Placement Administration and Support System (PASS)

User Guide for organisations

System Version 2.0 – October 2021 (v25)

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ANNEX 113

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.

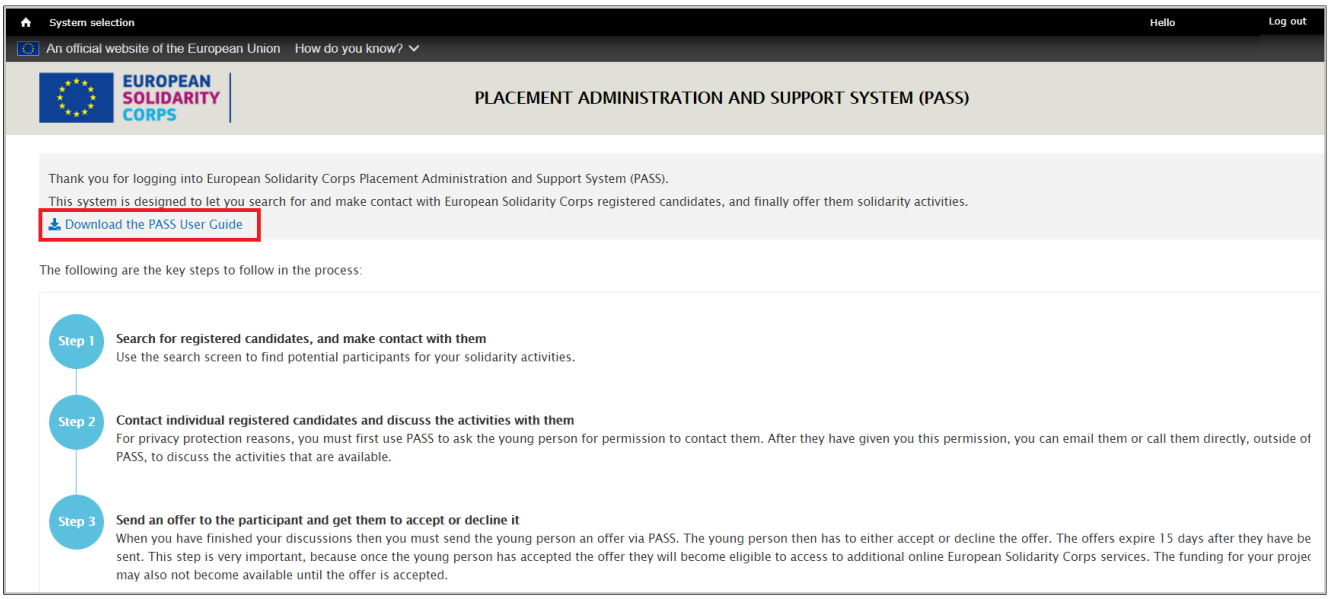
Representatives of organisations that have been **awarded with a Quality Label (ESC52)**, accredited under **Erasmus+ Volunteering (KA110)** have access to this system to search for potential participants, contact potential participants and send offers to them and issue certificates of participations. 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 2021 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 IT tool – Organisation Portal page of the European Solidarity Corps website: http://europa.eu/youth/solidarity/organisations/it-tool-organisation-portal and also in the dashboard of the organisation (PASS):



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.

4. **Generate a certificate of participation**

After the participant has finished the activity he/she has been involved you can generate a certificate of participation. Please consult the 'Generate a certificate of participation' section, so you can find out all the business rules for each type of activity.

A series of upgrades are planned during 2021 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/organisations/it-tool-organisation-portal

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 **Erasmus+ Volunteering accreditation (KA110)** or **Quality Label (ESC52)** 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 (ESC52) or Erasmus+ Volunteering accreditation (KA110) 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 (emails linked of the Contact Person and Legal Representative linked to the Quality label or Erasmus + Volunteering accreditation).

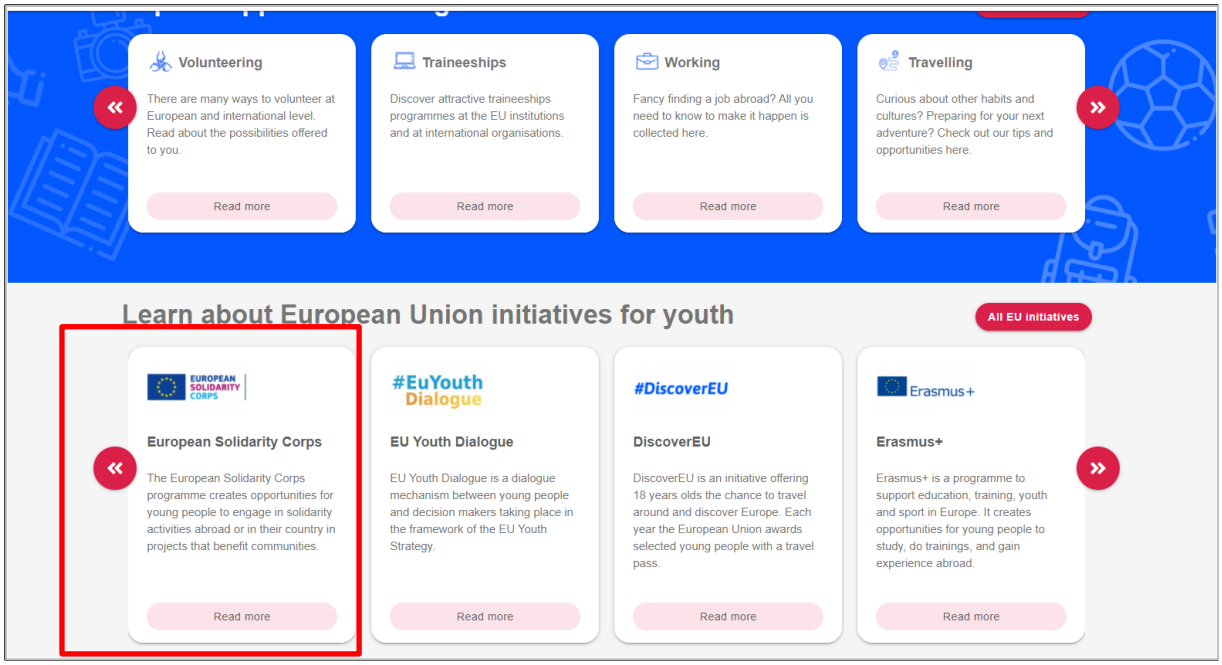
- **Organisations holding a Quality Label (ESC52) and the ones accredited under Erasmus+ Volunteering (KA110):** *The official email addresses are those of the two persons detailed in the original application for Quality Label (ESC 52) or Erasmus+ Volunteering (KA110, former called EVS) accreditation – 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:**

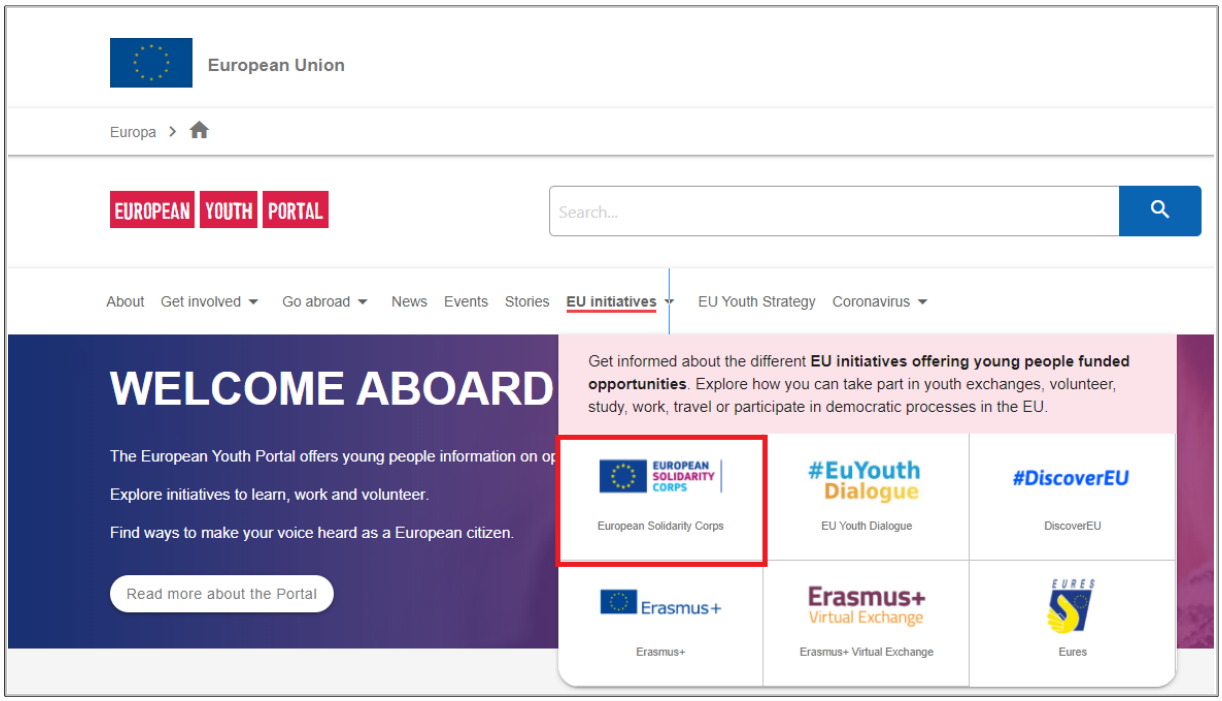
  Access the European Solidarity Corp portal home page by using one of the option presented below

  1. Start from the European Youth Portal home page (https://europa.eu/youth/home), and click on the button '**Read more'** associated to the '**European Solidarity Corps'** card that is displayed in the section '**Learn about European Unition initiatives for youth'**:



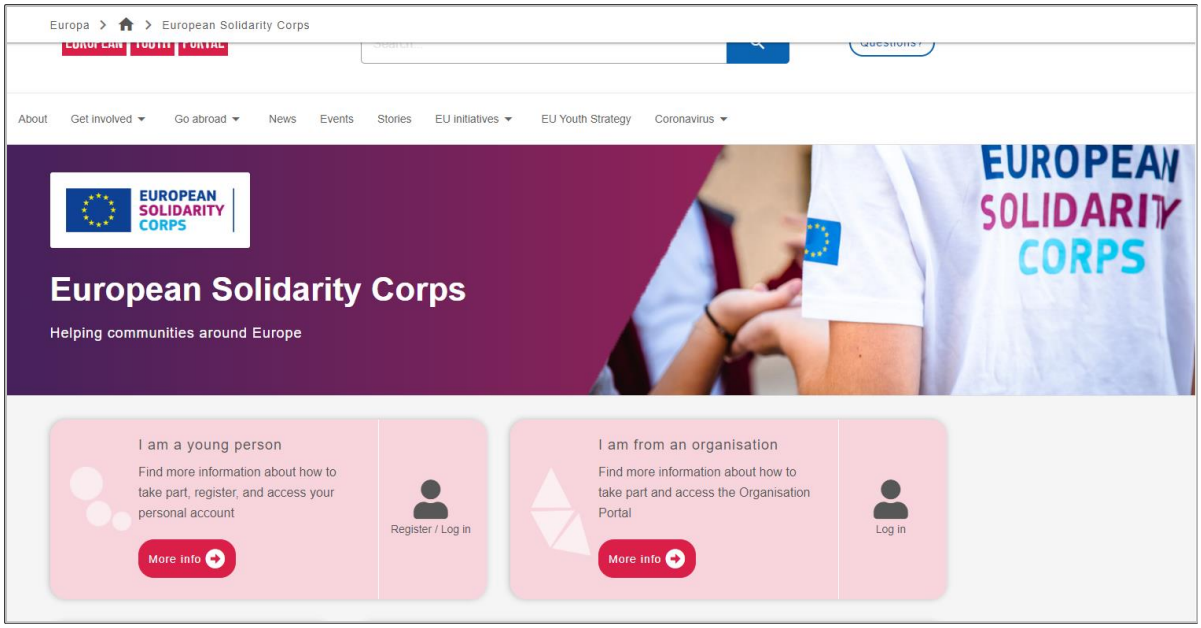
Or

2. Start from the European Youth Portal home page (https://europa.eu/youth/home), click on the button 'EU initiatives' displayed in the main navigation and select option 'European Solidarity Corps':



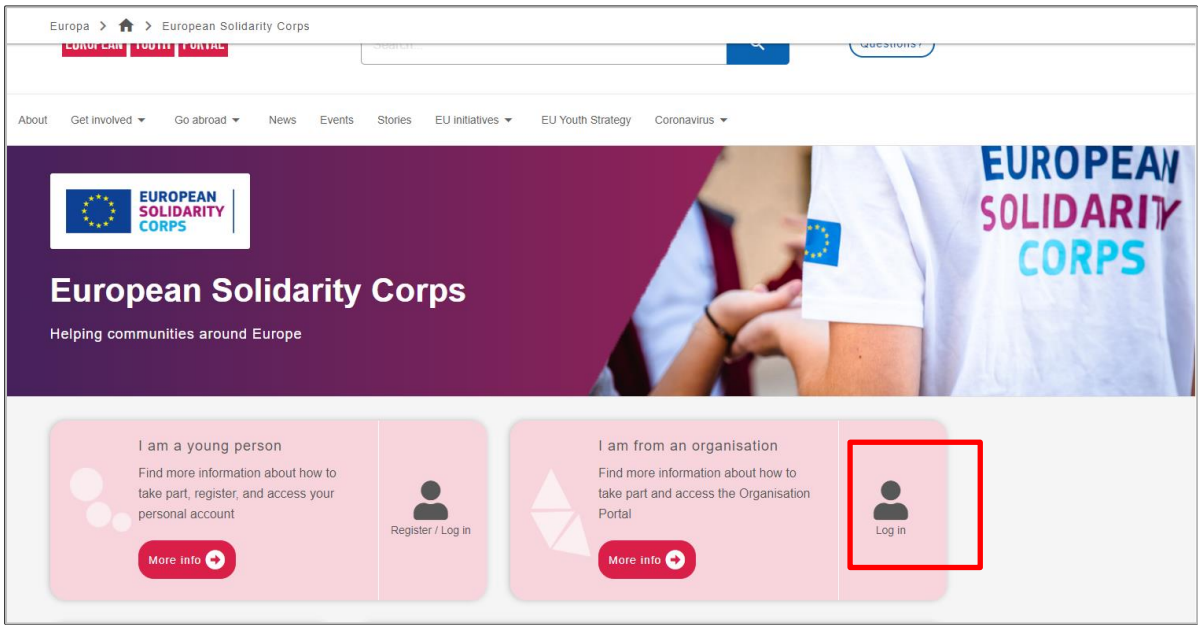
Or

3. Access directly the European Solidarity Corps main page http://europa.eu/youth/solidarity

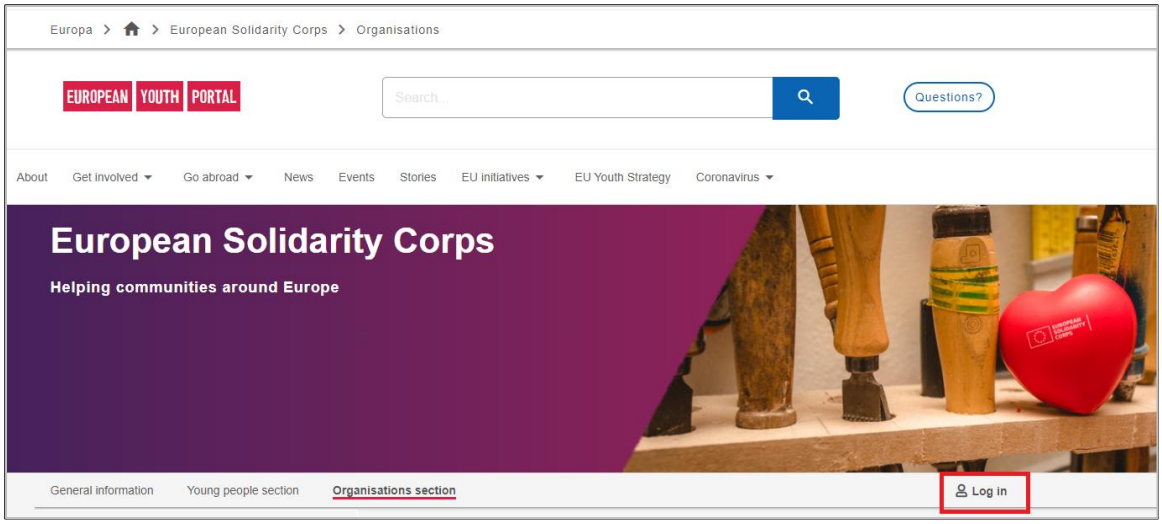


To login to PASS you either

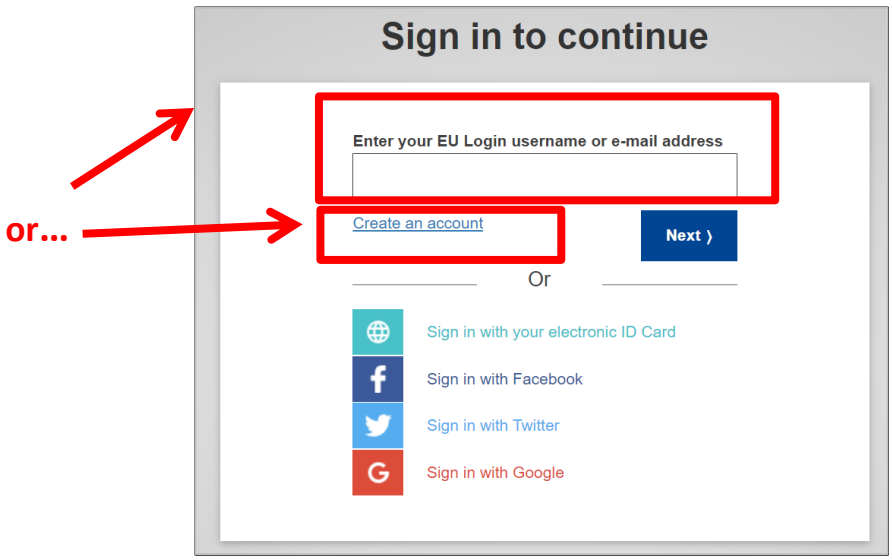
a. click on the '**Log in'** button in the ***'I am from an organisation'*** box,



b. or click on '**More information**' button in **the 'I am from an organisation'** box and then click on the '**Log in'** button



The the **EU Login** authentication screen is displayed (title of the pge ‘ Sign in to continue’). 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 emailaddress as part of the set up process.



After you have completed the EU Login authentication process, you will be automatically redirected back to the ‘System Selection’ page

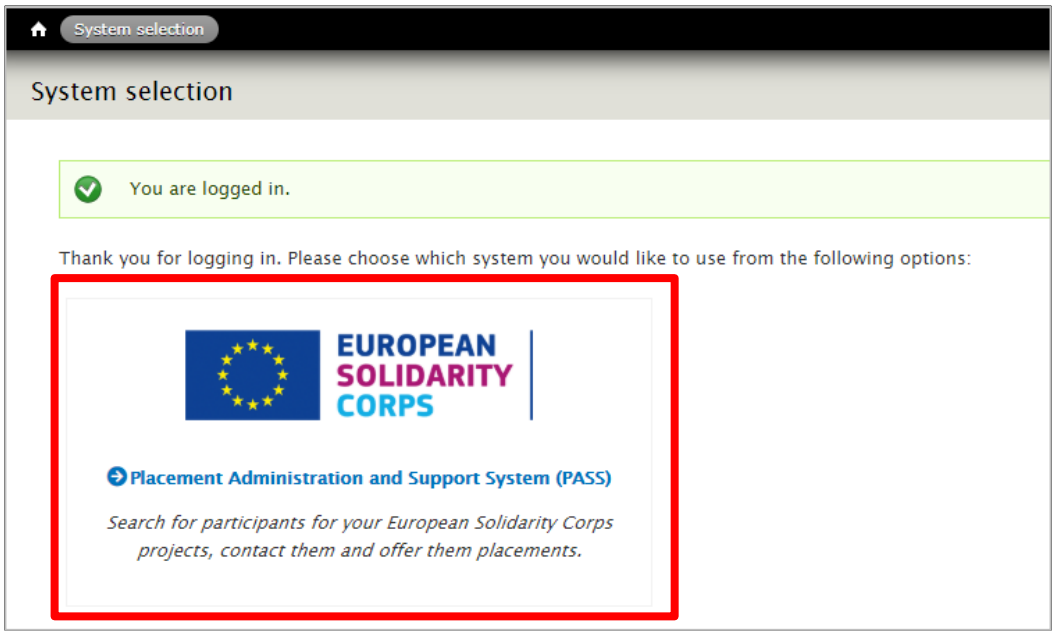
5 System selection

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.

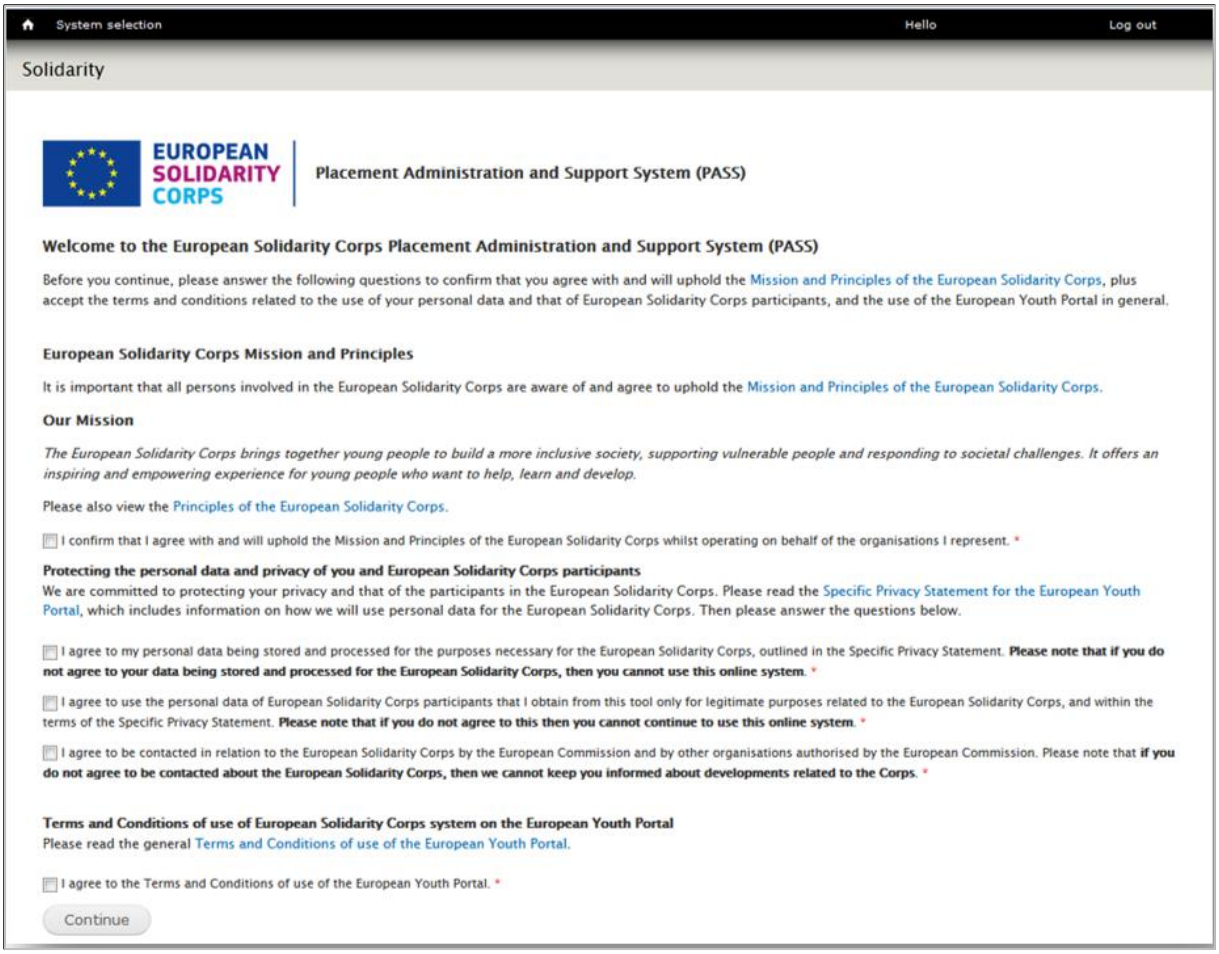


6 Welcome screen

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.

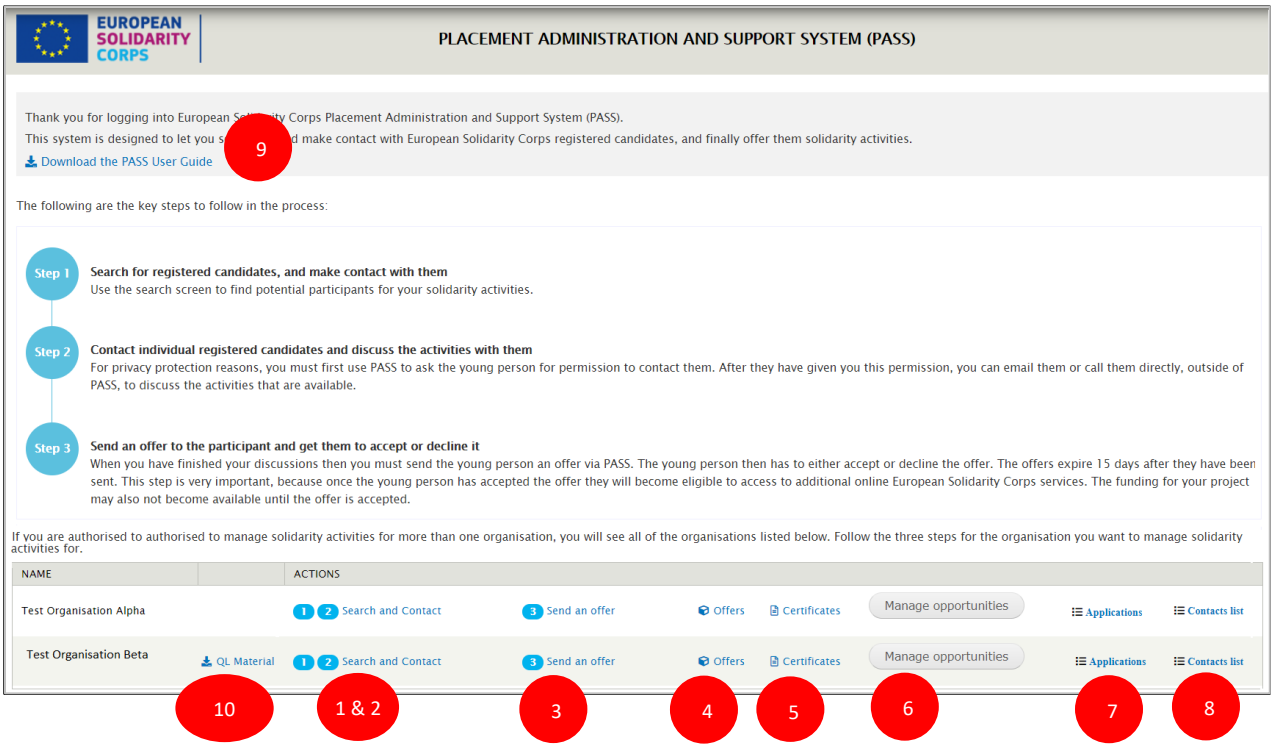
If you are authorised to administer more than one organisation, then you will see all of the organisations listed here.

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



8 Search for potential participants

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 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 01/07/2021 to 31/12/2021, for a maximum of 4 months. If the activity is for 3 months from 01/08/2021 to 31/10/2021, then the registered candidate will be shown in the search results. However, if the activity is for 5 months, between 01/08/2021 and 31/12/2021, then the registered candidate will not be shown, because their maximum duration is only 4 months.

4. Country where the activity will take place ('Activity 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.

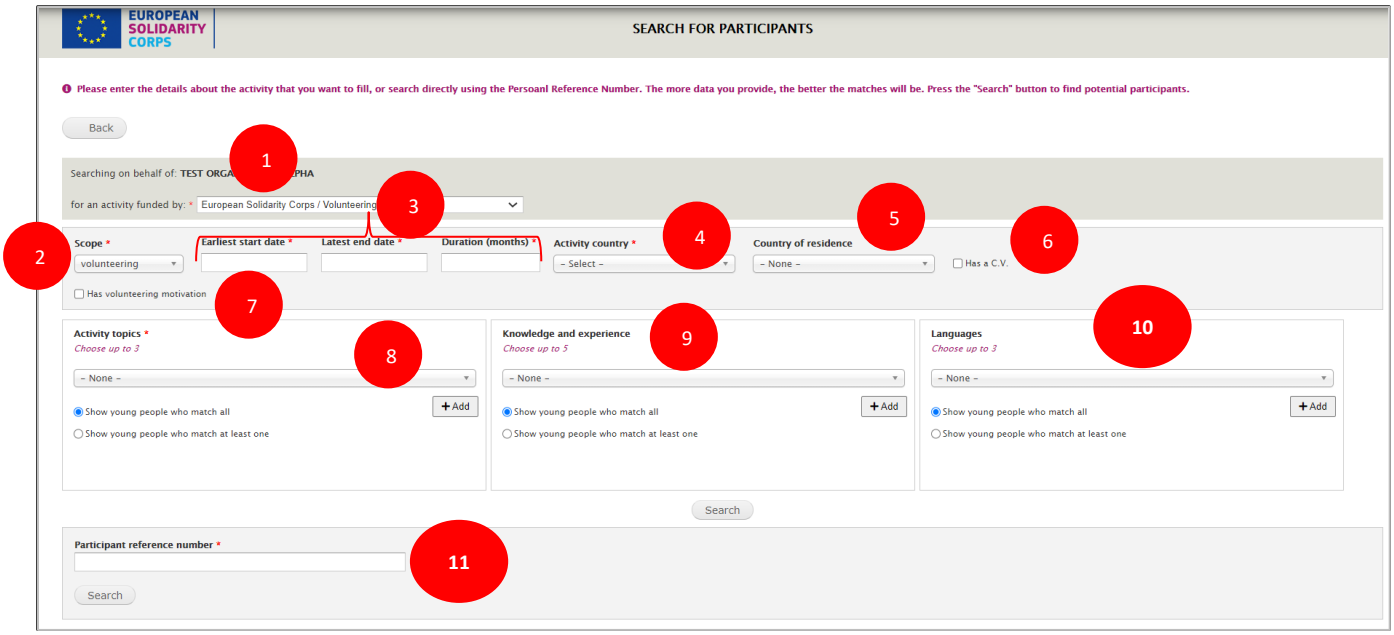
9. Knowledge and experience (choose up to 5)
Specify the skills that you require registered candidates to have for your activity. Again, you can choose whether the results show registered candidates who have all of the knowledge and experience that you have specified, or alternatively who have at least 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:

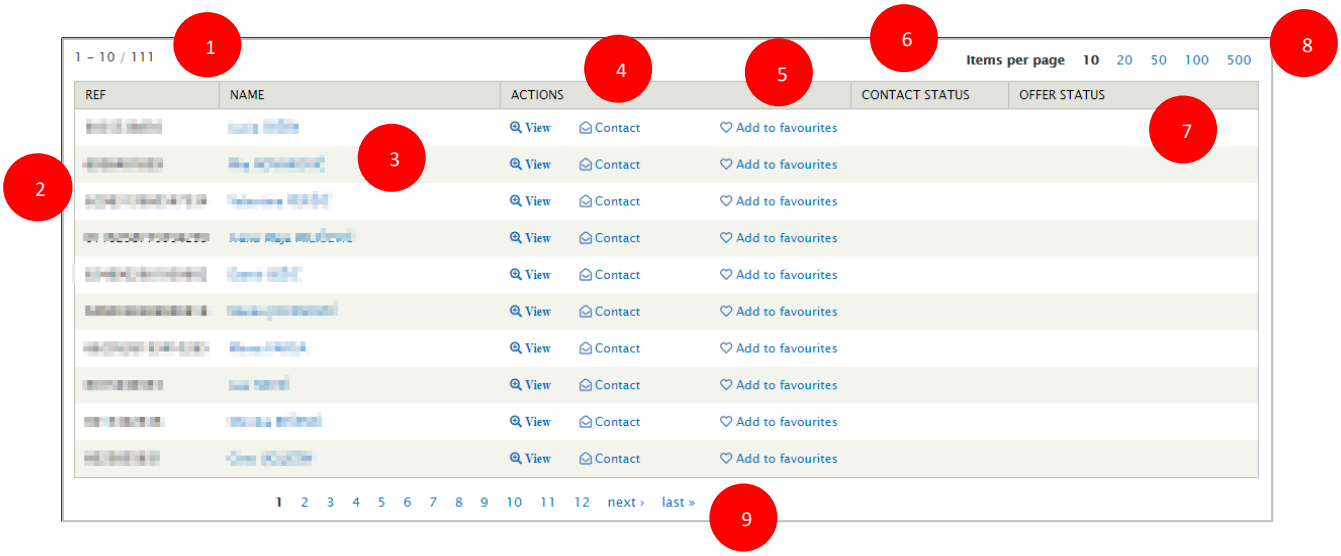


Search results

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 111 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.



Registered candidate details

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

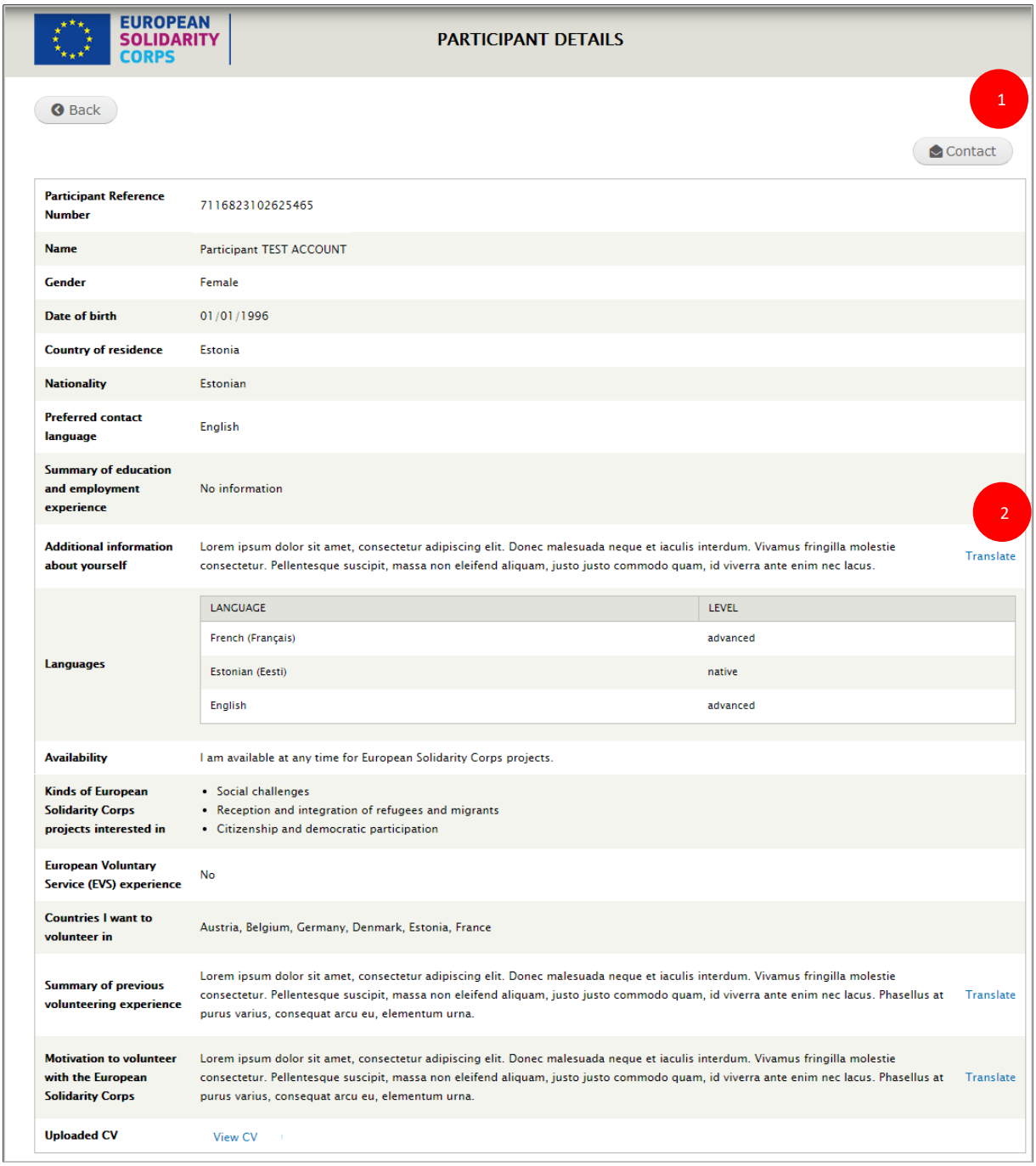
To help protect the privacy of the registered candidate, this page does not show their contact details. If you want to contact them, you must use the "Contact"(1) button displayed in the registered candidate profile page or the one next to the registered candidate name in the results page (This will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

Note: Should you wish, you can **download in a .pdf file a registered candidate profile**. You can do it by using the **option 'Print'** available in the internet browser you use.

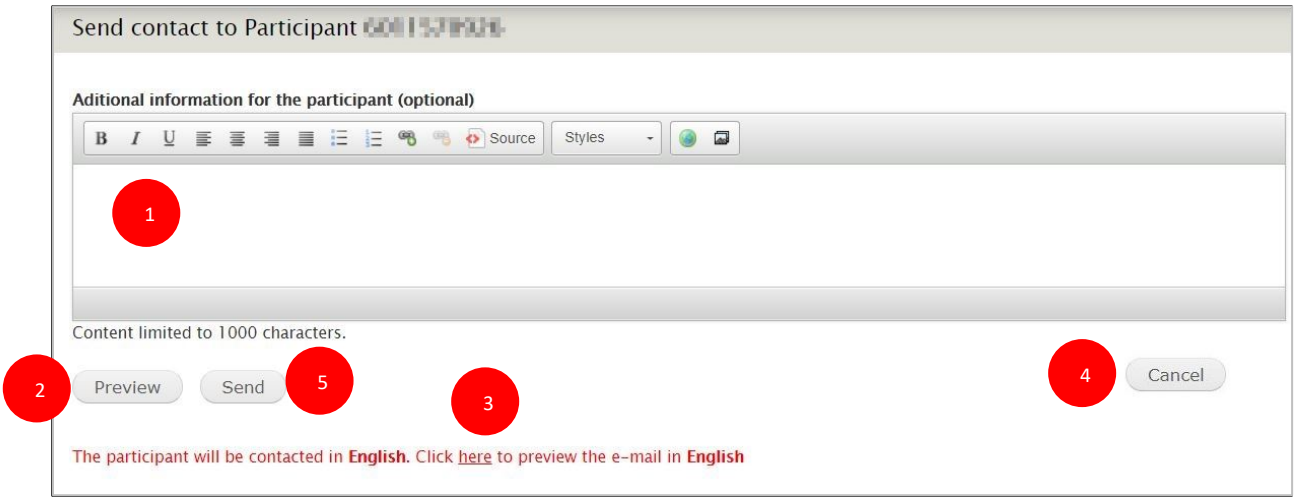
Registrant details page:



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:



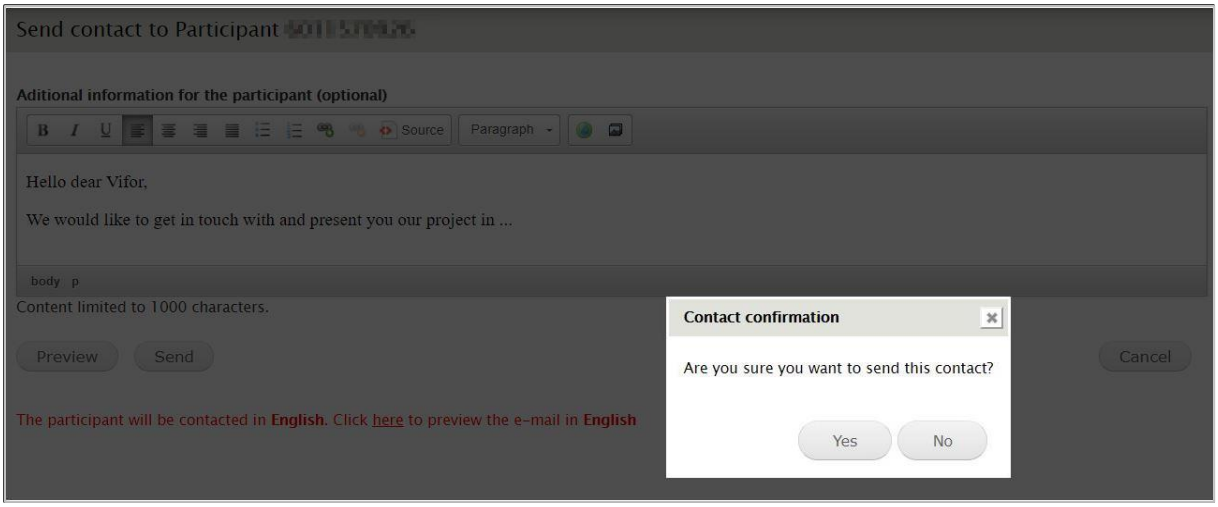
1. Write additional information (1) for the registered candidate (it will be sent to the registered candidate together with the generic information from the system) in the ‘Additional information for the participant’ box

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 the sending of the contact request (click on ‘Yes’ button) the registered candidate is notified that you want to get in touch with him/her. Therefore, he/she receives:

- An email
- a SMS message (if the registered candidate specified a mobile phone in his/her profile)
- a notification in the European Solidarity Corps mobile app (if the registrant downloaded and installed it on)

The contact request will be sent in the contact language the registered candidate specified in his/her profile.

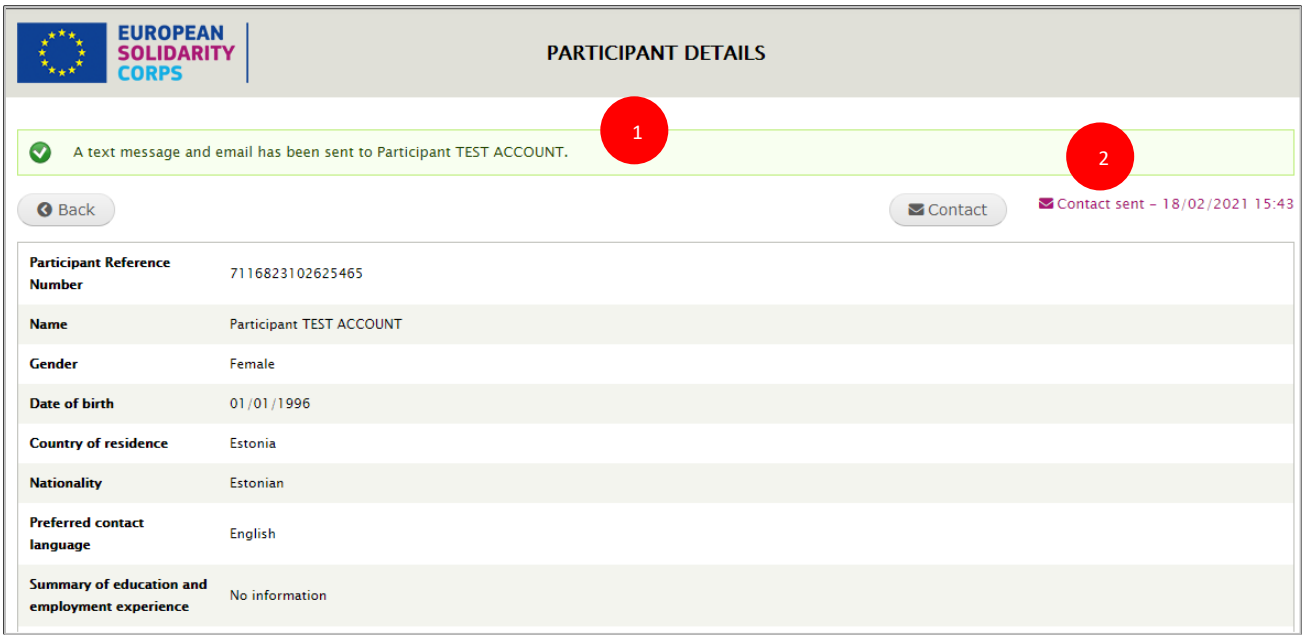
The email with the contact request contains a predefined text, the text/message you wrote to him/her, information about your organisation and two buttons, "Accept contact" and "Decline contact". To accept or decline the contact request, the registered candidate has to click on one of the two buttons (‘Accept contact’\’Decline contact’, and login to the European Solidarity Corps profile.

In case the registered candidate clicked on "Accept contact", you will receive an email (in English) with the registered candidate‘s contact details (e-mail address and phone number – if it is the case). You can then use these details to contact the registered candidate directly to discuss the activity and negotiate the terms of it.

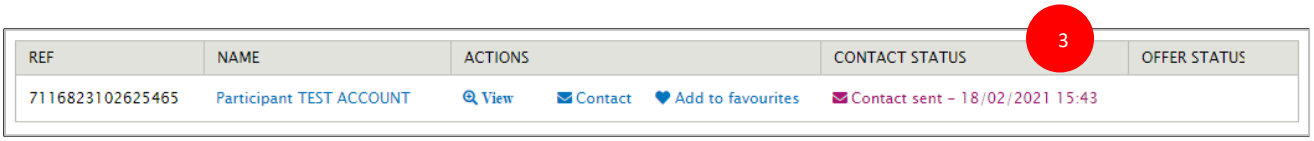
In case the registered candidate declined the contact request (he/she clicked on the "Decline contact" button), you will receive a notification (in English) but without the registered candidate‘s contact details.

'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), in the search results (2) and also in the ‘Contacts list’ (4). This information is updated each time you send a contact request to the registered candidate via PASS and the registered candidate ‘answers’ to it (accept/decline).

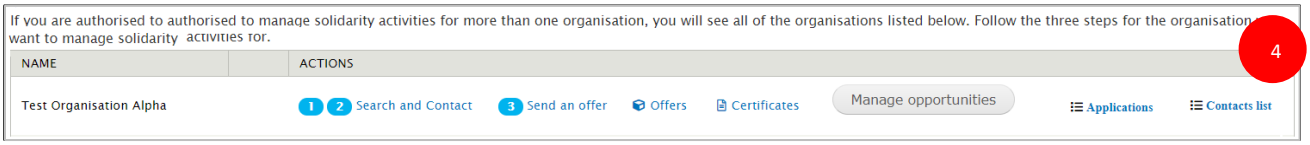
Registered candidate (Participant) profile - Contact request sent



Search results - Contact request sent



List with contact requests sent

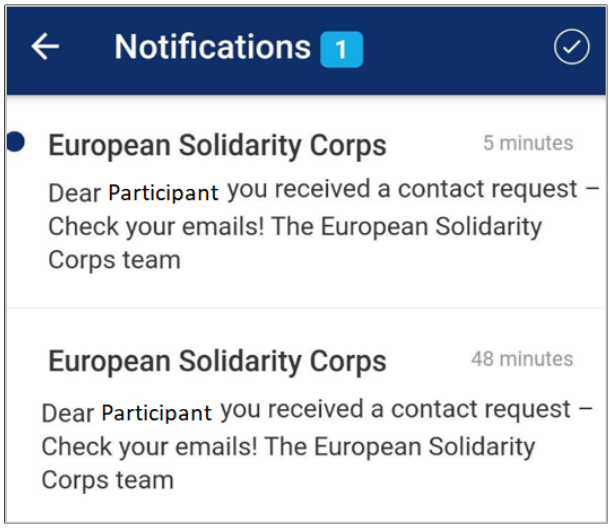


Contact request – SMS notification sent to registered candidates

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

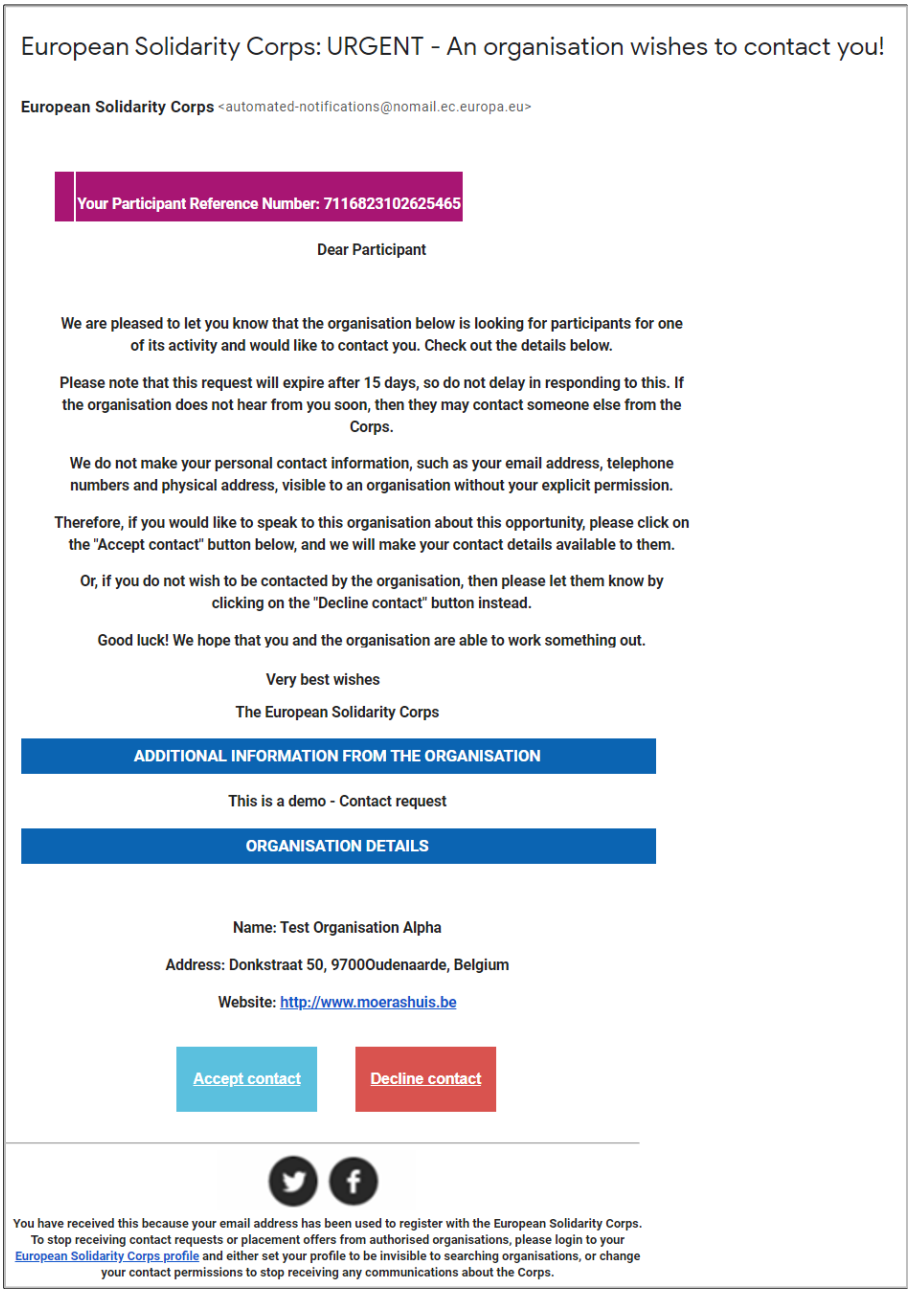
Contact request – notification in the European Solidarity Corps mobile app

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.



European Solidarity Corps: URGENT - An organisation wishes to contact you!

European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>

Your Participant Reference Number: 7116823102625465

Dear Participant

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

This is a demo - Contact request

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 request is accepted

European Solidarity Corps – contact accepted

EC European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>
18/02/2021
To: You

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

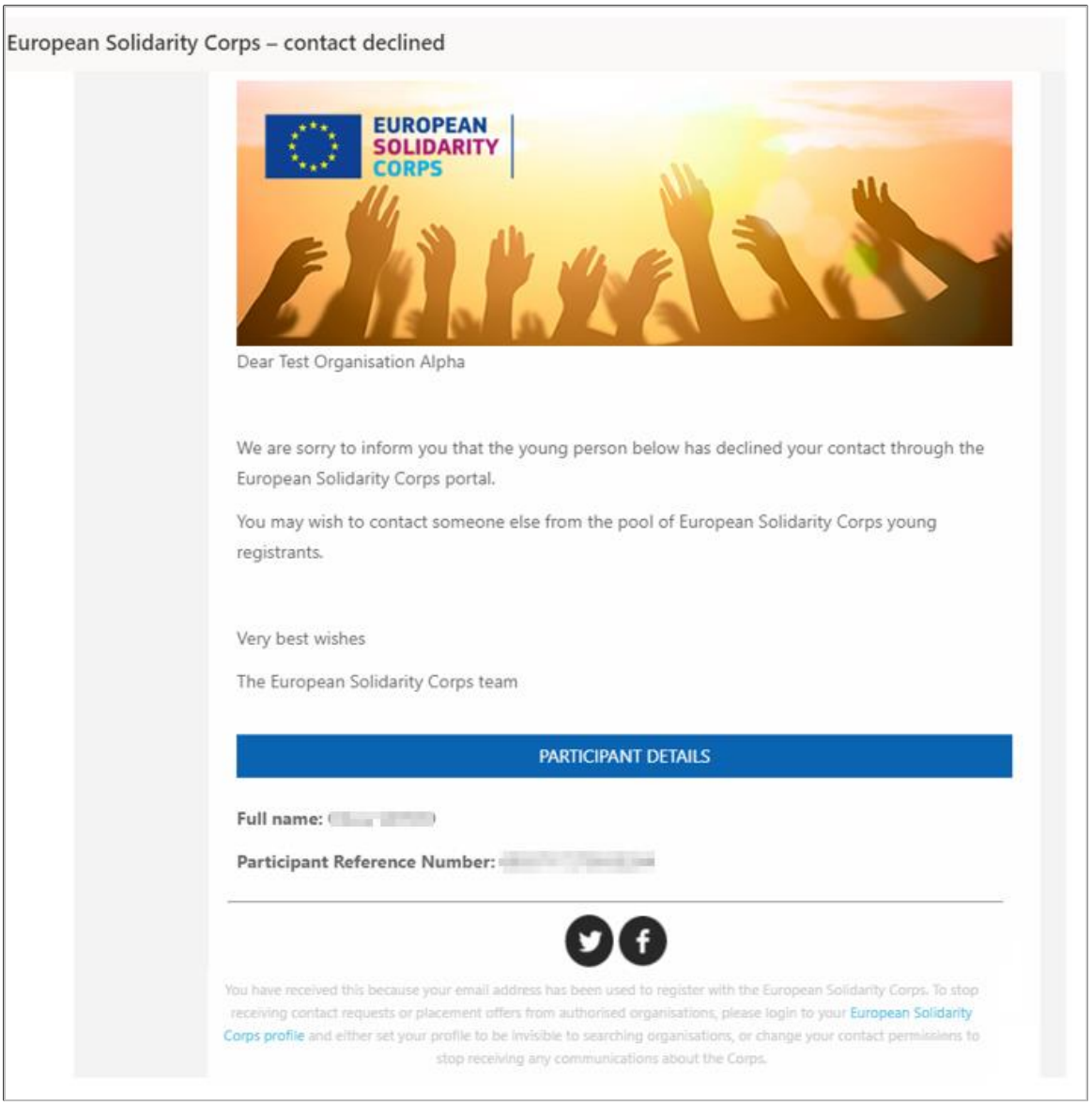
Full name: Participant TEST ACCOUNT

E-mail: [redacted]

Participant Reference Number: 7116823102625465

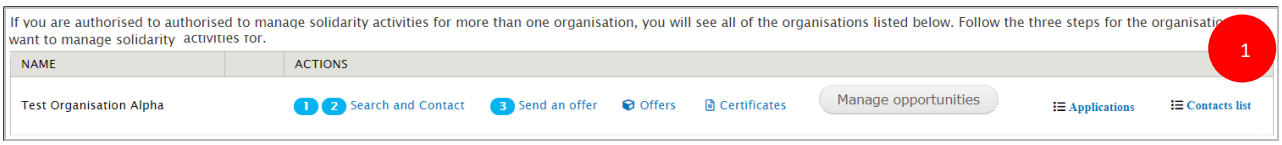
You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your European Solidarity Corps profile and either set your profile to be invisible to searching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

Email sent to organisations when a contact request is declined



10 View the list with contact requests and their status

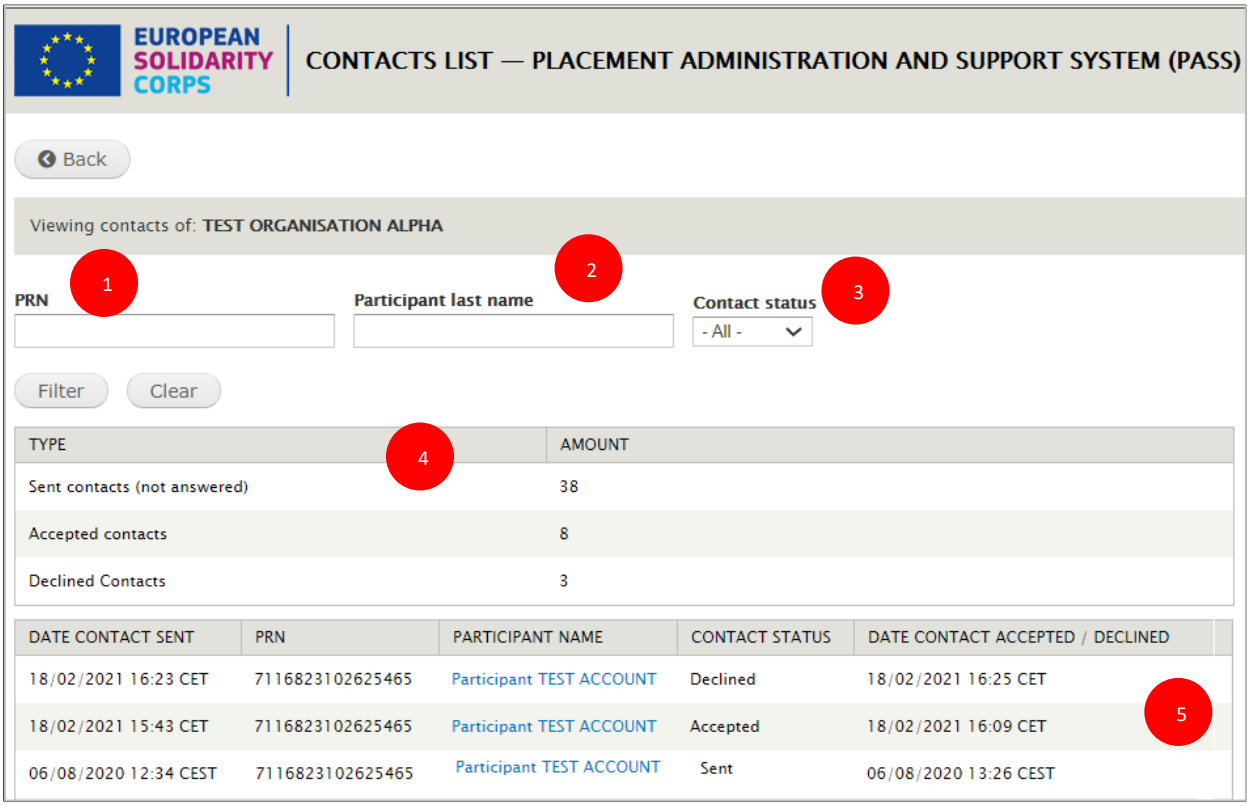
Note that the 'Contacts list' option (1) will be available in the dashboard only if you have sent at least one contact request to a registered candidate.



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 (4): 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 the mandatory step in the enrolling with **insurance** process (for ESC11, ESC13, ESC21 projects and for ESC51)
- It makes participant data available to be encoded in Mobility Tool (for ESC11, ESC13, ESC21 projects)
- It is part of the process to trigger the payment of funds for activities/projects ('Final Report')

The send offer form is split in 5 sections (4 section for the projects run under other funding programmes that support the European Solidarity Corps, and Volunteering Teams in High Priority Areas projects) - the system will guide you through each of them:

1. **Registrant and funding programme:** specify the PRN of the registered candidate and the funding programme

   - For European Solidarity Corps 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 ES European Solidarity Corps funded projects under the new MFF (ESC51) – choose: **European Solidarity Corps/ Volunteering-ESC51**
   - 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
   - For Volunteering Teams in High Priority Areas projects, choose ' European Solidarity Corps / Volunteering Teams in High Priority Areas'

2. **Project information:** select the Action and Activity type

3. **Offer information:** enter the start and end dates for the activity, topics, short description of the activity/project.
   Note: For ESC 11, ESC13, ESC21 the information about projects (including start and end dates of the projects) are retrieved from Mobility Tool (MT+). Therefore, the start and end date for the activity you want to send an offer should be between the start and end date of the project. If the start and end date of the project are not correct, please verify the information is correct in Mobility Tool and contact your country National Agency so they can inform us.

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 with details about the activity they have been offered by you. The email is sent in the in his/her preferred contact language. A copy of the email (in English) will be sent to you.

To accept or decline the offer the potential participant has to click, either on the "Accept offer" button in order to accept it or on the "Decline offer" button to decline it. The confirmation of the accepting or declining the offer will be sent to both, potential participant and you.

NOTE: The offer is technically valid **15 days**, after which its status is changed into 'Expired' and it cannot be accepted or declined. Therefore, should you wish you could resend the offer.

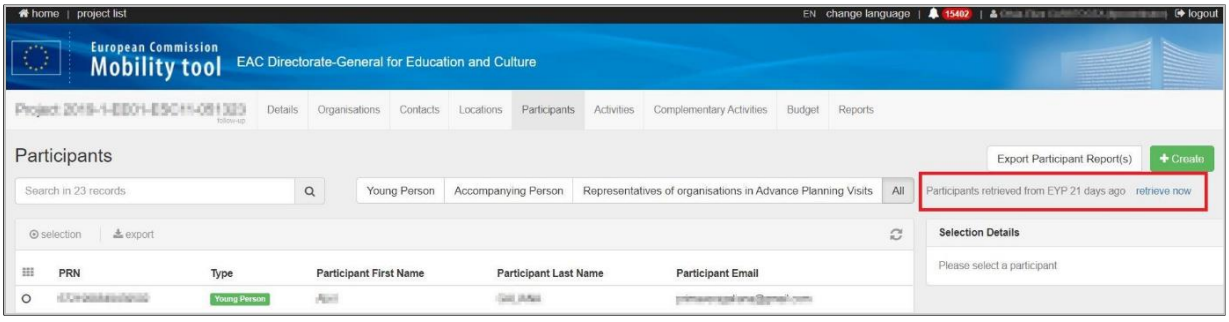
Each offer is linked to a participant and it cannot be shared with anyone else.

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

NOTE: You can send offers only for **granted** projects and only after the project is **available** in **Mobility Tool (MT+).** The information about the project, such as **Project code, Action, Action type, Start and End date** are automatically retrieved (in PASS) from the Mobility Tool+.

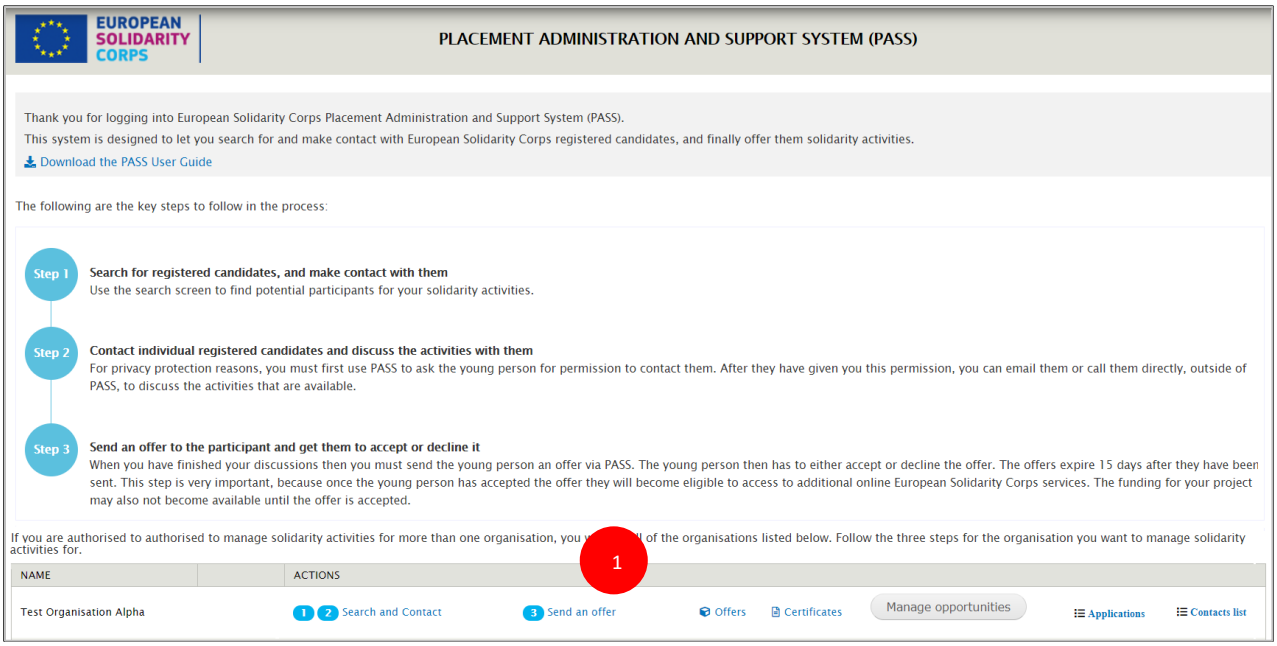
Please note that after a registered candidate/potential participant accepts the offer you sent, you would need to access the **Mobility Tool (MT+)** and retrieve participant data (and information about the offer) by clicking on the ***'retrieve now'*** link that is displayed next to the '***Participants retrieve from EYP'*** label). The next step will be to add the participation data (see '***Add participation'*** button), tick the checkbox '***In the case of participants entitled to insurance coverage, please note that this information will be sent to the insurance company to enrol the participan****t*' and mark the participation as '***Complete',*** so the participant data can be automatically sent to the insurance system.
For more details about MT+ please consult its guideline. For more details about insurance, please see the chapter '16 Insurance'.

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

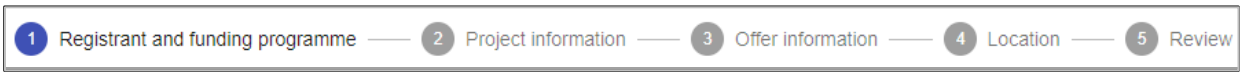


Send an offer

Click on the 'Send offer' (1) link that is available in the dashboard associated to your organisation

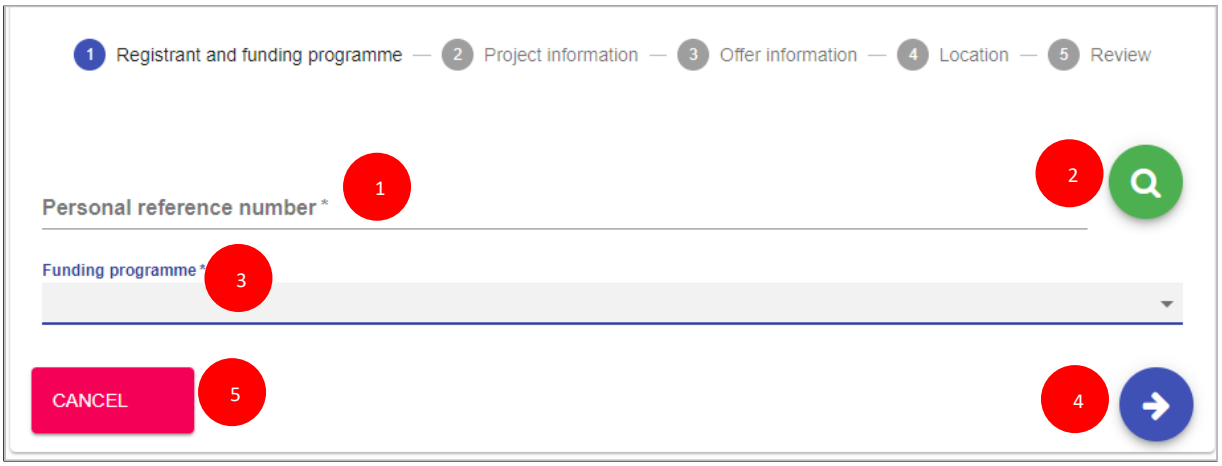


The send offer form is open allowing you to fill out the details for the activity you will offer to the potential participant. The form is split in 5 sections and the system will guide you through each of them:



1. Registrant and funding programme

NOTE: The system will automatically display a list with all your projects granted and funded under European Solidarity Corps, as well as European Solidarity Corps projects you are involved.

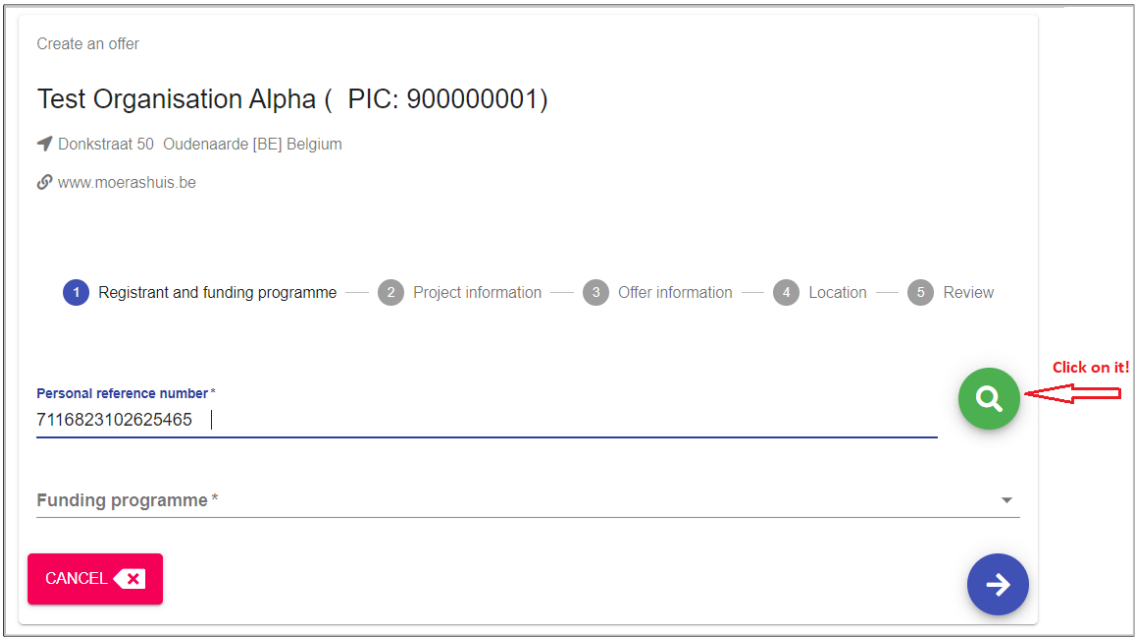


- Type the PRN in the 'Personal reference number' (1) box and press 'Search' button (2) and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed.

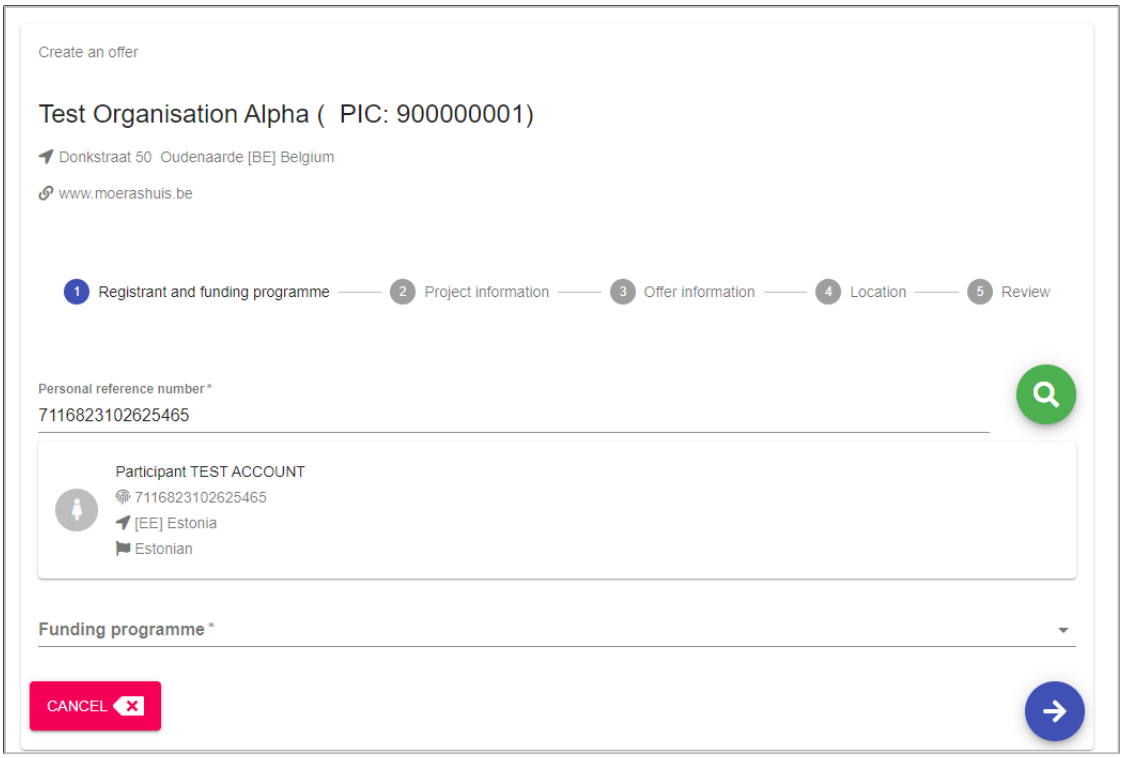
- Select the funding programme (3) your project:
    - European Solidarity Corps/ Volunteering, for a Volunteering project (ESC11, ESC13)
    - European Solidarity Corps/Traineeship, for a Traineeship project (ESC21)
    - European Solidarity Corps/Job, for a Job project (ESC21)

- 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

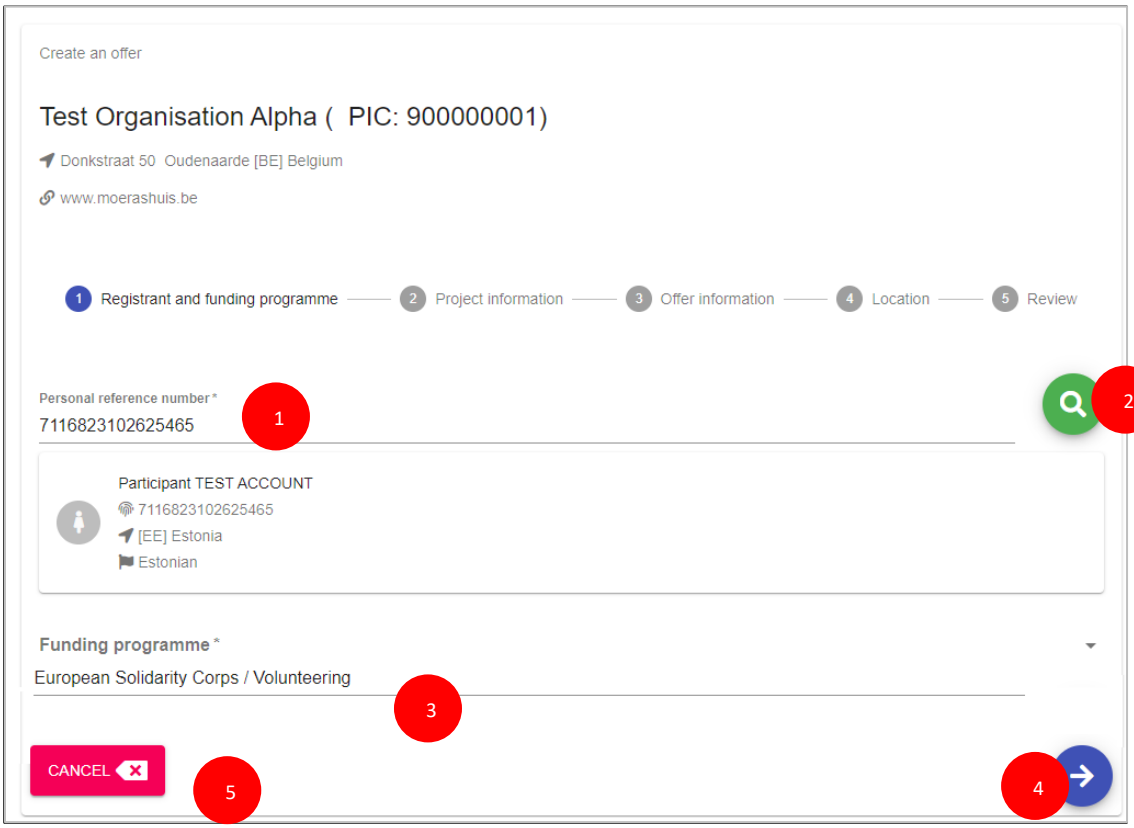
Example: Search for a potential participant data and funding programme



Potential participant data is retrieved:

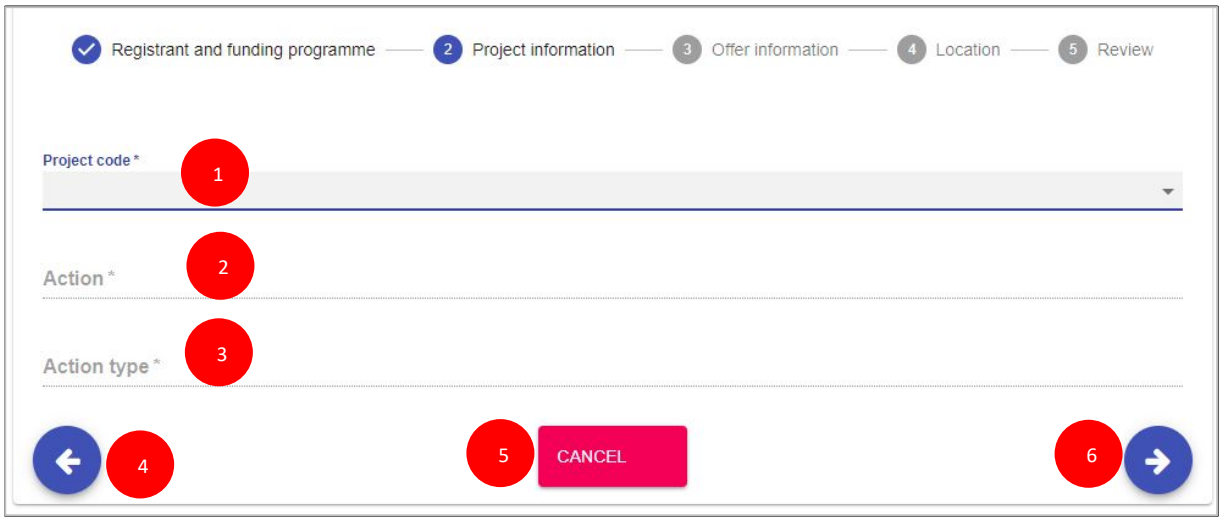


Example: potential participant and funding programme



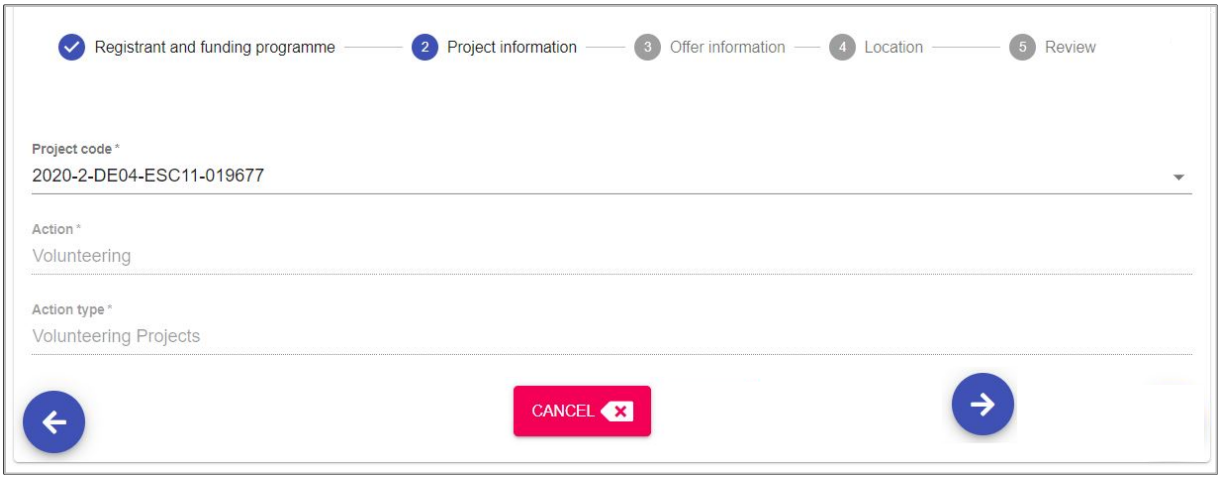
2. Project information:

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



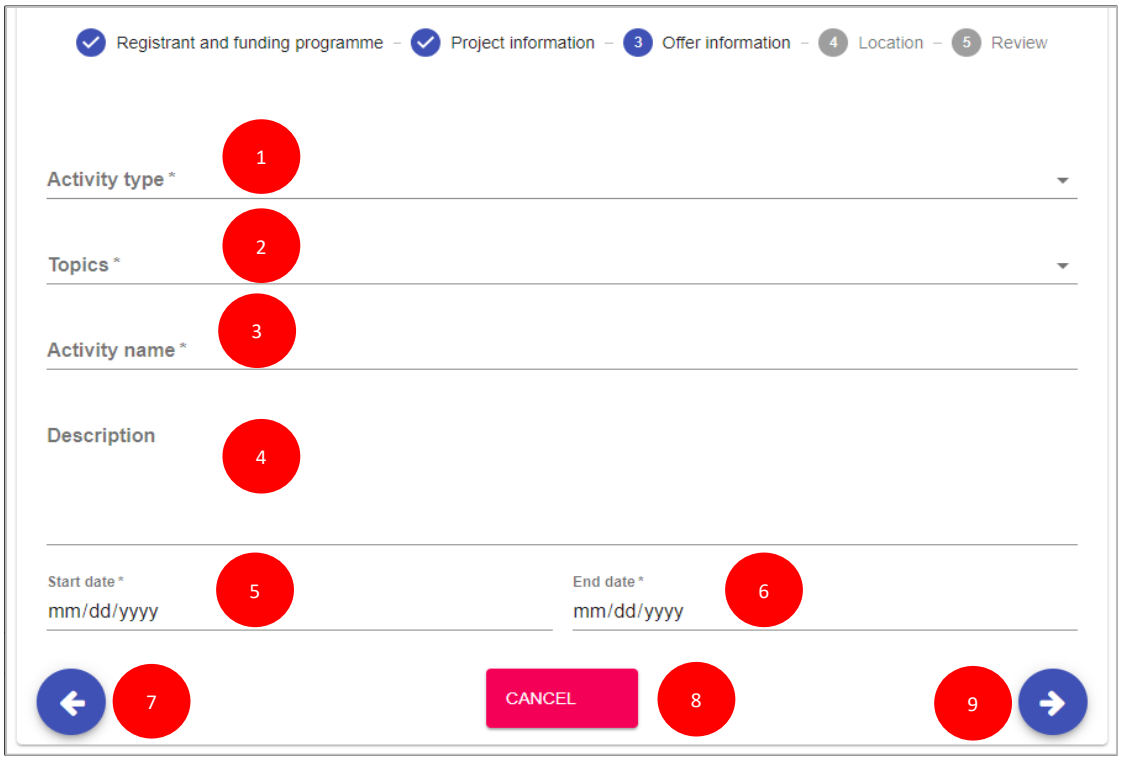
- Select a project code from the 'Project code list' (1) (note that the list contains only the codes of approved projects)
- The system will automatically provide the associated Action (2) and Action type (3)
- Click on the 'Next' (6) button to go to the next step ('Offer information'), or on
- The 'Back' (4) to go to the previous section ('Registrant and funding programme'), or on
- The 'Cancel' (5) to cancel the sending of the offer

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



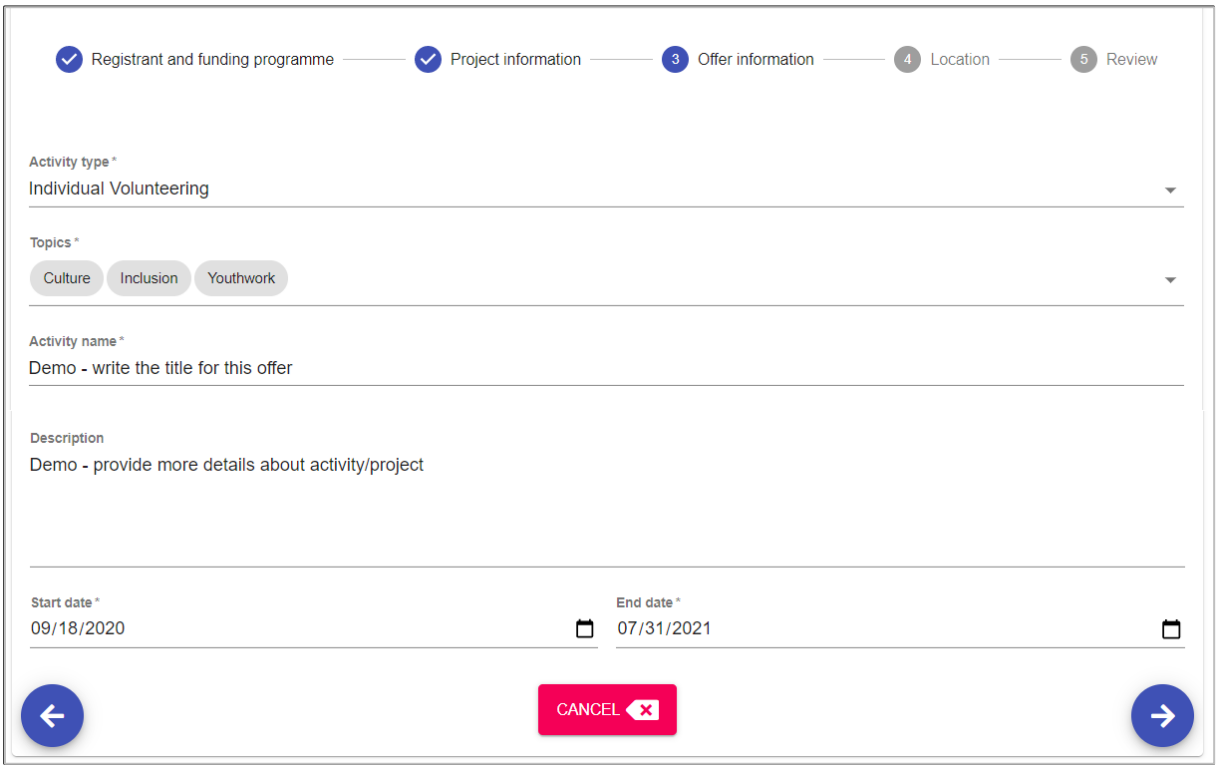
3. Offer information:

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 name (3): provide a title for the offer
- 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

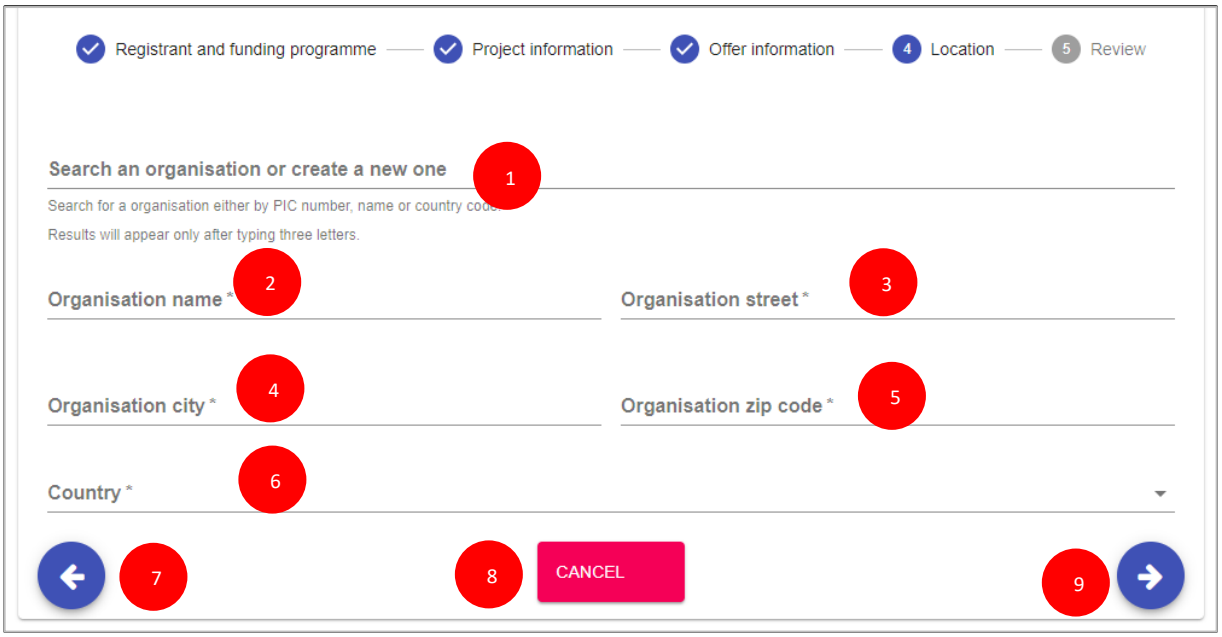
Example: offer information (Activity type, Topics, Activity name, Description, Start & End date)



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 name of the organisation, or the PIC/or OID in the **'Search an organisation or create a new one'** filed.

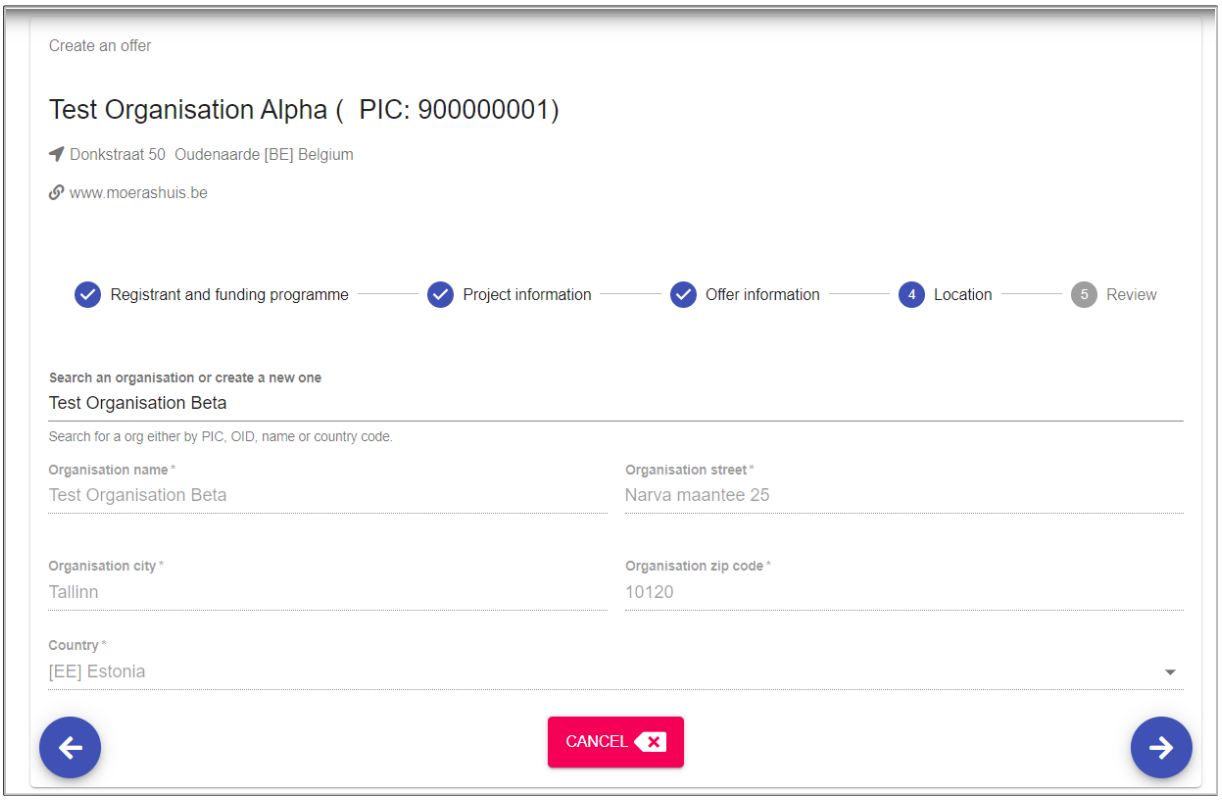


If the organisation name is found in the databse, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).
If the organisation name cannot be found, then:

- 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

NOTE: check first if the organisation you are looking for is already in the database by searching either by name of it or by OID. If you do not find it then, you can 'create' one by filling out the fields of the form

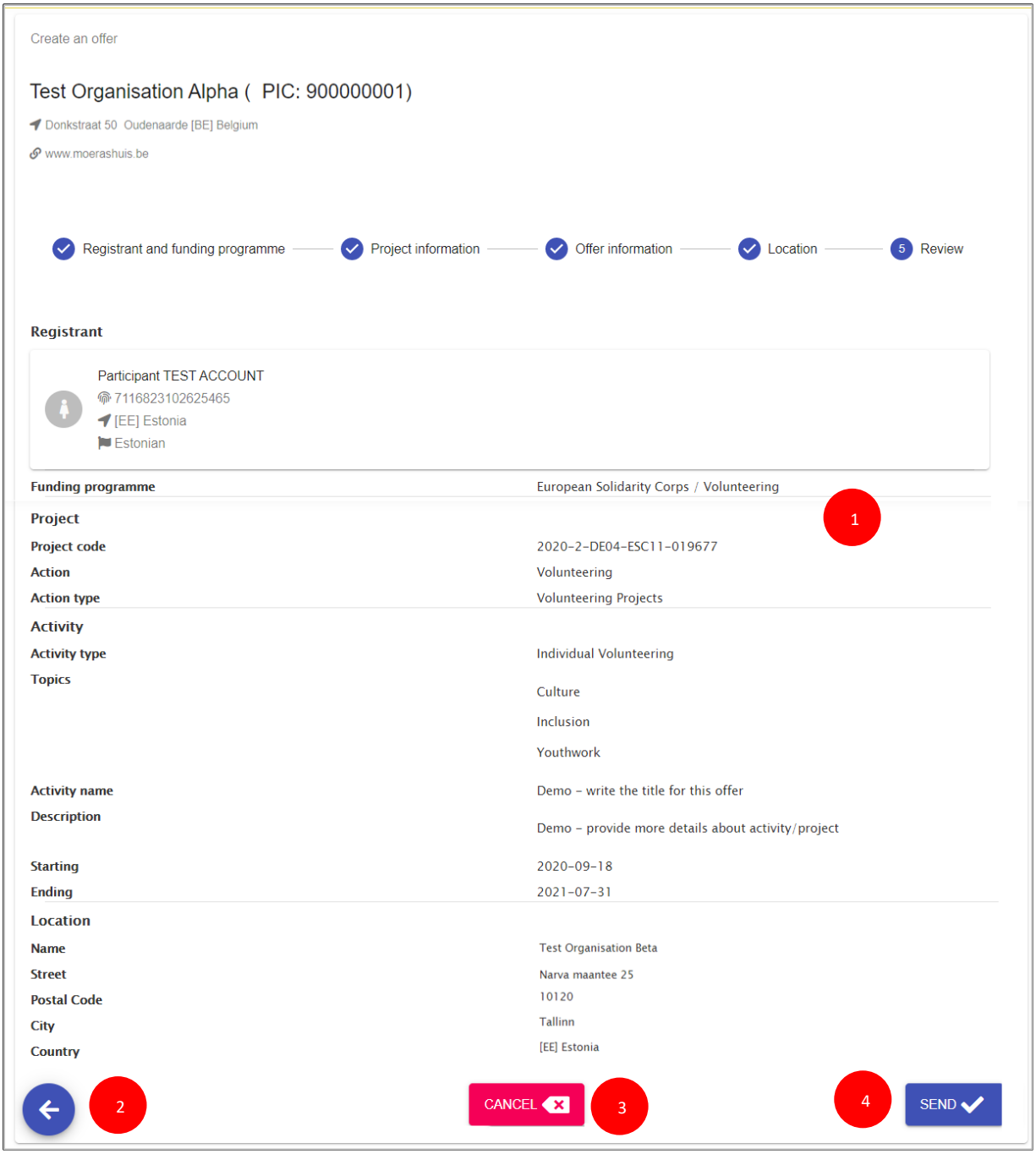
Example: an existing organisation



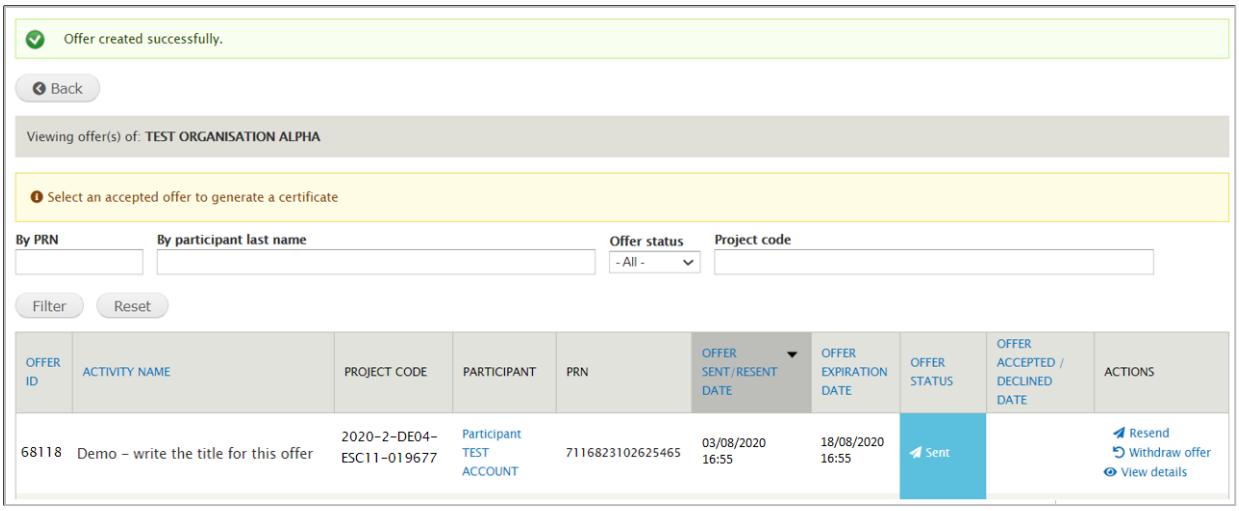
5. Review (the information) and send the offer

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.

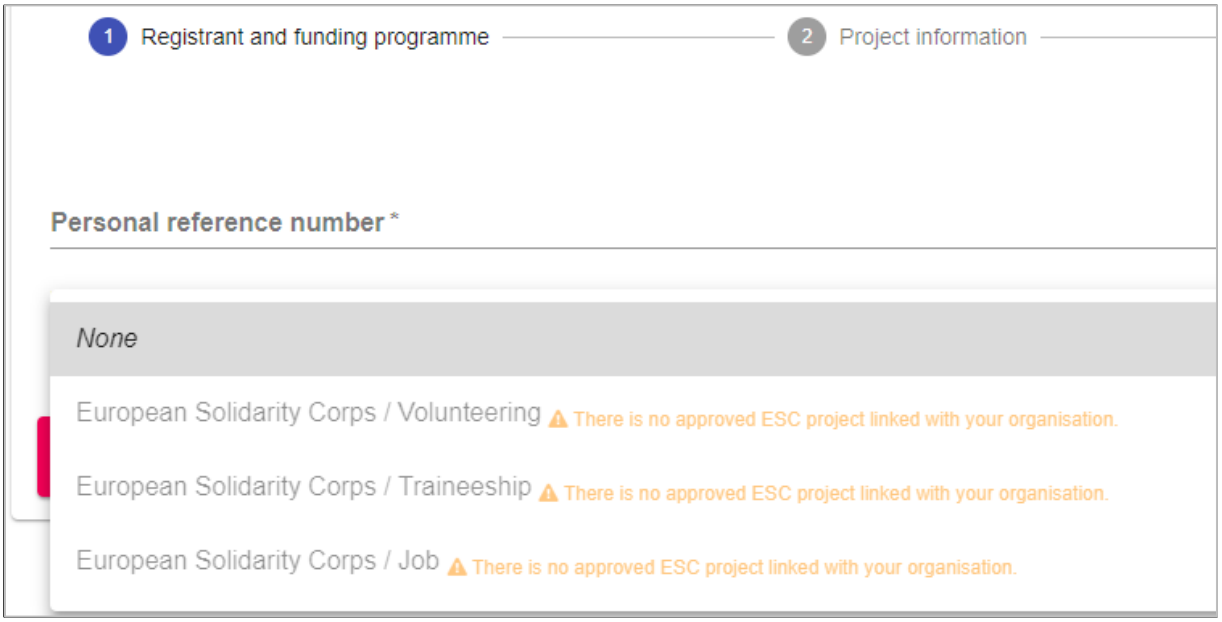
- If all the information is correct (1), you can send the offer to the potential participant by clicking on the '**Send**' (4) button.
- Click on the 'Cancel' (3) button to close the current page and no offer will be sent
- Click on the 'Previous' (2) button to close to go to the previous section ('Location')


Create an offer
Test Organisation Alpha (PIC: 900000001)
Donkstraat 50 Oudenaarde [BE] Belgium
www.moerashuis.be
Registrant and funding programme
Project information
Offer information
Location
5 Review
Registrant
Participant TEST ACCOUNT
7116823102625465
[EE] Estonia
Estonian
Funding programme
European Solidarity Corps / Volunteering
Project
Project code
2020-2-DE04-ESC11-019677
Action
Volunteering
Action type
Volunteering Projects
Activity
Activity type
Individual Volunteering
Topics
Culture
Inclusion
Youthwork
Activity name
Demo – write the title for this offer
Description
Demo – provide more details about activity/project
Starting
2020-09-18
Ending
2021-07-31
Location
Name
Test Organisation Beta
Street
Narva maantee 25
Postal Code
10120
City
Tallinn
Country
[EE] Estonia
1
2
CANCEL
3
4
SEND

Offer created and added in the list with offers:



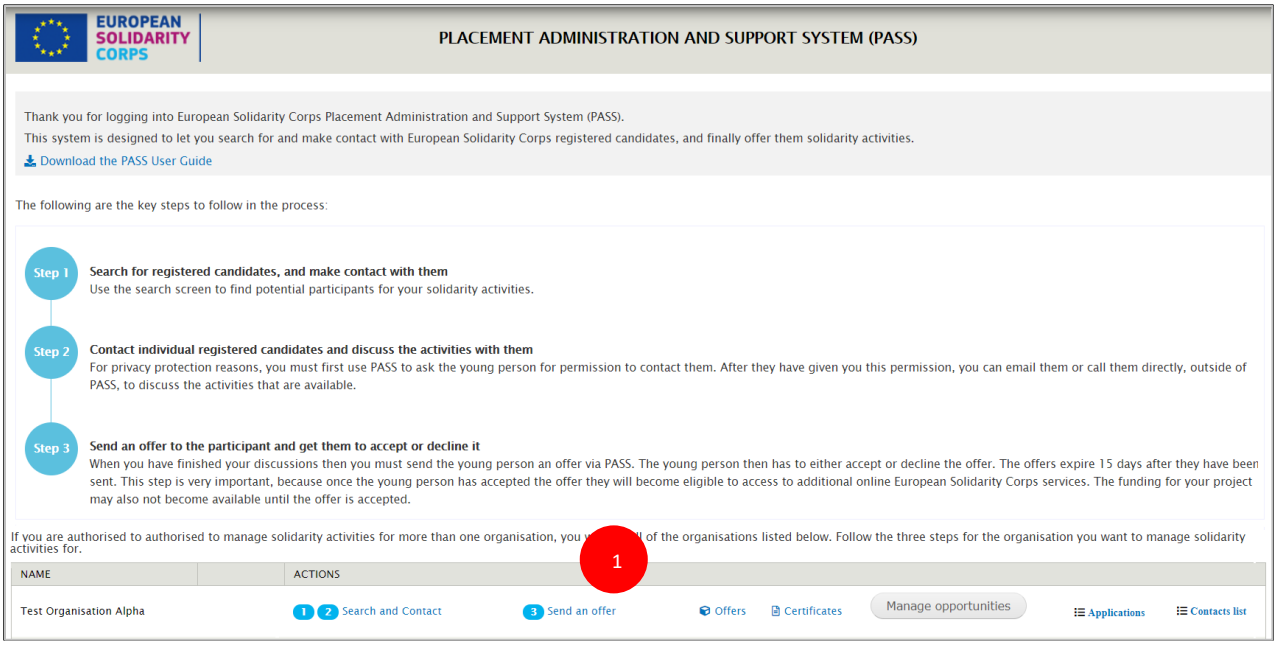
Example: a project is not granted yet, a project is granted but not added in MT+, or the project is in MT+ but the organisation to the project:



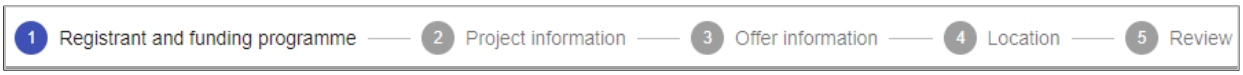
Send an offer for a European Solidarity Corps funded project - ESC51 project

Send an offer

Click on the 'Send offer' (1) link that is available in the dashboard associated to your organisation

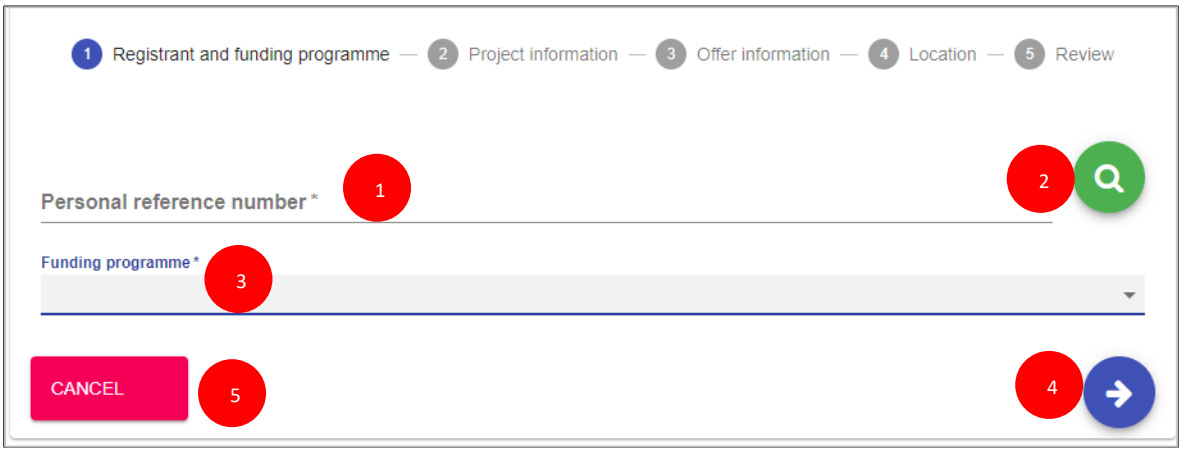


The send offer form is open allowing you to fill out the details for the activity you will offer to the potential participant. The form is split in 5 sections and the system will guide you through each of them:



1. Registrant and funding programme

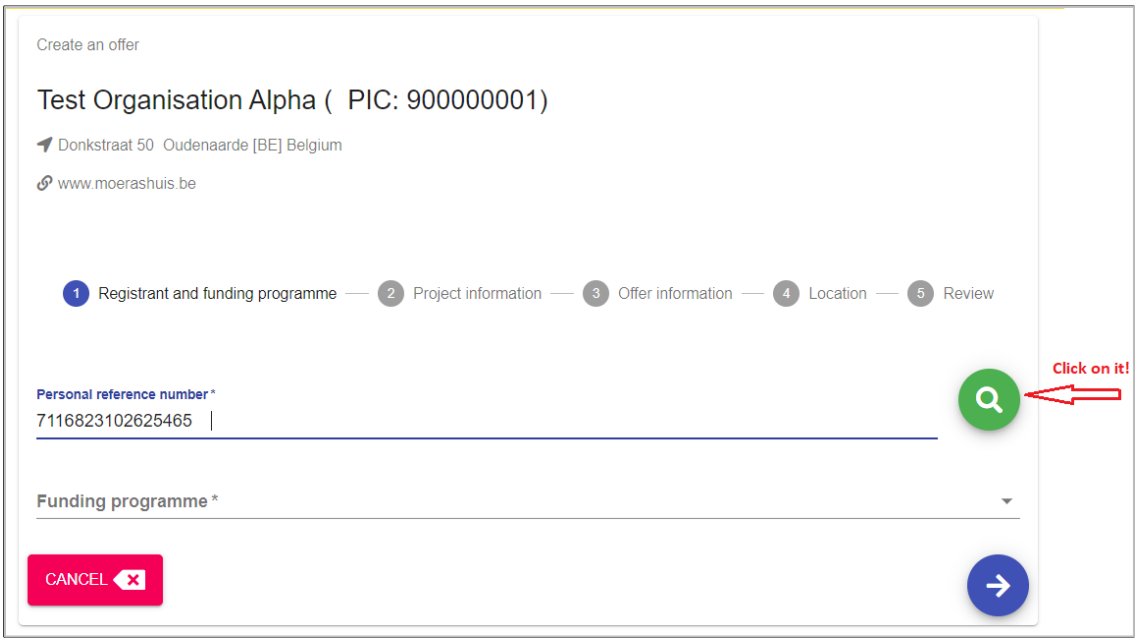
NOTE: You would need to manually type/enter the project code. Project code format is **2021-1-NA0X-ESC51-VTJ-XXXXXXXXX**



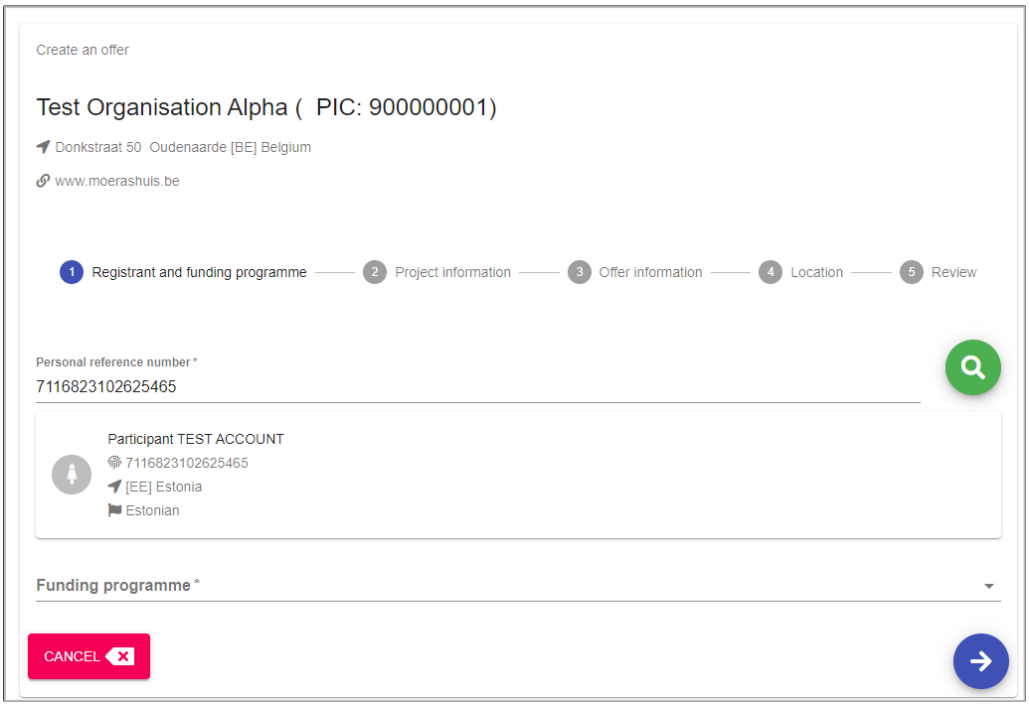
- Type the PRN in the 'Personal reference number' (1) box and press 'Search' button (2) and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed.

- Select the funding programme (3): '**European Solidarity Corps/ Volunteering – ESC51'**
- 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

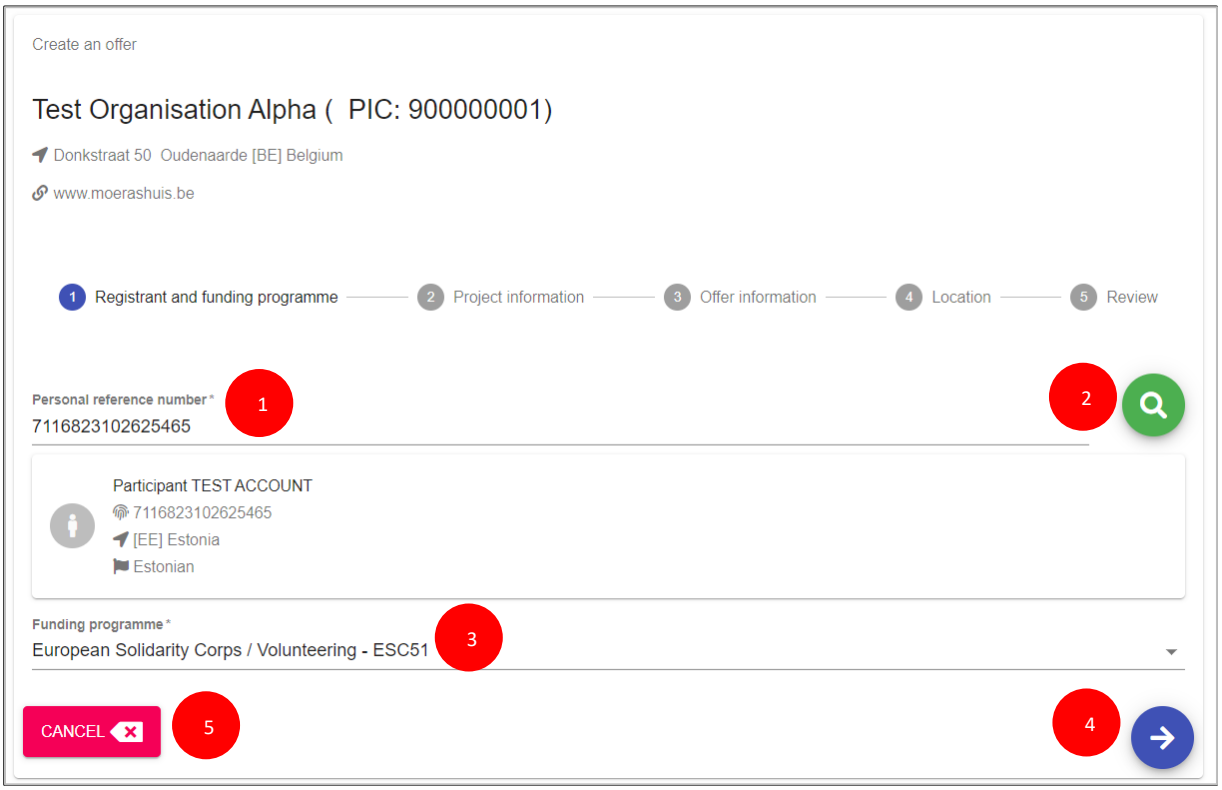
Example: Search for a potential participant data and funding programme



The data about the potential participant is retrieved:

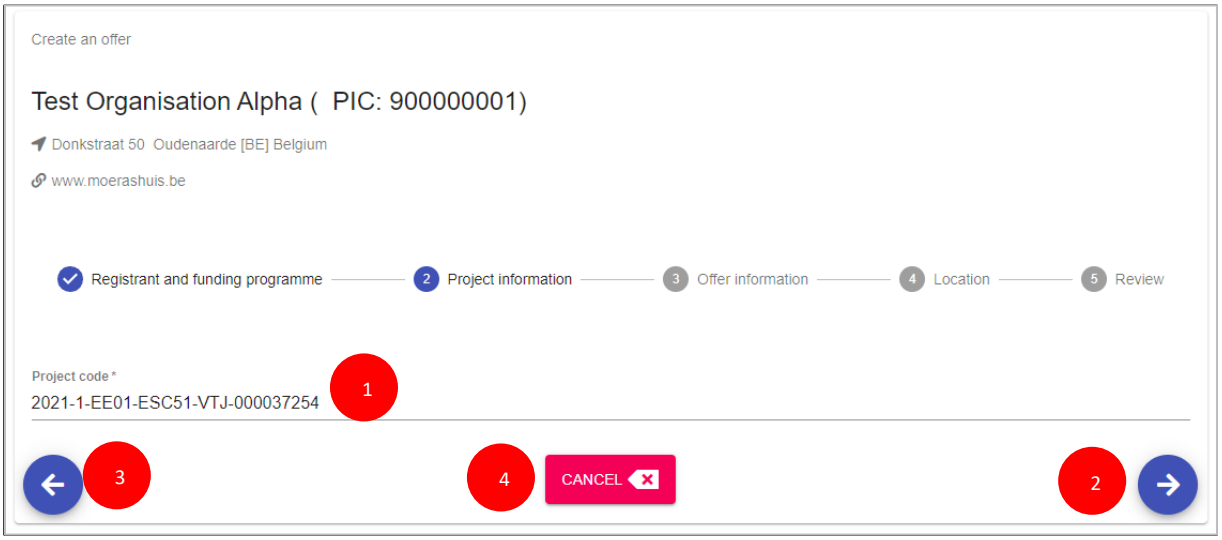


Example: the potential participant and funding programme



2. Project information:

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

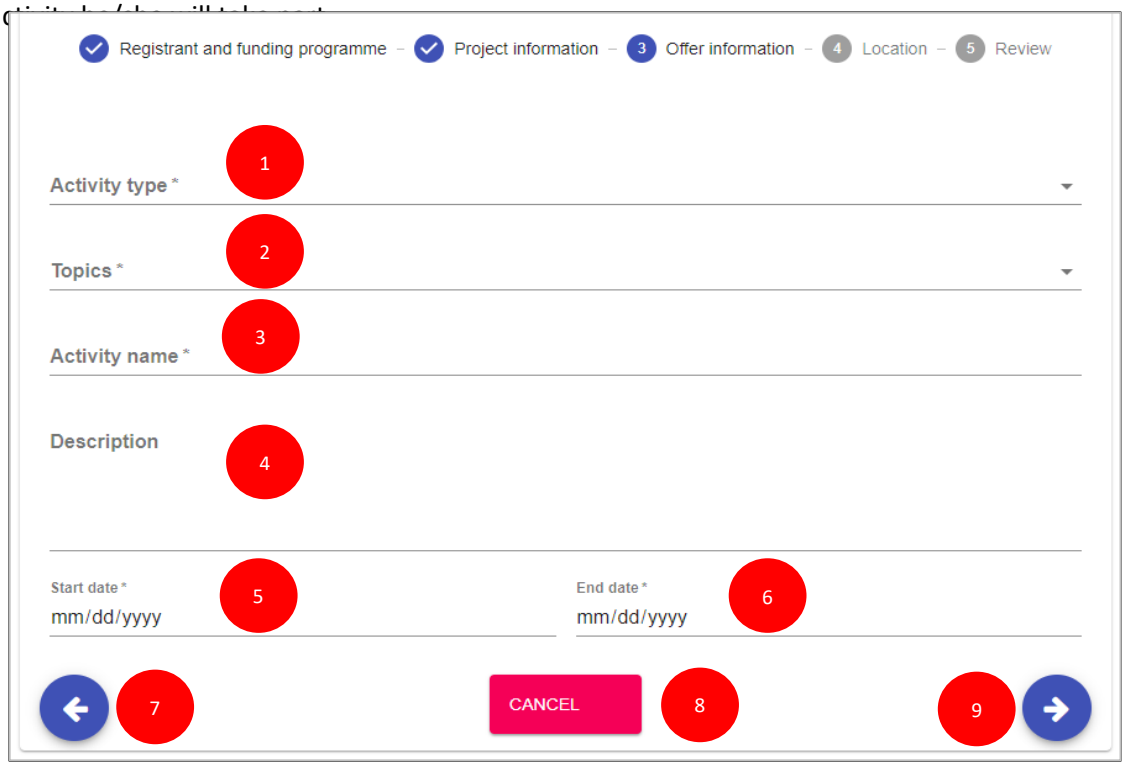


- Type the project code in the 'Project code' field (1); project code format **2021-1-NA0X-ESC51-VTJ-XXXXXXXXX**

- Click on the 'Next' (2) 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' (3) to cancel the sending of the offer

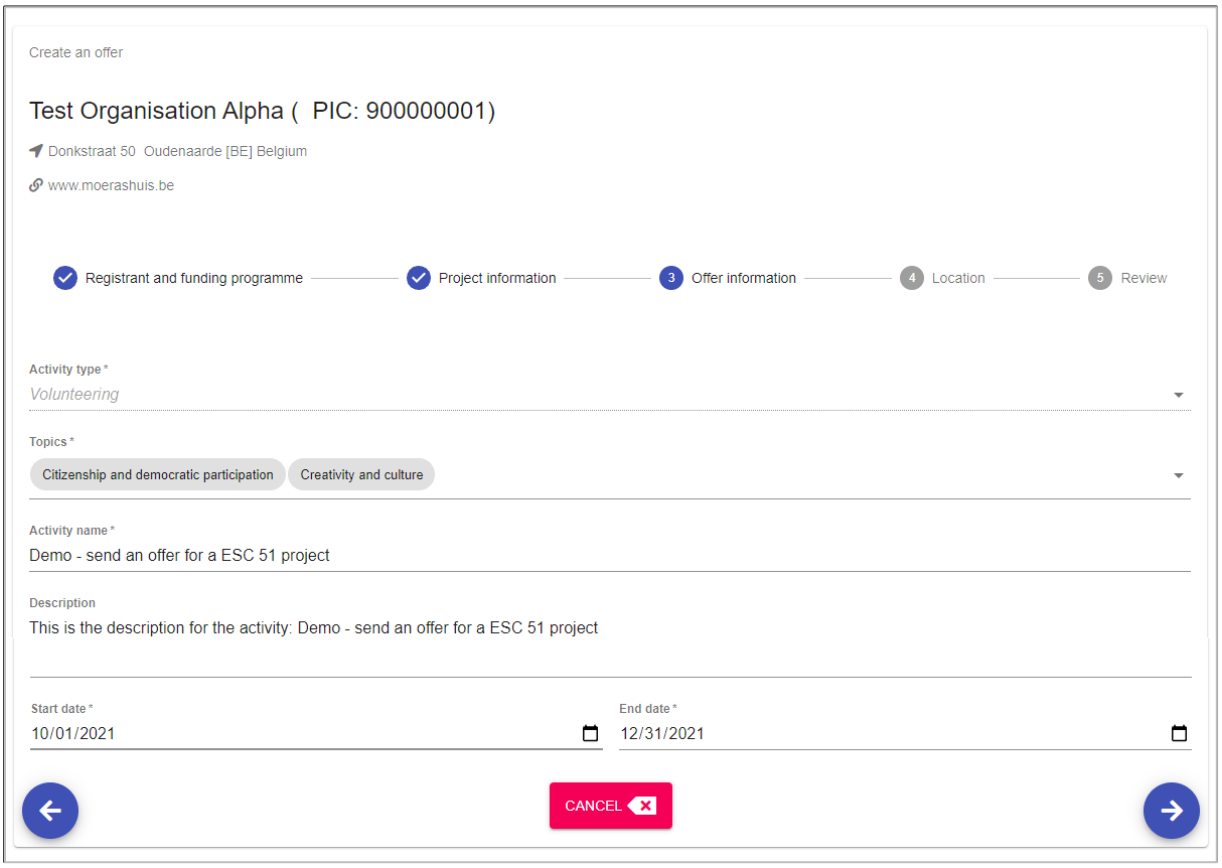
3. Offer information:

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 ac



- 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
- 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

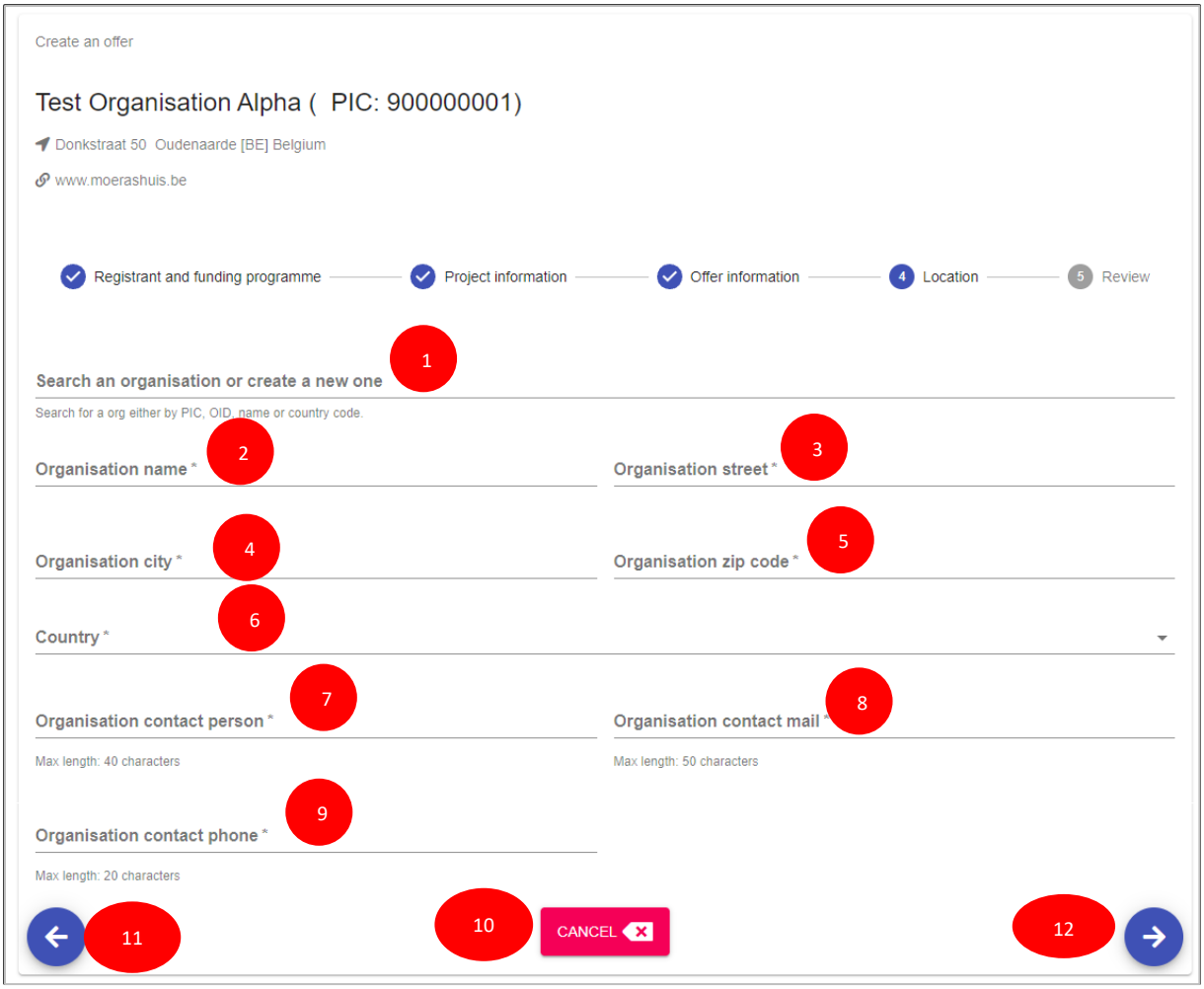
Example: offer information (Activity type, Topics, Activity name, Description, Start & End date)



4.Location

In this section, you have to provide the information about the place where the activity will take place, such as organisation host name and address (country, city, country) as well as the full name, e-mail and phone number of a contact person. This information will be used to send the notification when the participant will be enrolled in the insurance system.

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

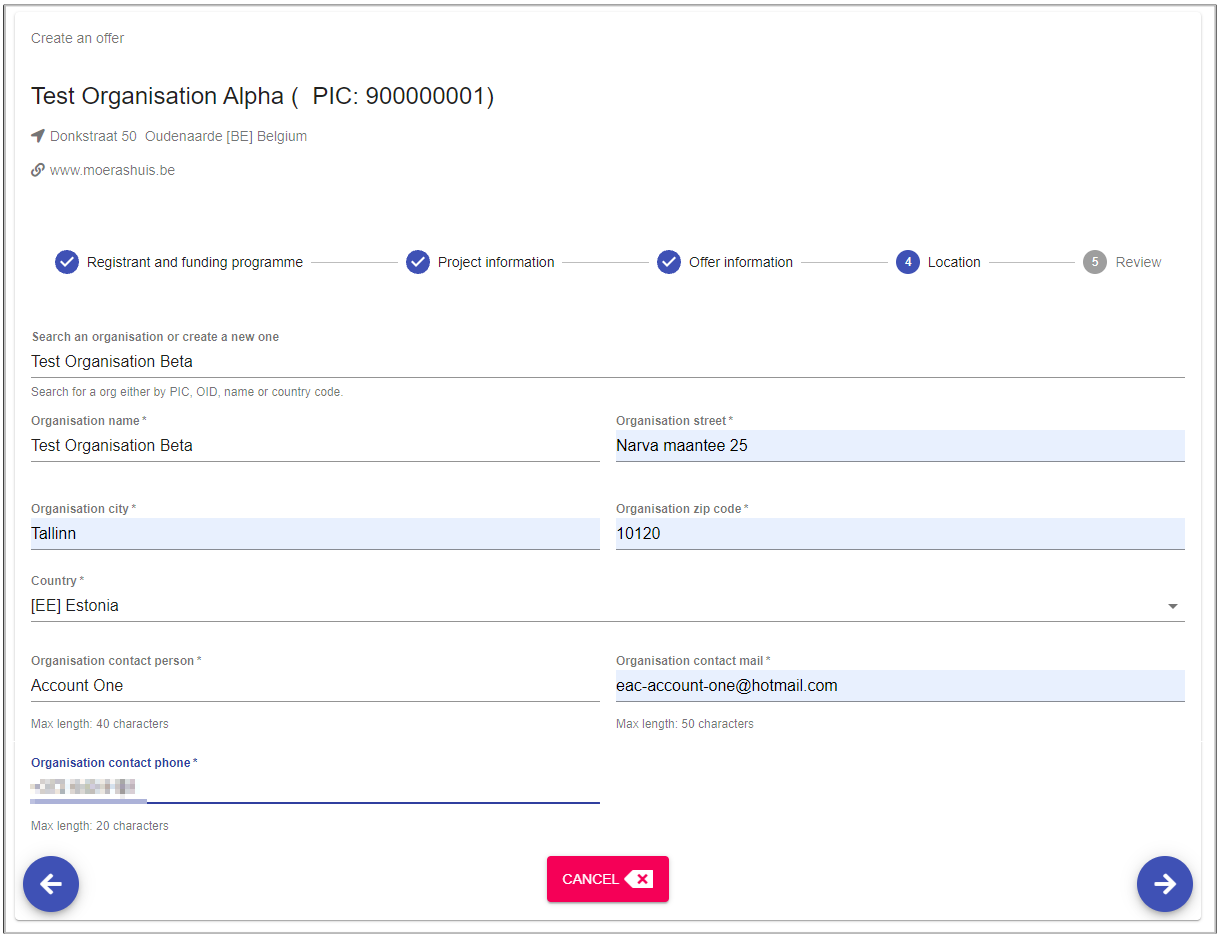


If the organisation name is already in the database, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If the organisation name is missing from the database, 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)
    - Organisation contact person (7)
    - Organisation contact mail (8)
    - Organisation contact phone (9)
- Click on the 'Next' (12) button to go to the next step ('Review'), or on
- The 'Back' (11) to go to the previous section ('Offer information'), or on
- The 'Cancel' (10), to cancel the sending of the offer

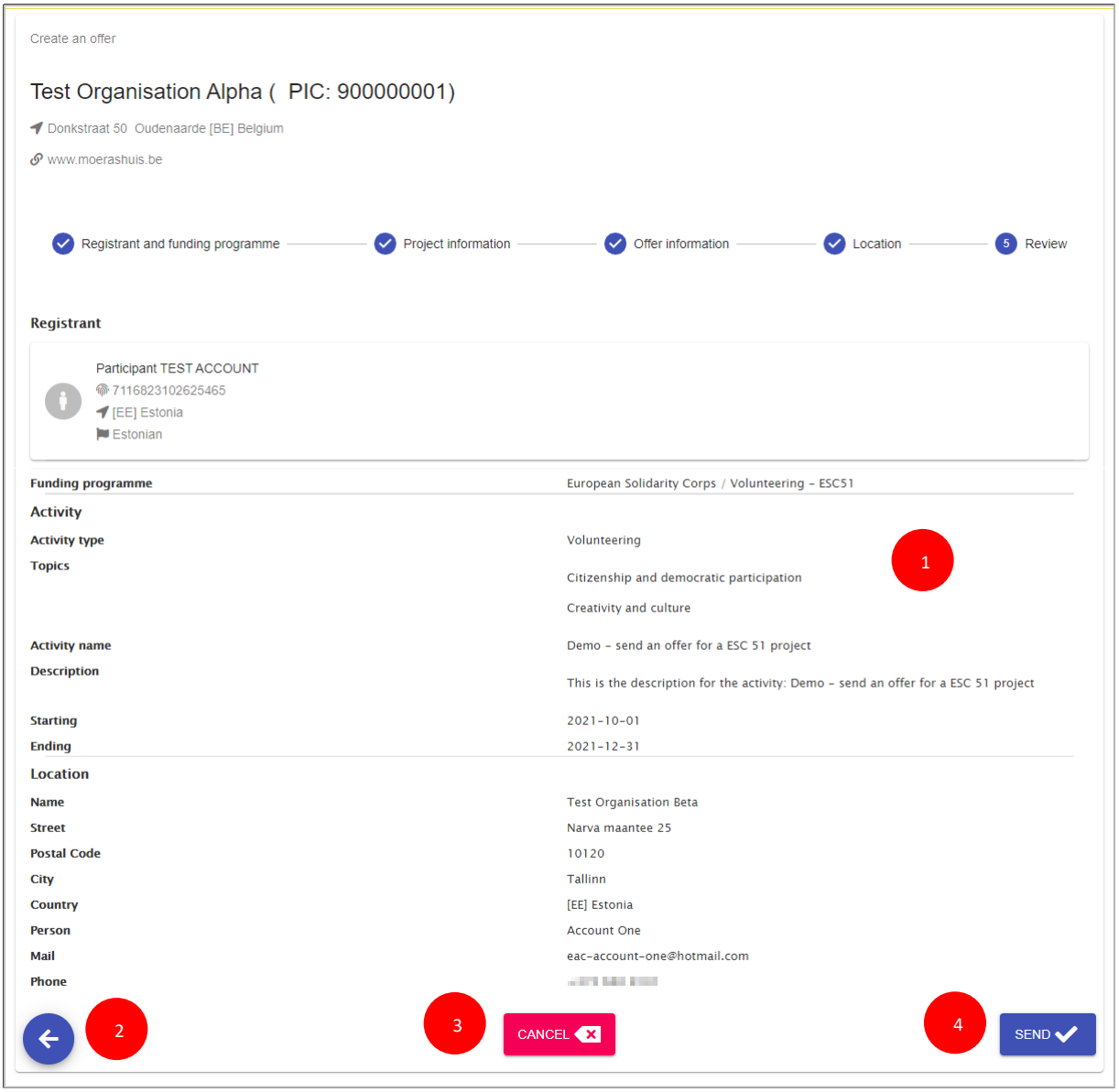
Example: Location – with information about the host organisation and contact person



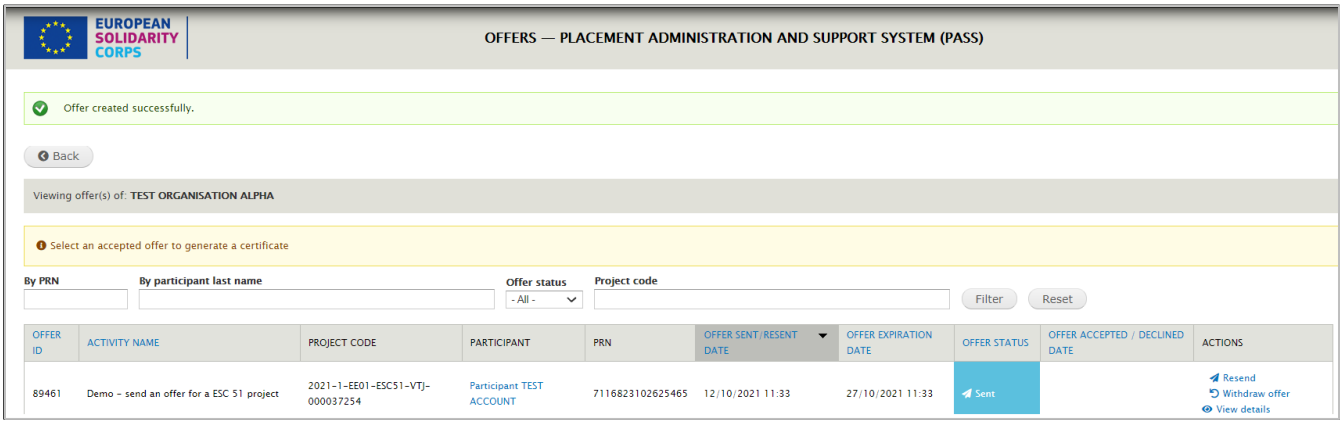
5. Review (the information) and send the offer

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')

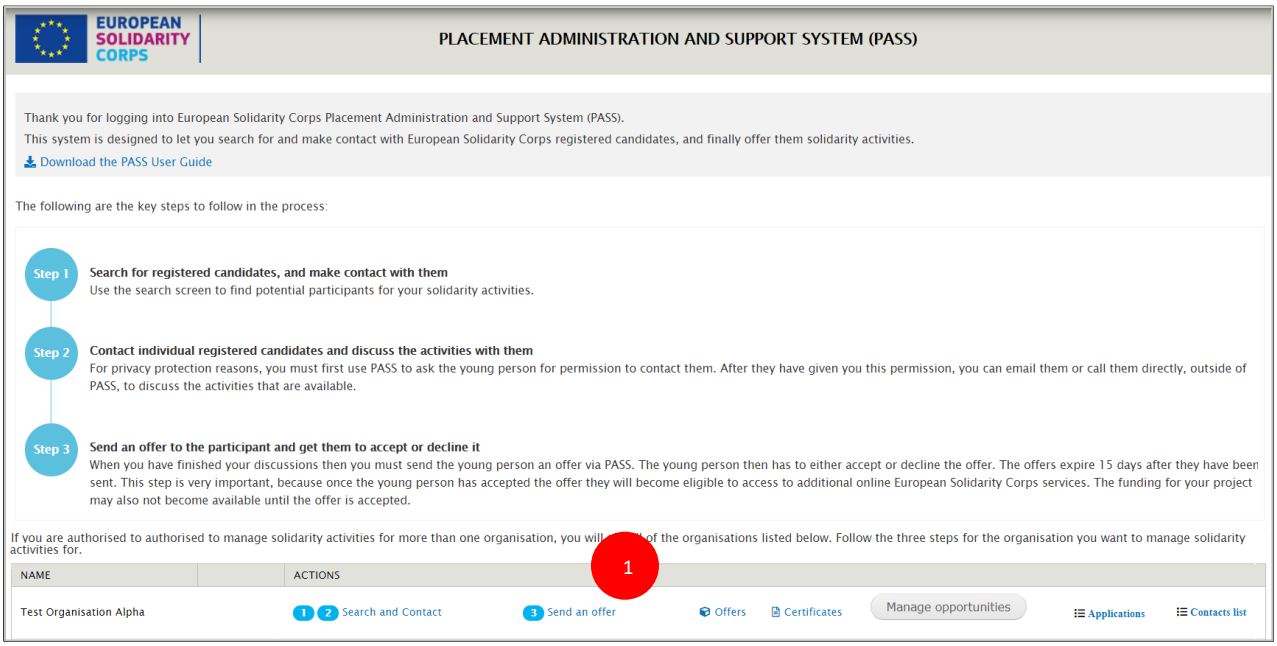


Offer created and added in the list with offers:



Send an offer for a Erasmus+ Volunteering funded project

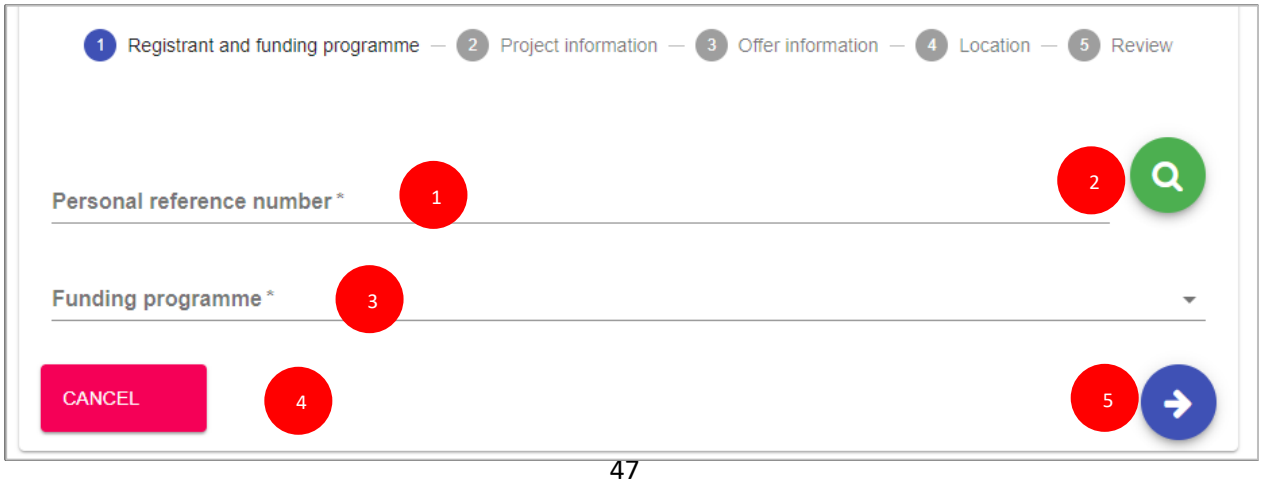
Click on the 'Send offer' (1) link that is available in the dashboard associated to your organisation



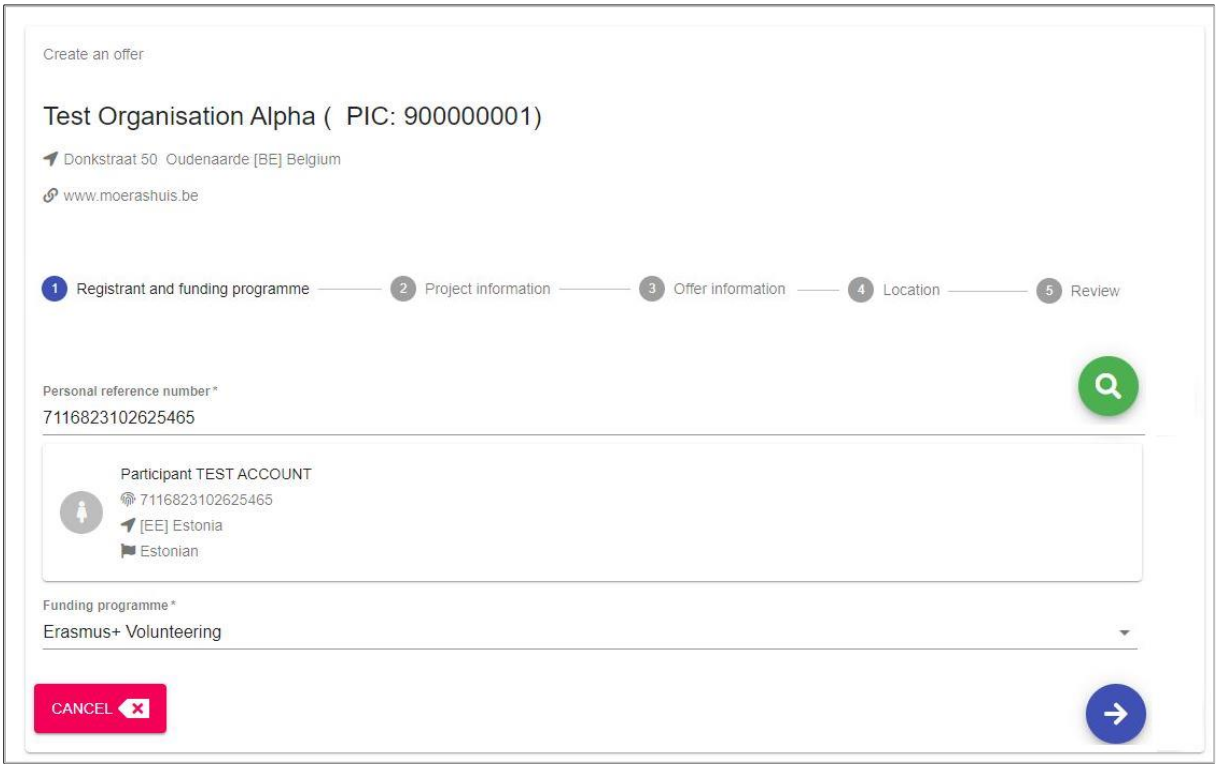
The send offer form is open allowing you to provide the details for the activity you will offer to the potential participant. The form is split in 5 sections and the system will guide you through each of them:

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



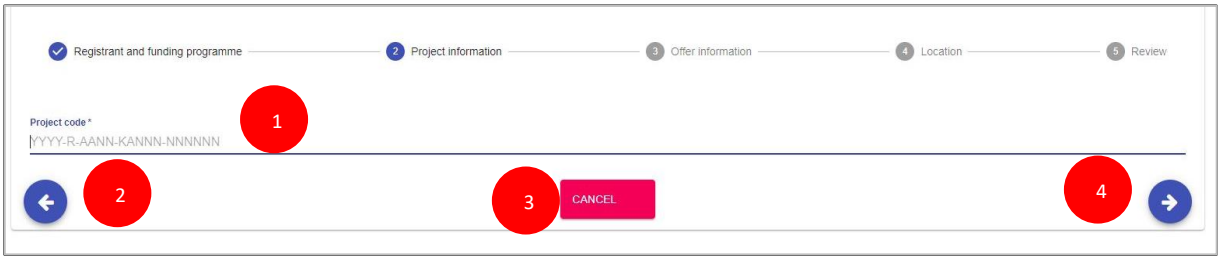
Example: search by PRN results and funding programme



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.



- 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')
- Click on the 'Cancel' (3) Click on the to cancel the sending of the offer

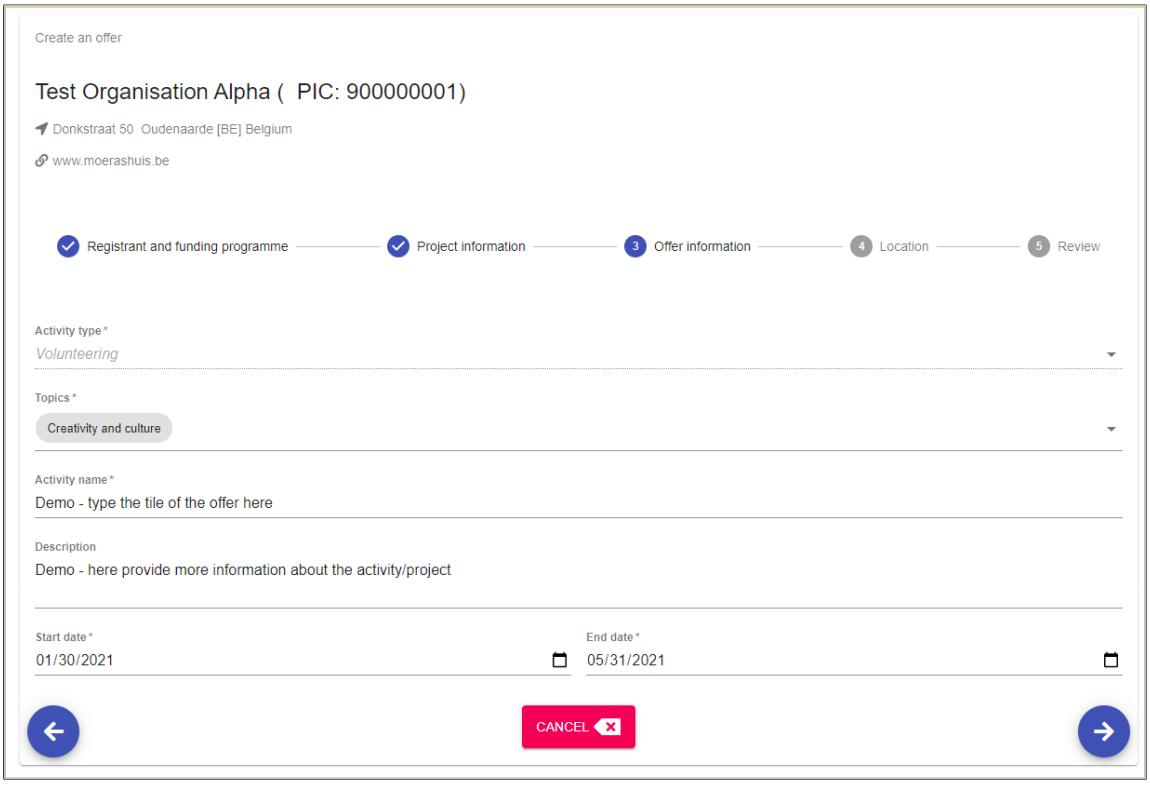
Example: project code is filled out

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

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



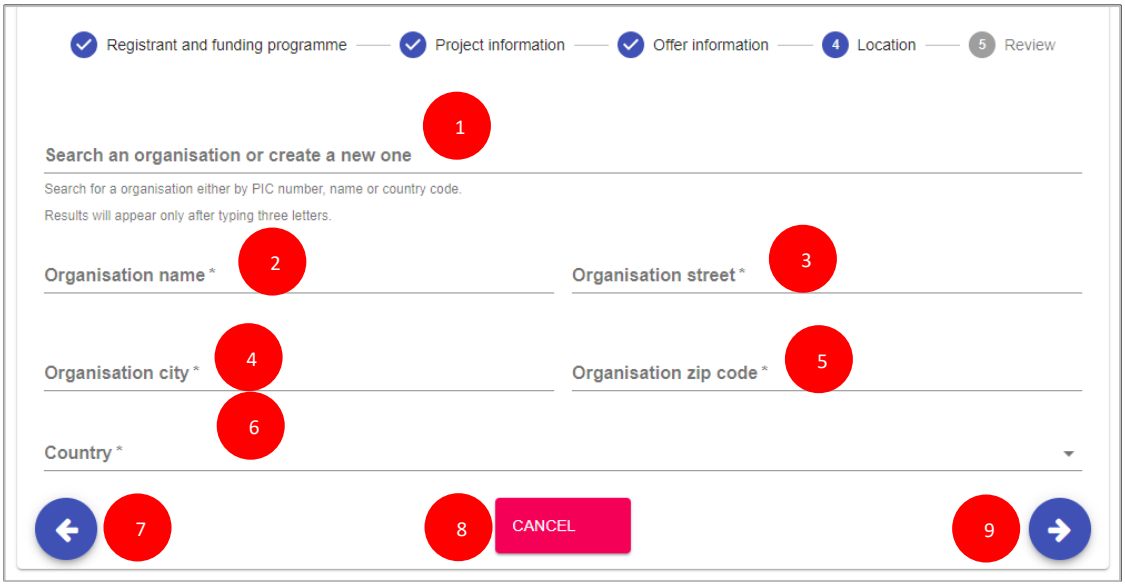
- Click on the 'Next' (9) button to go to the next section ('Location'), or on

- 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'** file



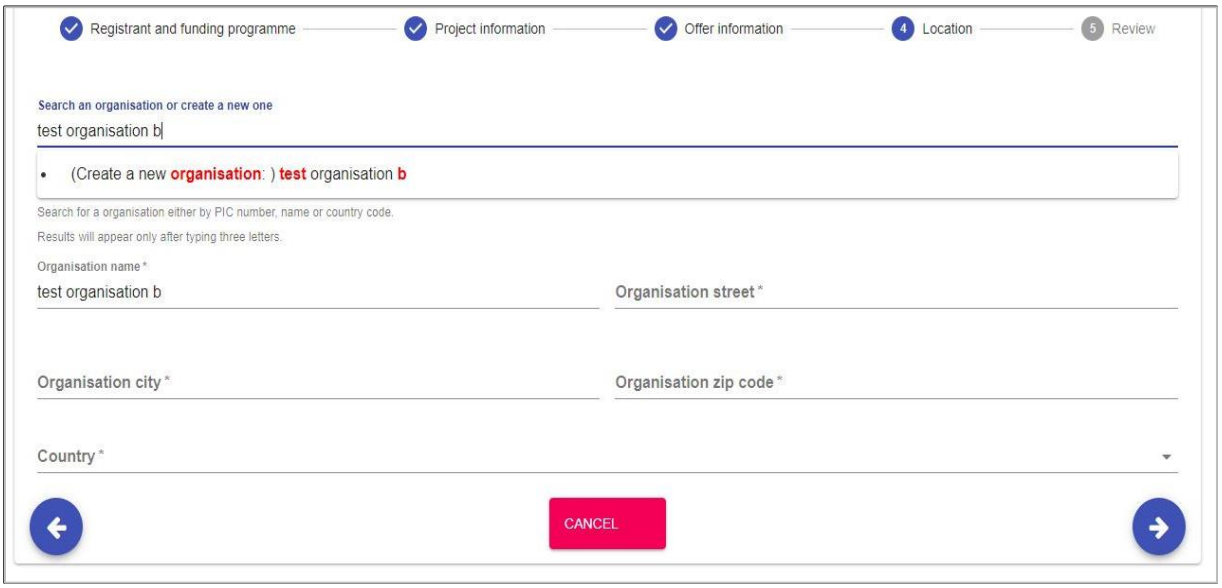
If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you do not find the organisation name, then:

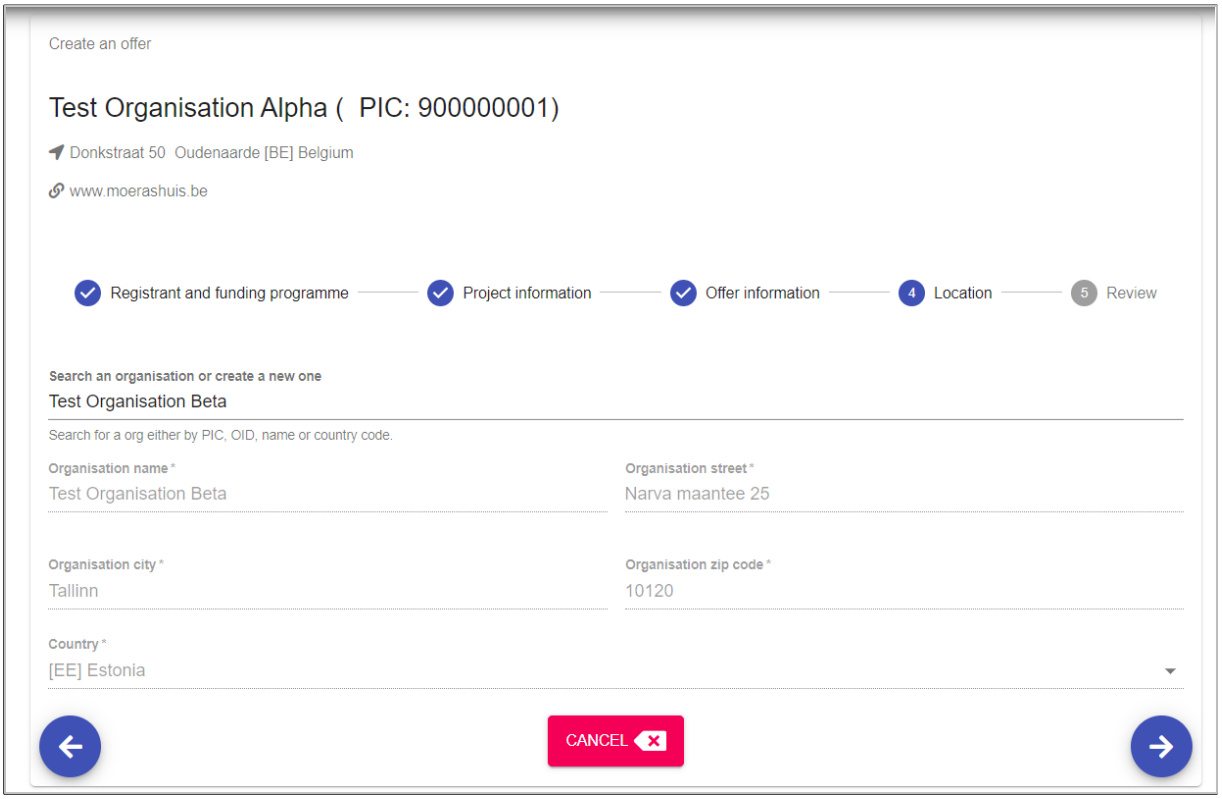
- Type the organisation name in the '**Search an organisation or create a new one'** (1) filed
- Type the details address of the organisation in the fields
  - Organisation name (2)
  - Organisation street (3)
  - Organisation city (4)
  - Organisation zip code (5)
  - Country (6)

- 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:

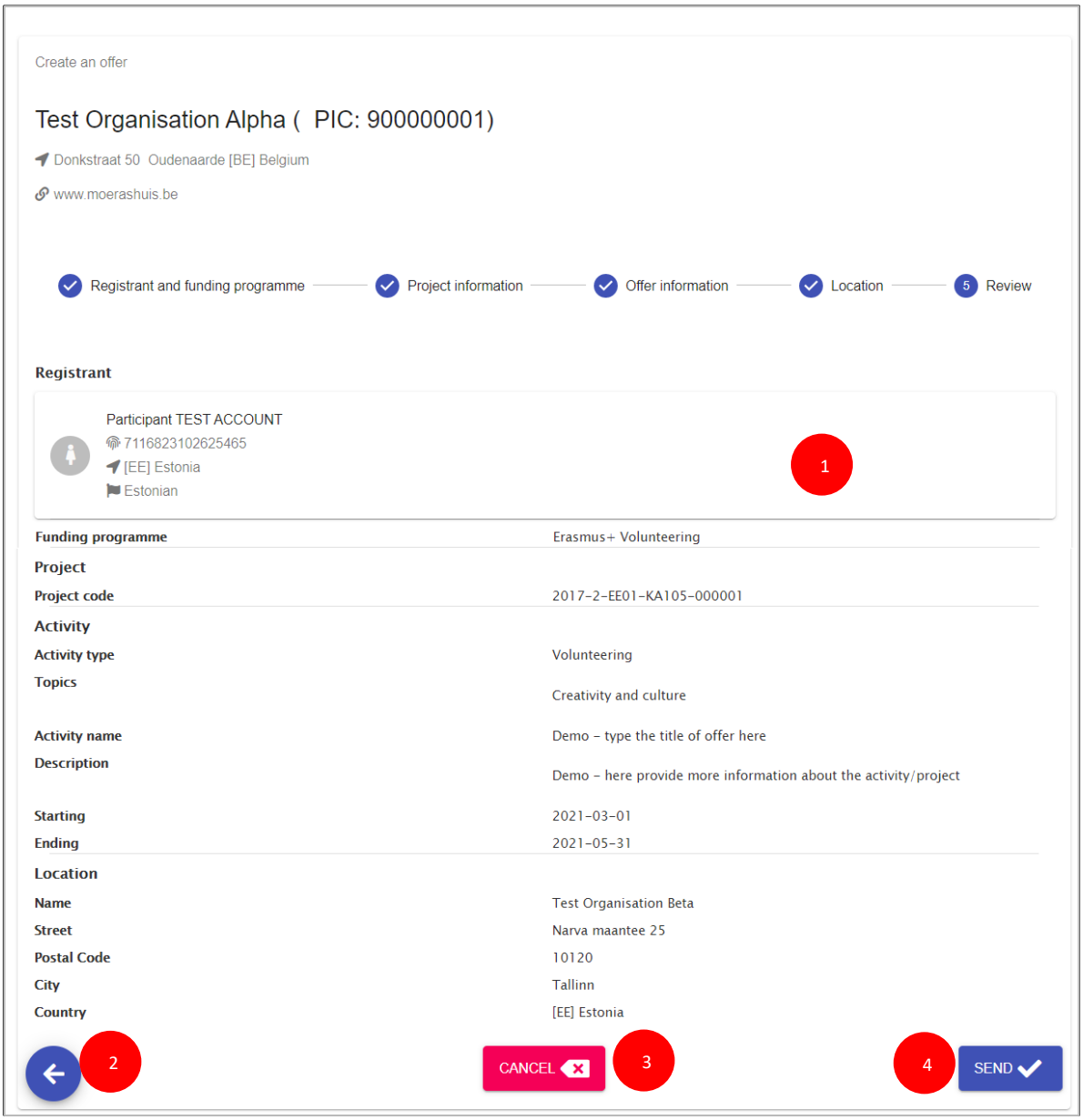


Example: an existing organisation:

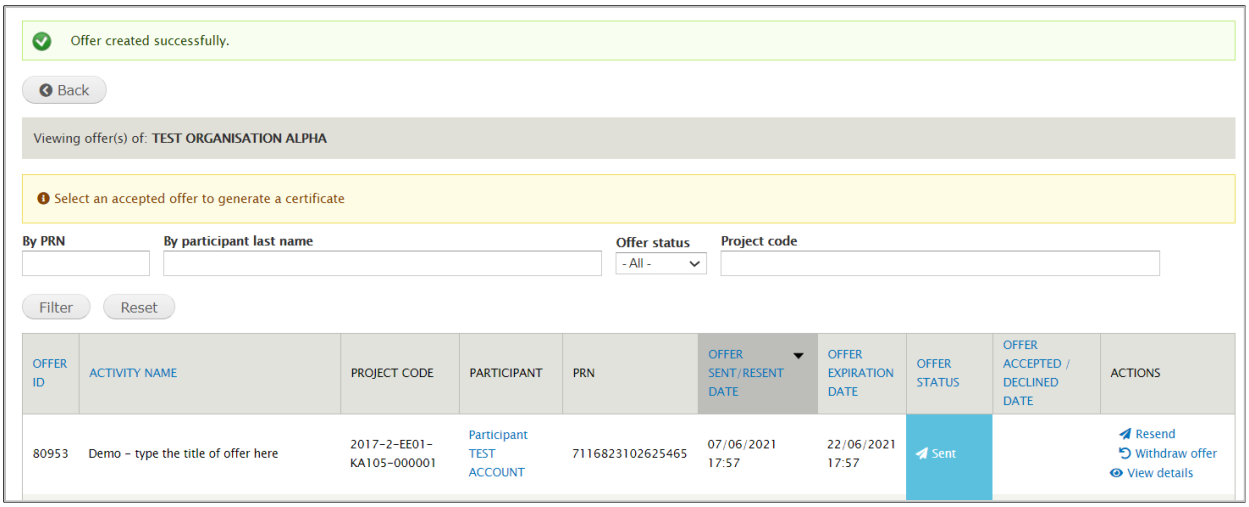


5. Review (the information)

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')



List with offers:



Send an offer for projects funded by the programmes that support the European Solidarity Corps and Volunteering Teams in High Priority Areas

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

a) For projects funded by the programmes that support the European Solidarity Corps:

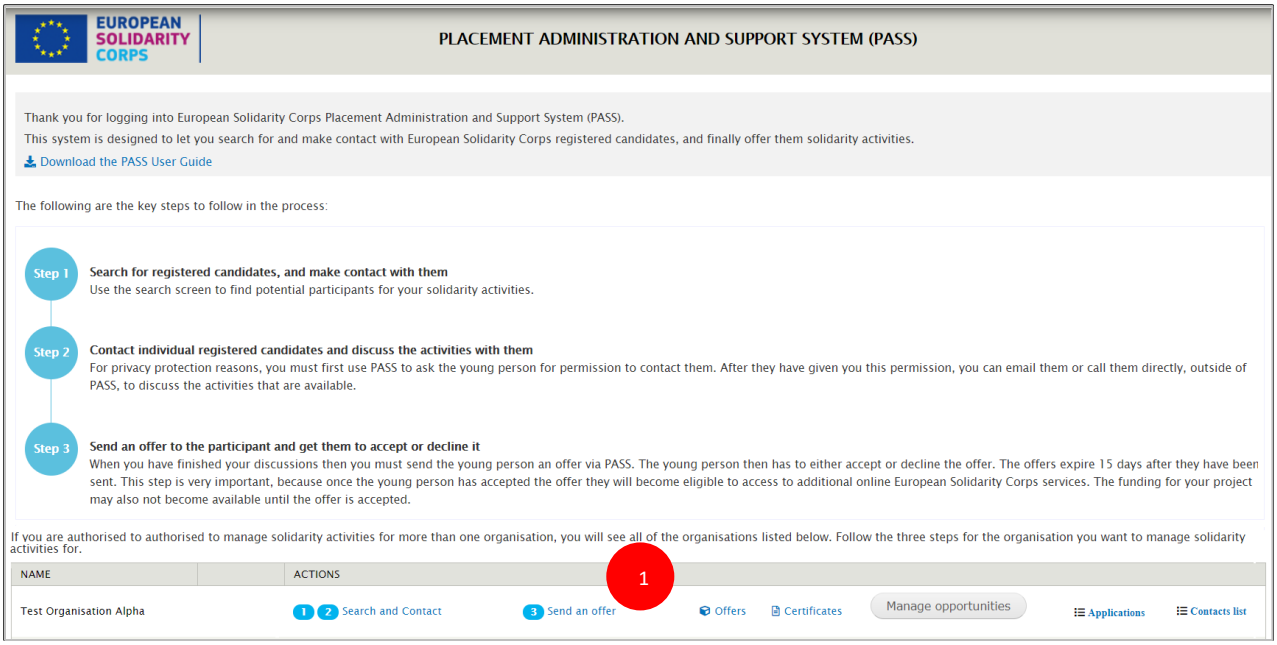
- EU programme for Employment and Social Innovation (EaSI)
- LIFE programme
- European Agricultural Fund for Rural Development
- Europe for Citizens programme
- Asylum, Migration and Integration Fund (AMIF)
- Interreg Volunteer Youth
- EU Health programme

b) For Volunteering Teams in High Priority Areas projects:

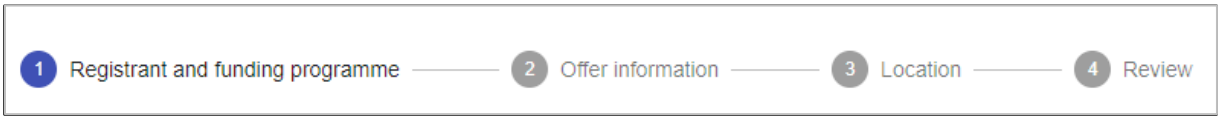
- European Solidarity Corps / Volunteering Teams in High Priority Areas

Send an offer:

Click on the 'Send offer' (1) link that is available in the dashboard associated to your organisation



The send offer form is open allowing you to provide the details for the activity you will offer to the potential participant. The form is split in 4 sections and the system will guide you through each of them:

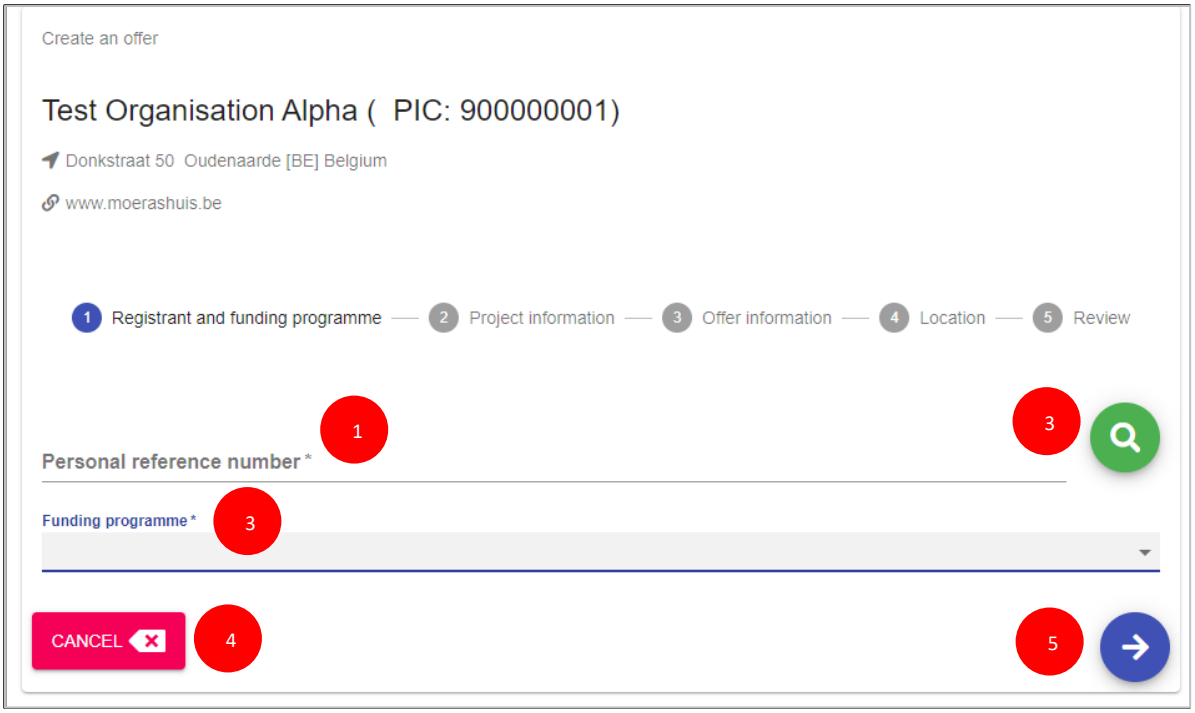


1. **Registrant and funding programme:** specify the PRN of the potential participant and the funding programme
2. **Offer information:** specify the dates of the of the activity, topics, short description of the activity/project
3. **Location:** specify the organisation, country, city (including the 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

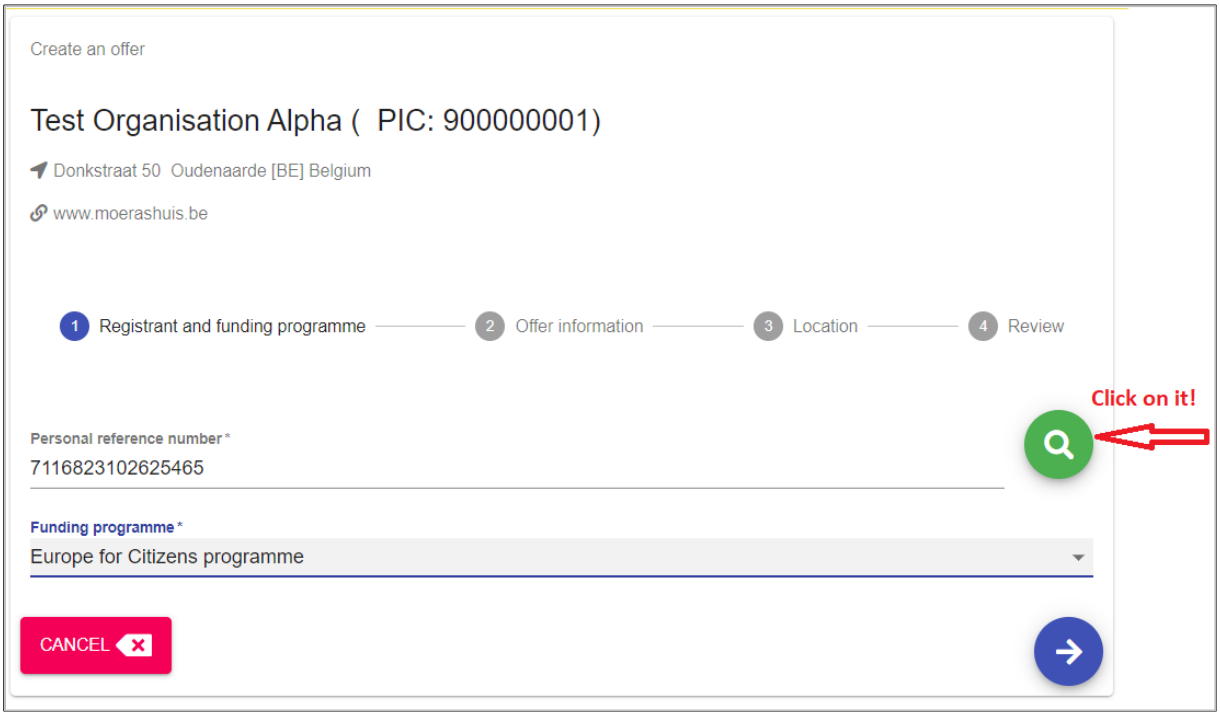
1. Registrant and funding programme:

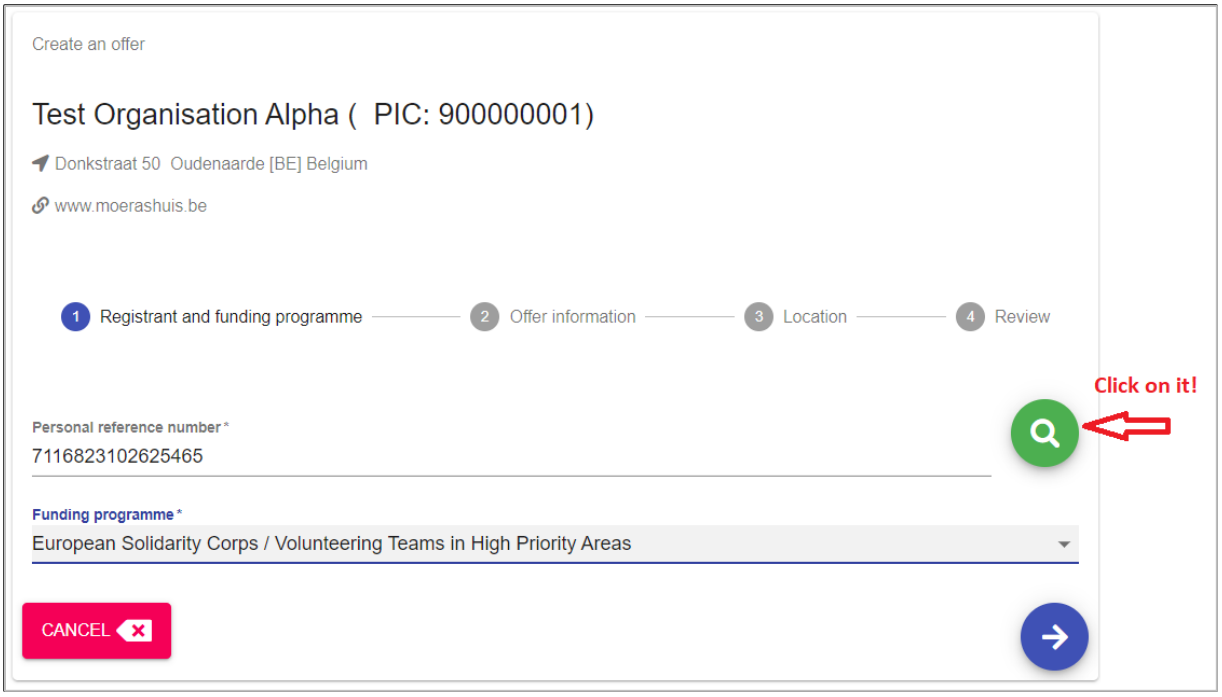
- Type the PRN in the 'Personal reference number' (1) box and press 'Search' button (2) and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed

- Select the funding programme (3) under which the project runs (e.g. Europe for Citizen programme, Volunteering Teams in High Priority Areas, LIFE programme, etc)

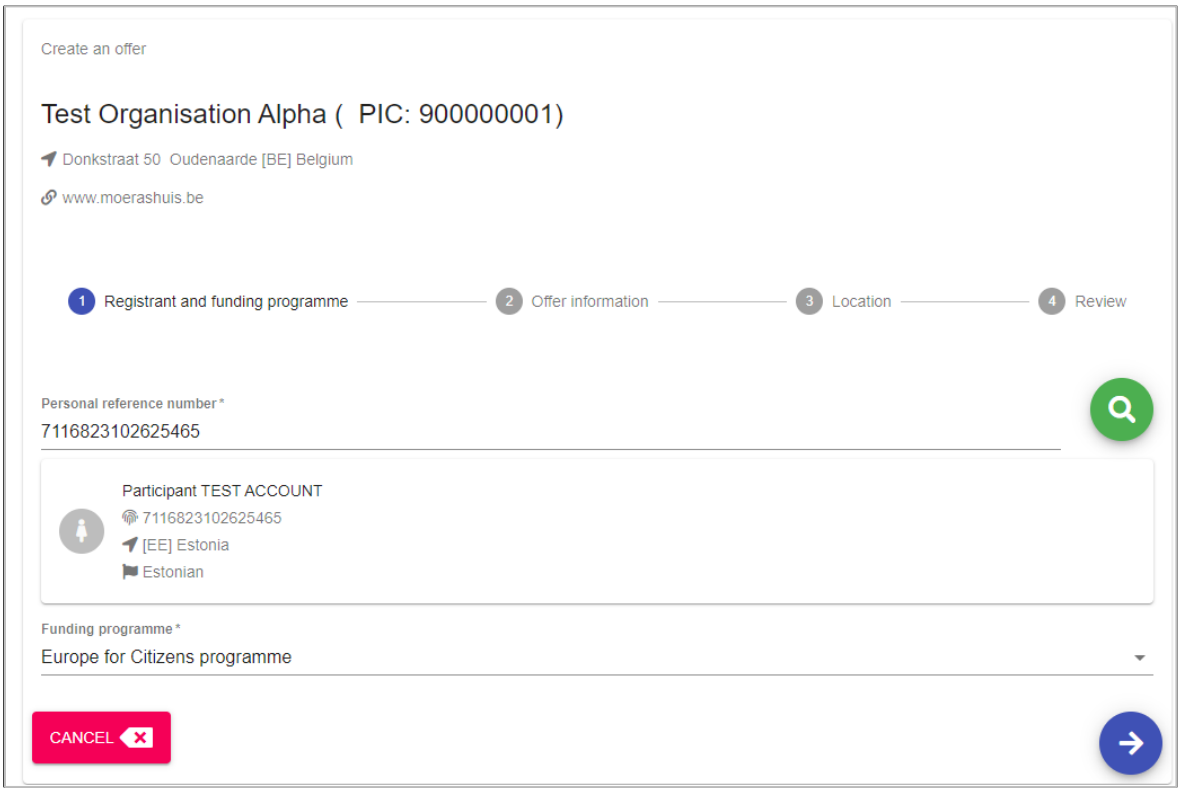


- Click on the 'Next' button (5) to go to the next step ('Offer information'), or on
- The 'Cancel' (4) to cancel the sending of the offer

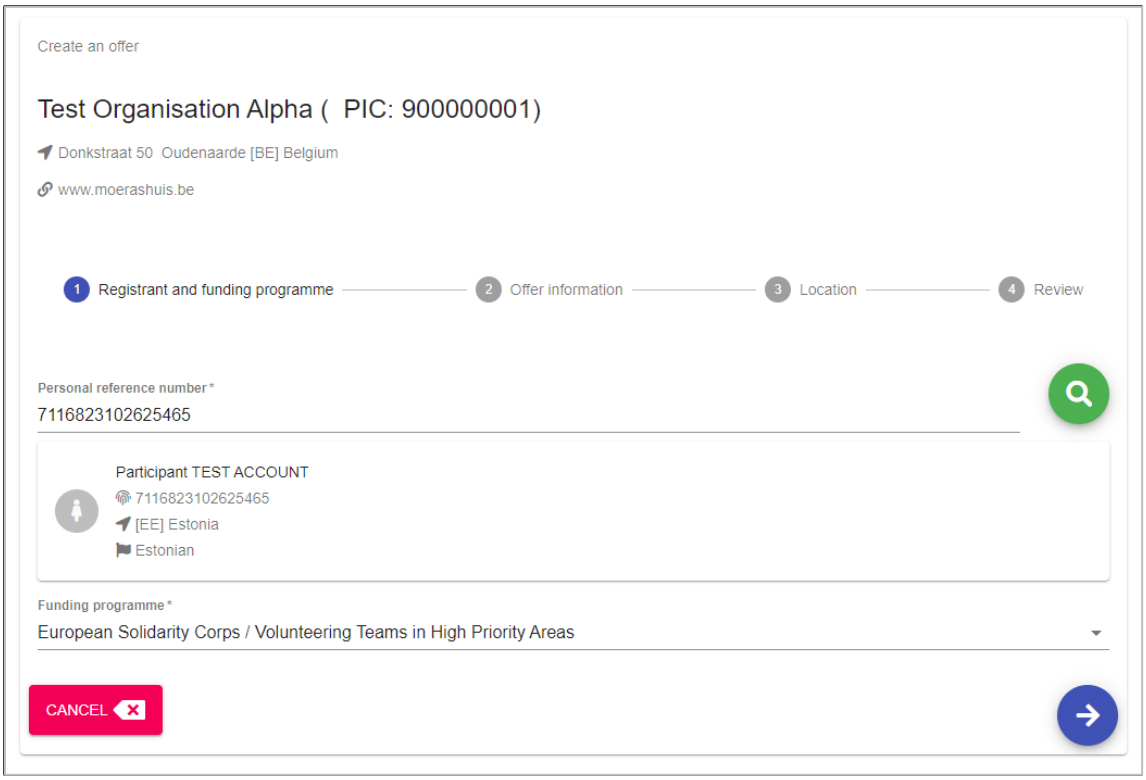




Example: funding programme is ‘ Europe for Citizen programme’



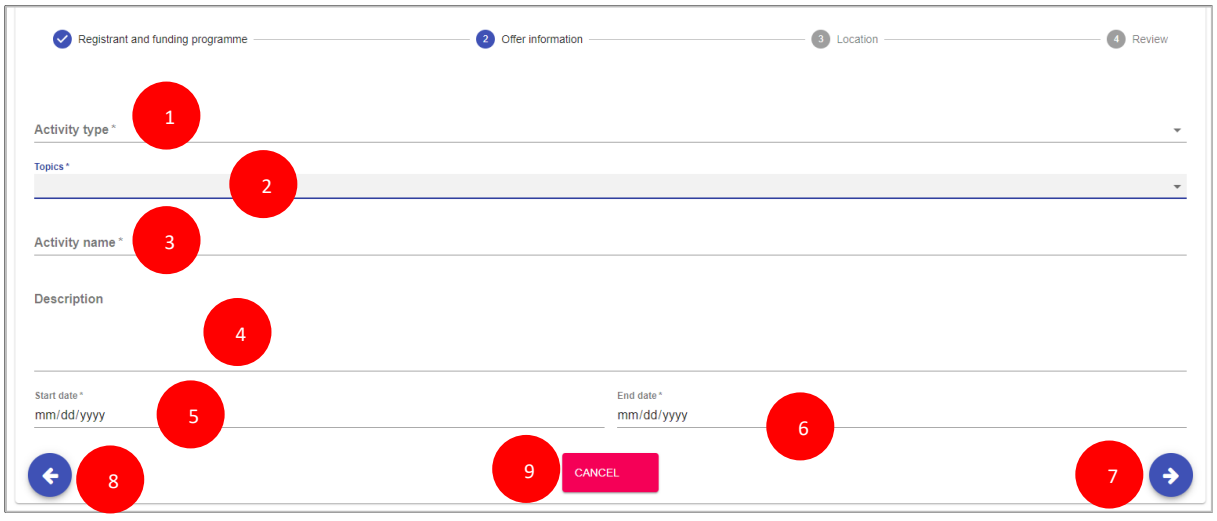
Example: funding programme is ‘ Volunteering Teams in High Priority Areas’



- 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

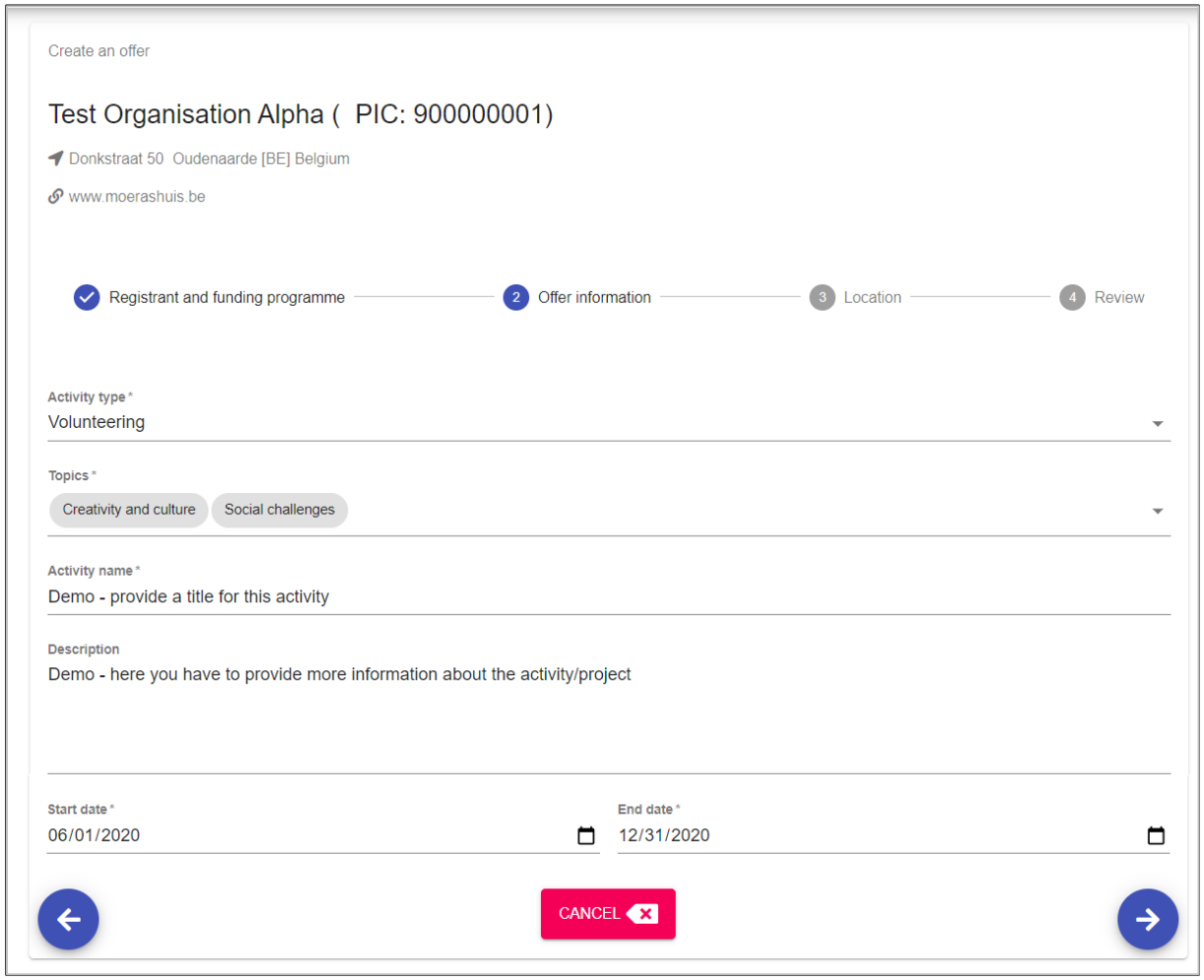
In this step you should specify information about the activity, such as the activity type (e.g. ‘Volunteering’ or ‘ Traineeship’ or ‘Jobs’), topics and more information that will help the potential participant to understand the scope of the activity he/she is offered.



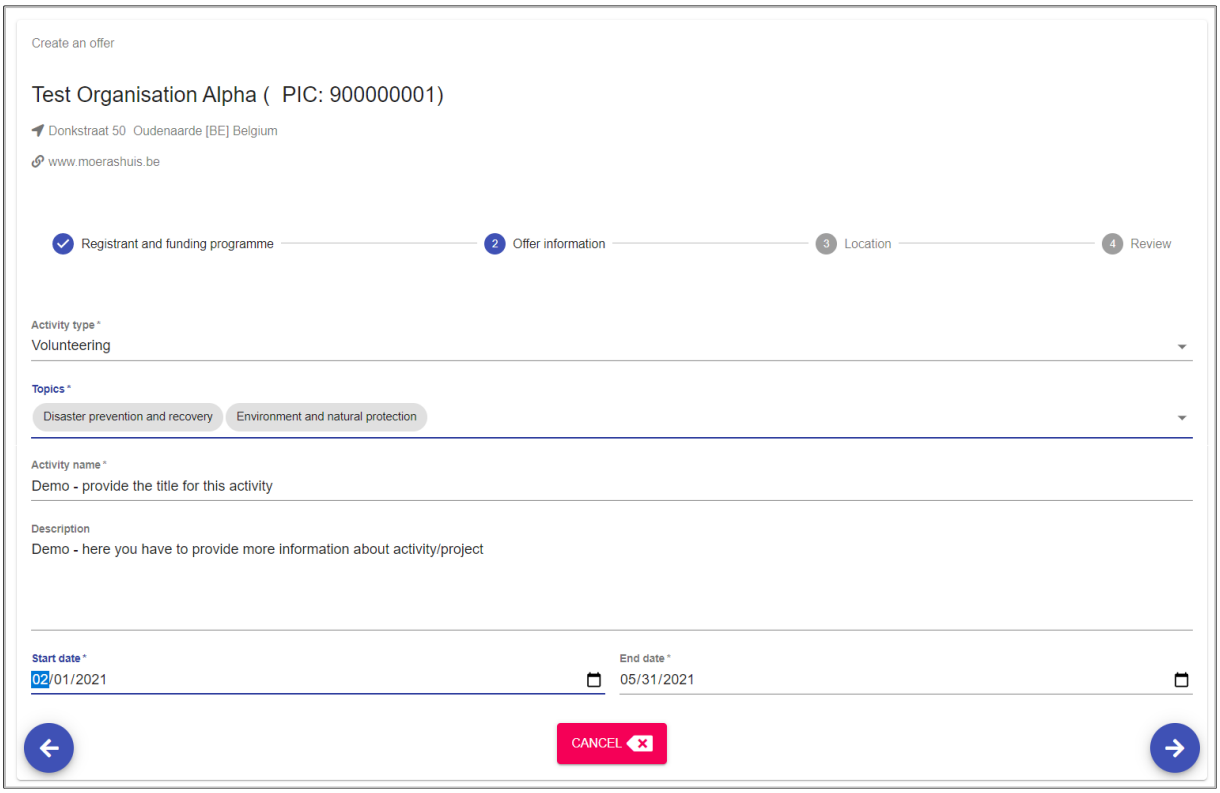
- Activity type (1): select the type of the activity (e.g. ‘Volunteering’)
- Topics (2): you have to select at least one topic (maximum 3) for the activity you send the offer

- 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) – European for citizen project



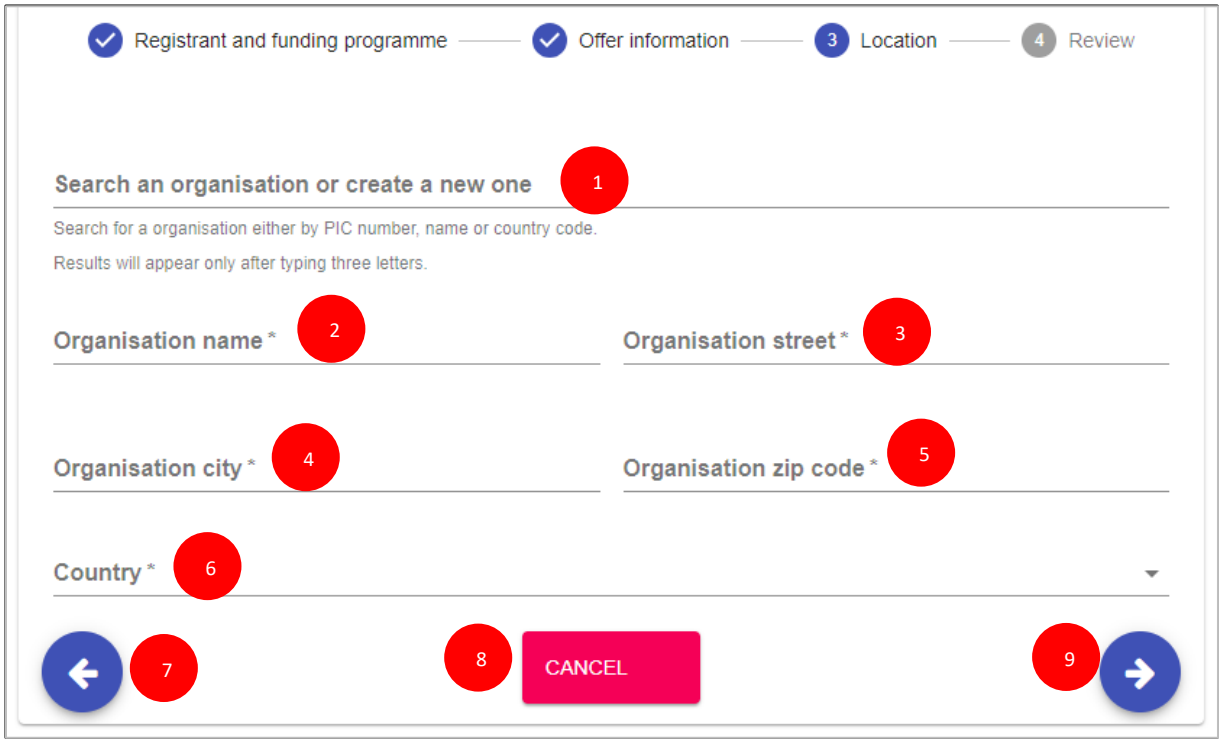
Example: offer information (Activity type, Topics, Activity name, Description, Start/End date) – volunteering projects in high priority areas



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



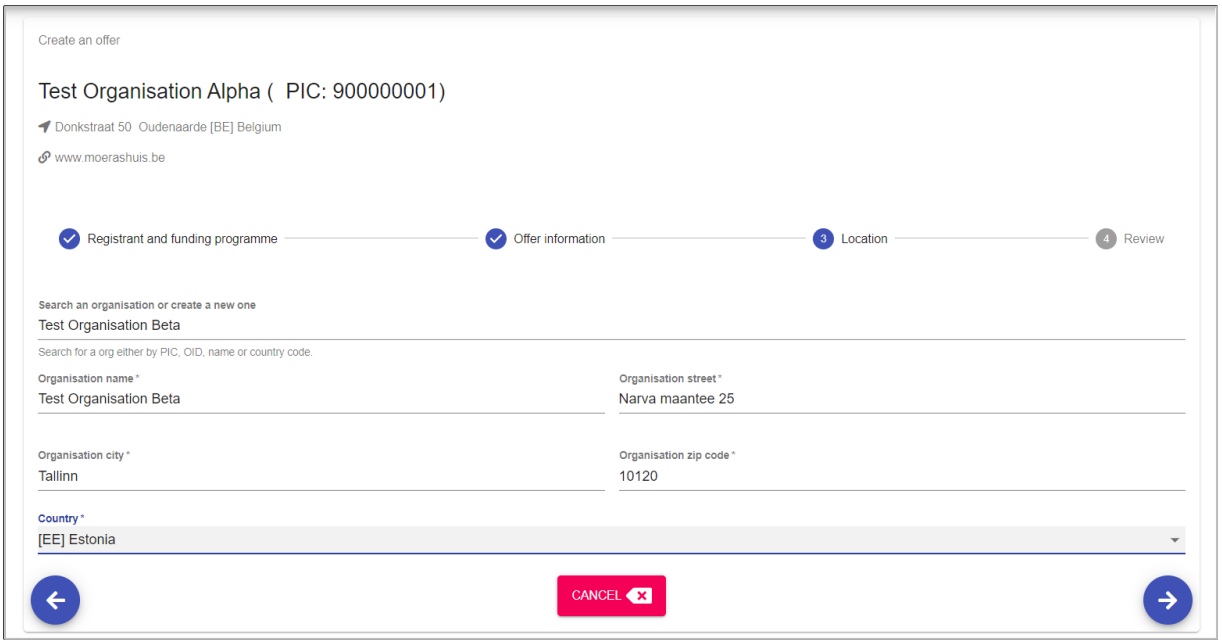
If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you do not find the organisation name, then:

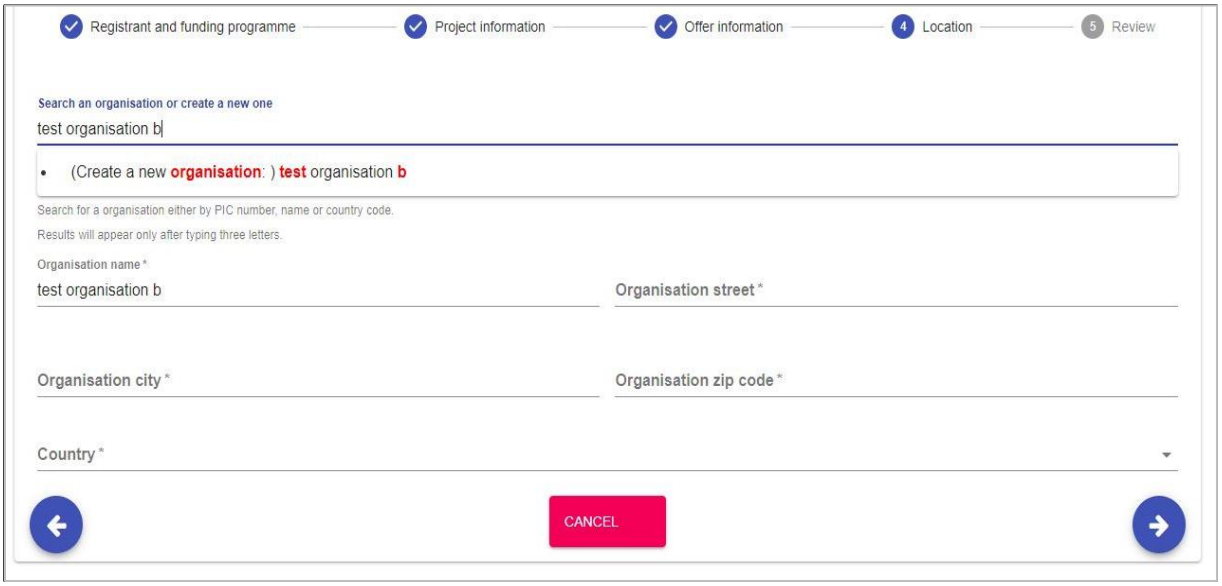
- Type the organisation name in the '**Search an organisation or create a new one' (1)** filed
- Type the details address of the organisation in the fields
    - Organisation name (2)
    - Organisation street (3)
    - Organisation city (4)
    - Organisation zip code (5)
    - Country (6)

- 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 ('Offer information'), or on
- Click on the 'Cancel' (8) button to cancel the sending of the offer

Example - organisation already exist:



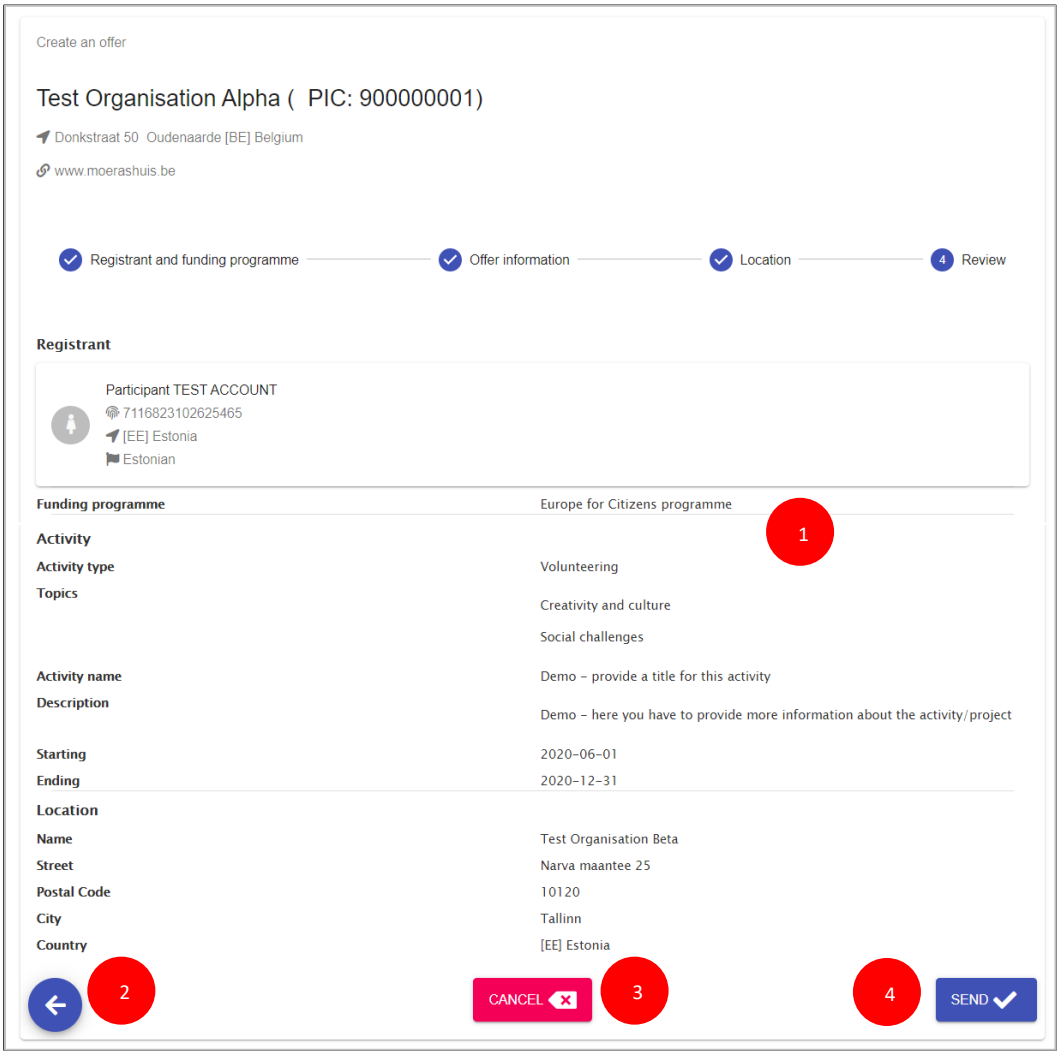
Example – create new organisation:



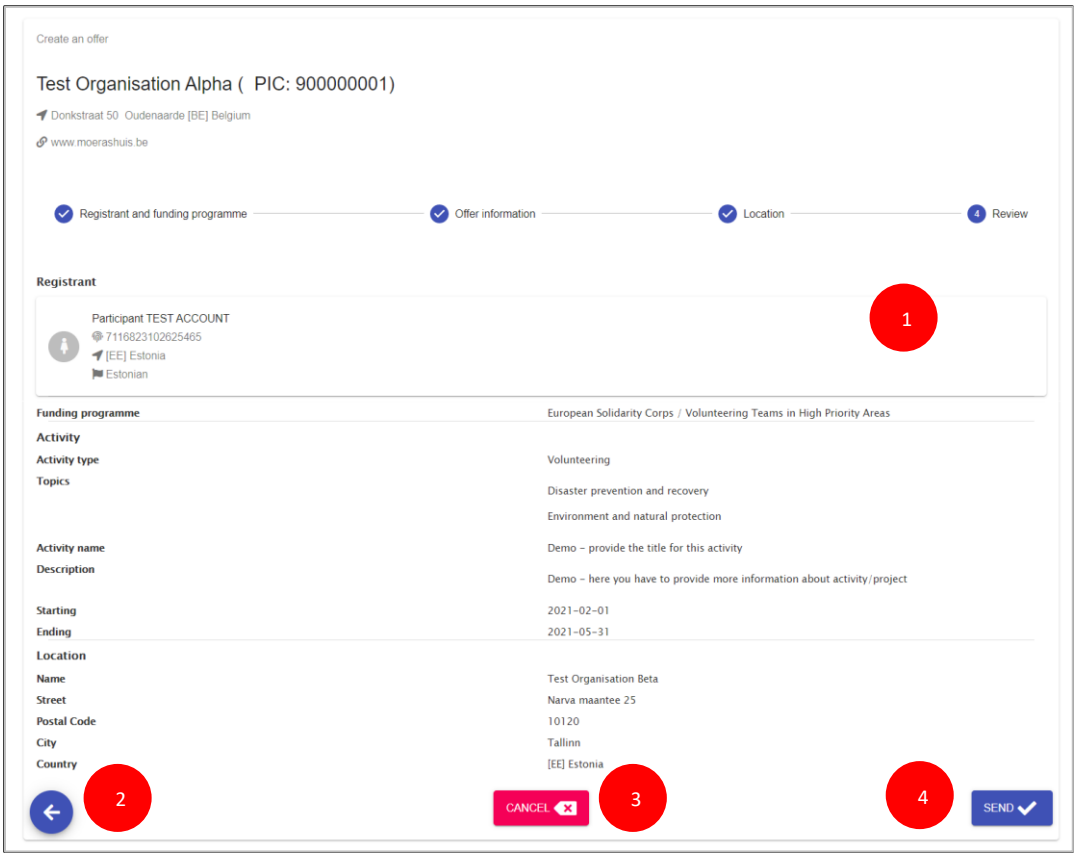
4. Review (the information)

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, so no offer is sent
- Click on the 'Previous' (2) button, to go to the previous section ('Location')

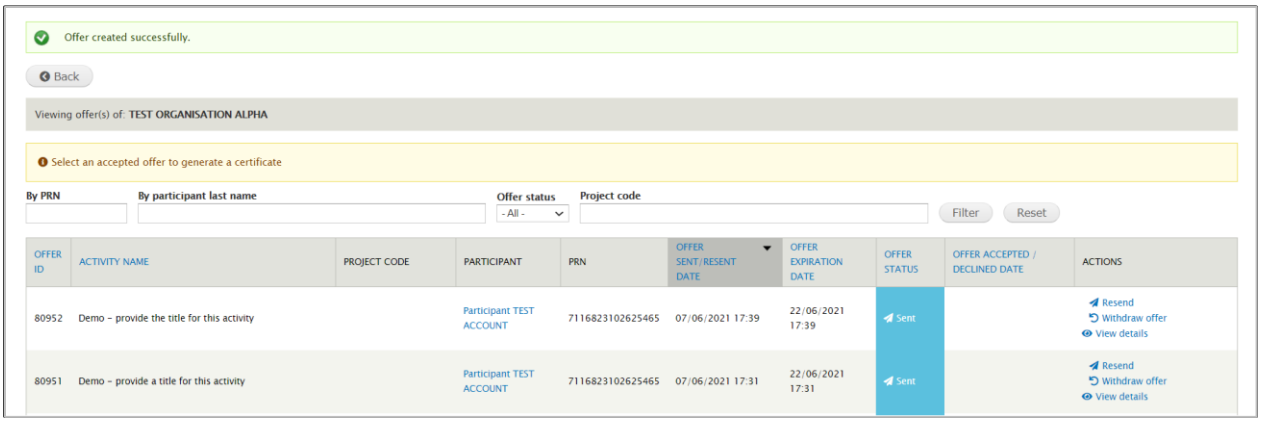
Example: offer for a project funded under Europe for citizen programme



Example: offer for a Volunteering Teams in High Priority Areas project



Example: list with offers sent



Offer email sent to participants

European Solidarity Corps – offer for an activity

EC European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>

To: You

Your Participant Reference Number: 711682310262546 5

Dear Participant

We are delighted to let you know that you have been offered an activity through the European Solidarity Corps portal!
Details of the activity are listed below – please take some time to fully consider them. Hopefully you have already been in discussions with the organisation about this offer, 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 activity, 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.

If you are not interested in this activity, 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 pool of European Solidarity Corps young people.

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

The European Solidarity Corps team

ORGANISATION DETAILS

Name: Test Organisation Alpha

Address: Donkstraat 50 9700 Oudenaarde, Belgium

Website: www.moerashuis.be

Contact person for this activity: C0e55aede5 87BBBDAB15

Contact email address: EAC-Account-One@hotmail.com

HOST ORGANISATION DETAILS / ORGANISATION WHERE THE ACTIVITY WILL TAKE PLACE

Name: Test Organisation Beta

Address: Narva maantee 25 10120 Tallinn Estonia

ACTIVITY DETAILS

Funding programme: Europe for Citizens programme

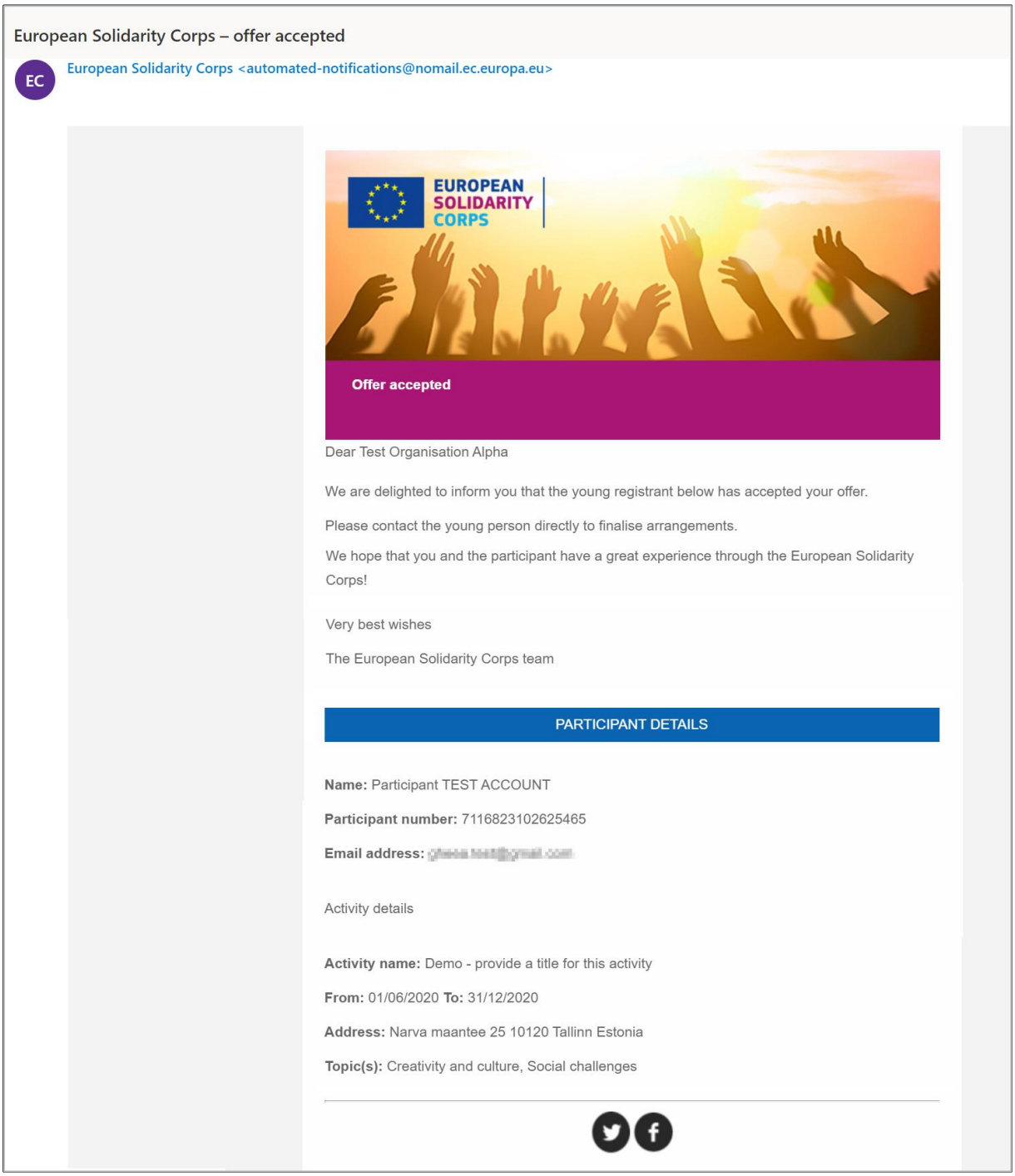
Activity name: Demo - write the title for this offer

Description: Demo - provide more details about activity/project

Activity type: Volunteering

From: 18/09/2020 **To:** 31/07/2021

Email sent to the organisation when an offer is accepted



European Solidarity Corps – offer accepted

EC European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>

EUROPEAN SOLIDARITY CORPS

Offer accepted

Dear Test Organisation Alpha

We are delighted to inform you that the young registrant below has accepted your offer.

Please contact the young person directly to finalise arrangements.

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

Very best wishes

The European Solidarity Corps team

PARTICIPANT DETAILS

Name: Participant TEST ACCOUNT

Participant number: 7116823102625465

Email address: [redacted]

Activity details

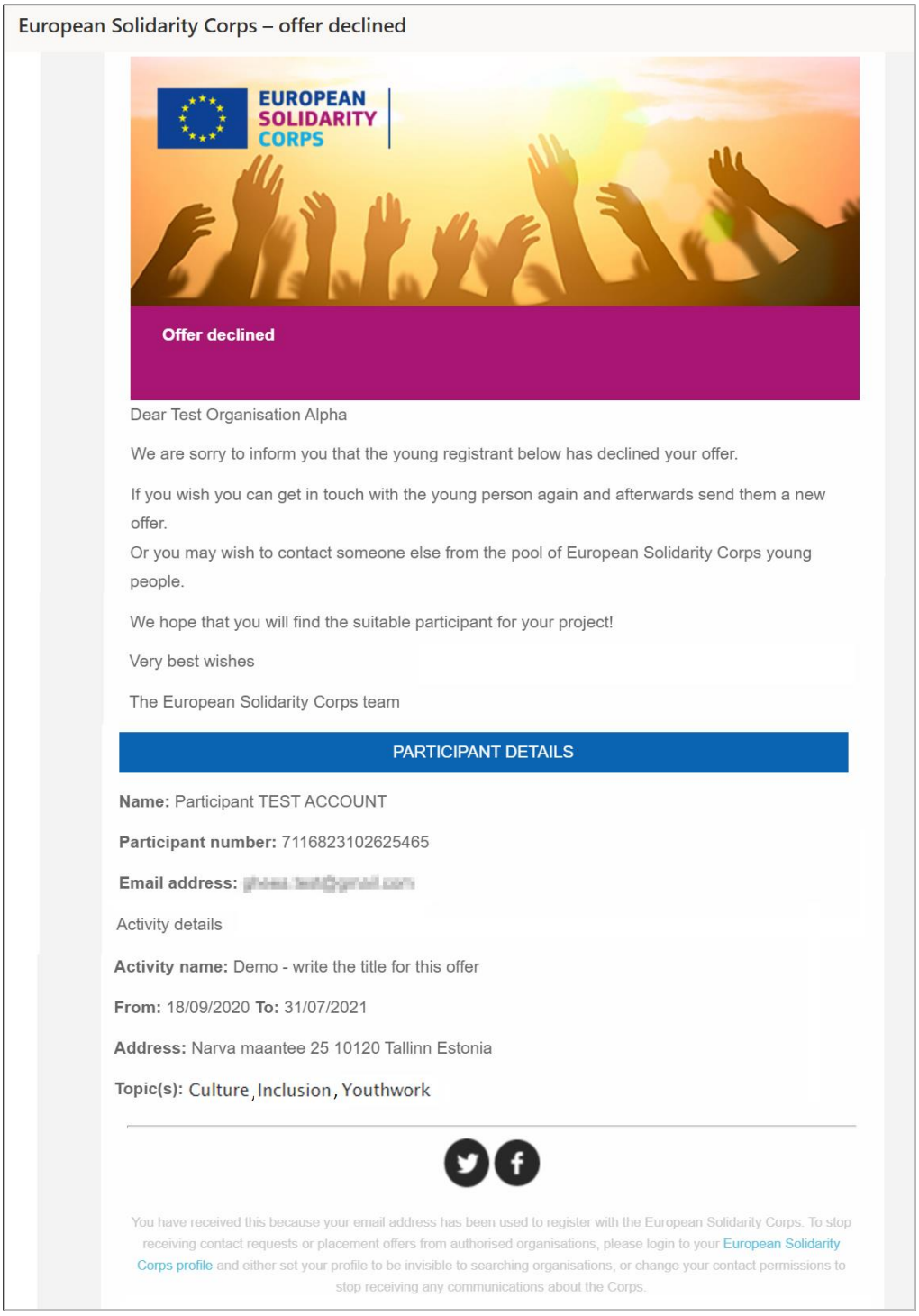
Activity name: Demo - provide a title for this activity

From: 01/06/2020 **To:** 31/12/2020

Address: Narva maantee 25 10120 Tallinn Estonia

Topic(s): Creativity and culture, Social challenges

Email sent to the organisation when an offer is declined



European Solidarity Corps – offer declined

EUROPEAN SOLIDARITY CORPS

Offer declined

Dear Test Organisation Alpha

We are sorry to inform you that the young registrant below has declined your offer.

If you wish you can get in touch with the young person again and afterwards send them a new offer.
Or you may wish to contact someone else from the pool of European Solidarity Corps young people.

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

Very best wishes

The European Solidarity Corps team

PARTICIPANT DETAILS

Name: Participant TEST ACCOUNT

Participant number: 7116823102625465

Email address: [redacted]

Activity details

Activity name: Demo - write the title for this offer

From: 18/09/2020 **To:** 31/07/2021

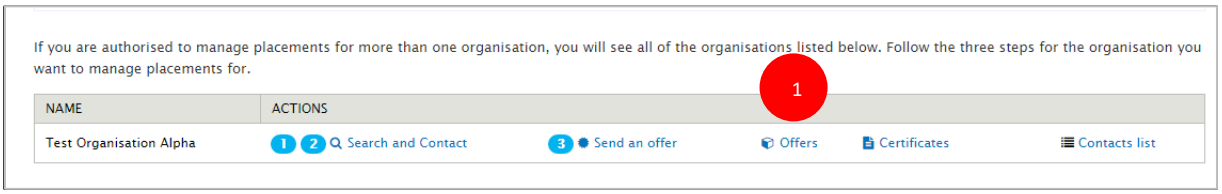
Address: Narva maantee 25 10120 Tallinn Estonia

Topic(s): Culture, Inclusion, Youthwork

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.

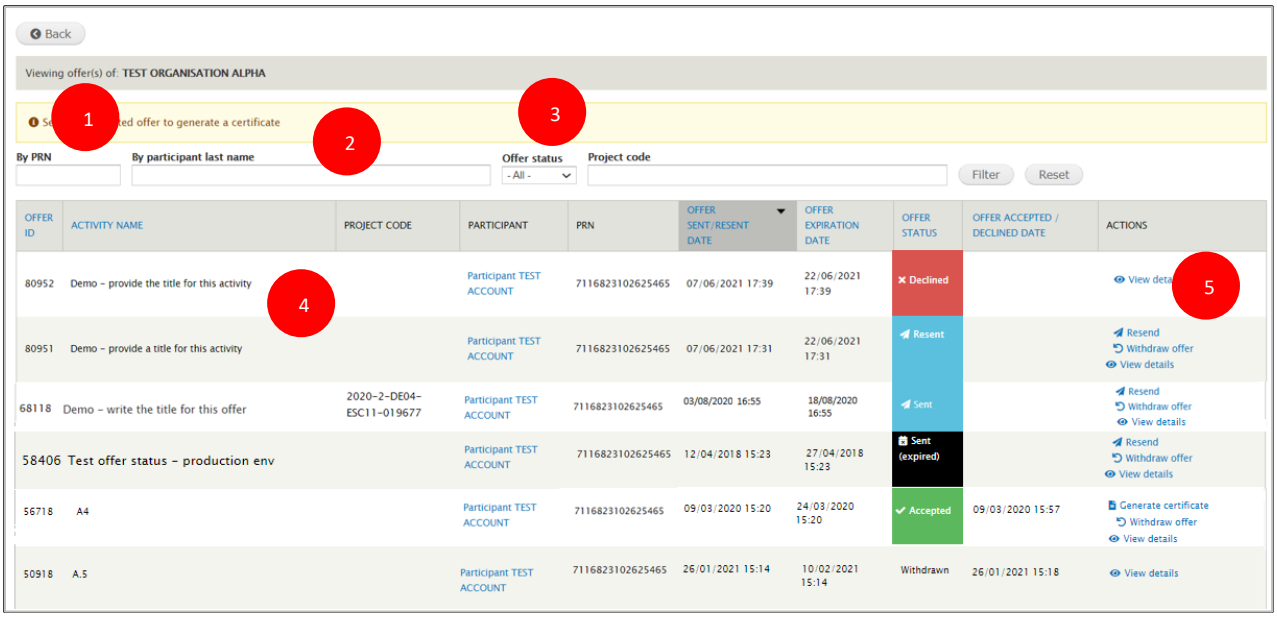
12 View the list with offers sent and their status

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



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

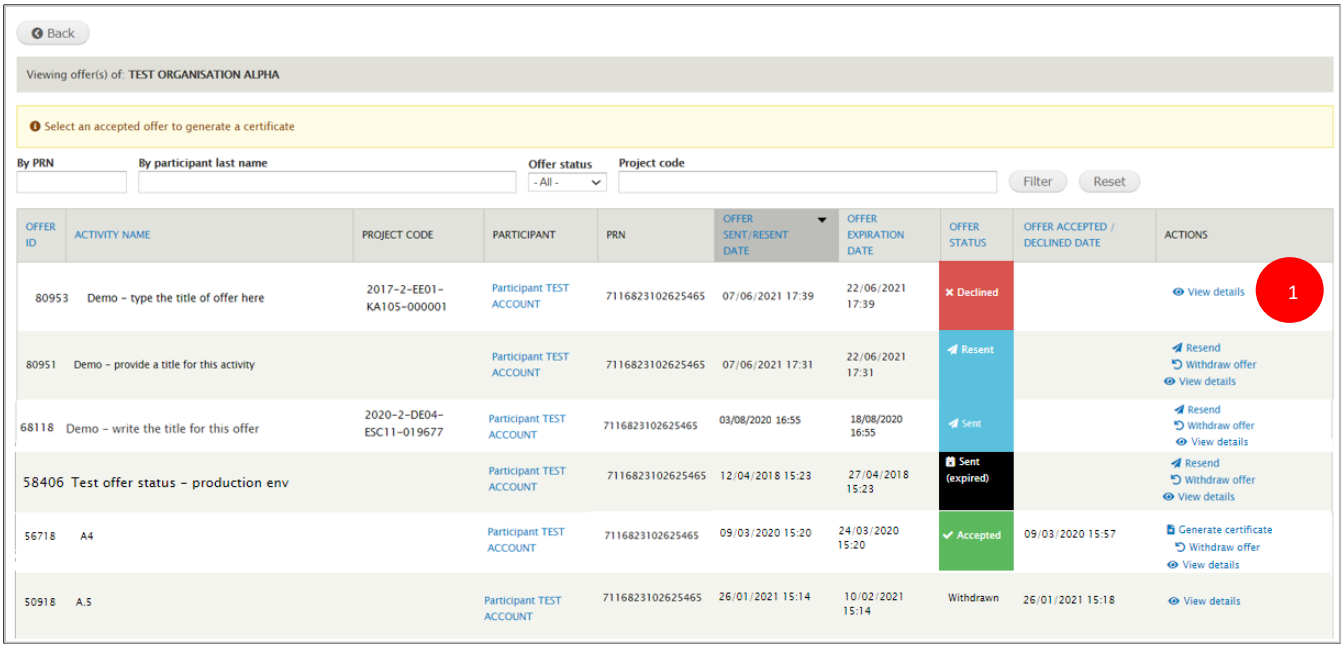
- Filter section, that allows you to search by PRN (1) and Participant last name (2) and filter the information based on the status of offers (sent, accepted, declined) section (3);
- Detailed information about each offer sent(4) section: Placement name, Participant (name), PRN, Offer sent date, offer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



13 View the details of an offer

To see the information about an offer you sent to a participant, you either search in your inbox for the email you sent with the offer or you can just access the list with offers ('Offers') and click on the 'View details' (column 'Actions') link.

List with offers:



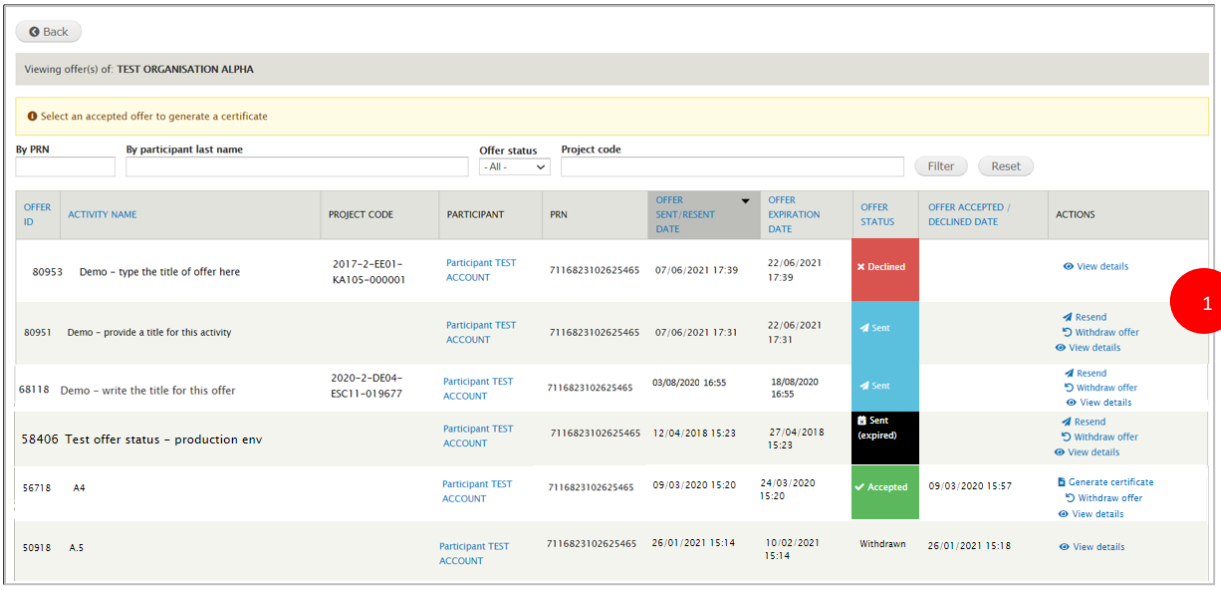
View offer details page:

It shows the information about start and end date of the activity, the location where the activity will take place, topics, etc:

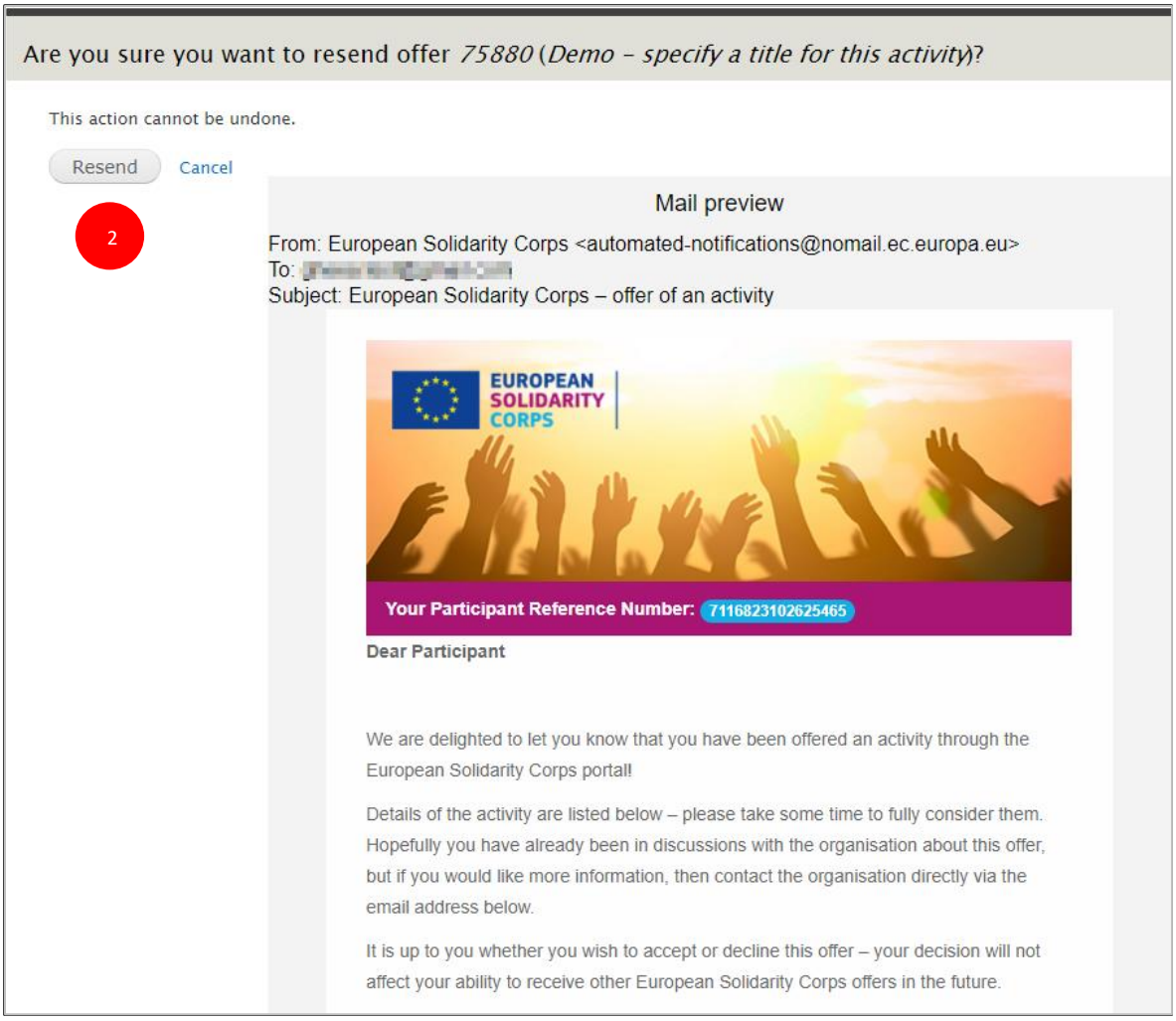
14 Resend an offer

You can Resend an offer that has the status ‘Sent’, ‘Sent (Expired), ‘Resent’. The offer you resend (2) will contain the same information as the initial one and it will be sent to the same registered candidate.

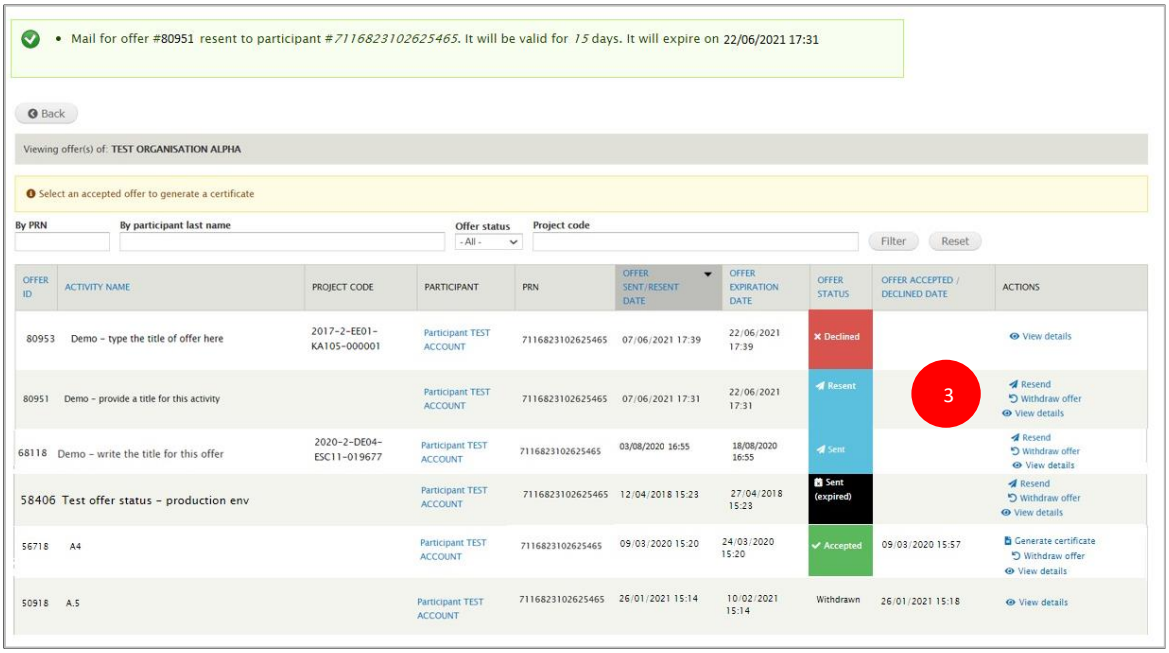
An email with the offer is sent to the potential participant and a copy of it is sent to your email inbox. The ‘Offer sent/resent date’ will show the date and time when the offer has been resent, the ‘Offer expiration date’ will be the Resent date ‘+’ 15 days, and the ‘offer status’ will be changed into ‘Resent’ (3).



To resend and 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



List with offers:



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

15 Withdraw an offer

You can withdraw an offer when:
- you sent an offer with wrong details about the activity/project
- you sent more than one offer for the same activity to the same participant
- the registered candidate accepted the offer, but he/she couldn't join
- the activity (or project) has been cancelled or postponed

The 'Withdraw offer' option is available for the offers with status 'Sent', 'Resent', or 'Accepted'.

European Solidarity Corps projects (ESC11, ESC13, ESC21)

In the case of the offers sent for the project funded under European Solidarity Corps progamme (ESC 11, ESC13, ESC21), the withdrawing involves the communication with the Mobility Tool (MT+):

a) Offer status is 'Send' or 'Resent'
The withdrawing can be done without any issue.

b) Offer status is 'Accepted':
If the offer status is accepted, then several checks will be made by the both systems, PASS and Mobility Too (MT+).

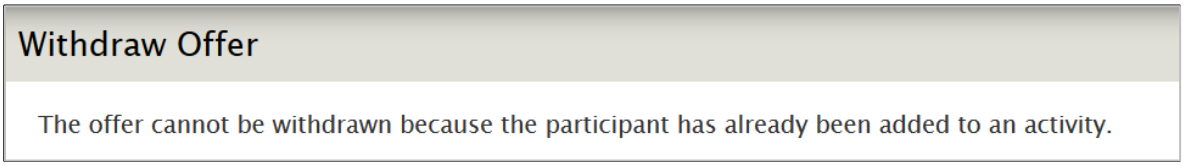
Possible scenarios:

b.1 If the offer status is 'accepted', and the participant is not retrieved in MT+ yet then you can withdraw the offer.

b.2 If the offer status is 'accepted', and participant retrieved in MT+, but the participation data is not added, then you will be able to withdraw the offer in PASS without performing any extra steps. After withdrawing the offer, you would have to access MT+ and click on the 'retrieve now' link so the list with participants is refreshed ('Participants' tab).

b.3 If the offer status is 'accepted', the participant is retrieved in MT+ and the participation data is added (linked to an activity), then:
- remove the participation/ unlinked the participant from the activity (in MT+)
- withdraw the offer
- click on the 'retrieve now' link so the list with participants is refreshed ('Participants' tab in MT+)

Example: Message displayed when you cannot withdraw an offer



b.4 If the offer status is 'accepted, participant retrieved in MT+, the participation data added, and a Certificate of participation has been issued, then the withdrawing of offer is not available.

c) Offer status is 'Sent (expired)': the 'withdraw offer' option is not available, because the offer is expired from the technical point of view and it does not have any financial impact on the project.

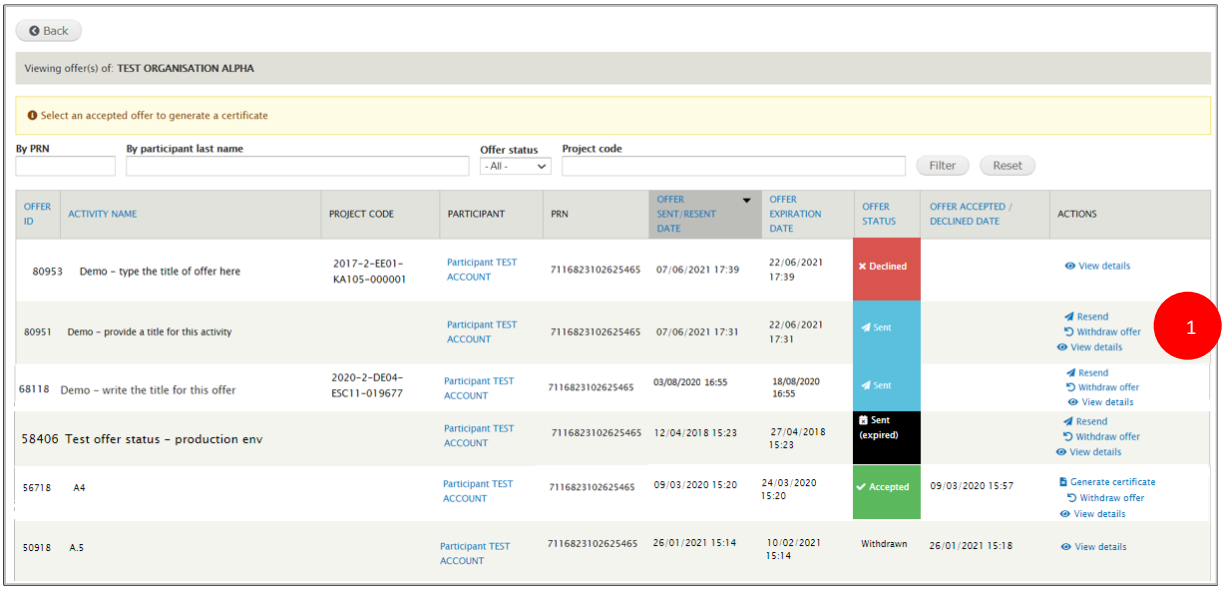
d) Offer status: 'Declined'
The 'withdraw offer' option is not available, because the offer has been declined and it does not have any financial impact on the project.

Erasmus + Volunteering projects, Volunteering Teams in High Priority Areas projects, and projects funded under programmes that supports European Solidarity Corps

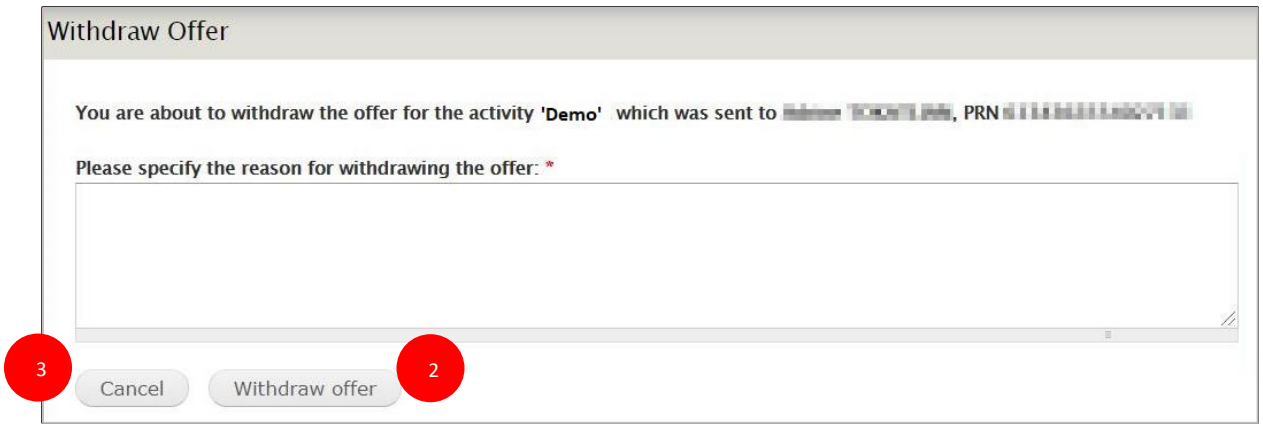
You can withdraw any offer you sent to a participant, unless a Certificate of participation was issued and the status of offer is 'Declined' or 'Sent (Expired)'.

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

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

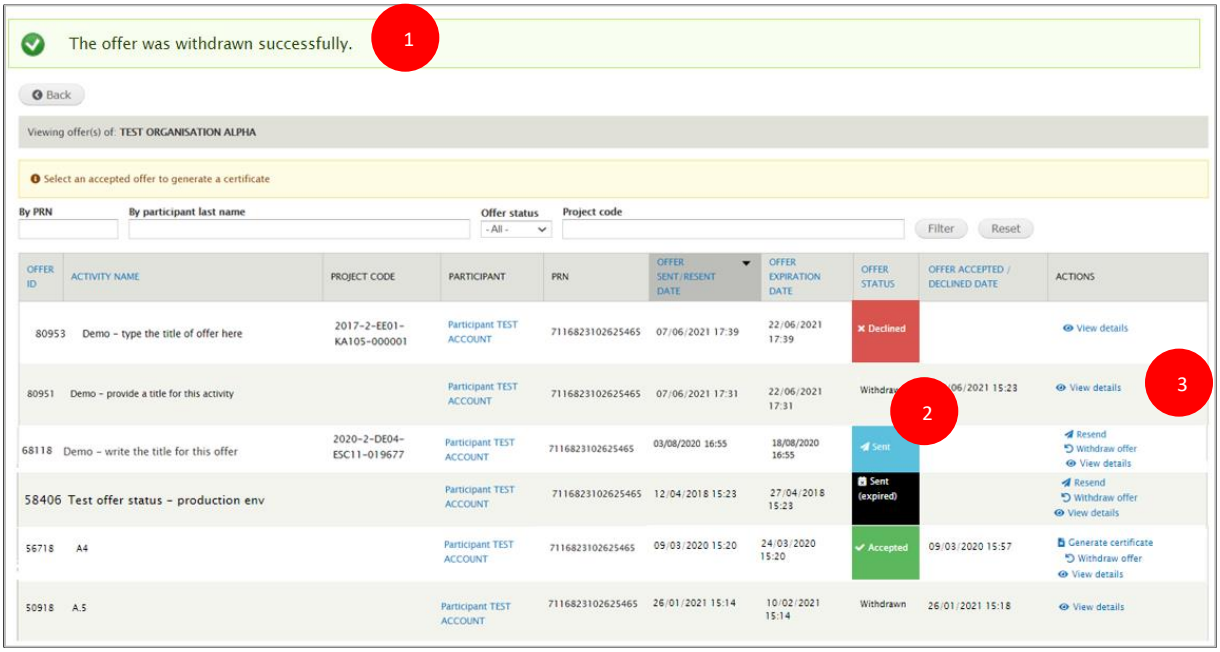


2. In the 'Withdraw offer page, you have to specify the reason for withdrawing the offer. Please note that this text will be sent by email to the registered candidate (young person).
3. Confirm the withdrawn by clicking on the 'Withdraw offer' button (2), or cancel the action by clicking on the 'Cancel'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

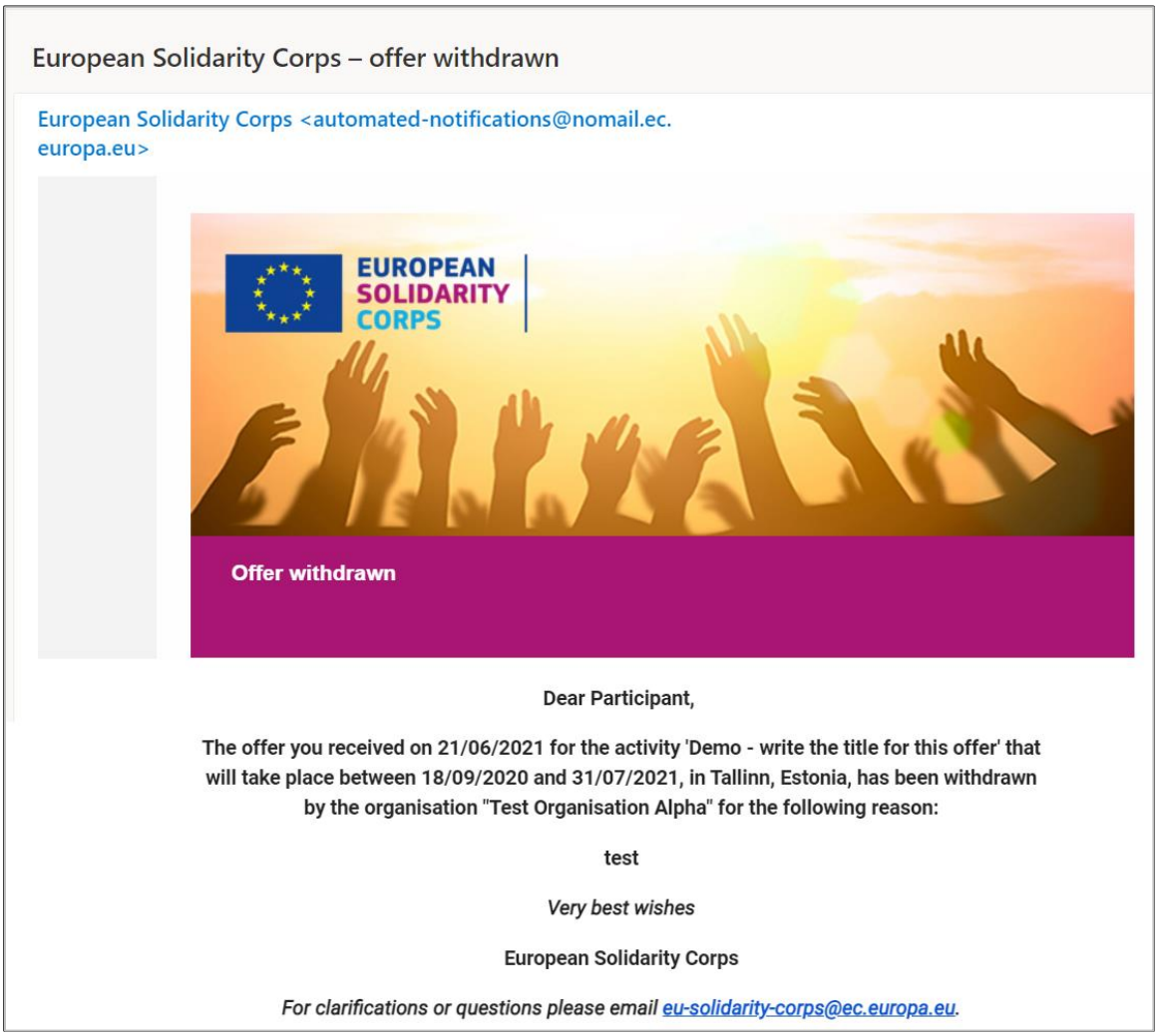


After confirming the withdrawing, an email is sent to the young person (registered candidate) and a copy of it to you.

A confirmation message (1) is displayed at the top of the page, the Offer status is changed into 'Withdrawn' (2) and only 'view details' action remains available (3).



Example – email sent to the registered candidate and organisation:



16 Insurance

As of June 2021, enrolment of cross-border eligible participants in decentralised projects to the insurance scheme will be done automatically:

- through the **Mobility Tool+ for ESC11, ESC13 and ESC21 projects**
- through **PASS (later: through the Beneficiary Module when ready) for ESC51 projects**

It is therefore crucial that granted projects are transferred in due time to MT+ (for ESC11, ESC13, ESC21 projects) and registered in PASS (for ESC51 projects) and **that beneficiaries input the information on the activities prior to the departure of the participants from their sending country (minimum 2 weeks).**

For Erasmus+ volunteering and centralised projects, the process is still through CIGNA portal (manually).

16.1 For the ESC 11, ESC13 and ESC 21 projects

The automatic enrolment with insurance is now in place. Here are the steps to follow:

- **Send an offer** to a participant via PASS (see chapter '*11.1 Send offer for European Solidarity Corps funded projects (Volunteering, Traineeship or Jobs) – projects ESC11, ESC13, ESC21'*)
- After the offer is accepted by a participant, access **Mobility Tool (MT+)** and in the tab '**Participants'** click on link '***retrieve now'*** that it is displayed next to the 'Participants retrieved from EYP' (displayed at the top right side of the page);
- For each participant: add participation (see '***Add participation'*** button) data, and once all information is complete, tick the checkbox '***In the case of participants entitled to insurance coverage, please note that this information will be sent to the insurance company to enrol the participan***t' and mark the participation as '***Complete'***.
- Please note that if participation is in status Draft then the information about a participant will not be sent to the insurance, therefore the participant will not be insured.
- Please note that the information will be sent to the insurance **once per week**, therefore please encode the participants in MT+ at least 2 weeks prior to their departure. Please do not encode a participant directly in the CIGNA portal; there is the risk of double registration and hence double insurance costs.
    - The participants enrolled in the insurance system receive a **welcome email that contains** practical information on the insurance plan and guidance about how to download electronic membership card and the insurance certificate
    - **Notification sent to supporting and host organisations:** participant name, PRN, project code, start and end date of the activity

- Please note that you should keep the participation data updated in the MT+.
- Please note that the enrolment of Erasmus+ volunteers and the European Solidarity Corps' centralised projects' participants will remain unchanged.

16. 2 For the ESC51 projects

The automatic enrolment with insurance for the participants that take part in the ESC51 projects volunteering activities is done through the **PASS (later: through the Beneficiary Module when ready).**
Therefore, the data of the participants that accepted an offer (please see the 'Send an offer for a European Solidarity Corps funded project - ESC51 project' section under the chapter 13) and information about the activity (as well as the contact person from the host organisation) will be sent to the insurance system directly from the PASS.

17 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

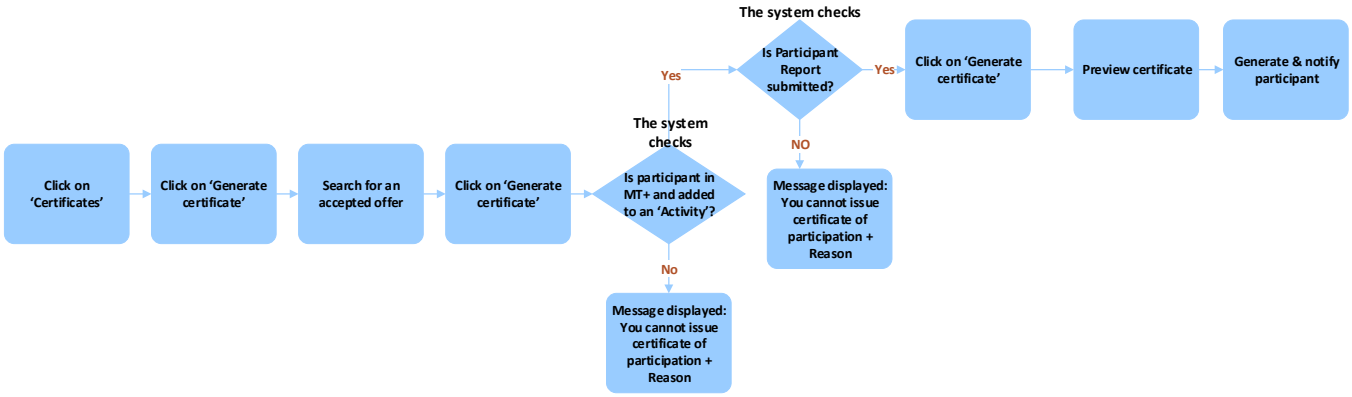
Please note that for of the projects funded under European Solidarity Corps programme **(ESC11, ESC13, and ESC21),** the issuing of the certificate of participation is possible only if the participant submitted the **'Participant report'**. This also mean that:

- in **Mobility Tool (MT+)**, the participant data is retrieved from European Youth Portal (see '**Retrieve from EYP'** link) and
- participation data is added (see '**Activities'** or '**Participations'** tab) and
- '**Participant report'** is 'submitted' (in 'Activities' tab, select a participant data and check the 'Participant report' section).

In PASS it is checked only if the 'Participant report' has been submitted and not its quality.

For **ESC11, ESC13, and ESC21 projects,** the information about **participation data** (Start date and End date of the activity) and **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 of participation for projects funded under European Solidarity Corps programme:



Projects funded under Erasmus +, projects funded by other programmes that support European Solidarity Corps, and Volunteering Teams in High Priority Area projects

For those projects the information about activity dates and location (where the activity took place) are taken from the offer you sent to the participant.

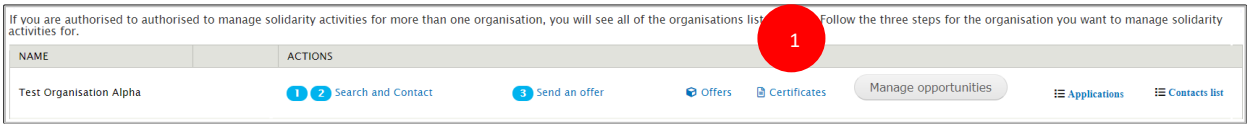
Steps to issue a certificate: projects funded under Erasmus +, projects funded by other programmes that support European Solidarity Corps, and Volunteering Teams in High Priority Area projects

Steps – for all of projects types

! Before trying to generate a certificate, please read the introductions above (including the diagrams).

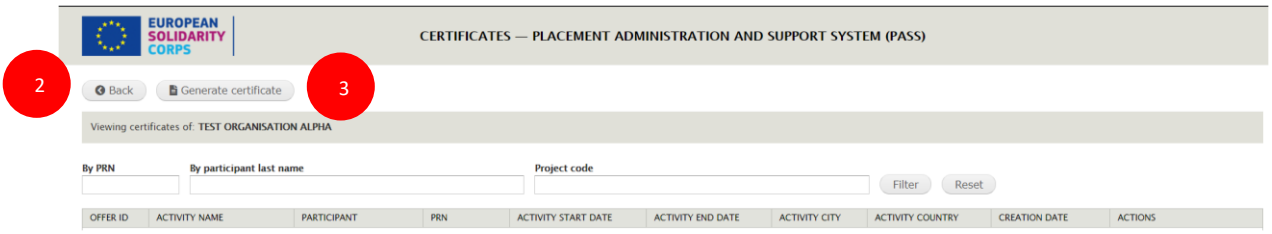
Step 1 – Access the 'Certificates' list, by clicking on the 'Certificates' option (1).

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 'Offer ID', Activity name', 'Participant', 'PRN', 'Activity start date', Activity end date', Activity city', Activity country', 'Creation date', 'Actions'.
- Search for a certificate: 'By PRN', 'By participant last name', 'Project code.
  '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:

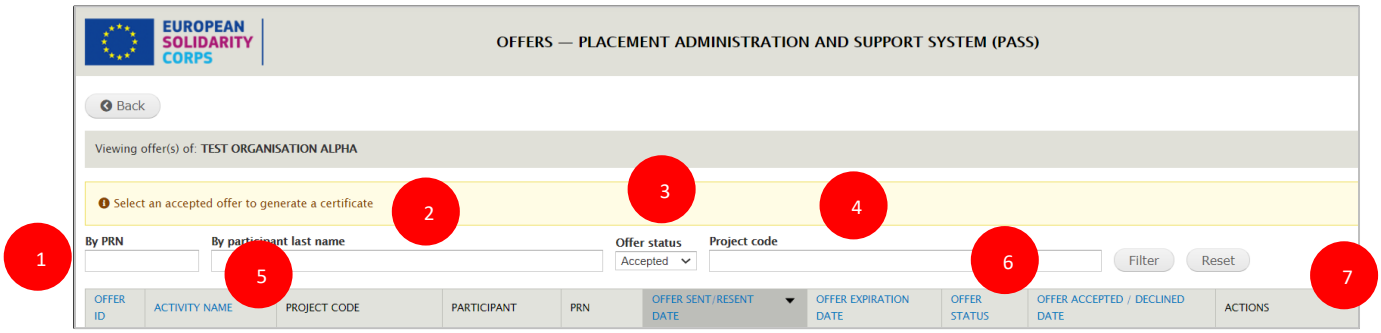
- Search for the participant you want to issue the certificate for: 'By PRN' (1) or 'By participant last name' (2)

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)
- Search for offers sent for a 'Project code' (4)
- See the information about offers (5): 'Offer ID', 'Activity name', 'Project code', '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.

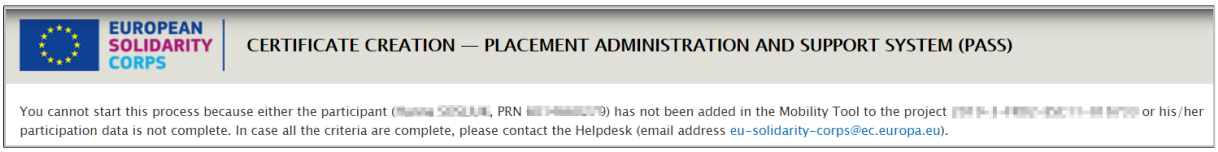
- Once you found the participant and if he/she has an accepted offer, then click on the 'Generate certificate' (7) option displayed in the 'Actions' column.



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'**.

The following message is displayed in case participant is not encoded in Mobility Tool: *'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 participation data added, 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 for the E+ volunteering projects, projects in high priority area and projects funded by other programmes that support European Solidarity Corps. They cannot be modified for the ESC11, ESC13, and ESC21 projects (the information is retrieved from the Mobility Tool)
  - 'City' (3) is mandatory and it can be modified for the E+ volunteering projects, projects in high priority area and projects funded by other programmes that support European Solidarity Corps. They cannot be modified for the ESC11, ESC13, and ESC21 projects (the information is retrieved from the Mobility Tool)
  - '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); Please note that the filed is linked to the funding programme you selected when sent the offer to the participant.
- 'Organisation(s)' section:
  - 'Name of the organisation hosting the participant' (where the activity takes places) (7) is mandatory and can be modified (the system helps you to find the right organisations' name (by using the search system)
  - 'Name of the 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.

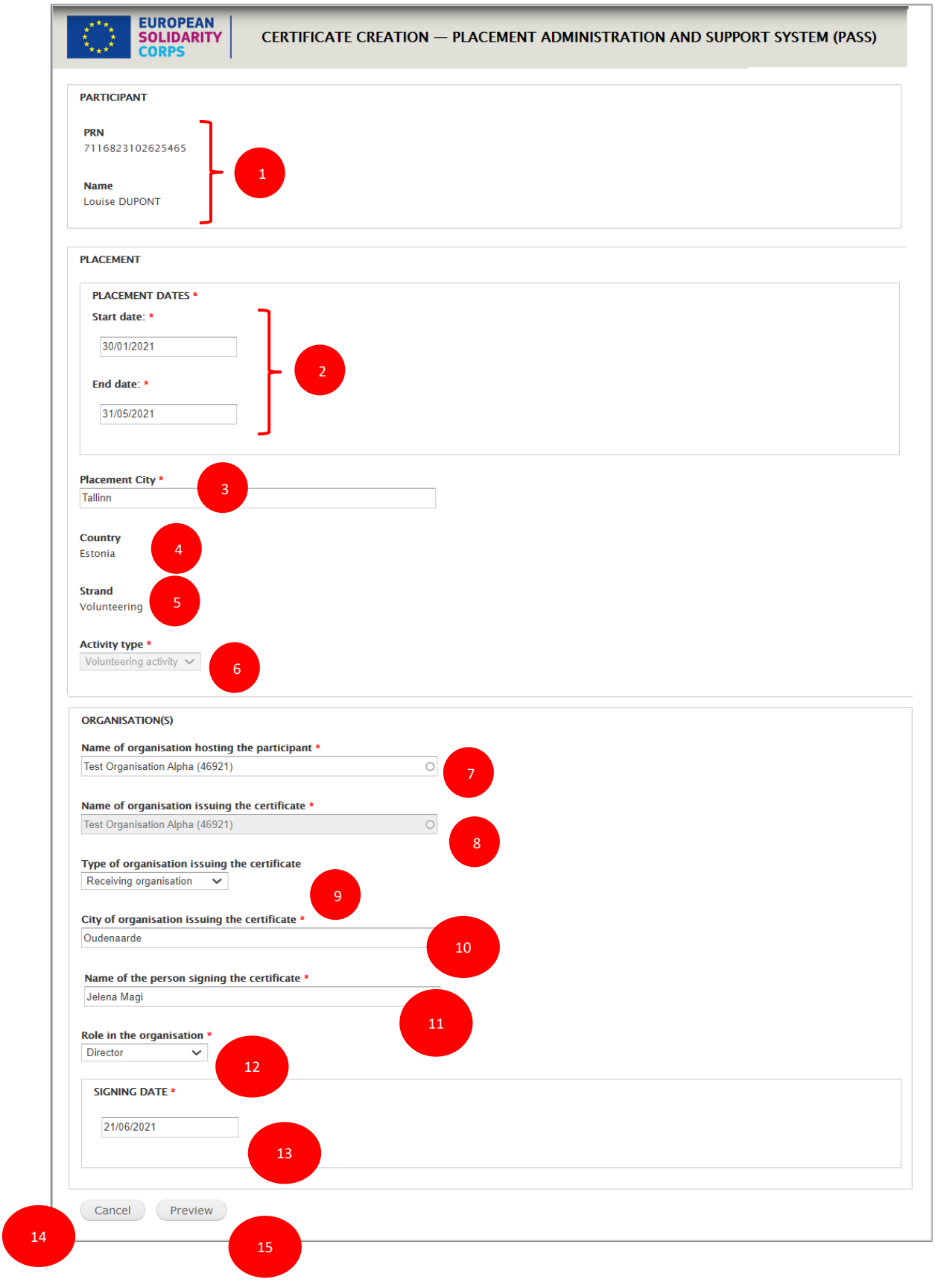
- ✓ Sending organisation: In charge of sending volunteer(s), (this includes organising practical arrangements; preparing participants before departure; providing support to participants during all the phases of the project.
- ✓ Coordinating organisation: applying for the whole project on behalf of all 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:

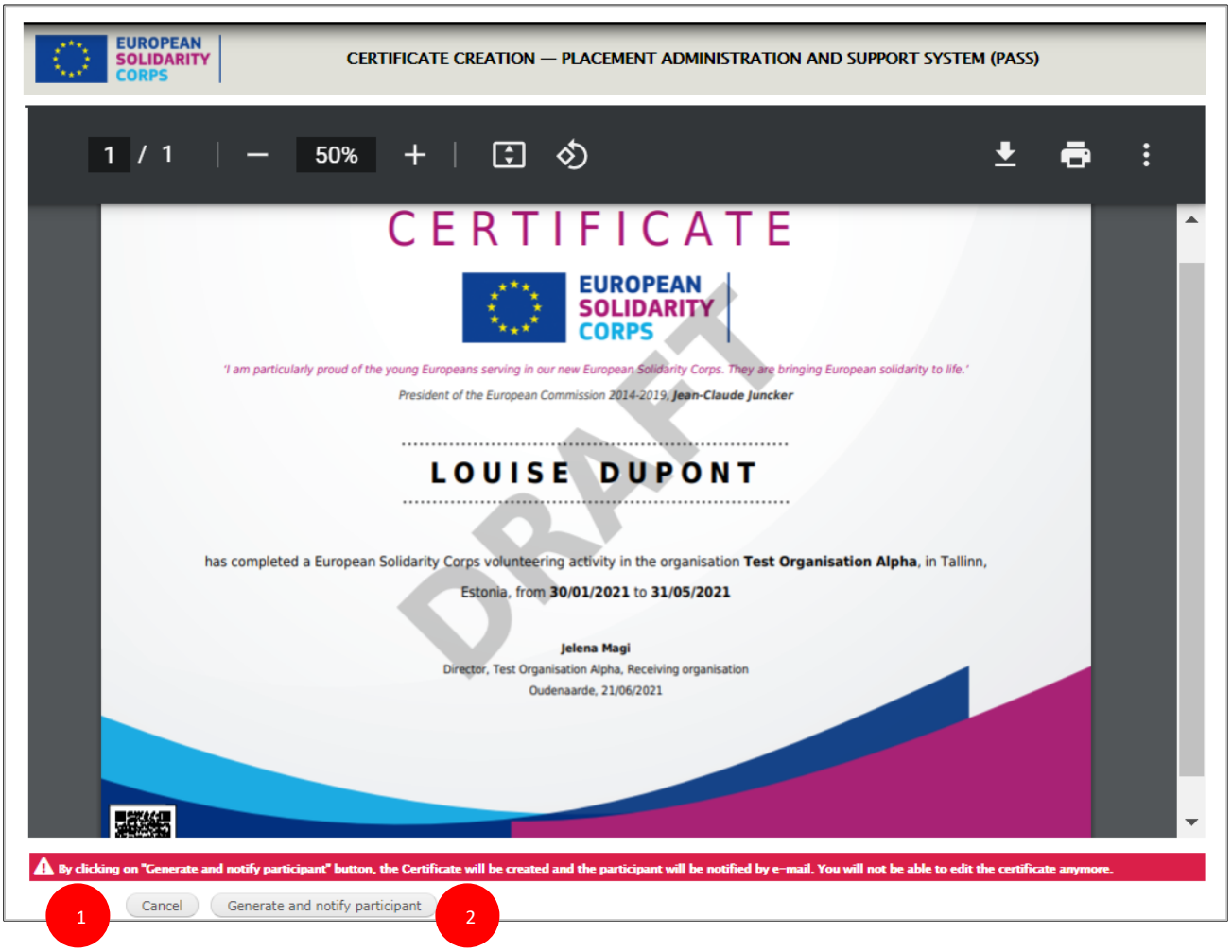


Step 5 – Preview the certificate, verify and modify the information until you consider that it is the final version

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.



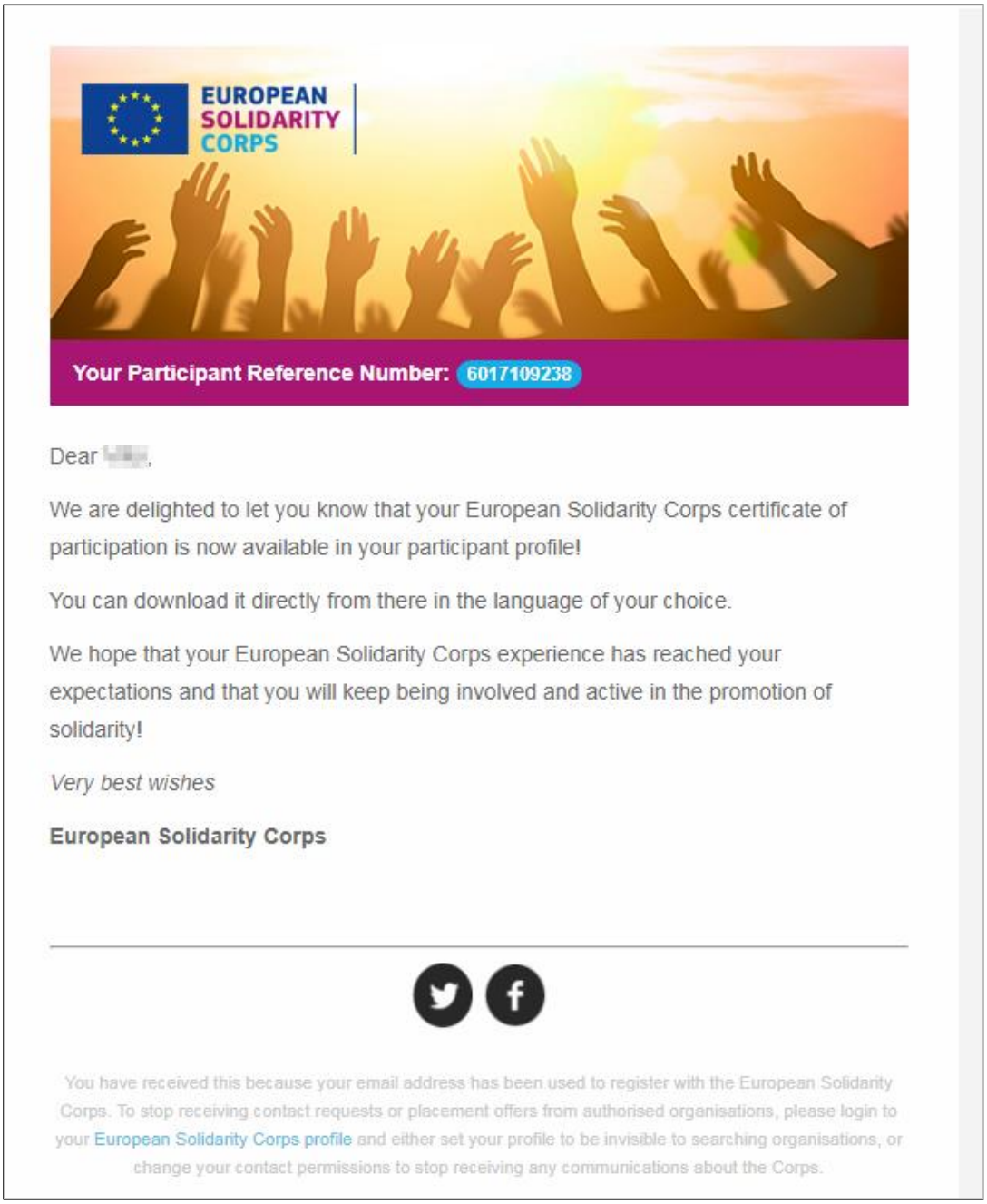
Step 6 – Final generation of the certificate and notification to the participant

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.

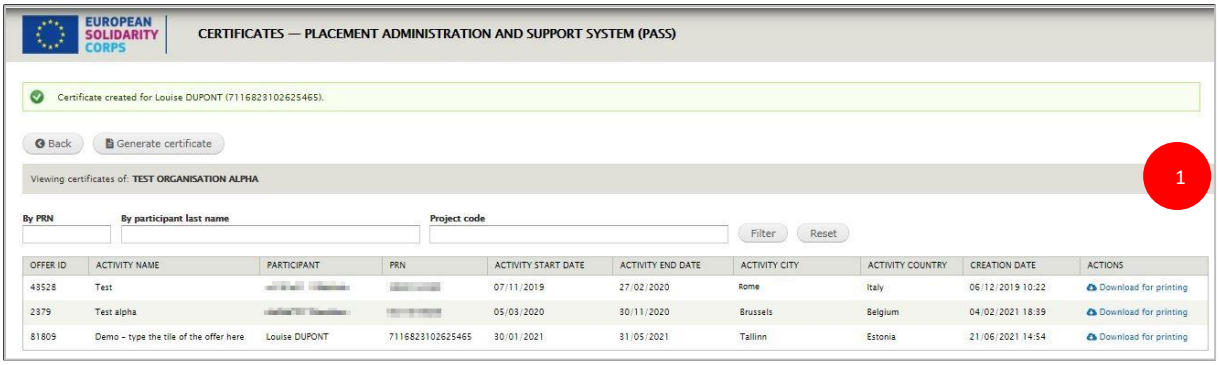
The participant will be notified via email – in his/her preferred contact language – with details about how he/she can access the certificate. The certificate will be displayed in the European Solidarity Corps participant's dashboard and the participant will be able to download it from there in the language of his/her choice.

Example of email notification the participant receives:

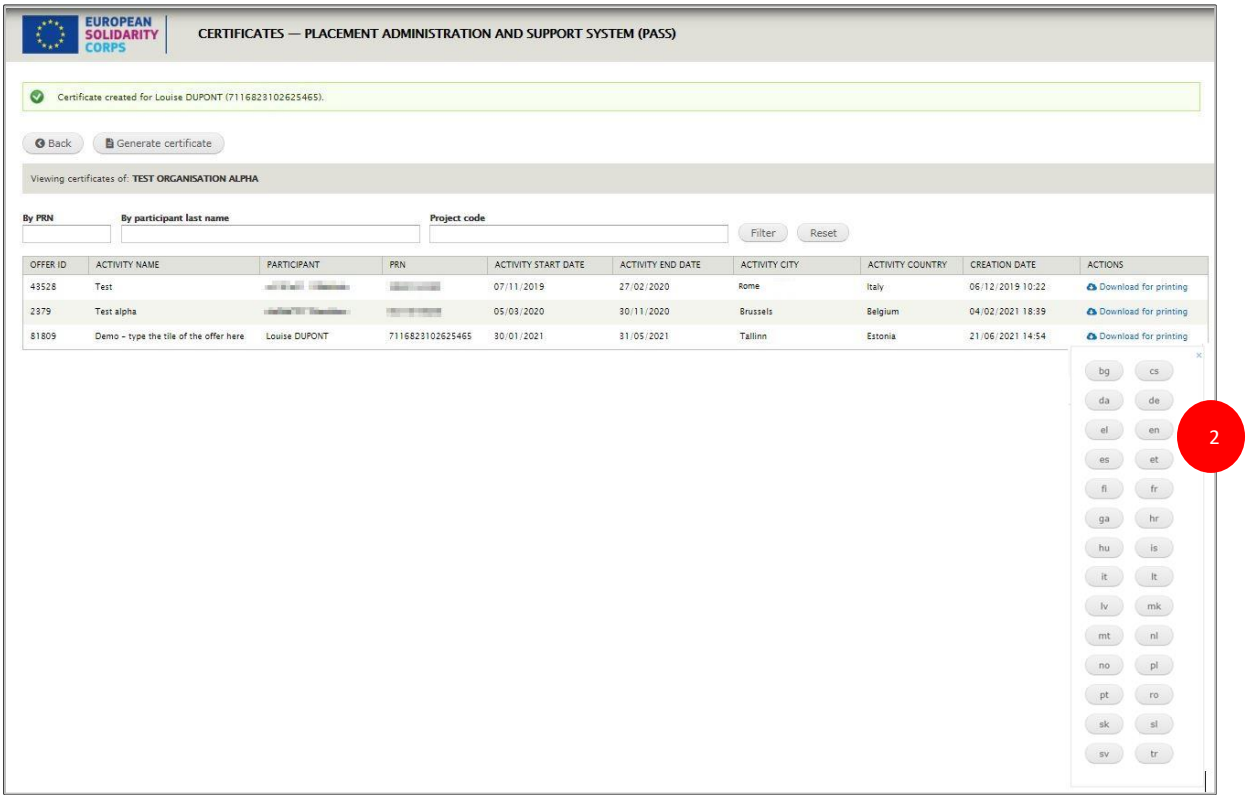


Information about the certificate will be displayed in the 'Certificates' list.

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 cu click on desired language label and the certificate of participation translated in the corresponding language will be downloaded on your PC local drive.



Example - Final version of the certificate of participation the participant receives electronically (in the dashboard associated to his/her profile):

CERTIFICATE

EUROPEAN SOLIDARITY CORPS

'I am particularly proud of the young Europeans serving in our new European Solidarity Corps. They are bringing European solidarity to life.'

President of the European Commission 2014-2019, ***Jean-Claude Juncker***

LOUISE DUPONT

has completed a European Solidarity Corps volunteering activity in the organisation **Test Organisation Alpha**, in Tallinn, Estonia, from **30/01/2021** to **31/05/2021**

Jelena Magi
Director, Test Organisation Alpha, Receiving organisation
Oudenaarde, 21/06/2021

validate the authenticity of this certificate, scan this QR Code or visit:
ttps://webgate.acceptance.ec.europa.eu/d/eac/eyp/acceptance/solidarity/validate and enter this code:
77012ba6

The European Solidarity Corps brings together young people to build a more inclusive society, supporting vulnerable people and responding to societal challenges. It offers an inspiring and empowering experience for young people who want to help, learn and develop.

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).

18 Advertise an opportunity for a project

18.1 Advertise an opportunity - European Solidarity Corps projects

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

a. Have an Erasmus + Volunteering accreditation (KA110)

b. Hold a Quality Label

c. 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

d. Run a Volunteering Teams in High Priority Area project

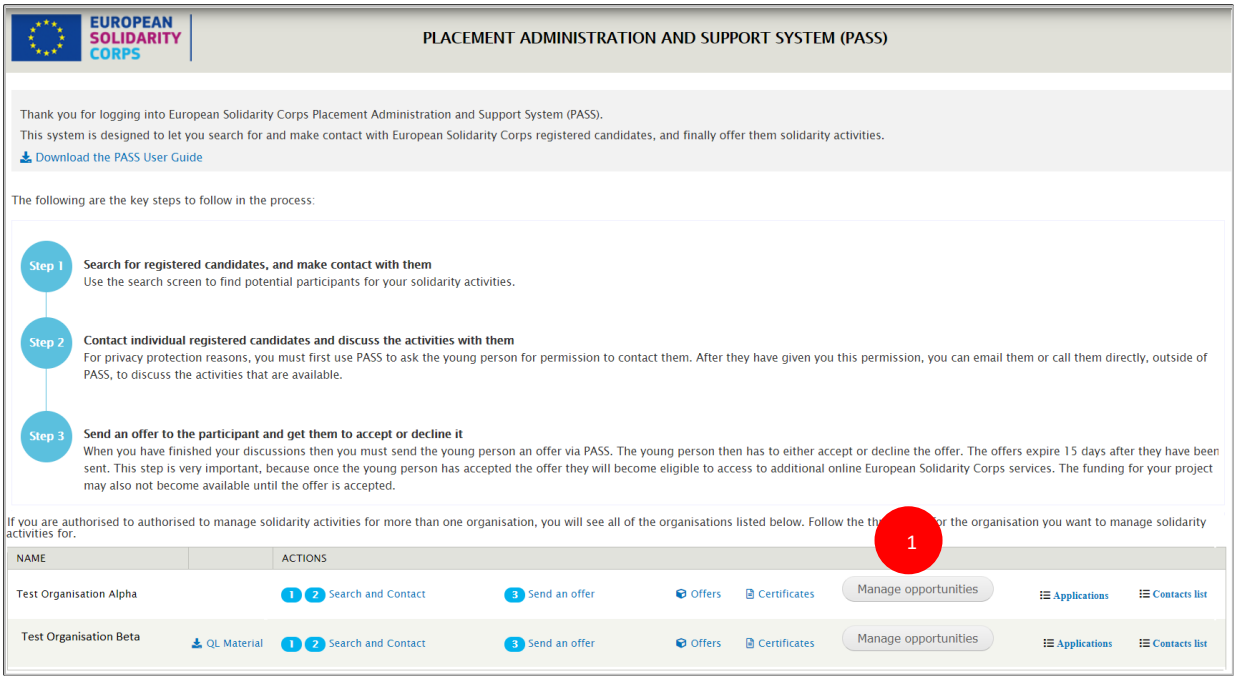
You can advertise opportunities for a:

- 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
- Volunteering Teams in High Priority Area project

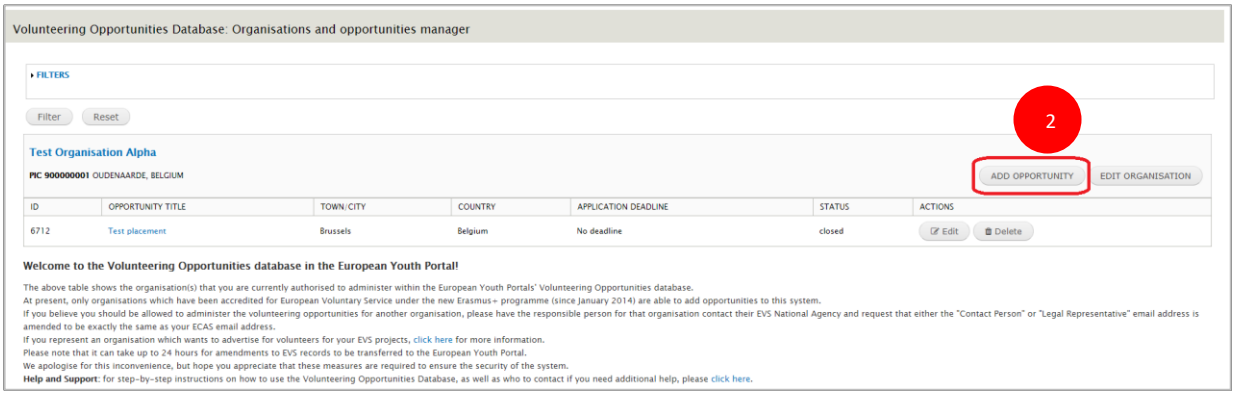
Please note that you can advertise opportunities as soon as you are awarded with a Quality Label / Erasmus+ Volunteering accreditation, so even if your grant agreement is not approved yet.

How to advertise/create an opportunity

1. Access PASS
2. Click on the 'Manage opportunities' link (1)

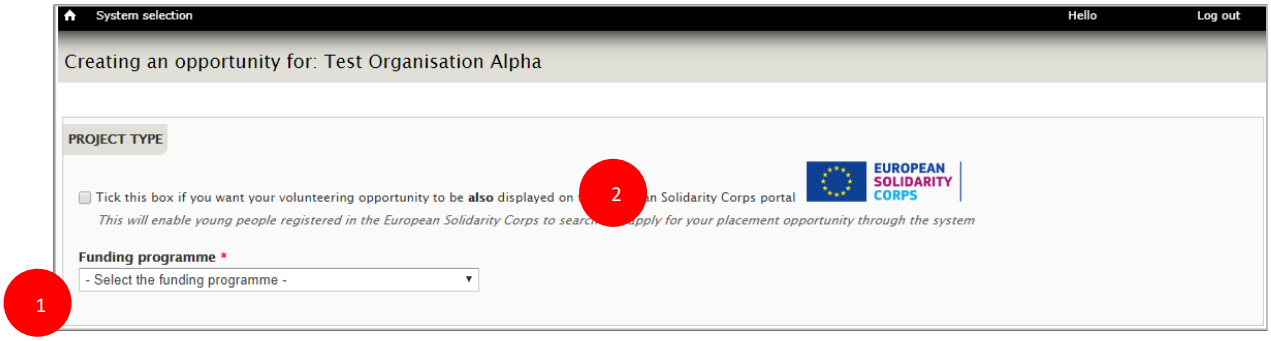


3. In the next page, click on the 'Add opportunity‘ button (2) and the ' Creating an opportunity for [your organisation name]' page is displayed.



Section 1: Project type

Here you have to select the correct funding programme and tick the **'Tick this box if you want your volunteering opportunity to be also displayed on the European Solidarity Corps portal**' checkbox, so that the opportunity it will appear in the registrant candidate dashboard (logged in user).

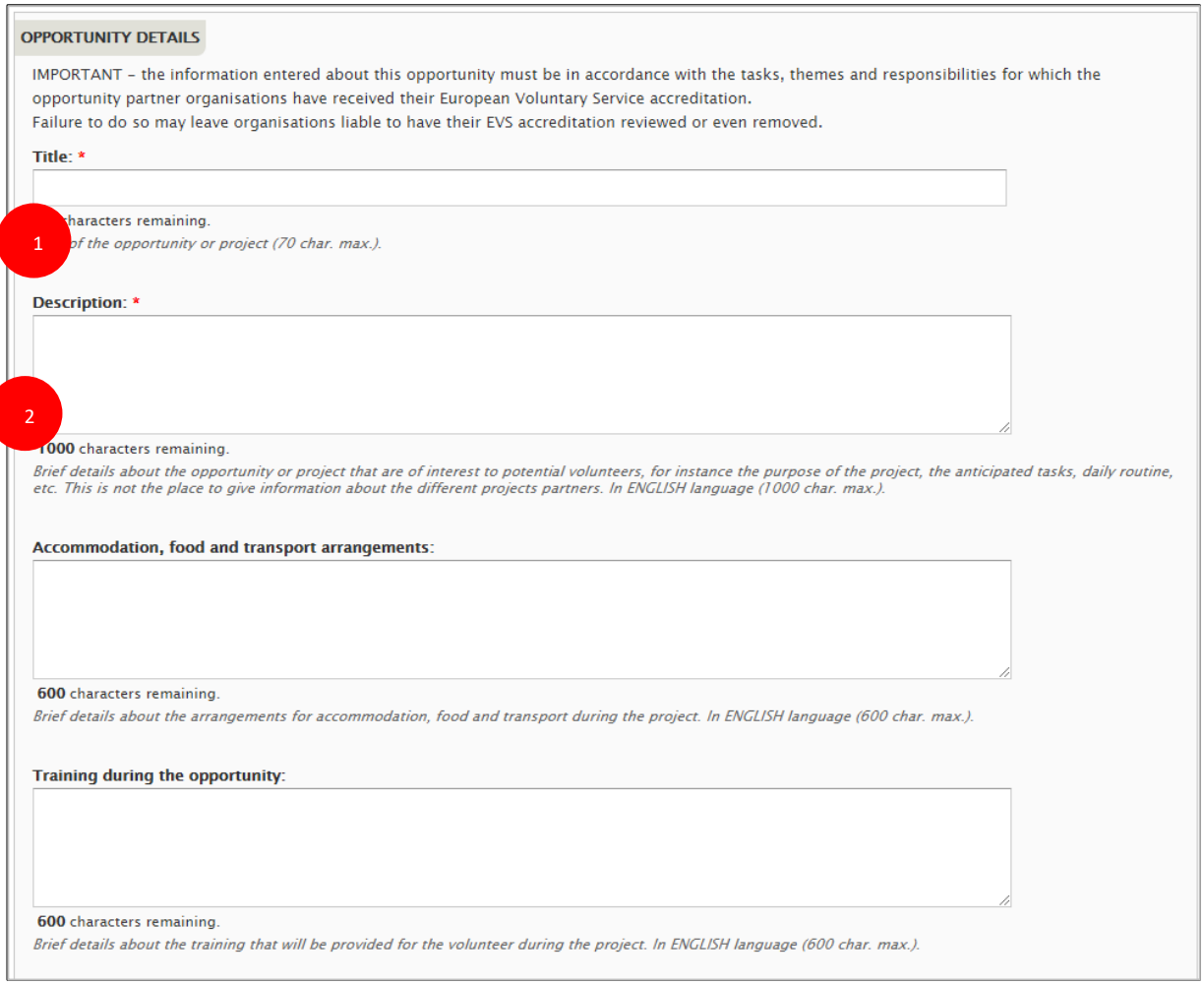


You will see that for the options 'European Solidarity Corps/ Volunteering', or European Solidarity Corps/ Traineeship', or 'European Solidarity Corps/ Jobs', the **'Tick this box if you want your volunteering opportunity to be also displayed on the European Solidarity Corps portal**' checkbox (1) is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

Example:

After you select the funding programme, the list with topics (3) corresponding to the European Solidarity Corps programme will be enabled. Select the topics that describe the project/opportunity you want to advertise.

Section 2: European Solidarity Corps opportunity



1. Title

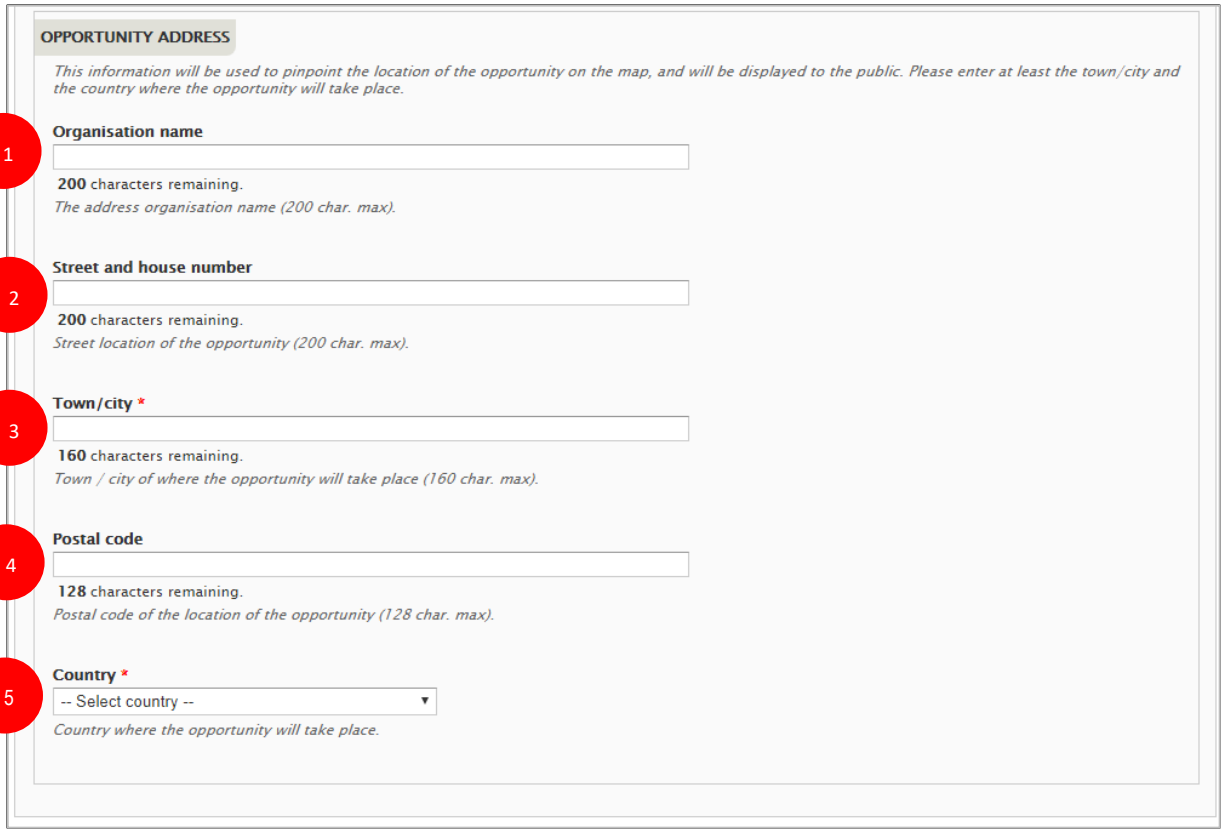
Give your opportunity a short title – something that is interesting! (mandatory field – max 70 characters)

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



1. Organisation name

In this filed 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)*

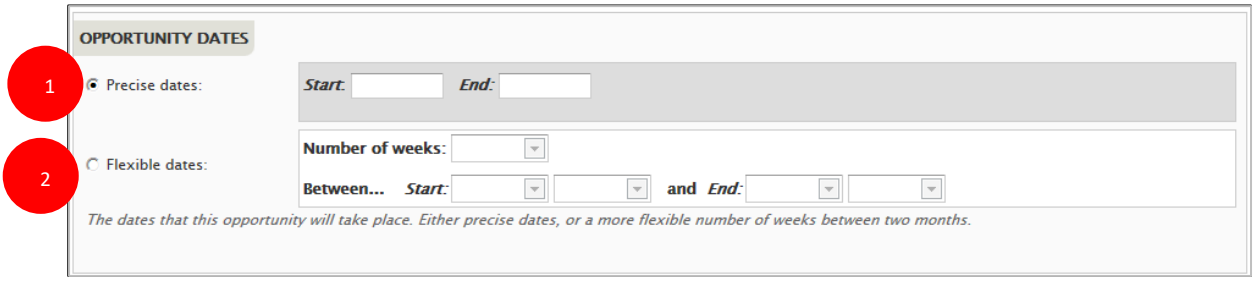
4. Postal code

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)*

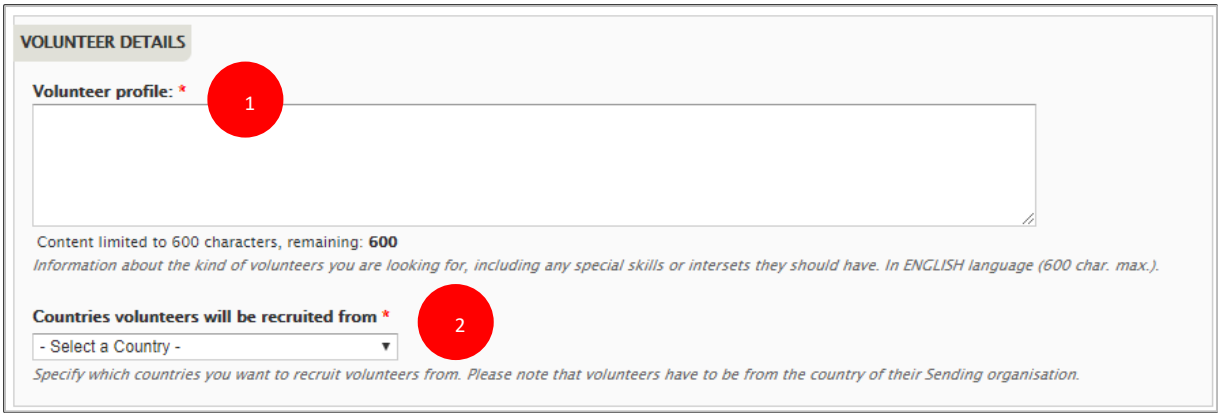
2. Flexible dates

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

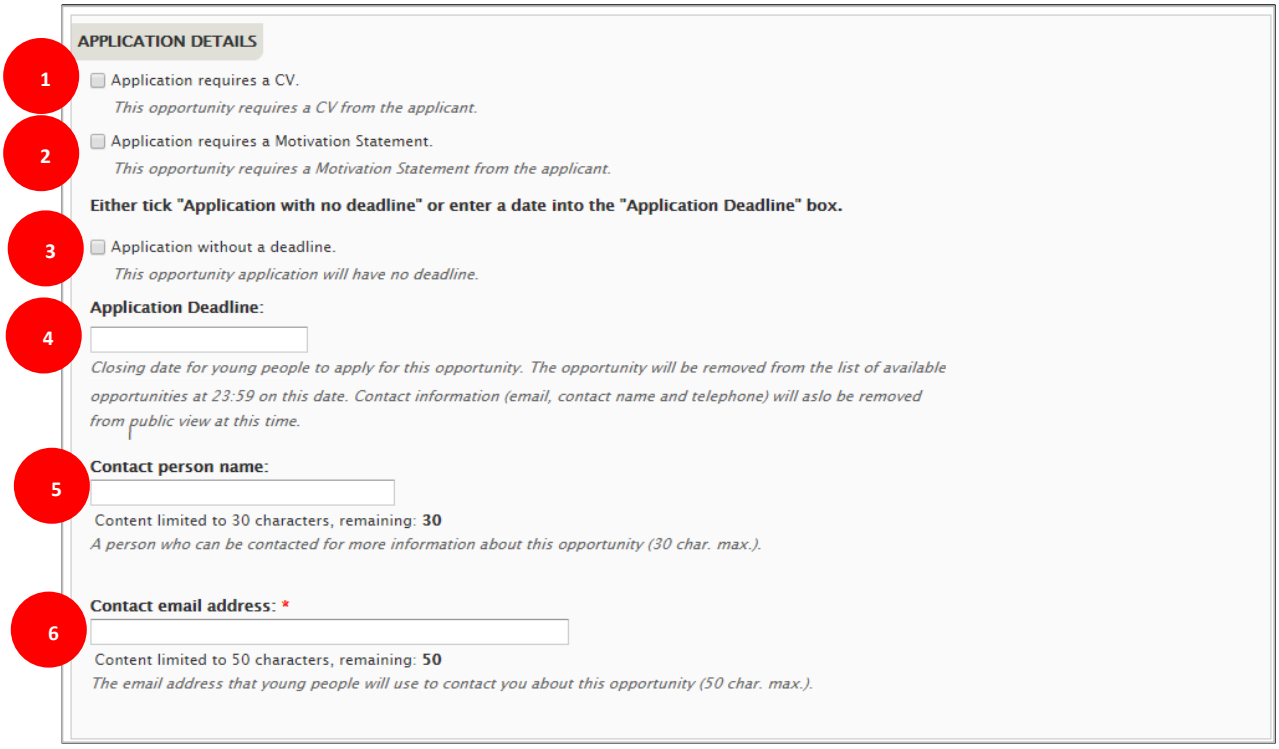
Specify the profile the young people (1) should have and countries from where they will be selected (2).

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:



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

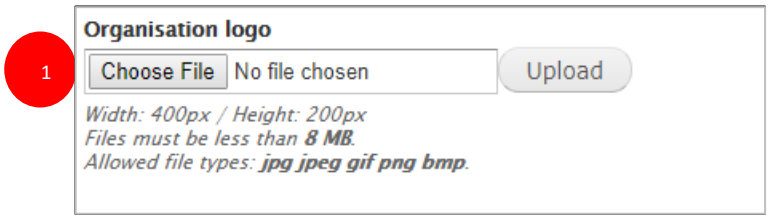
If you wish, you can give the name of the person that potential volunteers can contact. This is not a mandatory field – you can leave it blank. *(non-mandatory field – max 30 characters)*

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.

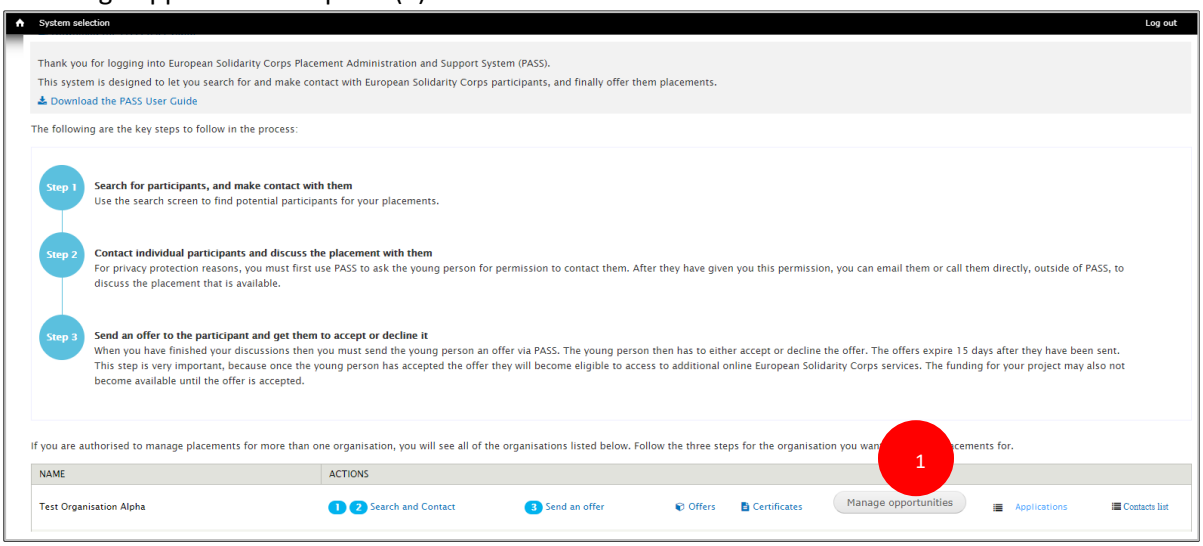
Open – after you have finished entering all of the relevant information and you are ready to start accepting applications or enquiries from potential participants, then change the status to 'Open'. It

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'.

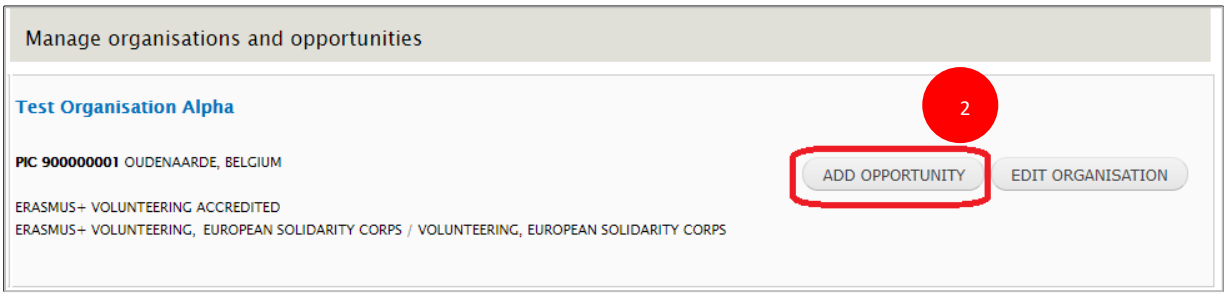
18.2 Advertise an opportunity - Erasmus + Volunteering project

How to create 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.



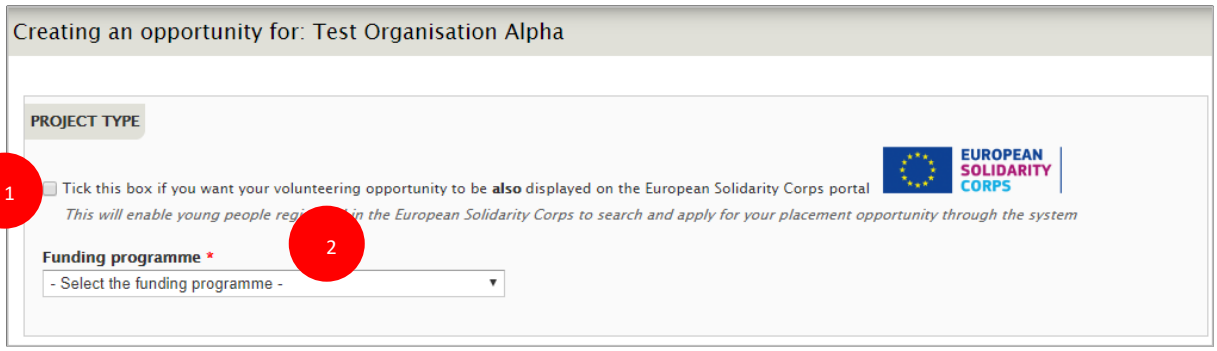
'Creating an opportunity for: [your organisation name]' page will be displayed.

Section 1: Project type

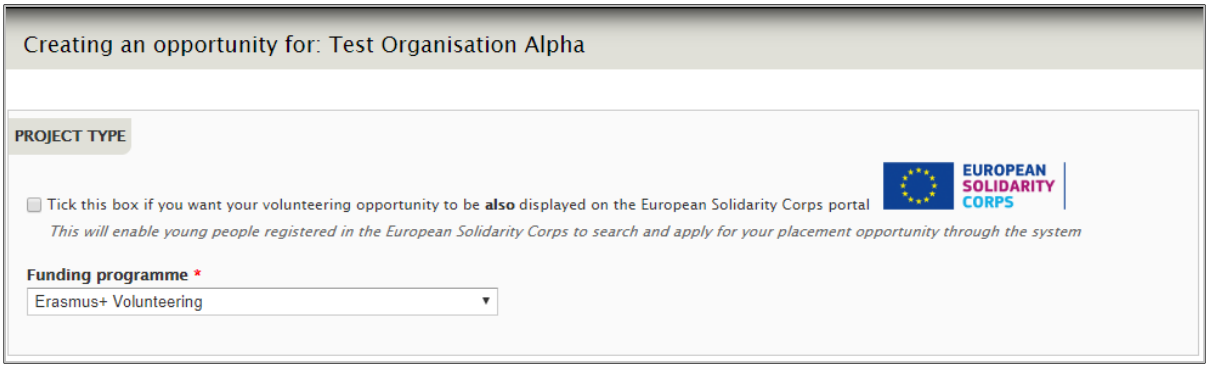
1. On the top side of the page you will see the **'Tick this box if you want your volunteering opportunity to be also displayed on the European Solidarity Corps portal' box** (1). If ticked, then the registered candidates in the European Solidarity Corps portal will have the

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)



Example:



Section 2: Erasmus+ Volunteering opportunity details

1. Title

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

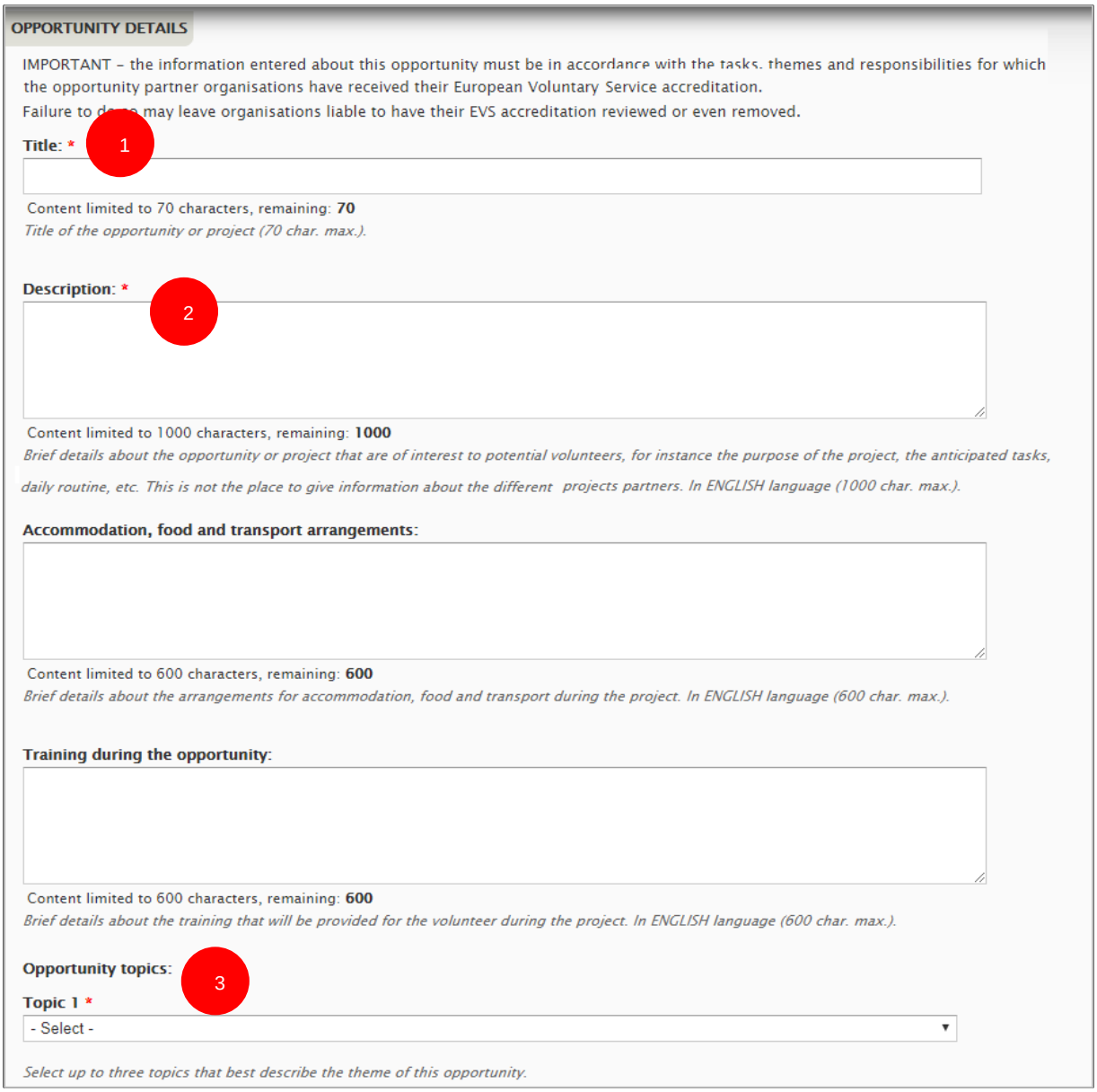
2. Description

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.

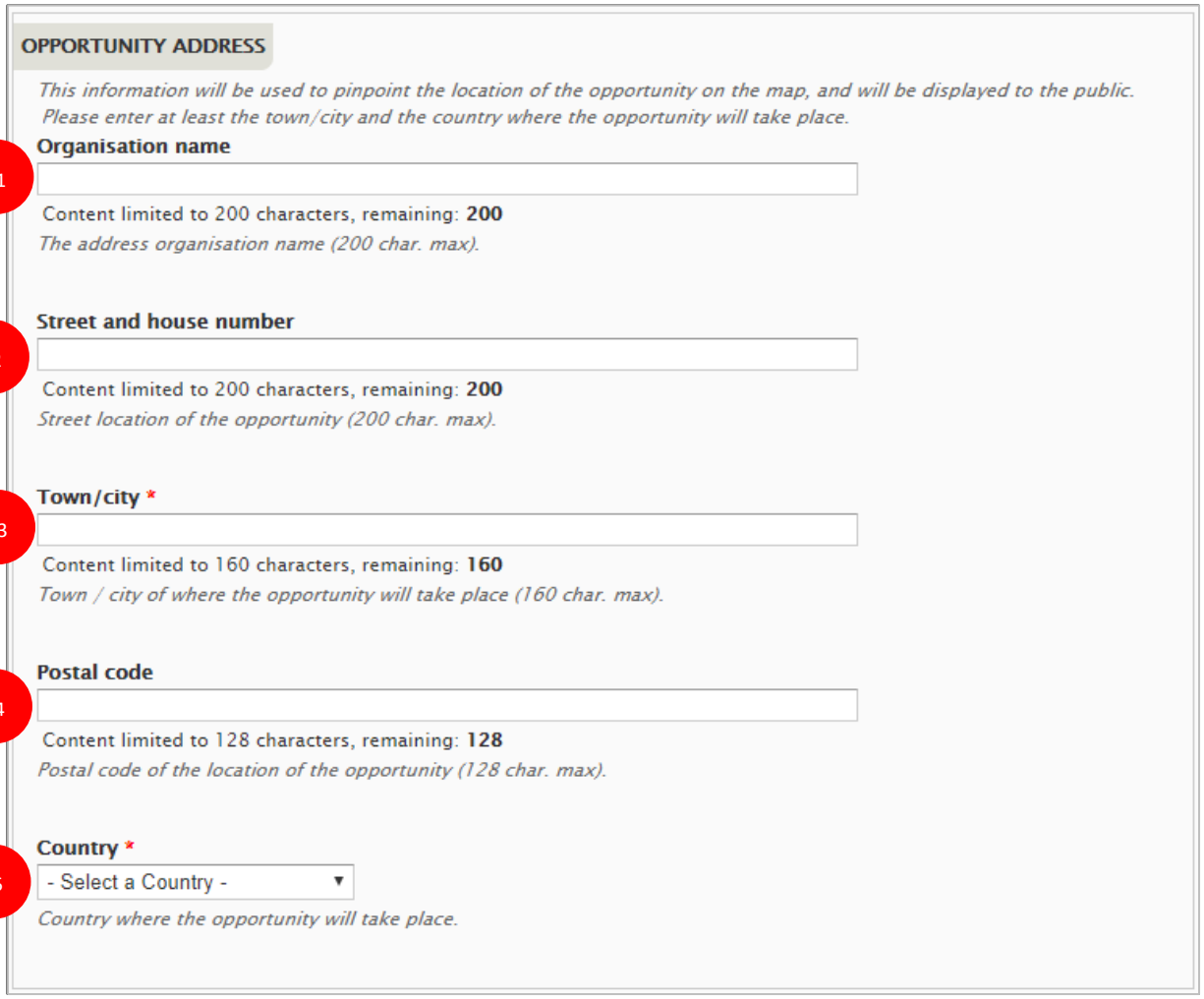
Do not use this field to talk about the skills or qualities you are looking for in the volunteers or to provide information about accommodation, training, procedures to apply, etc. – there are other fields for this information. *(mandatory field – max 1,000 characters)*

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

Section 3: Erasmus+ Volunteering opportunity address



1. Organisation name (1)

In this filed 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)*

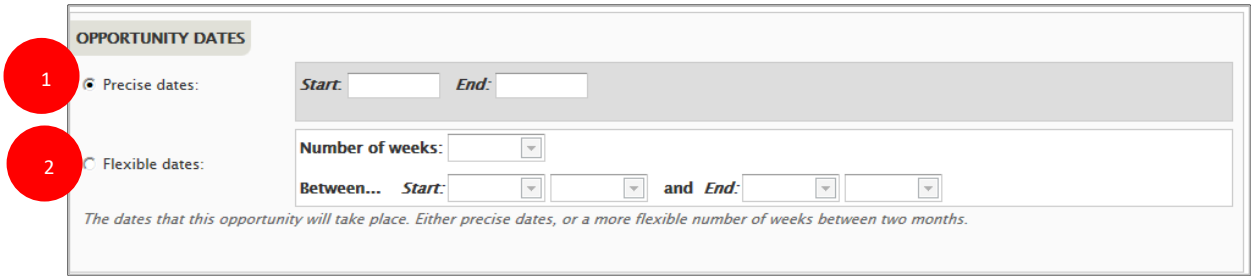
4. Postal code (4)

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.

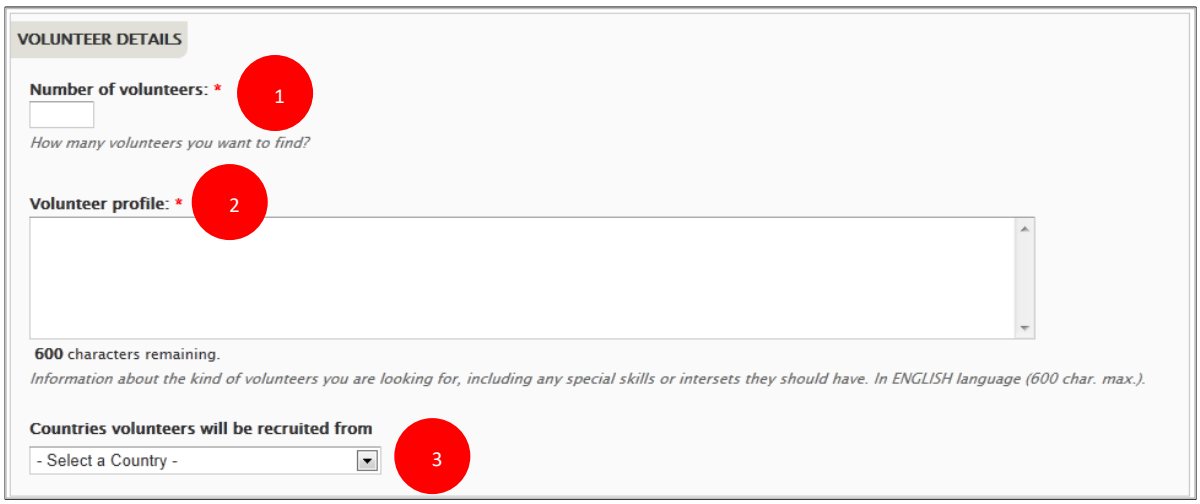
1. Precise dates

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

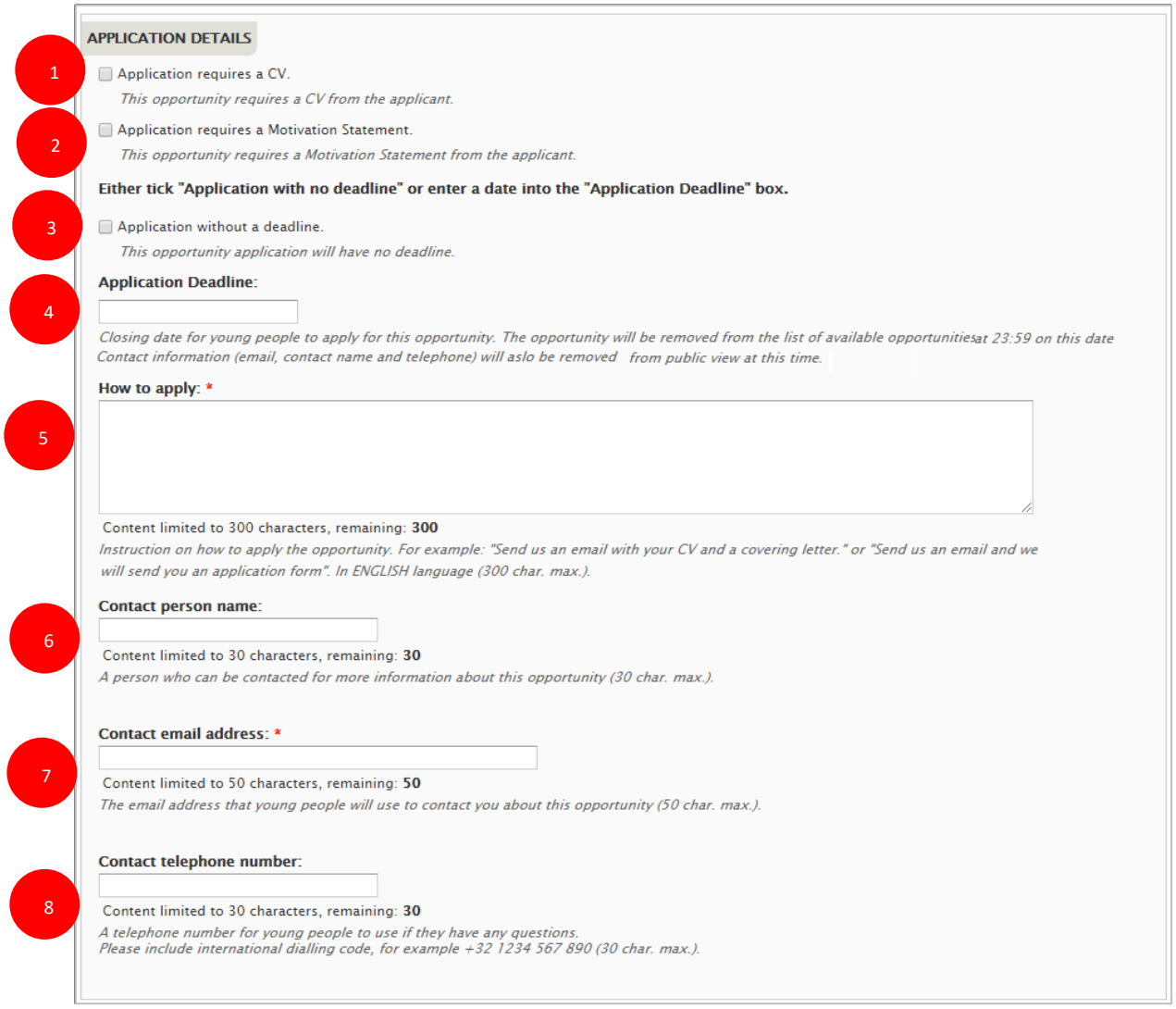


1. **Number of volunteers**
   Indicate the number of young people you want to recruit as volunteers.*(mandatory field – numbers only)*

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



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)*

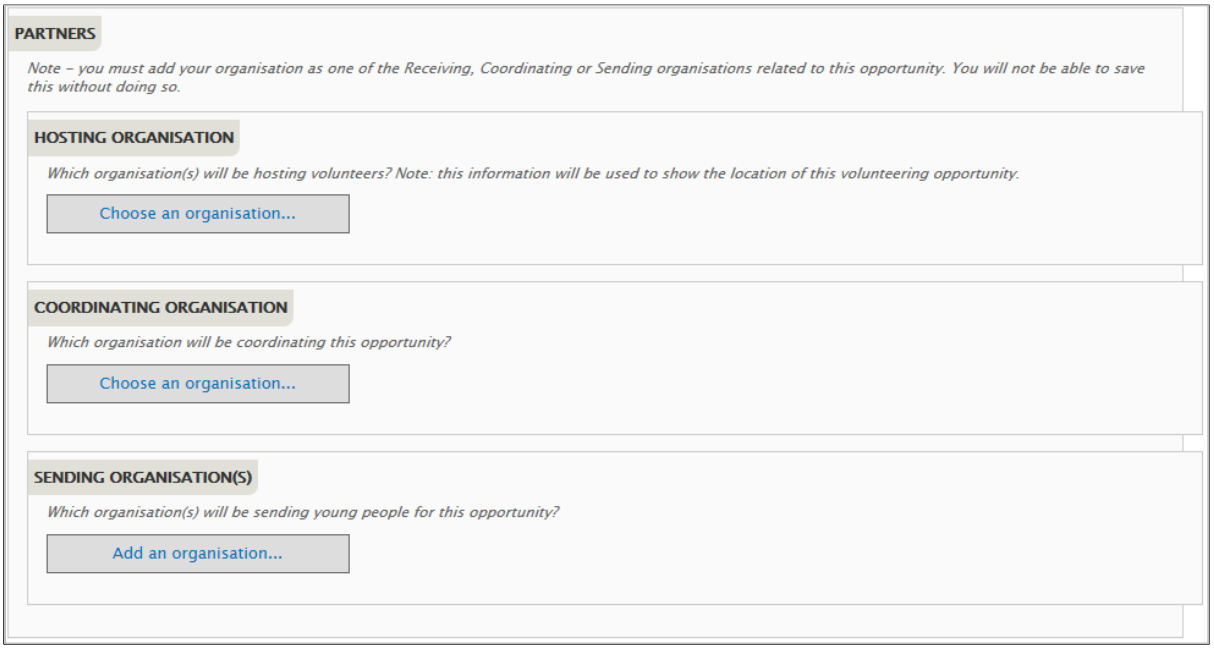
5. **How to apply** (5)
Here you should provide more details to the potentials volunteers.

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



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.

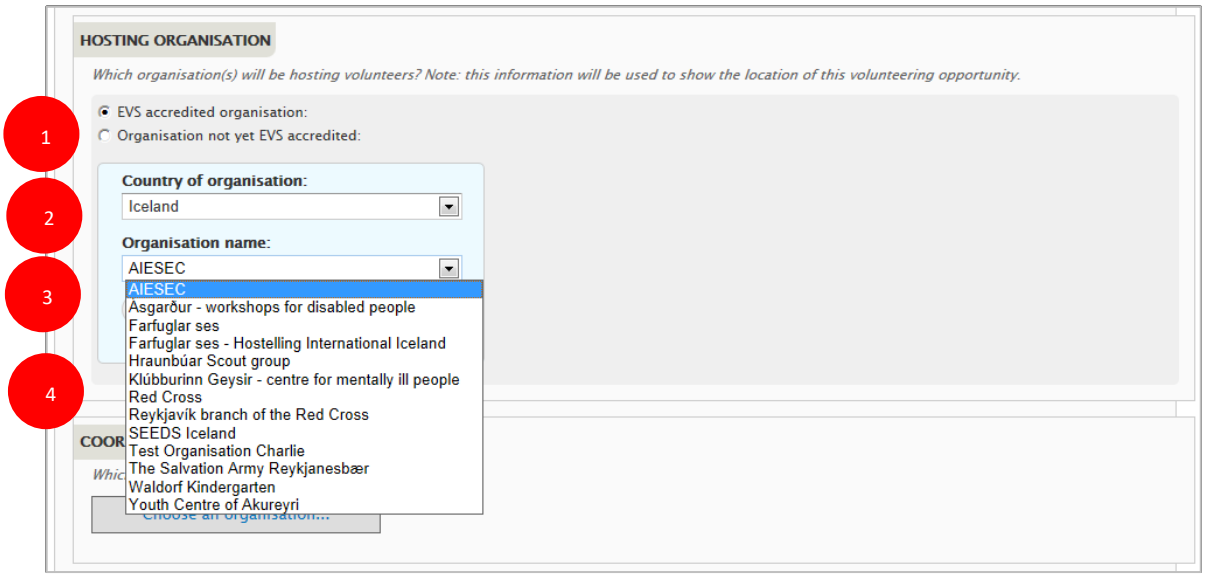
You might not yet know which organisations are going to be the partners in your project, so it is okay to leave these blank. However, YOU MUST add your own organisation as one of the Hosting, Coordinating or Sending organisations – you will not be able to save this project without doing so.

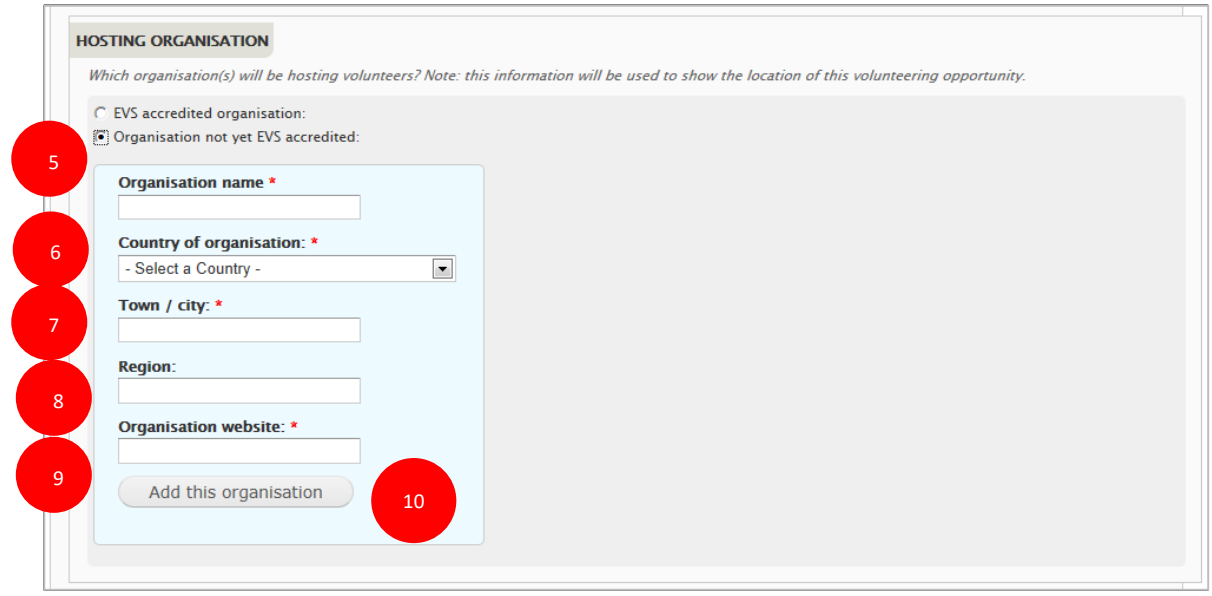
For each role, you have two choices:

- 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.





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

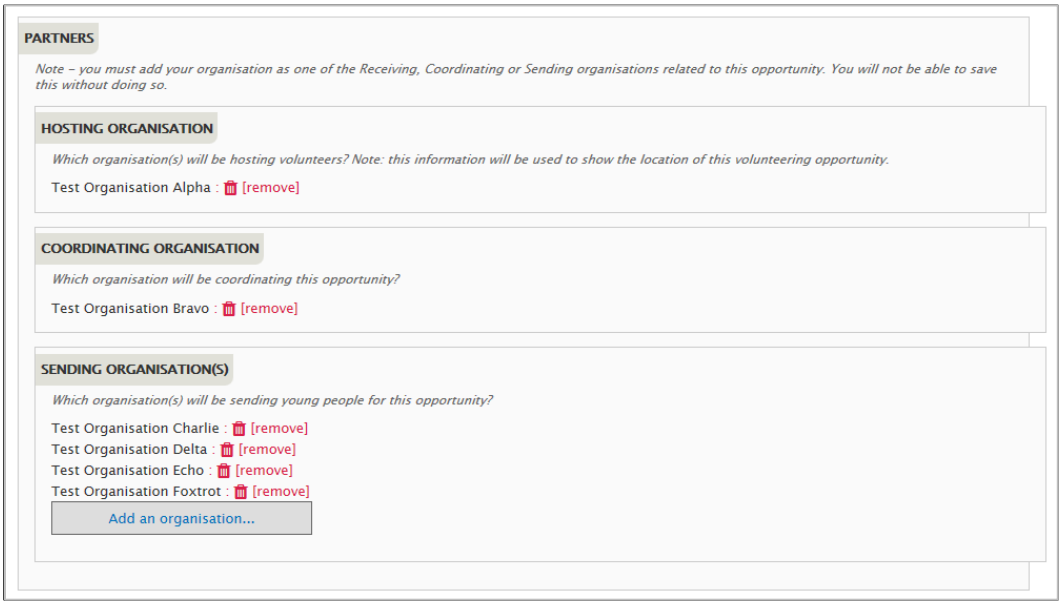
Additional information:

Location of the opportunity

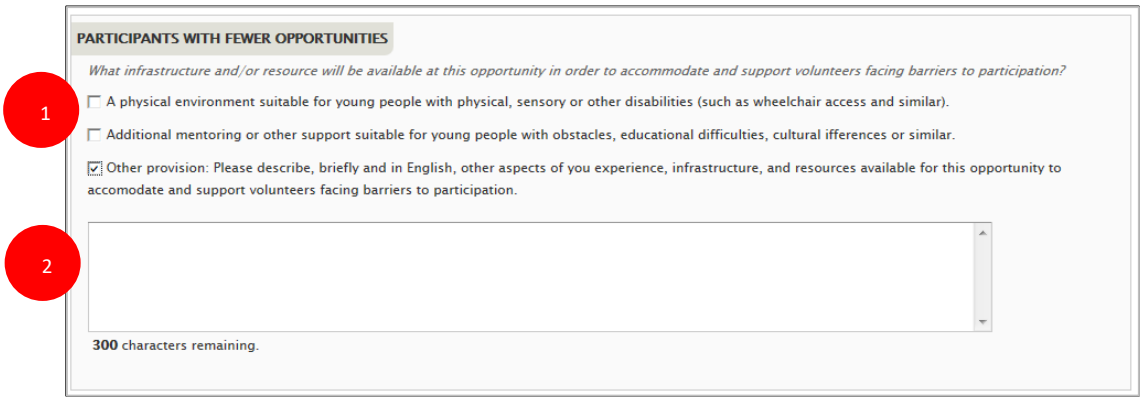
The *Town/city* and the *Country* of the linked Hosting organisation are used automatically as the location of the opportunity. If no Hosting organisation is entered, then the opportunity will be displayed without a location, and it will not appear in search results based on the location of the opportunity.

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).



Section 6: Participants with fewer opportunities

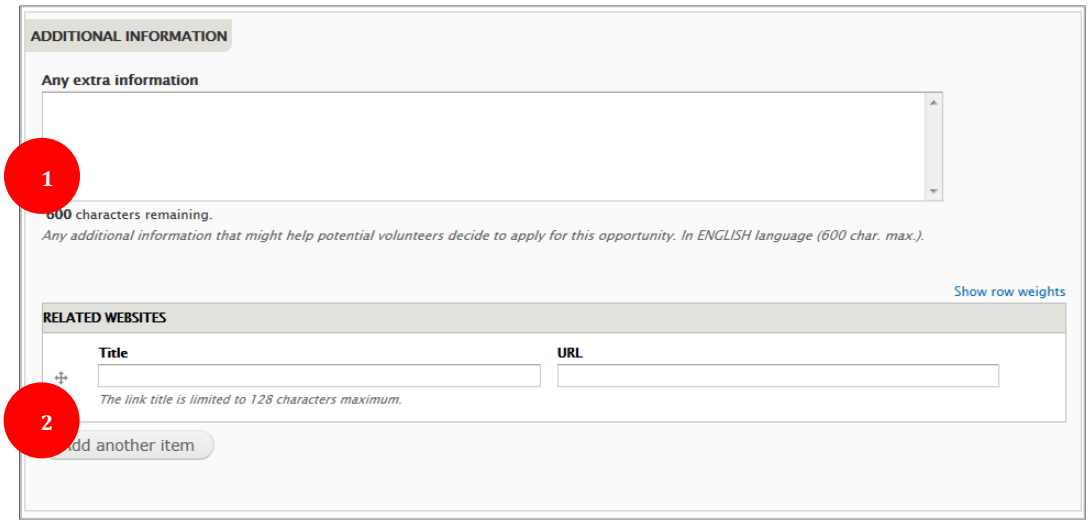


The involvement of young people with fewer opportunities is one of the key themes of the Erasmus+ programme. Use this section to describe what facilities and resources this project will make available for young people in this situation.

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



Section 8: 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"** – 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

19 Receive a 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 in the organisation dashboard).

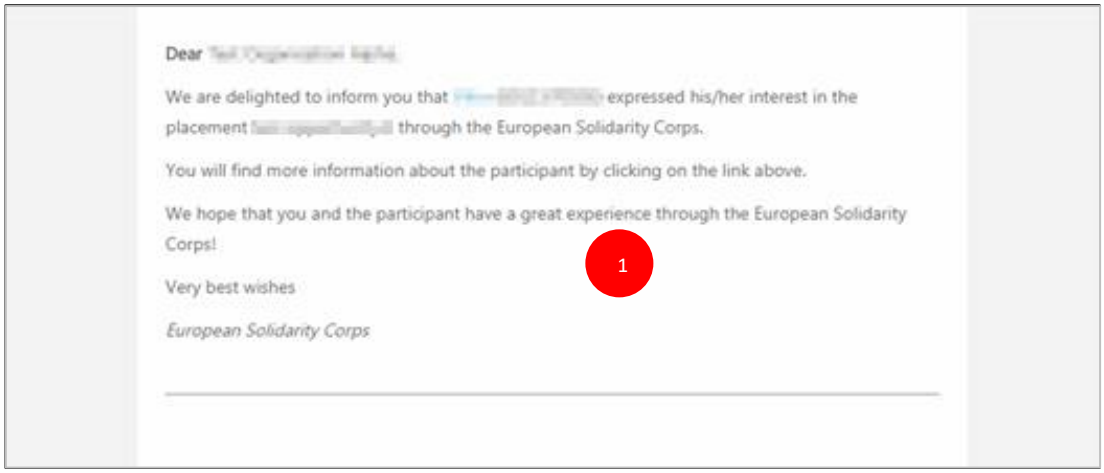
Whenever a young person expresses his/her interest for an opportunity you will receive an email (in English) (1) and you will see the information in the 'Applications' list (2).

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

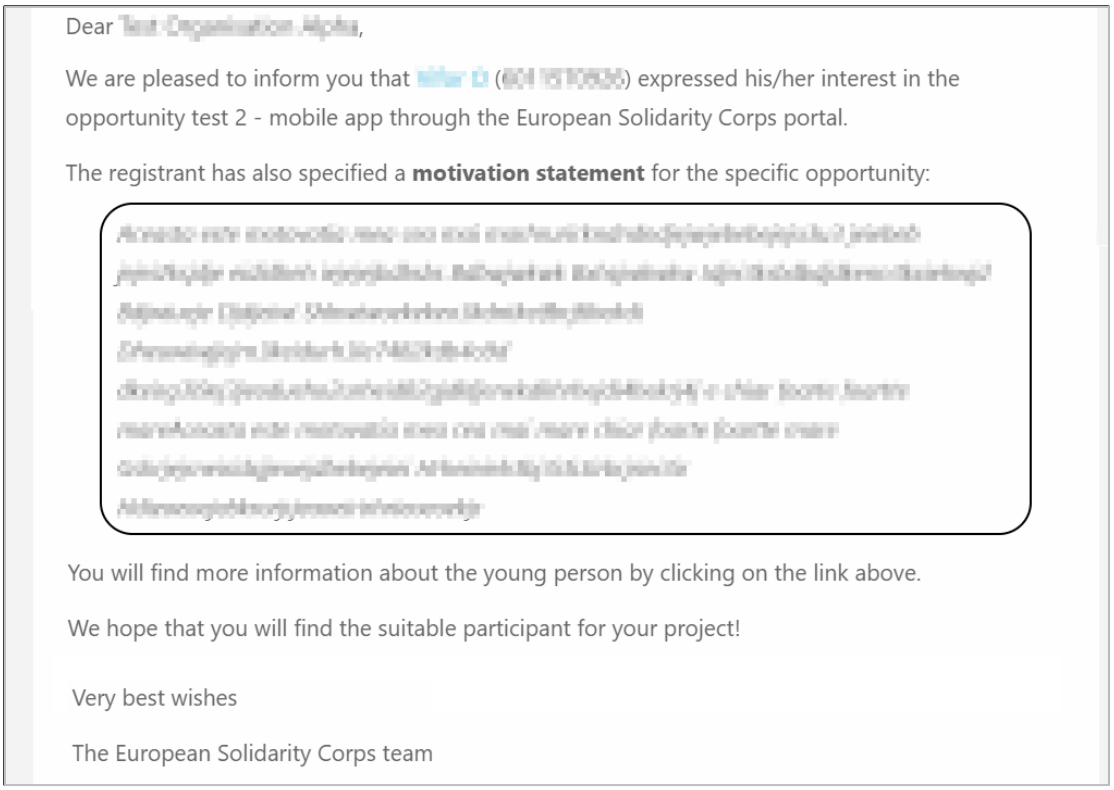
Should you wish to ask the registered candidate for a Motivation Statement (min 500 characters and maximum 1000 characters) or/and CV, then you have to tick one or both options (checkboxes) available on the 'Advertise opportunity' form (see 'Manage opportunities' option).

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



Example – email application for an opportunity for which a motivation statement is required:



Dear [redacted],

We are pleased to inform you that [redacted] expressed his/her interest in the opportunity test 2 - mobile app through the European Solidarity Corps portal.

The registrant has also specified a **motivation statement** for the specific opportunity:

[redacted]

You will find more information about the young person by clicking on the link above.

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

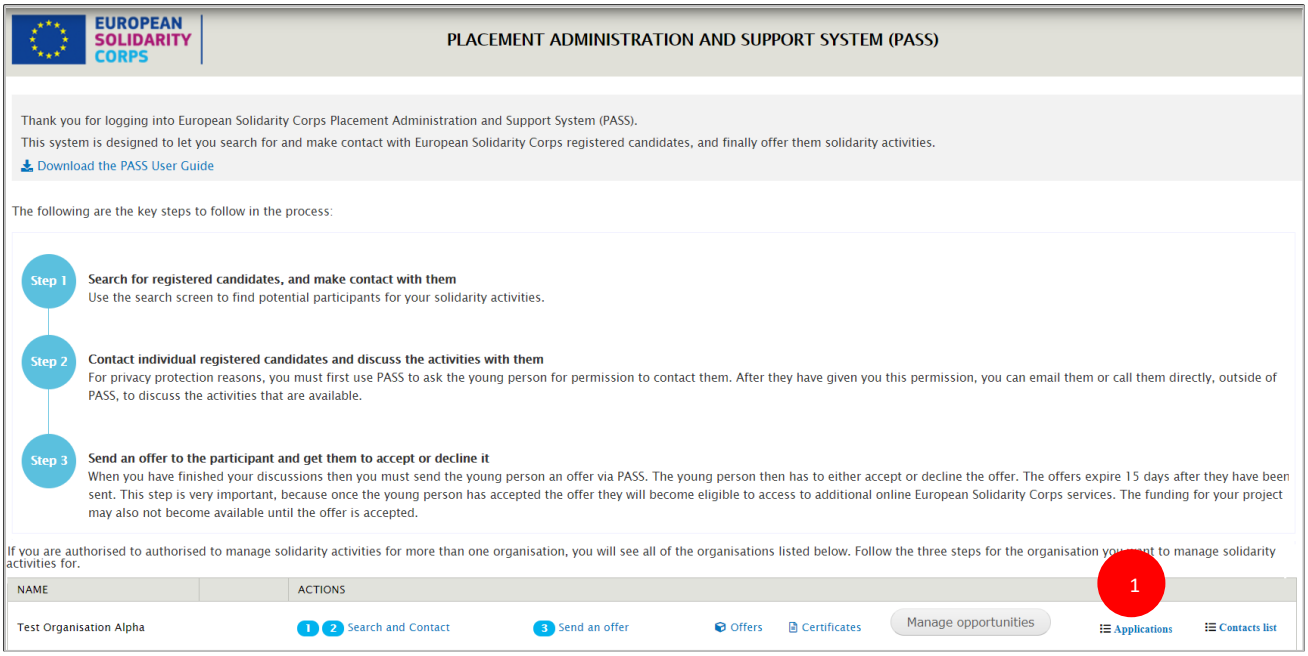
Very best wishes

The European Solidarity Corps team

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

View the list with applications

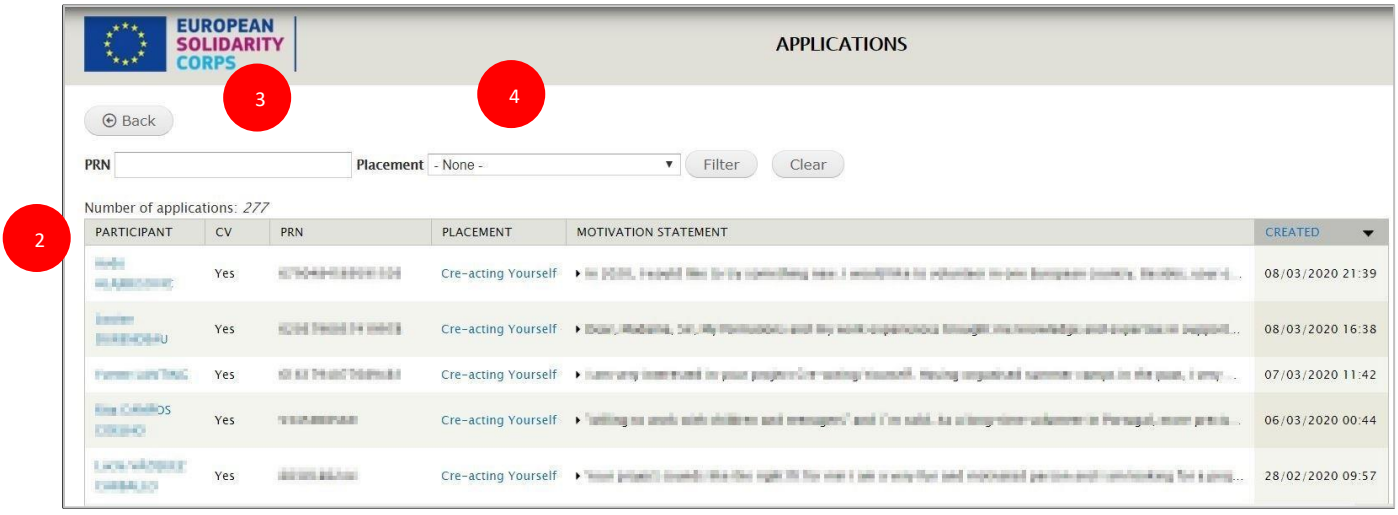
Note that the 'Applications' option (1) will be displayed in the table on the homepage of PASS only if at least one participant has expressed his/her interest for a placement you advertised.



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

You can filter the applications received so far by 'PRN' (3) and 'Placement name' (4), and you can access the registered candidate profile and get in touch with him/her by sending an email. Please note that the email address is visible at this stage, thus you can email him/her without sending a contact request first.

List of applications received



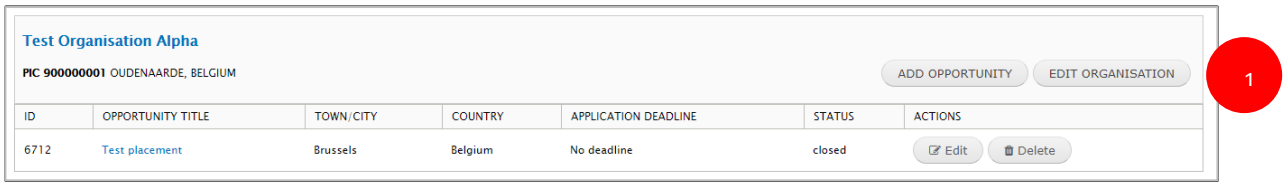
20 Edit your organisation contact details

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.

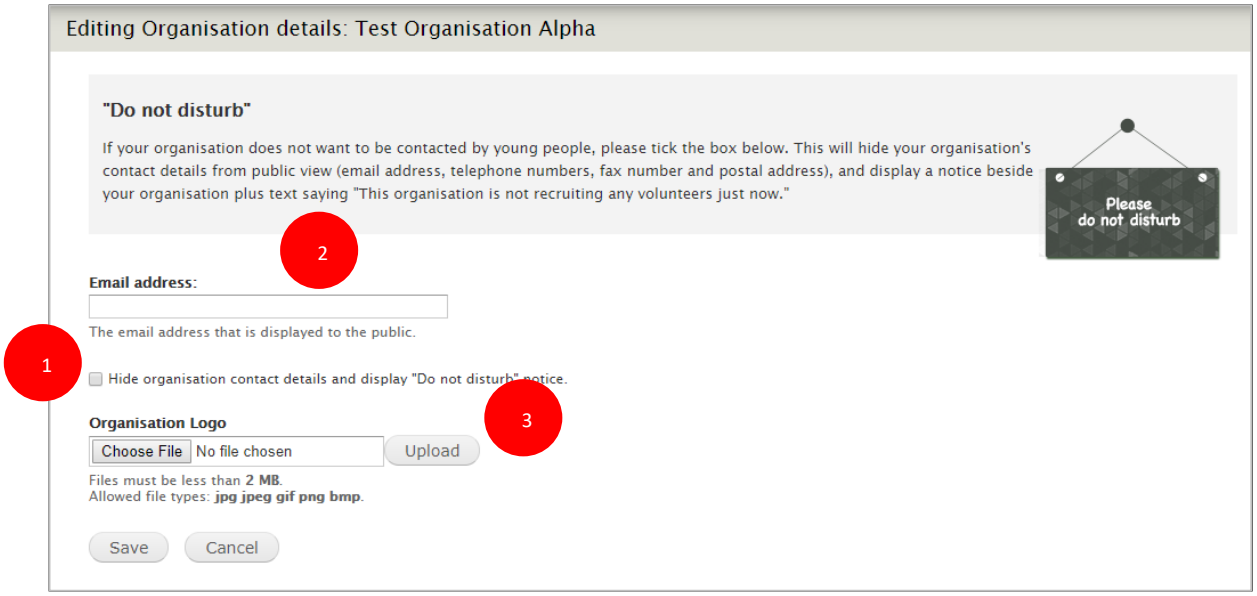
Only the **public contact** *'email address'* **can be changed by you (the email address that is displayed on the organisation details page and not the email address used to login to PASS)**, and this is available only for organisations that have Erasmus + volunteering accreditation (KA110).

NOTE: To change the **email address** used **to log in** to PASS, please see the **chapters 1, 3 and 4** of this guide.

To change the other information about the organisation, **such as address, website URL, etc.** you have to contact your **country 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).



When you click on the "Edit Organisation" button



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).

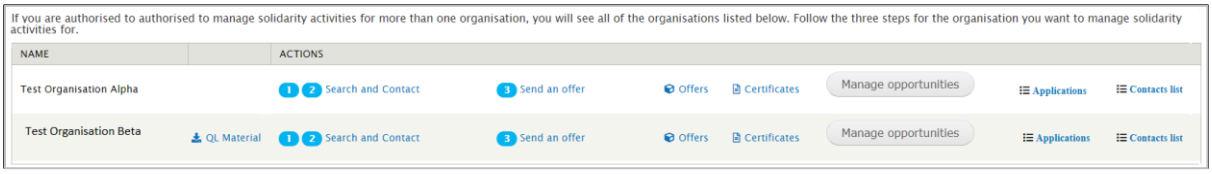
2. **Email address**
   Enter the email address that you want the public to use to contact your organisation. It is not mandatory to publish an email address. This will be hidden if you tick the box in (1).

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.

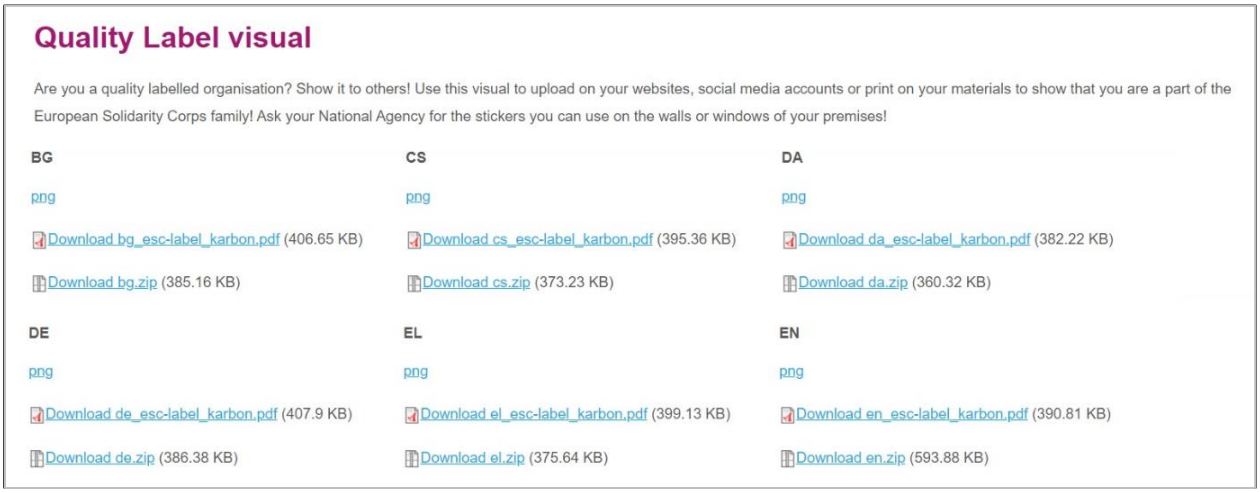
21 Quality Label Visuals

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!



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:



22 Further help, support and feedback

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 https://europa.eu/youth/solidarity/organisations/it-tool-organisation-portal_en .

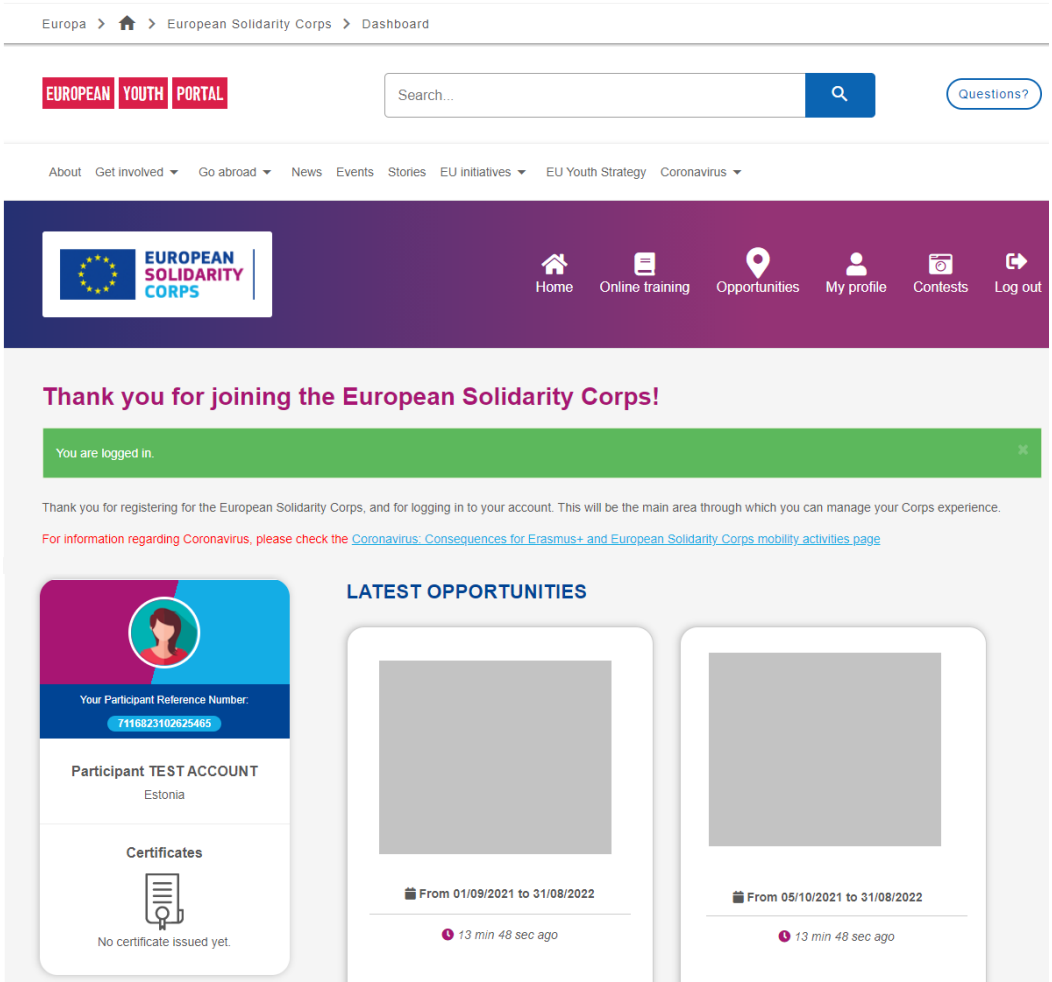
If you have problems using the tool, please contact your country National Agency so they can inform us as soon as possible.

ANNEX

In this Annex you can see how a registrant dashboard looks like.

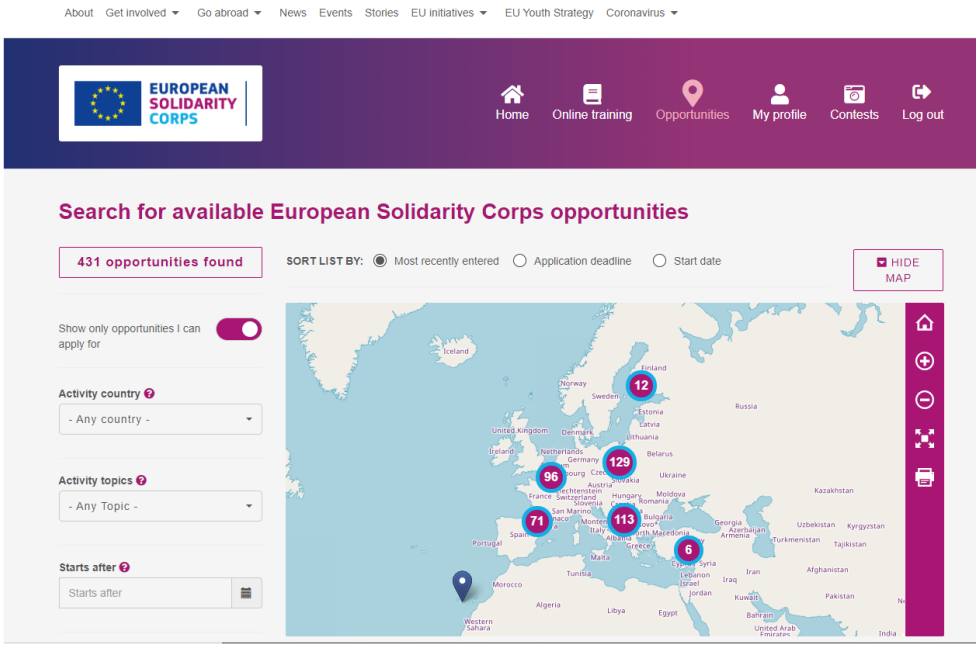
After a young person registered to the European Solidarity Corps portal, a dashboard is associated to his/her profile. From this dashboard the registered candidate can manage his/her profile, search and apply for opportunities, access the General Online Training, participate in various contests and much more:

Example of a dashboard home page:



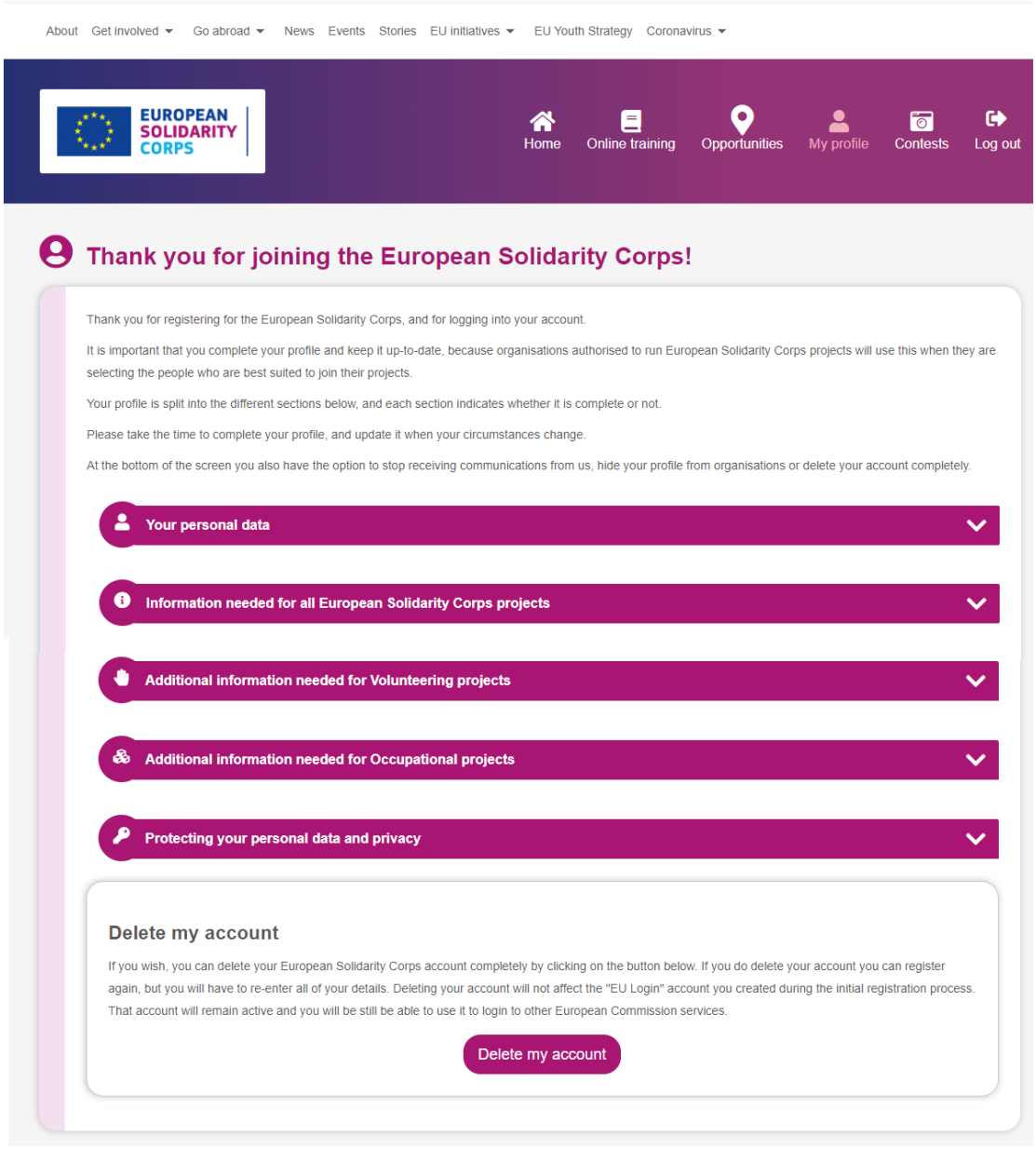
Example for 'Opportunities' section:

By default there are displayed only the opportunities for which the registrant profile is eligible (where the eligibility criteria are birthdate, a previous Erasmus+ volunteering activity, and country of residence).



'*Online training' section:* it opens the General Online Training (GOT) platform.

Example for 'My profile' section


About
Get involved
Go abroad
News
Events
Stories
EU initiatives
EU Youth Strategy
Coronavirus
EUROPEAN SOLIDARITY CORPS
Home
Online training
Opportunities
My profile
Contests
Log out
Thank you for joining the European Solidarity Corps!
Thank you for registering for the European Solidarity Corps, and for logging into your account.
It is important that you complete your profile and keep it up-to-date, because organisations authorised to run European Solidarity Corps projects will use this when they are selecting the people who are best suited to join their projects.
Your profile is split into the different sections below, and each section indicates whether it is complete or not.
Please take the time to complete your profile, and update it when your circumstances change.
At the bottom of the screen you also have the option to stop receiving communications from us, hide your profile from organisations or delete your account completely.
Your personal data
Information needed for all European Solidarity Corps projects
Additional information needed for Volunteering projects
Additional information needed for Occupational projects
Protecting your personal data and privacy
Delete my account
If you wish, you can delete your European Solidarity Corps account completely by clicking on the button below. If you do delete your account you can register again, but you will have to re-enter all of your details. Deleting your account will not affect the "EU Login" account you created during the initial registration process. That account will remain active and you will be still be able to use it to login to other European Commission services.
Delete my account