to contact your National Agency and ask them to make the amendments. It can take up to 24 hours for changes made by the NA to be transferred to the European Youth Portal (EYP).



ID	OPPORTUNITY TITLE	TOWN/CITY	COUNTRY	APPLICATION DEADLINE	STATUS	ACTIONS
6712	Test placement	Brussels	Belgium	No deadline	closed	Edit Delete

When you click on the "Edit Organisation" button



Editing Organisation details: Test Organisation Alpha

"Do not disturb"
If your organisation does not want to be contacted by young people, please tick the box below. This will hide your organisation's contact details from public view (email address, telephone numbers, fax number and postal address), and display a notice beside your organisation plus text saying "This organisation is not recruiting any volunteers just now."

Hide organisation contact details and display "Do not disturb" notice.

Email address:
The email address that is displayed to the public.

Organisation Logo
Choose File No file chosen Upload

Files must be less than 2 MB.
Allowed file types: jpg jpeg gif png bmp.

Save Cancel

1. Hide contact details from visitors

To help your organisation receive fewer emails from young people, especially if there are no projects on offer, you can tick this box to remove the following fields from public view for your organisation (your organisation's website address will always be displayed):

- Contact email address
- Telephone number

- Street, town/city, postal code

We would encourage your organisation to have a visible email address. You can always change the status of an opportunity to indicate that it is "Full" or "Closed" and that you are no longer wanting to receive applications (see "Edit an opportunity" section).

2. Email address

Enter the email address that you want the public to use to contact your organisation. It is not mandatory to publish an email address. This will be hidden if you tick the box in (1).

3. Organisation logo

You have the option to upload a small graphic to act as the logo for your organisation. This will be displayed at the top of your organisation's detail page in the 'Search for organisations' page of the European Youth Portal.

You must press the "Save" button for any changes to take effect.

19 Quality Label Visuals

Are you a quality labelled organisation? Show it to others! Use this visual to upload on your websites, social media accounts or print on your materials to show that you are a part of the European Solidarity Corps family! Ask your National Agency for the stickers you can use on the walls or windows of your premises!

If you are authorised to manage solidarity activities for more than one organisation, you will see all of the organisations listed below. Follow the three steps for the organisation you want to manage solidarity activities for.

NAME	ACTIONS
Test Organisation Alpha	1 2 Search and Contact 3 Send an offer Offers Certificates Manage opportunities Applications Contracts list
Test Organisation Beta	QL Material 1 2 Search and Contact 3 Send an offer Offers Certificates Manage opportunities Applications Contracts list

Access the 'Quality Label visuals' page by clicking on the 'QL Material' link. On the page, you find and download the Quality Labels stickers in the format of .png, .pdf and .zip (.png & .pdf) file. They are available in 25 languages.

Example:

Quality Label visual

Are you a quality labelled organisation? Show it to others! Use this visual to upload on your websites, social media accounts or print on your materials to show that you are a part of the European Solidarity Corps family! Ask your National Agency for the stickers you can use on the walls or windows of your premises!

BG	CS	DA
png	png	png
Download bg_esc-label_karbon.pdf (406.65 KB)	Download cs_esc-label_karbon.pdf (395.36 KB)	Download da_esc-label_karbon.pdf (382.22 KB)
Download bg.zip (385.16 KB)	Download cs.zip (373.23 KB)	Download da.zip (360.32 KB)
DE	EL	EN
png	png	png
Download de_esc-label_karbon.pdf (407.9 KB)	Download el_esc-label_karbon.pdf (399.13 KB)	Download en_esc-label_karbon.pdf (390.81 KB)
Download de.zip (386.38 KB)	Download el.zip (375.64 KB)	Download en.zip (593.88 KB)

20 Further help, support and feedback

Tell us how to improve PASS!

As mentioned previously, it is planned that this Placement Administration and Support System will be continuously improved, with enhancements and new features being released every few weeks.

This User Guide will be regularly updated to reflect the changes to the system – download the latest version from <http://europa.eu/youth/solidarity/technical-support-public>

And please tell us what you think about the tool – we would like to hear your views on how it could be improved. The most simple way to do this is to send an email to eu-solidarity-corps@ec.europa.eu

If you have problems using the tool, please also send an email to this mailbox, and we will do our