



Placement Administration and Support System (PASS)
User Guide for organisations
Addendum for the Offers improvements
August 2026 (v29.1)

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2. Introduction

This addendum is designed to explain and exemplify the improvements done to the Offer areas.

PASS system is quite complex, so if you need assistance on the other areas, please consult the full guide, which can be found at https://youth.europa.eu/solidarity/organisations/it-tool-organisation-portal_en.

3. Send an offer for an activity

An offer is a formal proposal made to a Participant when an Organisation wants to recruit them for a specific activity. Creating and accepting offers is mandatory in all cases, even if volunteers and organizations connect first outside of PASS.

3.1. General information

Make an Offer

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
- It makes participant data available to be encoded in Beneficiary Module (for ESC51 projects)
- It is part of the process to trigger the payment of funds for activities/projects ('Final Report')

Offer form

The send offer form is split in 6 sections and the system will guide you through each of them.



1 - Offer form 6 sections

1. **Funding programme:** select action your organisation has access to and the activity type
 - For **European Solidarity Corps funded projects (ESC51)** – choose 'European Solidarity Corps/ Volunteering - ESC51'.
 - For **Volunteering Teams in High Priority Areas projects**, choose 'European Solidarity Corps / Volunteering Teams in High Priority Areas – 2021-2027'.
 - For **Humanitarian Aid Volunteering projects**, choose 'European Solidarity Corps / Humanitarian Aid Volunteering'.
2. **Registrant (Participant):** specify the PRN of the registered candidate.
3. **Organisations:** search and select for the lead, support and host organisations. You will see that the information, such as city, address, postal code, and country, is automatically filled in and it can be changed later, with some conditions. Support and Hosting organisations are mandatory.
4. **Project information:** enter the 'Project code'; the Activity address and Contact person.
5. **Offer information:** enter the Activity details: name, topics, description, start and end dates for the activity.

NOTE:

1. If the start date of the activity is in the past, a warning message is displayed informing you that the offer should be sent before the volunteer starts the activity as they **must** be covered with insurance. However, you will be able to send the offer.

Message displayed when the activity start date is in the past or it is 'today/current day':

Start date *

End date *

The start date of the activity is in the past. If this is a cross-border activity, please note that the participant is not insured. The enrolment to insurance must be done before departure.

For ESC51 projects, as soon as the offer is accepted, please go to the Beneficiary Module (BM), retrieve the participant data and encode the corresponding participation.

- Maximum duration of a long-term volunteering activity is 1 year. When entering the activity dates, the system checks if the duration of the volunteering activity, plus eventual past activities, exceeds one year. If it is the case a message displays, for example *'The participant's sum of days, from past activities plus this one, exceeds the 366 days allowed by 30 days.'*, and you need to update the dates. You will not be able to go to the next steps unless you correct the activity dates, so the duration is valid.

Start date *

End date *

The participant's sum of days, from past activities plus this one, exceeds the 366 days allowed by 30 days.

- Message displayed in the case an offer was already accepted by the (same) participant for the (same) project you want to send offer:

'The Participant has already accepted an offer for a period that overlaps with the period of the offer you've selected.'

Start date *

End date *

The registrant has already accepted an offer for a period that overlaps with the period of the offer you've selected.

Note:

For ESC51 projects – the information about the project is retrieved from the Beneficiary Module (BM), unless the project is not yet encoded in the tool.

If the project is not yet in the BM, you will still be able to send an offer for it, as PASS allows you to **manually enter/ type the project code**.

If the project is already in the BM, then please note that 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 information in PASS (start and end date of the project) is not correct, please check if in the Beneficiary Module is the correct one. In case the information in PASS differs from the one in BM, please contact your country National Agency so they can report the issue further.

6. Review: review the information you have filled in and send the offer to the participant.

Email notification for involved parties

The potential participant will receive an email with details about the activity they have been offered by you. The involved Organisations and the Contact Person will receive a similar email.

The email is sent in their preferred contact language (it is specified in their profile).

To accept or decline the offer, the potential participant must click either, on the "Accept offer" button to accept it, or on the "Decline offer" button to decline it.

Accepting or declining the offer will send emails to all involved indicated above.

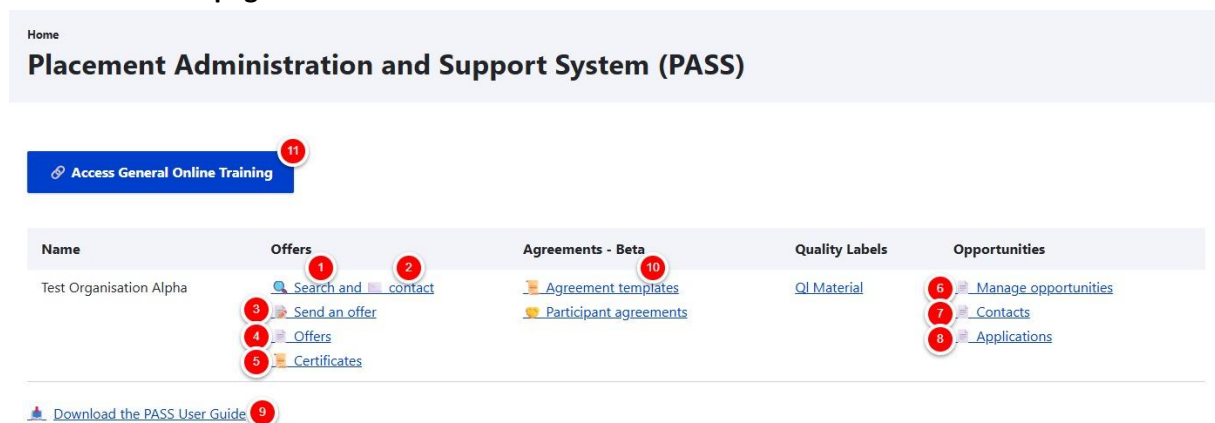
NOTE: The offer is **technically** valid **15 days**, after which its status is changed into 'Expired' and it cannot be accepted or declined. Therefore, should you wish, you could resend the offer.

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

3.2. Send an offer – detailed steps

Before sending an offer, please read the 3.1 General information carefully.

PASS dashboard page



2 - PASS dashboard

Click on the 'Send an offer' 3 link that is available in the dashboard associated to your organisation. This will open the form where you'll enter all details for the Offer.

The send offer form allows you to fill out the details for the activity for the potential participant; it is split in 6 sections, and the system will guide you through each of them:



1. Funding programme

Select the funding programme **1**, i.e.: **‘European Solidarity Corps / Volunteering - ESC51’**

Test Organisation Alpha (OID: E12345 PIC: 900000001)

Rue Joseph II, 70
9700 Brussels
[BE] Belgium

<https://europa.eu/youth>

1 Funding programme – 2 Registrant – 3 Organisations – 4 Project information – 5 Offer information – 6 Review

Please choose the funding programme of the offer* **1**

European Solidarity Corps / Volunteering - ESC51

Activity type* **2**

Volunteering

Cancel Next

3 - Offer form - section 1

For VTHPA, select **‘European Solidarity Corps / Volunteering Teams in High Priority Areas - 2021-2027’**.

For Humanitarian Aid, select **‘European Solidarity Corps / Humanitarian Aid Volunteering’**.

Select the Activity type **2** of the offer (e.g., Volunteering, Individual, Teams).

Some funding programmes allow selection; others have a predefined type of activity that is not editable for the moment.

2. Registrant (Participant)

Type the PRN in the 'Personal reference number' box ¹ and press 'Search' button ².

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9700 Brussels
[BE] Belgium

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Personal reference number* ¹

² Search

³ Cancel ⁴ Back

4 – Offer form – section 2, search for a potential participant data

Click on the 'Cancel' button ³ to cancel the sending of the offer.

Click on the 'Back' button ⁴ to go to the previous step ('Funding Programme').

After pressing the 'Search' button ² the Participant's basic information, such as full name, PRN, country of residence and nationality, will be displayed ⁶.

Test Organisation Alpha (OID: E12345 PIC: 900000001)

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1 Funding programme – 2 Registrant – 3 Organisations – 4 Project information – 5 Offer information – 6 Review

Personal reference number* ¹

9999999999999938

⁶

 Eyp esc USER
9999999999999938
♂ Male
Belgium
Belgian

³ Cancel ⁴ Back ⁵ Next

5 - Potential participant data is retrieved

Click on the 'Next' button ⁵ to go to the next step ('Organisations').

3. Organisations

In this section, you must add Organisations according to their role in the Offer and what Permissions they will have in the future.

An organisation of Leading type is not mandatory.

The organisation you represent must be in one of the types, otherwise you cannot proceed.

Adding an Organisation for any type ² can be done by pressing the Add button ¹ in the respective row, see below.

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9700 Brussels
[BE] Belgium

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1 Funding programme – 2 Registrant – 3 Organisations – 4 Project information – 5 Offer information – 6 Review

Type ²	Name	Permissions ³	Operation
Leading			Add ¹
Supporting*			Add ¹
Hosting*			Add ¹

Cancel
Back

6 – Offer form – section 3, Organisations

Options to select an organisation ¹:

Test Organisation Alpha (OID: E12345 PIC: 900000001)

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[BE] Belgium

<https://europa.eu/youth>

1 Funding programme – 2 Registrant – 3 Organisations – 4 Project information – 5 Offer information – 6 Review

☐ My organisation *Test Organisation Alpha* ¹
☐ Use an organisation linked to other offers made by my organisation
☐ Choose another organisation

Back

7 - Offer form - section3, select an Organisation

- Option 1: My organisation *Test Organisation Alpha*

- Option 2: Use an organisation linked to other offers made by my organisation
- Option 3: Choose another organisation

Option 1: My organisation *[organisation name represented by the user]*

The organisation details will display in the row: Organisation name, OID/PIC, Country.

Since it's the organisation you are representing, Full permissions will be assigned automatically.

Option 2: Use an organisation linked to other offers made by my organisation

This option allows you to choose from a list of organisations that you have worked with before.

As option 1, the details will be displayed automatically once you choose the organisation.

Items: 2 / 2

Name	OID	PIC	Location	Postal code	City	Country
Test Beta	E123456	4567	Iasi	464333	Iasi	Romania
Test Organisation Alpha	E12345	900000001	Donkstraat 50	9700	Oudenaarde	Belgium

Back

8 - Offer form - section 3, results of searching for an Organisation

If you don't find the organisation in the list, press the button "Back" to go to the 3.

Option 3: Choose another organisation

You can search for another organisation by "Name and country", PIC or OID ¹.

Select on option, fill in the field(s) and press the "Search" button ²:

Search for an organisation

Search by ¹

☒ Name and country
☐ PIC
☐ OID

Organisation name containing * ³ Country ²

foxtrot - None - Search

1 character minimum. * Some countries might not be available.

Items: 1 / 1 ³

Name	OID	PIC	Location	Postal code	City	Country
Test Organisation Foxtrot		900000006		57000		Belgium

Select this organisation ⁴

From the results ³, select one of the organisations ⁴.

As with option 1 and 2, you can go back and search again.

Remarks

- Organisations with Humanitarian Aid QLs (with role Simplified Hosting) that have branch offices, will be able to select one of those branch offices and update the address of the hosting organisation.
- The organisations presented are the ones already in the database holding a valid Quality Label.
- If the organisation you are looking for is not in the database, please contact your country's National Agency for ESC51, or EACEA for VTHPA and Humanitarian Aid. They will report the issue further via the dedicated channels.

Remove an organisation

Test Organisation Alpha (OID: E12345 PIC: 900000001)

Rue Joseph II, 70
 9700 Brussels
 [BE] Belgium

<https://europa.eu/youth>

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Type	Name	Permissions	Operation
Hosting*	Test Organisation Alpha (OID: E12345 / PIC: 900000001) Belgium	1 Full permissions	4 Remove
Supporting*	Test Organisation Foxtrot (PIC: 900000006) Belgium	2 ☒ Manage Offer ☒ Manage Certificate of Participation ☒ Manage Vol. Agreement	Remove
Leading	SIKANAMENTE APS (OID: E10279529) Italy	3 ☐ Manage Offer ☐ Manage Certificate of Participation ☒ Manage Vol. Agreement	Remove

Cancel Back Next

9 – Offer form – section 3, selected Organisations

To remove an organisation, press the “Remove” button 4 of the intended row.

Permissions

These permissions will allow the selected Organisation to manage certain Offer related areas, or the Offer itself. Explanation of each permission (1, 2 and 3 in the image above):

- **Full permissions:** will show up for the Organisation that is creating the Offer.

- **Manage Offer:** allows the Organisation to act on the Offer as the creating Organisation, as in, edit, withdraw, resend, all related actions to the Offer.
- **Manage Certificate of Participation:** allows the Organisation to create and issue the Certificate of Participation related to the Offer.
- **Manage Vol. Agreement:** allows the Organisation to create, save, edit and send the Volunteer Agreement related to the Offer.

4. Project information

In this step, you must specify the project code for which you want to send the offer, the Activity Address and the Contact Person.

Test Organisation Alpha (OID: E12345 PIC: 900000001)

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[BE] Belgium

<https://europa.eu/youth>

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Project code *

Only letters, digits, dashes and spaces are allowed.
Content limited to 60 characters, remaining: 60

2 Activity Address and Contact Person

Use the leading organisation information
Use the supporting organisation information

Use the hosting organisation information

Hosting organisation name

Hosting address street *

Content limited to 150 characters, remaining: 150

Hosting address postal code *

Content limited to 150 characters, remaining: 150

Hosting address city *

Content limited to 150 characters, remaining: 150

Hosting address country *

4 Select -

Only countries from the funding programme placement list and the involved organisations are available.

Contact person name *

Contact person email *

Content limited to 254 characters, remaining: 254

Contact person phone *

Content limited to 20 characters, remaining: 20

Cancel

Back

Next

10 - Offer form - section 4 Project information

Project code

For **ESC51** the 'Project code' field ¹ has 2 details:

- If the project is not yet in the Beneficiary Module (BM), then you would need to manually type/enter the project code.
- Project code format : **2021-1-NA0X-ESC51-VTJ-XXXXXXXXXX**



Project code *

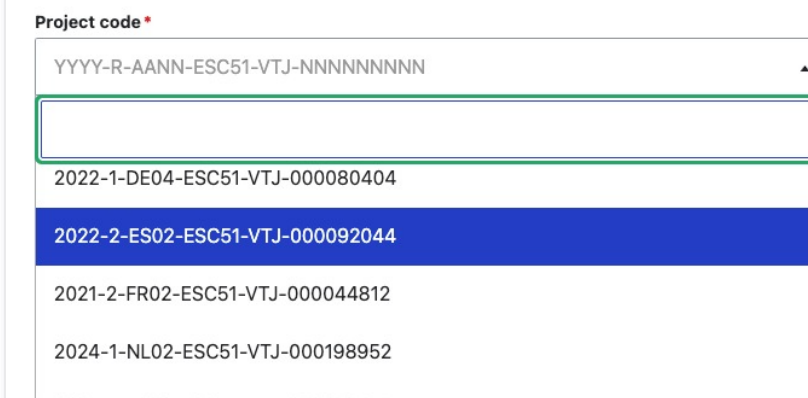
2023-1-IT03-ESC51-VTJ-000148464

Only letters, digits, dashes and spaces are allowed.
Content limited to 60 characters, remaining: 29

- If at least one project code is in BM and linked to your organisation, then a message is displayed above the 'Project code' field informing you about the existence of a project code.

You have already approved projects in EAC Beneficiary Module.
Please, start typing the project code, and the approved projects will appear in a list to select from.
If the project you are looking for is not in the list, you can still manually type its code

! Please be aware that the option to type the project code will still be available for a limited time. !



Project code *

YYYY-R-AANN-ESC51-VTJ-NNNNNNNNNN

2022-1-DE04-ESC51-VTJ-000080404

2022-2-ES02-ESC51-VTJ-000092044

2021-2-FR02-ESC51-VTJ-000044812

2024-1-NL02-ESC51-VTJ-000198952

- In that case you only have to select it from the 'Project code' list. Please activate the list by placing the cursor in the 'Project code' field and start typing in it, so the list with project codes will be displayed.

For **VTHPA**:

- The project code format must comply with the pattern **YYYY-R-EACEA-VTHPA-NNNNNNNNNN**.

For **Humanitarian Aid**:

- The project code format must comply with the pattern **YYYY-R-EACEA-VOLUN-NNNNNNNNNN**.

Activity Address and Contact Person

In this group ² you must provide the information about the place where the activity will take place: Hosting Organisation name and address as well as the full name, e-mail, and phone number of the Contact person for this Offer.

You can use the organisation information buttons ³ to automatically fill in the fields: Organisation name, Hosting address street, Hosting address postal code, Hosting address city, Hosting address

country ⁴. Please note that you can update these fields in certain situations. **Caution in doing so as this has an impact on the insurance details.** This can be useful for cases of team activities managed by one organisation, but the activity address is cross-border.

Enter the details ⁵ of the contact person, as this information is sent to the insurance system, so a notification will be sent to the inbox of the email address when a person is enrolled in the insurance system. This email will also receive an email when the offer is accepted, declined or withdrawn.

5. Offer information

In this step you should specify the activity name, topics, details and dates to inform the potential participant of the scope of the activity they will take part.

Test Organisation Alpha (OID: E12345 PIC: 900000001)

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 [BE] Belgium

<https://europa.eu/youth>

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Activity name* ¹

Content limited to 100 characters, remaining: 100

Activity topics* ²

Description ³

Start date* ⁴

End date* ⁴

Cancel
Back
Next

11 - Offer form - section 5 Offer information

Activity name ¹: provide a title for the offer.

Topics ²: you must select at least one topic (maximum 3) for the activity.

Description ³: we recommend you provide more information about the project/activity the potential participant will be involved.

Start date & End date ⁴: specify the start date and end date for the activity.

6. Review

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 'Back' button.

Test Organisation Alpha (OID: E12345 PIC: 900000001)

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 9700 Brussels
 [BE] Belgium

<https://europa.eu/youth>

1 Funding programme —
 2 Registrant —
 3 Organisations —
 4 Project information —
 5 Offer information —
 6 Review

1

Offer review

Eyp esc USER
 9999999999999938
 Male
 Belgium
 Belgian

Funding programme
 European Solidarity Corps / Volunteering - ESC51

Project code
 2024-1-FR02-ESC51-VTJ-000229429

Leading Organisation
 SIKANAMENTE APS (OID: E10279529)
 Permission(s): Manage Vol. Agreement

Supporting Organisation
 Test Organisation Foxtrot
 Permission(s): Manage offer; Manage Certificate of Participation; Manage Vol. Agreement

Hosting organisation
 Test Organisation Alpha (OID: E12345)
 Permission(s): Full permissions

Activity type
 volunteering

Activity topics
 Reception and integration of refugees and migrants, Disaster prevention and recovery

Activity name
 Offer final name

Description
 Activity description for the Participant to read.

Starting
 01/09/2026

Ending
 30/10/2026

Activity address

Rue Joseph II, 70
 9700 Brussels
 [BE] Belgium

Contact person name
 Name Doe

Contact person email
 no@name.com

Contact person phone
 +32456798321

2

Cancel

Back

3

Send the offer

If all the information is correct  , you can send the offer to the potential participant by clicking on the **'Send the offer'**  button.

Click on the 'Cancel'  button to close the current page and no offer will be sent, or on the 'Back' button to go to the previous section.

Offer created and displayed in the list

Offers

Status message

The offer has been sent

[Send an offer](#)

Filter options

Filter

ID	Activity name	Project code	Participant (PRN)	Start/End Dates	Sent/re-sent date	Expiration date	Status	Certificate date	Role	Actions
209131	Offer final name	2024-1-FRQ2-ESC51-VTJ-000229429	Eyp_esc_USER (999999999999999938)	01/09/2026 to 30/10/2026	20/08/2026	04/09/2026	Sent		- Creating - Hosting	View details Resend Withdraw
209130	Activity documentation	2024-1-FRQ2-ESC51-VTJ-000229429	Eyp_esc_USER (999999999999999938)	01/09/2026 to 01/11/2026	20/08/2026	04/09/2026	Sent		- Creating - Support - Hosting	View details

13 - Offer created message notification

You can click on:

- View details: to see all about the sent offer, such as address and other organisations and given permissions.
- Resend: to send the offer again to the Participant.
- Withdraw: to withdraw the offer. This will send an email to all interested parties.

4. View the list of offers

PASS dashboard displays all Organisations you have access to.

[Home](#)

Placement Administration and Support System (PASS)

[Access General Online Training](#)

Name	Offers	Agreements - Beta	Quality Labels	Opportunities
Test Organisation Alpha	Search and contact Send an offer Offers Certificates	Agreement templates Participant agreements	QI Material	Manage opportunities Contacts Applications

[Download the PASS User Guide](#)

Click on the 'Offers' link to view the list with all offers the organisation is involved.

4.1. Offers list

The list below shows all offers. The new “Role” column  indicates the organisation’s role in the offer: leading, supporting and/or hosting.

1

Send an offer

2

Filter options

By PRN

By participant last name

Offer status

Project code

Organisation type

End date

3

Filter

4

ID	Activity name	Project code	Participant (PRN)	Start/End Dates	Sent/re-sent date	Expiration date	Status	Certificate date	Role	Actions
209131	Offer final name	2024-1-FR02-ESC51-VTJ-000229429	Eyp_esc_USER (999999999999999938)	01/09/2026 to 30/10/2026	20/08/2026	04/09/2026	Sent		Creating Hosting	View details - Resend - Withdraw
209130	Activity documentation	2024-1-FR02-ESC51-VTJ-000229429	Eyp_esc_USER (999999999999999938)	01/09/2026 to 01/11/2026	20/08/2026	04/09/2026	Sent		Creating - Support - Hosting	View details

14 - Offers list

The list is structured with many features and detailed information:

- Filter section  allows you to search by PRN, Participant last name, Offer status (sent, accepted, declined, project removed, withdrawn), Project code, Role type and End date (offers with end date before the value defined).

- See the Offers your organisation is involved in ⁴, with some important details for quick reference: ID, Activity name, Project code, Participant (Name and PRN), Start/End dates, Sent/resent date, Expiration date, Status, Certificate date, Role, and available 'Actions'.

4.2. Offer status and actions

Offers

[Send an offer](#)

Filter options

Filter

ID	Activity name	Project code	Participant (PRN)	Start/End Dates	Sent/re-sent date	Expiration date	Status	Certificate date	Role	Actions
209131	Offer final name	2024-1-FR02-ESC51-VTJ-000229429	Eyp_esc_USER (99999999999999938)	01/09/2026 to 30/10/2026	20/08/2026	04/09/2026	Declined ¹		- Creating - Hosting	View details ³
209130	Activity documentation	2024-1-FR02-ESC51-VTJ-000229429	Eyp_esc_USER (99999999999999938)	01/09/2026 to 01/11/2026	20/08/2026	04/09/2026	Accepted ²		- Creating - Support - Hosting	View details ⁴ - Edit - Withdraw - Generate agreement - Generate certificate

15 - Offers list, status and actions detail

In the 'Actions' column, depending on the offer status ¹ ², you have the following options:

- 'View details': available for all offers. See 5. Offer detail page for more information.
- 'Resend': available for offers with both status of 'Sent/(expired)' and 'Resent/(expired)'.
- 'Withdraw': is available for offers with the status: 'Sent', 'Accepted', and 'Resent'.
- 'Generate agreement': is available for 'Accepted' offers without a valid Vol. Agreement.
- 'Edit agreement': is available for 'Accepted' offers with a 'drafted' Vol. Agreement.
- 'View agreement': is available for 'Accepted' offers with a 'sent/accepted' Vol. Agreement.
- 'Generate certificate': is available for 'Accepted' offers without a valid Certificate.
- 'View certificate': is available for 'Accepted' offers with an issued Certificate.

5. Offer detail page

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 access the list with offers ('Offers') and click on the 'View details' (column 'Actions') link or click in the 'Activity name' link.

It shows all information about the activity, as seen in the Review step when sending it.

It also displays the Offer logs as it is sent to the insurance provider. The "Insurance flag date" is automatically updated every time the Offer data is updated. **If an Offer needs insurance and there are no registered logs, please contact your NA or EACEA.**

For ESC51 offers, when the Offer is encoded in BM, all data you update in BM is synched overnight into PASS – BM's data overwrites PASS data.

Home > Placement Administration and Support System (PASS) > Offers

UNITY

Field	Value
Activity name	UNITY
Resent	No
Dates	02/08/2026 to 29/09/2026 (59 days)
Participant	Eyp esc USER (PRN: 999999999999938)
Participant's Country of residence	Italy
Expiration date	20/06/2026 13:25
Date offer sent	05/06/2026 13:25
Date accepted/declined/withdrawn	21/08/2026 12:34
State	Accepted
Street	330/184 Rom Klao Rd
City	10520 Bangkok
Postal code	1000
Country	Thailand
Topic(s) of activity	Education and training
Supporting Organisation	Test Organisation Alpha Permission(s): Full permissions
Leading Organisation	Test Organisation Foxtrot Permission(s): -
Funding programme	European Solidarity Corps / Humanitarian Aid Volunteering
Project code	2025-1-EACEA-VOLUN-101250675
Type	Volunteering Teams
Description	Activity description for documentation.
Hosting organisation	Test Organisation Delta Permission(s): Manage Certificate of Participation; Manage Vol. Agreement
Hosting organisation contact name	Name Doe
Hosting organisation contact email	name@eu.int
Hosting organisation contact phone	+90 232 999 00 00
Insurance flag date	07/08/2026

Insurance logs

Provider	Source	Activity period	Filename	Date
Henner	Offer	02/08/2026 - 29/09/2026	HENNER_20260814_2000.txt	14/08/2026 20:00
Henner	Offer	02/08/2026 - 29/09/2026	HENNER_20260807_2000.txt	07/08/2026 20:00
Henner	Offer	01/08/2026 - 28/09/2026	HENNER_20260731_2000.txt	31/07/2026 20:00

6. Further help, support, and feedback

This User Guide addendum is specific to the Offers area, which is quite big on its own.

The full User Guide can be downloaded from https://youth.europa.eu/solidarity/organisations/it-tool-organisation-portal_en.