



Placement Administration and Support System (PASS)
User Guide for organisations
October 2023 (v27)

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1 Introduction

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

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

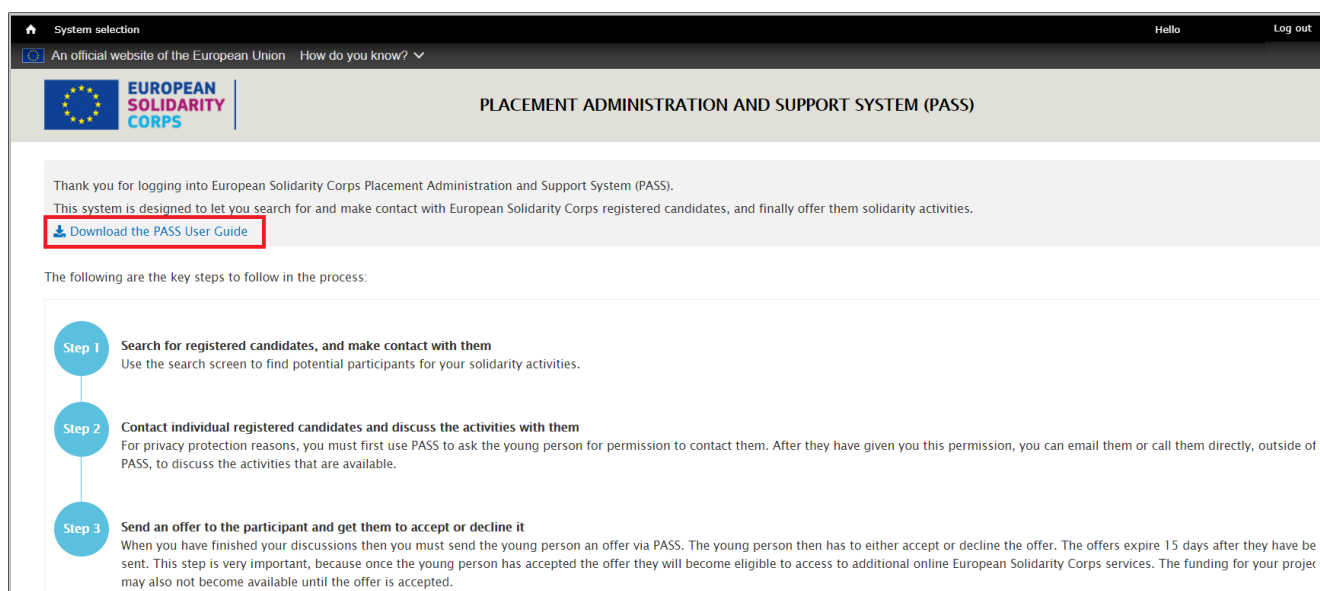
Representatives of organisations that have been **awarded with a Quality Label (ESC52, or ESC50)**, accredited under **Erasmus+ Volunteering (KA110)** have access to this system to search for potential participants, contact potential participants and send offers to them and issue certificates of participations. 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 2023 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 potential 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 must 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 2023 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, or ESC50)** are provided with access to PASS and not the contact person(s)/project managers of the project. To access PASS, you must use the email address mentioned in the accreditation.
- If you will access PASS for the first time, please note that **you must create an EU Login account** (formally known as ECAS) for the **email address mentioned in the Quality Label (ESC52, or ESC50) 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 *“supporting 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 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 volunteering activities (your project deals with).

4 Logging in

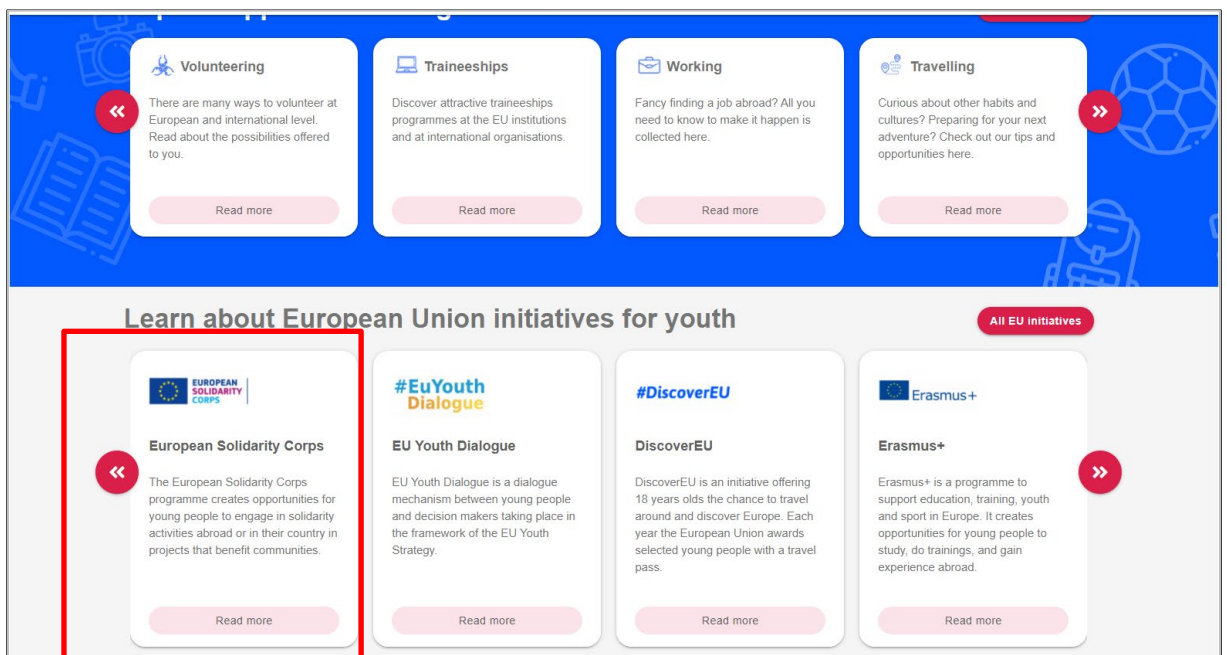
The Placement Administration and Support System (PASS) requires users to authenticate themselves via the European Commission's secure EU Login system (formerly called ECAS).

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, or ESC50) 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 (ESC52, or ESC50) 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.
- **Starting the login process:**

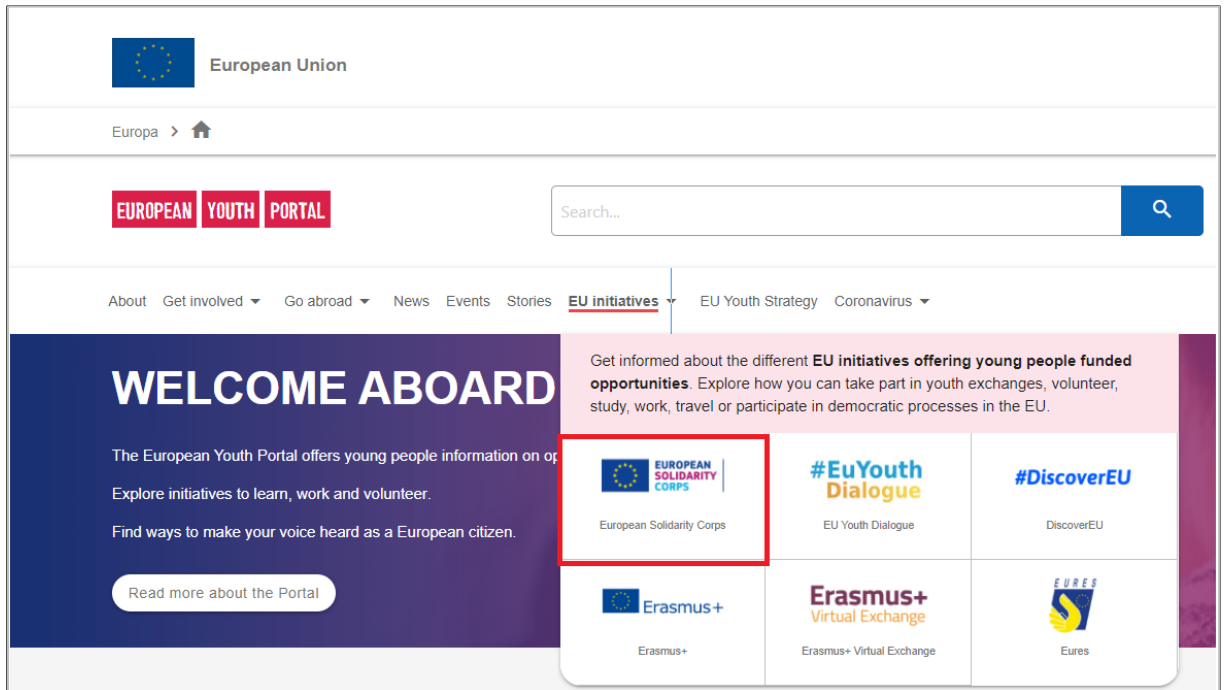
Access the European Solidarity Corp portal home page by using one of the options presented below:

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 Union initiatives for youth':



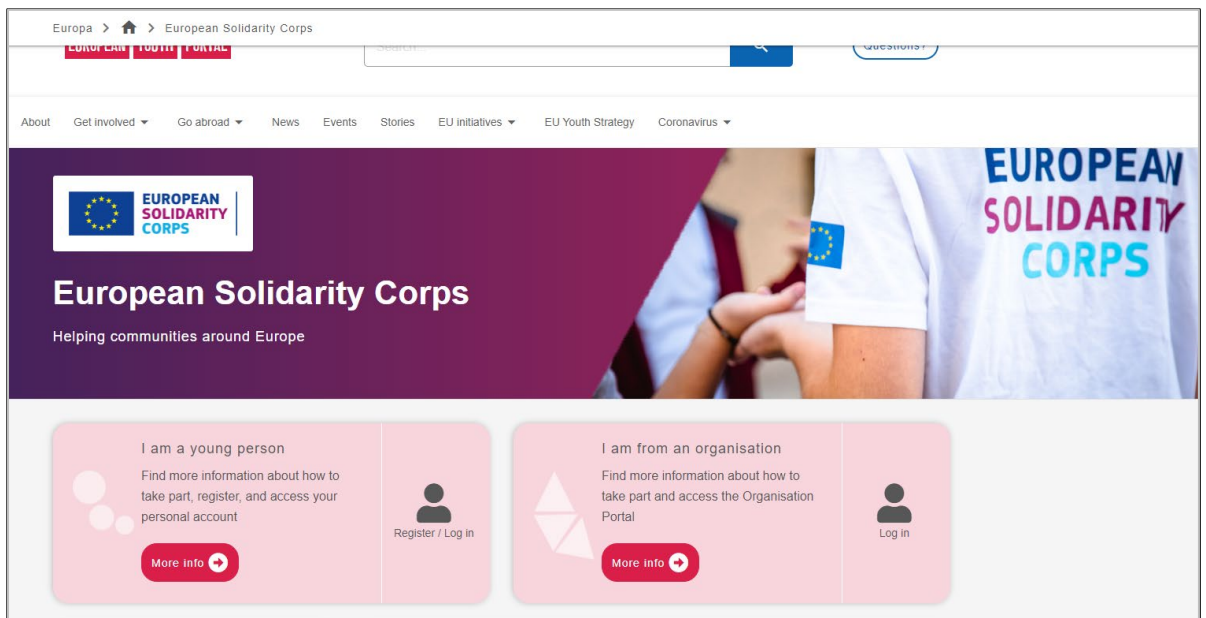
Or

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':



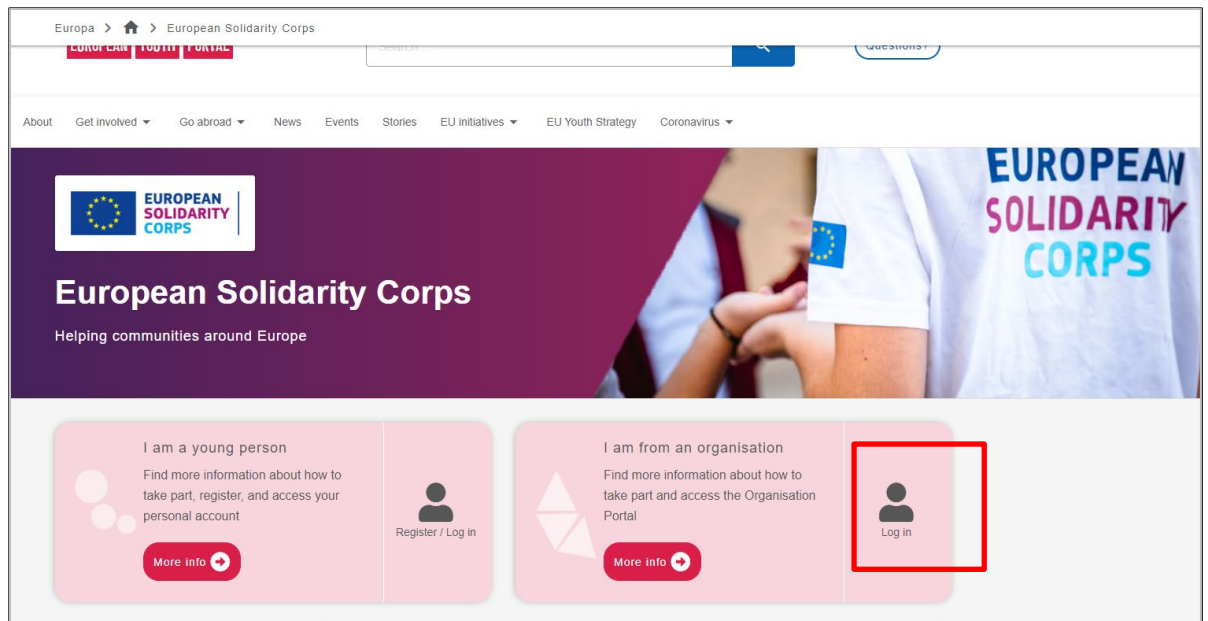
Or

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

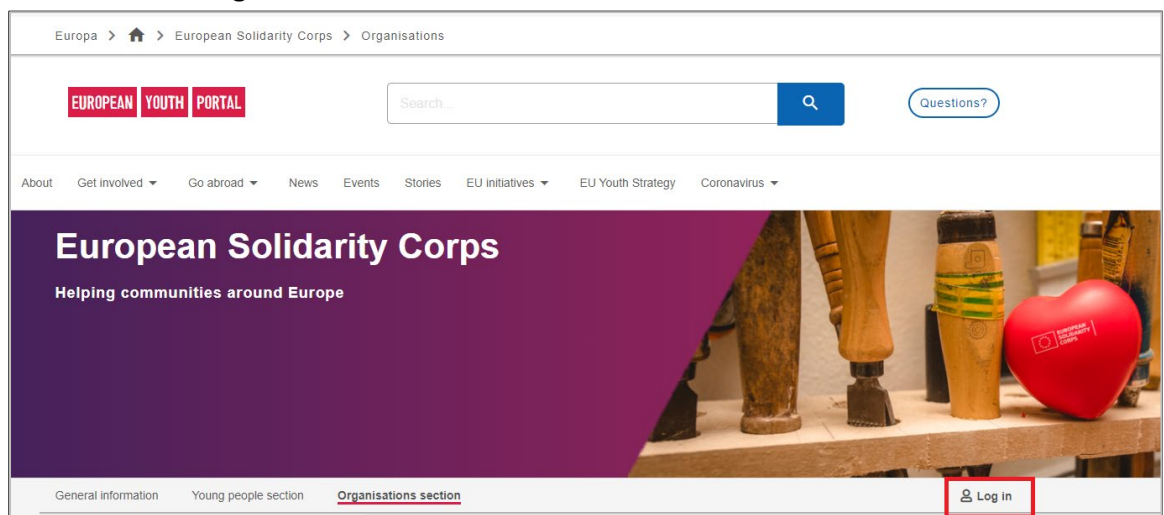


To login to PASS you either

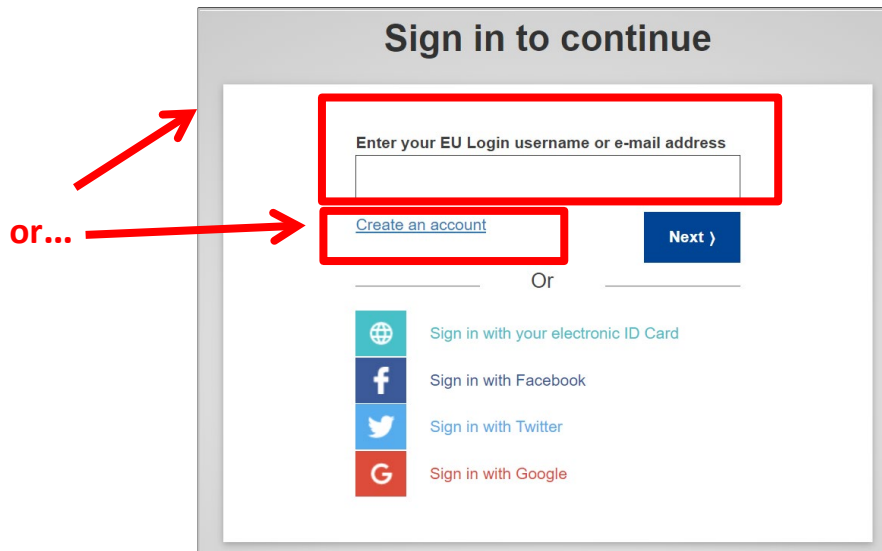
- a. click on the 'Log in' button in the 'I am from an organisation' box,



- 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 page '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 email address as part of the set up process.

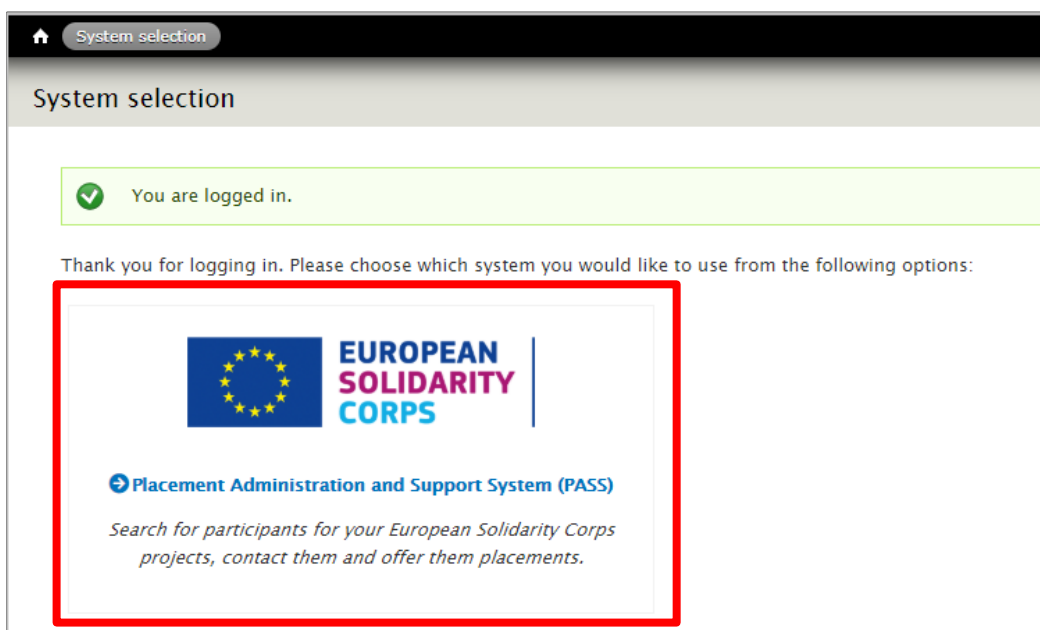


After you have completed the EU Login authentication process, you will be automatically redirected back to the 'System Selection' page

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** (ESC50 or ESC52) 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)**.



6 Welcome screen


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

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.

System selection Hello Log out

Solidarity

 **EUROPEAN SOLIDARITY CORPS** Placement Administration and Support System (PASS)

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

Before you continue, please answer the following questions to confirm that you agree with and will uphold the [Mission and Principles of the European Solidarity Corps](#), plus accept the terms and conditions related to the use of your personal data and that of European Solidarity Corps participants, and the use of the European Youth Portal in general.

European Solidarity Corps Mission and Principles

It is important that all persons involved in the European Solidarity Corps are aware of and agree to uphold the [Mission and Principles of the European Solidarity Corps](#).

Our Mission

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 also view the [Principles of the European Solidarity Corps](#).

I confirm that I agree with and will uphold the Mission and Principles of the European Solidarity Corps whilst operating on behalf of the organisations I represent. *

Protecting the personal data and privacy of you and European Solidarity Corps participants

We are committed to protecting your privacy and that of the participants in the European Solidarity Corps. Please read the [Specific Privacy Statement for the European Youth Portal](#), which includes information on how we will use personal data for the European Solidarity Corps. Then please answer the questions below.

I agree to my personal data being stored and processed for the purposes necessary for the European Solidarity Corps, outlined in the Specific Privacy Statement. **Please note that if you do not agree to your data being stored and processed for the European Solidarity Corps, then you cannot use this online system.** *

I agree to use the personal data of European Solidarity Corps participants that I obtain from this tool only for legitimate purposes related to the European Solidarity Corps, and within the terms of the Specific Privacy Statement. **Please note that if you do not agree to this then you cannot continue to use this online system.** *

I agree to be contacted in relation to the European Solidarity Corps by the European Commission and by other organisations authorised by the European Commission. Please note that **if you do not agree to be contacted about the European Solidarity Corps, then we cannot keep you informed about developments related to the Corps.** *

Terms and Conditions of use of European Solidarity Corps system on the European Youth Portal

Please read the general [Terms and Conditions of use of the European Youth Portal](#).

I agree to the Terms and Conditions of use of the European Youth Portal. *

Continue

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 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.

The screenshot shows the PASS system interface. At the top, there is a header with the European Solidarity Corps logo and the text 'PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)'. Below the header, there is a welcome message and a link to 'Download the PASS User Guide' (callout 9). The main content area lists three key steps for the process:

- Step 1: Search for registered candidates, and make contact with them** - Use the search screen to find potential participants for your solidarity activities.
- Step 2: Contact individual registered candidates and discuss the activities with them** - For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
- Step 3: Send an offer to the participant and get them to accept or decline it** - When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

Below the steps, there is a table of organisations. The table has columns for 'NAME' and 'ACTIONS'. The actions for each organisation include 'Search and Contact' (callouts 1 and 2), 'Send an offer' (callout 3), 'Offers' (callout 4), 'Certificates' (callout 5), 'Manage opportunities' (callout 6), 'Applications' (callout 7), and 'Contacts list' (callout 8). There is also a 'QL Material' link (callout 10) for 'Test Organisation Beta'.

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

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'.

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, then 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 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 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 the languages that you have specified, or alternatively who have at least one of them.

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

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

Search screen:

The screenshot shows the 'SEARCH FOR PARTICIPANTS' interface. At the top left is the European Solidarity Corps logo. The main heading is 'SEARCH FOR PARTICIPANTS'. Below this is a red instruction: 'Please enter the details about the activity that you want to fill, or search directly using the Personal Reference Number. The more data you provide, the better the matches will be. Press the "Search" button to find potential participants.' A 'Back' button is on the left. The search criteria section includes: 'Searching on behalf of: TEST ORGANIZATION PHA', 'for an activity funded by: European Solidarity Corps / Volunteering', 'Scope: volunteering', 'Earliest start date', 'Latest end date', 'Duration (months)', 'Activity country: - Select -', 'Country of residence: - None -', and a checkbox for 'Has a C.V.'. Below this are three filter sections: 'Activity topics' (with a '+Add' button), 'Knowledge and experience' (with a '+Add' button), and 'Languages' (with a '+Add' button). Each filter section has radio buttons for 'Show young people who match all' and 'Show young people who match at least one'. A 'Search' button is located below the filters. At the bottom, there is a 'Participant reference number' input field with a 'Search' button. Red circles with numbers 1 through 11 highlight various elements: 1 (Organization name), 2 (Back button), 3 (Funding source), 4 (Activity country), 5 (Country of residence), 6 (Has a C.V. checkbox), 7 (Has volunteering motivation checkbox), 8 (Activity topics dropdown), 9 (Knowledge and experience dropdown), 10 (Languages dropdown), and 11 (Participant reference number input field).

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.

REF	NAME	ACTIONS	CONTACT STATUS	OFFER STATUS
1	NAME	View Contact Add to favourites		
2	NAME	View Contact Add to favourites		
3	NAME	View Contact Add to favourites		
4	NAME	View Contact Add to favourites		
5	NAME	View Contact Add to favourites		
6	NAME	View Contact Add to favourites		
7	NAME	View Contact Add to favourites		
8	NAME	View Contact Add to favourites		
9	NAME	View Contact Add to favourites		
10	NAME	View Contact Add to favourites		
11	NAME	View Contact Add to favourites		
12	NAME	View Contact Add to favourites		

1 - 10 / 111 Items per page 10 20 50 100 500

1 2 3 4 5 6 7 8 9 10 11 12 next > last >

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 candidates 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:



PARTICIPANT DETAILS

1

Back
Contact

Participant Reference Number	7116823102625465								
Name	Participant TEST ACCOUNT								
Gender	Female								
Date of birth	01/01/1996								
Country of residence	Estonia								
Nationality	Estonian								
Preferred contact language	English								
Summary of education and employment experience	No information 2								
Additional information about yourself	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec malesuada neque et iaculis interdum. Vivamus fringilla molestie consectetur. Pellentesque suscipit, massa non eleifend aliquam, justo justo commodo quam, id viverra ante enim nec lacus.</p> <p style="text-align: right;">Translate</p>								
Languages	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">LANGUAGE</th> <th>LEVEL</th> </tr> </thead> <tbody> <tr> <td>French (Français)</td> <td>advanced</td> </tr> <tr> <td>Estonian (Eesti)</td> <td>native</td> </tr> <tr> <td>English</td> <td>advanced</td> </tr> </tbody> </table>	LANGUAGE	LEVEL	French (Français)	advanced	Estonian (Eesti)	native	English	advanced
LANGUAGE	LEVEL								
French (Français)	advanced								
Estonian (Eesti)	native								
English	advanced								
Availability	I am available at any time for European Solidarity Corps projects.								
Kinds of European Solidarity Corps projects interested in	<ul style="list-style-type: none"> Social challenges Reception and integration of refugees and migrants Citizenship and democratic participation 								
European Voluntary Service (EVS) experience	No								
Countries I want to volunteer in	Austria, Belgium, Germany, Denmark, Estonia, France								
Summary of previous volunteering experience	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec malesuada neque et iaculis interdum. Vivamus fringilla molestie consectetur. Pellentesque suscipit, massa non eleifend aliquam, justo justo commodo quam, id viverra ante enim nec lacus. Phasellus at purus varius, consequat arcu eu, elementum urna.</p> <p style="text-align: right;">Translate</p>								
Motivation to volunteer with the European Solidarity Corps	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec malesuada neque et iaculis interdum. Vivamus fringilla molestie consectetur. Pellentesque suscipit, massa non eleifend aliquam, justo justo commodo quam, id viverra ante enim nec lacus. Phasellus at purus varius, consequat arcu eu, elementum urna.</p> <p style="text-align: right;">Translate</p>								
Uploaded CV	View CV								

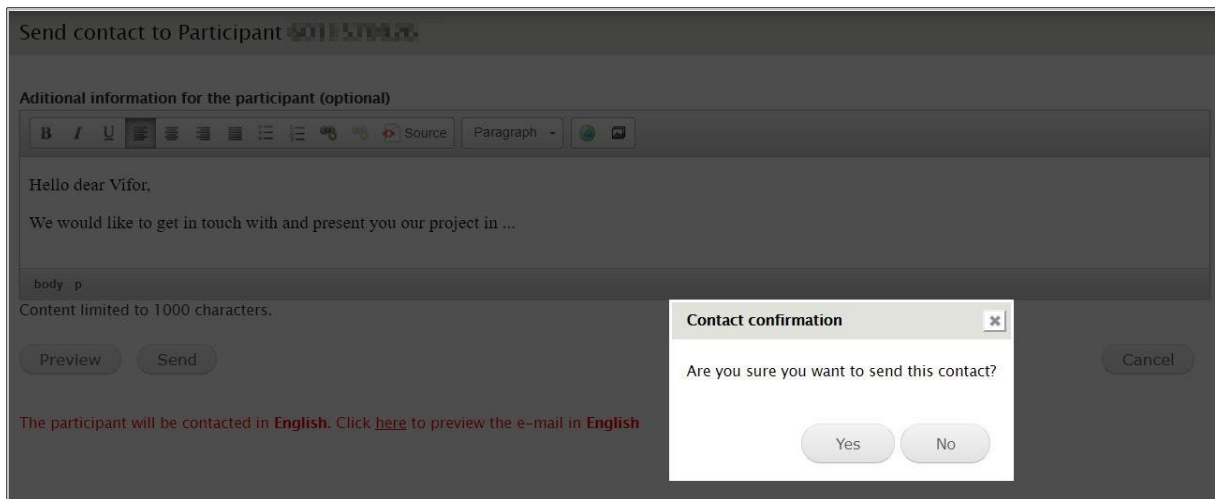
9 Contact registered candidates

When you have reviewed the results, the next step is to make first contact with a 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:

The screenshot shows a web form titled "Send contact to Participant". At the top, there is a text input field for the participant's name, which is partially obscured by a blurred area. Below this is a section titled "Additional information for the participant (optional)" containing a rich text editor with a toolbar (bold, italic, underline, bulleted list, numbered list, link, unlink, source, styles) and a large text area. A red circle with the number "1" is placed in the text area. Below the text area, a note states "Content limited to 1000 characters." At the bottom of the form, there are four buttons: "Preview" (with a red circle "2" to its left), "Send" (with a red circle "5" to its right), "Cancel" (with a red circle "4" to its right), and a button with a red circle "3" to its left. Below the buttons, a message reads: "The participant will be contacted in **English**. Click [here](#) to preview the e-mail in **English**".

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 contact 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 must 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 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:



PARTICIPANT DETAILS

✔ A text message and email has been sent to Participant TEST ACCOUNT.

⏪ Back
✉ Contact
✉ Contact sent - 18/02/2021 15:43

Participant Reference Number	7116823102625465
Name	Participant TEST ACCOUNT
Gender	Female
Date of birth	01/01/1996
Country of residence	Estonia
Nationality	Estonian
Preferred contact language	English
Summary of education and employment experience	No information

Search results - Contact request sent:

REF	NAME	ACTIONS	CONTACT STATUS	OFFER STATUS
7116823102625465	Participant TEST ACCOUNT	🔍 View ✉ Contact ❤ Add to favourites	✉ Contact sent - 18/02/2021 15:43	

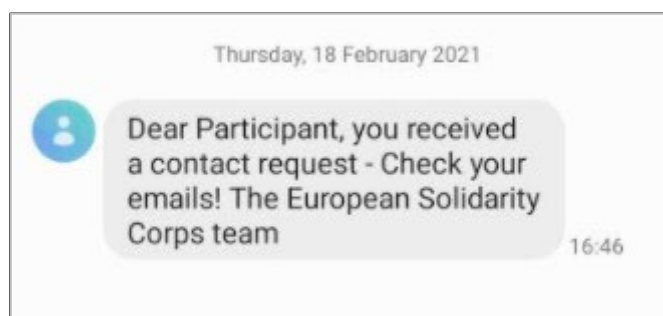
List with contact requests sent

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

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

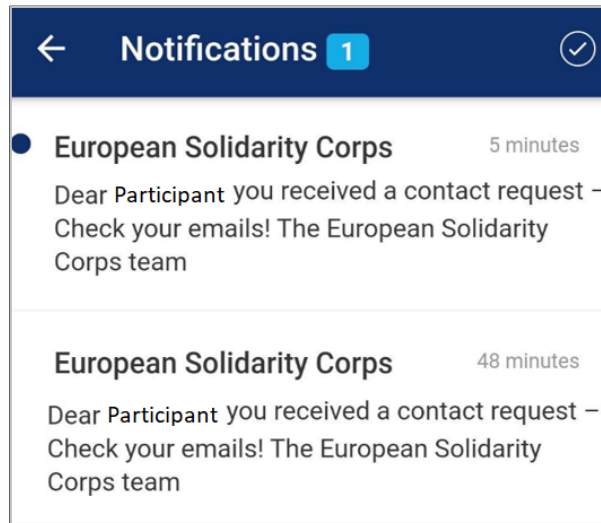
Contact request – SMS notification sent to registered candidates

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

 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: alpha.test@gmail.com


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:

European Solidarity Corps – contact declined



Dear Test Organisation Alpha

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

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



Very best wishes

The European Solidarity Corps team

PARTICIPANT DETAILS

Full name: [REDACTED]

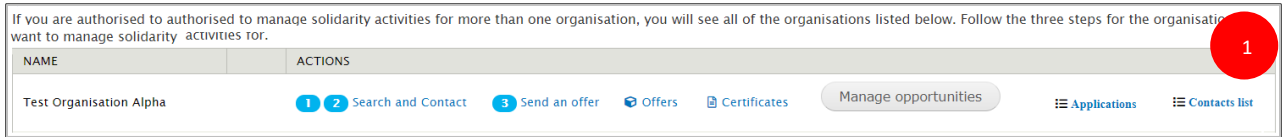
Participant Reference Number: [REDACTED]

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

10 View the list with contact requests and their status

Note that the 'Contacts list' option (1) will be 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.

The screenshot displays the 'CONTACTS LIST' page for 'TEST ORGANISATION ALPHA'. It includes a 'Back' button, a header with the European Solidarity Corps logo, and a 'Viewing contacts of: TEST ORGANISATION ALPHA' section. Below this are filter fields for PRN (1), Participant last name (2), and Contact status (3), along with 'Filter' and 'Clear' buttons. A summary table (4) shows the distribution of contact types, and a detailed table (5) lists individual contact requests.

TYPE	AMOUNT
Sent contacts (not answered)	38
Accepted contacts	8
Declined Contacts	3

DATE CONTACT SENT	PRN	PARTICIPANT NAME	CONTACT STATUS	DATE CONTACT ACCEPTED / DECLINED
18/02/2021 16:23 CET	7116823102625465	Participant TEST ACCOUNT	Declined	18/02/2021 16:25 CET
18/02/2021 15:43 CET	7116823102625465	Participant TEST ACCOUNT	Accepted	18/02/2021 16:09 CET
06/08/2020 12:34 CEST	7116823102625465	Participant TEST ACCOUNT	Sent	06/08/2020 13:26 CEST

11 Send an offer for an activity

General information

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 and ESC51 projects, as well as for Volunteering teams in high priority areas)
- It makes participant data available to be encoded in Mobility Tool (for ESC11, ESC13, ESC21 projects) and Beneficiary Module (for ESC51 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 and 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.
- 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 **European Solidarity Corps funded projects under the new MFF (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'**

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:

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 he/she 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':

The screenshot shows a form with two date fields: 'Start date*' and 'End date*'. The 'Start date*' field contains '07/01/2023'. Below the fields, a red error message reads: '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.' A red 'CANCEL' button is visible at the bottom center, flanked by blue navigation arrows.

- 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 exceeds one year and if it is the case a message 'A volunteering activity under European Solidarity Corps cannot have a duration greater than one year' is displayed inviting you 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 ≤ 1 year.

The screenshot shows the same date selection form. The 'Start date*' is '07/01/2023' and the 'End date*' is '07/01/2024'. A red error message below the fields states: 'A volunteering activity under European Solidarity Corps, cannot have a duration greater than one year.' A red 'CANCEL' button is at the bottom center, with blue navigation arrows on either side.

- Message displayed in the case an offer was already accepted by the (same) participant for the (same) project you want to send offer:
'There is a similar offer accepted by the participant for the specific project. Are you sure you want to send a new offer for a new activity to the participant?'

The screenshot shows the 'Create an offer' form. A modal dialog box is open with the text: 'There is a similar offer already accepted by the participant for the specific project. Are you sure you want to send a new offer for a new activity to the participant?' with 'Yes' and 'No' buttons. The form background shows details for 'Test Organisation Alpha' (Donkstraat 50, Oudenaarde [BE] Belgium) and a progress bar with five steps: 1. Registrant and funding programme, 2. Project information, 3. Offer information, 4. Host Organisation, 5. Review. The 'Activity type' is set to 'Volunteering'.

Should you click on 'Yes', please note that the system will allow you to fill out the fields of the 'Send offer' form, however the sending of the offer it will be blocked (so on the 'Review' section of the 'Send offer' form it will be displayed a message informing you that the offer cannot be sent).

Note:

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

If the project is not yet in the BM, you will still be able to send an offer for it, as the 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 the 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.

Note:

For ESC 11, ESC13, ESC21 projects the information about projects (including start and end dates of the projects) is retrieved from Mobility Tool (MT+).

If the information in the PASS (start and end date of the project) is not correct, please check if in the Mobility Tool is the correct one. In case the information in PASS differs from the one in MT+, please contact your country National Agency so they can report the issue further.

- 4. Hosting organisation:** search for the host organisation and select it. You will see that the information, such as city, address, postal code, and country, is automatically filled in and it cannot be changed.
- 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 (it is specified in his/her profile). A copy of the email (in English) will be sent to you.

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. 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.

11.1 Send an offer for a ESC11, ESC13, ESC21 project (Volunteering, Traineeship or Jobs projects funded under the programme 2018-2020)

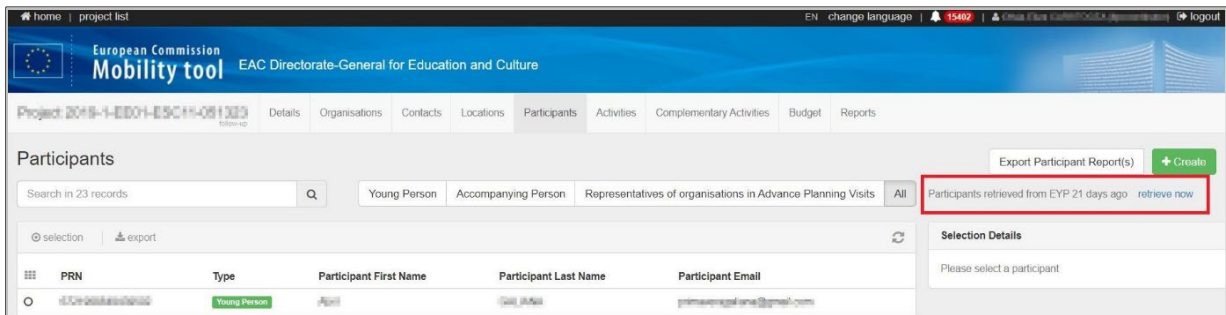
NOTE: You can send offers only for **granted** projects and only after the project is **available** in **Mobility Tool (MT+)**. The information about the project, such as **Project code, Action, Action type, Start and End date** are automatically retrieved (in PASS) from the Mobility Tool+.

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 participant’** and mark the participation as **‘Complete’**, so the participant data can be automatically sent to the insurance system.

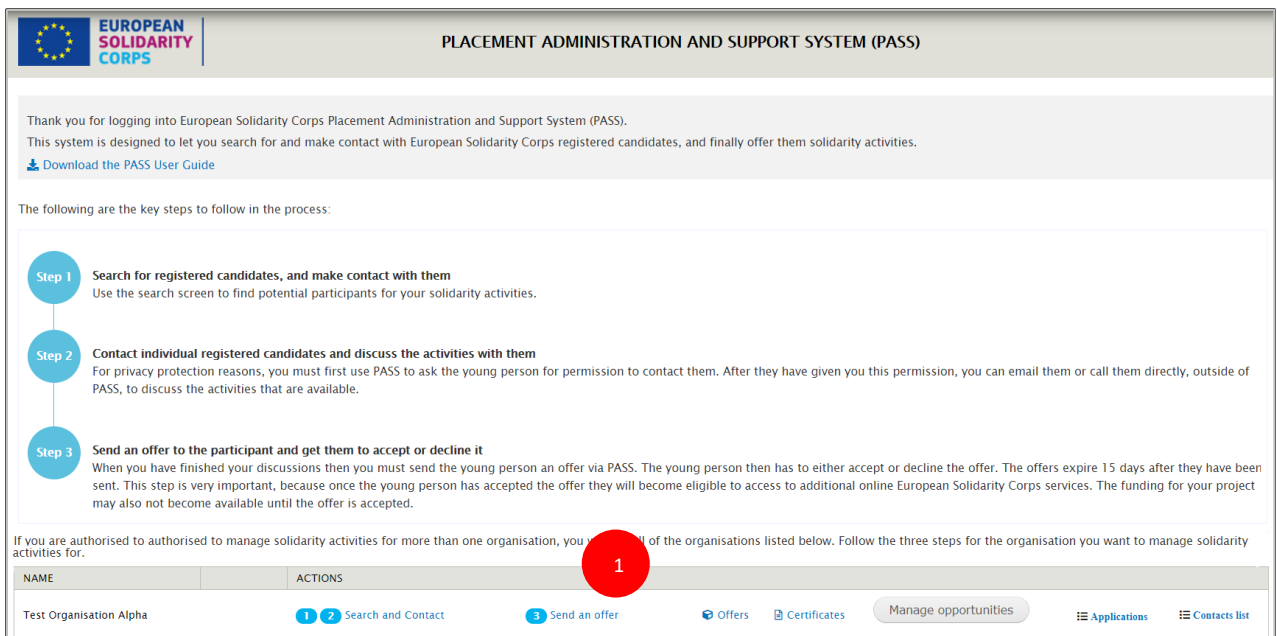
For more details about MT+, please consult its guideline. For more details about insurance, please see the chapter **‘17 Insurance’**.

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.

The screenshot shows a form titled 'Create an offer' for 'Test Organisation Alpha (PIC: 900000001)'. The organization's address is 'Donkstraat 50 Oudenaarde [BE] Belgium' and the website is 'www.moerashuis.be'. A progress bar is visible, with step 1 'Registrant and funding programme' highlighted. The form has two main input fields: 'Personal reference number *' (marked with a red circle 1) and 'Funding programme *' (marked with a red circle 3). A green search button (marked with a red circle 2) is next to the first field. At the bottom, there is a pink 'CANCEL' button with a red circle 5 and a blue 'Next' button with a red circle 4.

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

- Select the funding programme (3) your project:

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

- 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

Create an offer



Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
🌐 www.moerashuis.be

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

Personal reference number*
7116823102625465 Click on it! → 

Funding programme* ▼

CANCEL  


Potential participant data is retrieved:


Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
🌐 www.moerashuis.be

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

Personal reference number*
7116823102625465 



 Participant TEST ACCOUNT

🌐 7116823102625465

📍 [BE] Belgium

🇫🇷 French

Funding programme* ▼

CANCEL  

Example: potential participant and funding programme

Create an offer

Test Organisation Alpha (PIC: 900000001)

Donkstraat 50 Oudenaarde [BE] Belgium

www.moerashuis.be

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

Personal reference number *
7116823102625465

Participant TEST ACCOUNT
7116823102625465
[BE] Belgium
French

Funding programme *
European Solidarity Corps / Volunteering

CANCEL

→

2. Project information:

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

✓ Registrant and funding programme — 2 Project information — 3 Offer information — 4 Host Organisation — 5 Review

Project code * 1

Action * 2

Action type * 3

← 4 CANCEL 5 6 →

- 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 type (1): select the type of the activity (e.g. Individual Volunteering)
- Topics (2): you must select at least one topic (maximum 3) for the activity
- Activity name (3): provide a title for the offer
- Description (4): we recommend you provide more information about the project/activity the potential participant is will be involved
- Start date & End date (5 & 6): specify the start date and end date for the activity
- Click on the 'Next' (9) button, to go to the next section ('Location'), or on
- The 'Back' (7), to go to the previous section ('Project information'), or on
- The 'Cancel' (8), to cancel the sending of the offer

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

✓ Registrant and funding programme — ✓ Project information — 3 Offer information — 4 Host Organisation — 5 Review

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

Start date * 08/01/2022 End date * 11/30/2022

← CANCEL →

4. Host organisation:

In this section, you must provide the information about the place where the activity will take place, therefore you must specify which is the host organisation.

- Search for a hosting organisation (1): please type either, the OID of the organisation or its name. The system searches in the database with accredited organisations and in case the organisation is found, the information about it, such as organisation name, street, city, postal code, country, is automatically displayed.

If the organisation you are looking for is not in the database, please contact your country National Agency (you can find their contact details here

https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en).

- Click on the 'Next' (4), button to go to the next step ('Review'), or on

- The 'Back' (2), to go to the previous section ('Offer information'), or on

- The 'Cancel' (3), to cancel the sending of the offer

Example:

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 ('Host organisation')

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
 🌐 www.moerashuis.be

✓ Registrant and funding programme
✓ Project information
✓ Offer information
✓ Host Organisation
5 Review

Registrant

Participant TEST ACCOUNT
 🌐 7116823102625465
 📍 [BE] Belgium
 🇫🇷 French

Funding programme	European Solidarity Corps / Volunteering
Project	
Project code	2020-3-AT02-ESC11-002848
Action	Volunteering
Action type	Volunteering Projects
Activity	
Activity type	Individual Volunteering 1
Topics	Culture Inclusion Youthwork
Activity name	Demo - write the title for this offer
Description	Demo - provide more details about activity/project
Starting	2022-08-01
Ending	2022-11-30
Location	
Name	Test Organisation Beta
Street	Pärnu mnt. 123a-21
Postal Code	11313
City	Tallinn
Country	[EE] Estonia

2
←

CANCEL ✕
3

4
SEND ✓

Offer is created and added in the list with offers:

Offer created successfully.

[Back](#)

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

By PRN By participant last name Offer status Project code

[Filter](#) [Reset](#)

OFFER ID	ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT/RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
68118	Demo – write the title for this offer	2020-3-AT02-ESC11-002848	Participant TEST ACCOUNT	7116823102625465	01-08-2022 16:55	16-08-2022 16:55	Sent		Resend Withdraw offer View details

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

1 Registrant and funding programme ————— 2 Project information

Personal reference number *

None

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

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

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

11.2 Send an offer for a ESC51 project

Before sending an offer, please read the ‘**General information**’ section available at the beginning of this chapter.

The information about projects is retrieved from the Beneficiary Module (BM), unless the project is not available yet in the tool.

If the project is not yet in the BM, you **will still be able to send an offer for it**, as the PASS allows you to **manually enter/ type the project code** (so you will not have to select it from a list).

Send an offer:

- Log in to PASS

The screenshot shows the PASS dashboard with the following content:

EUROPEAN SOLIDARITY CORPS | PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

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

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

- Step 1** Search for registered candidates, and make contact with them
Use the search screen to find potential participants for your solidarity activities.
- Step 2** Contact individual registered candidates and discuss the activities with them
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
- Step 3** Send an offer to the participant and get them to accept or decline it
When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

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

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

- 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 — 2 Project information — 3 Offer information — 4 Host Organisation — 5 Review

1. Registrant and funding programme:

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

1 Registrant and funding programme - 2 Project information - 3 Offer information - 4 Host Organisation - 5 Review

Personal reference number * 1 2 🔍

Funding programme * 3 ▾

CANCEL ⬅️ 5 4 ➡️

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

Create an offer



Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
🌐 www.moerashuis.be

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

Personal reference number *
7116823102625465 Click on it! → 

Funding programme * ▼

CANCEL  


Potential participant data is retrieved:


Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
🌐 www.moerashuis.be

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

Personal reference number *
7116823102625465 



 Participant TEST ACCOUNT

📞 7116823102625465

📍 [BE] Belgium

🇫🇷 French

Funding programme * ▼

CANCEL  

Example: potential participant and funding programme

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

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

Personal reference number* 🔍
7116823102625465

Participant TEST ACCOUNT

👤 7116823102625465

📍 [BE] Belgium

🇫🇷 French

Funding programme*
European Solidarity Corps / Volunteering - ESC51

CANCEL ➔

2. Project information:

In this step, you must specify the project code for which you want to send the offer, the action and the action type linked to the project.

NOTE: 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 is *YYYY-Call-NA0X-ESC51-VTJ-XXXXXXXXXX*. The system will also inform you that there is no project in the BM linked to your organisation.

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

Registrant and funding programme
 2 Project information
 3 Offer information
 4 Host Organisation
 5 Review

There are not any approved projects in EAC Beneficiary Module, linked with the organisation sending the offer. You can still type the project code you want to send an offer for.

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

Project code 1

Start typing a project code

3
 4
2

NOTE: 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.

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

Registrant and funding programme
 2 Project information
 3 Offer information
 4 Host Organisation
 5 Review

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 1

Start typing a project code.

3
 4
2

- In the 'Project code' field (1):

- if the project is not yet in the Beneficiary Module, then there will appear a message informing you about this and you will be invited to type the project code.
Project code format : **2021-1-NAOX-ESC51-VTJ-XXXXXXXXXX**
- In case the project is already in the Beneficiary Module (BM), then would 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.

- 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

Example:

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

✓ Registrant and funding programme — 2 Project information — 3 Offer information — 4 Host Organisation — 5 Review

**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
2021-1-EE01-ESC51-VTJ-000037254

Start typing a project code.

← CANCEL →

3. Offer information:

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

- Activity type (1): select the type of the activity (e.g., Volunteering)
- Topics (2): you must select at least one topic (maximum 3) for the activity
- Activity name (3): provide a title for the offer
- Description (4): we recommend you provide more information about the project/activity the potential participant 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

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 the 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.

Example:

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

✓ Registrant and funding programme — ✓ Project information — 3 Offer information — 4 Host Organisation — 5 Review

Activity type*
Volunteering

Topics*
Citizenship and democratic participation Creativity and culture

Activity name*
Demo -send an offer for a ESC 51 project

Description
This is the description: Demo -send an offer for a ESC 51 project

Start date* 10/01/2021 End date* 12/31/2021

← CANCEL →

4. Host organisation:

In this section, you must 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 from the host organisation.

The contact details of a person from the host organisation will receive a notification when the participant will be enrolled in the insurance system.

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

Registrant and funding programme —
 Project information —
 Offer information —
 4 Host Organisation —
 5 Review

In this step you have to specify which is the hosting organisation. Search

Search for a hosting organisation.

Search for a org either by PIC, OID, name or country code.

Organisation name * Organisation street *

Organisation city * Organisation zip code *

Country *

Organisation contact person * Organisation contact mail *

Max length: 40 characters Max length: 50 characters

Organisation contact phone *

Max length: 20 characters

5 6 CANCEL ✕ 3

- Type the organisation name or its OID in the ‘**Search for a host organisation**’ (1) field and press ‘Enter’ key.

If the organisation is already in the database with organisations holding a quality label ESC50 or ESC52, then the system will automatically fill in the fields: organisation name, organisation street, organisation city, organisation zip code, county. Please note that you cannot update any of those fields.

If the organisation you are looking for is not in the database, please contact your country National Agency, so they will report the issue further via de dedicated channels.

- Type/ provide the contact details of the contact person from the host organisation (2) (contact person name, email address and phone number). 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.

- Click on the ‘Next’ (3) button to go to the next step (‘Review’), or on

- The ‘Back’ (5) to go to the previous section (‘Offer information’), or on

- The ‘Cancel’ (6), to cancel the sending of the offer

Example:

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

✓ Registrant and funding programme — ✓ Project information — ✓ Offer information — **4 Host Organisation** — 5 Review

In this step you have to specify which is the hosting organisation. Search for it.
Search for a hosting organisation.

Test Organisation Beta

Search for a org either by PIC, OID, name or country code.

Organisation name *	Organisation street *
Test Organisation Beta	Pärnu mnt. 123a-21

Organisation city *	Organisation zip code *
Tallinn	11313

Country *

[EE] Estonia

Organisation contact person *	Organisation contact mail *
Account One	c@gmail.com

Max length: 40 characters

Max length: 50 characters

Organisation contact phone *

XXXXXXXXXX

Max length: 20 characters

← CANCEL →

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 ('Host organisation').

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
 🌐 www.moerashuis.be

Registrant and funding programme —
 Project information —
 Offer information —
 Host Organisation —
 5 Review

Registrant

Participant TEST ACCOUNT

📞 7116823102625465

📍 [BE] Belgium

🇫🇷 French

1

Funding programme	European Solidarity Corps / Volunteering – ESC51
Project	
Project code	2021-1-EE01-ESC51-VTJ-000037254
Activity	
Activity type	Volunteering
Topics	Citizenship and democratic participation Creativity and culture
Activity name	Demo –send an offer for a ESC 51 project
Description	This is the description: Demo –send an offer for a ESC 51 project
Starting	2021-10-01
Ending	2021-12-31
Location	
Name	Test Organisation Beta
Street	Pärnu mnt. 123a-21
Postal Code	11313
City	Tallinn
Country	[EE] Estonia
Person	Account One
Mail	c@gmail.com
Phone	+371 7 123 4567

←

2

3

CANCEL ✕

4

SEND ✓

Offer created and added in the list with offers:

EUROPEAN SOLIDARITY CORPS

OFFERS — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

Offer created successfully.

Back

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

By PRN: By participant last name: Offer status: Project code: Filter Reset

OFFER ID	ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
89461	Demo - send an offer for a ESC 51 project	2021-1-EE01-ESC51-VTJ-000037254	Participant TEST ACCOUNT	7116823102625465	12/10/2021 11:33	27/10/2021 11:33	Sent		Resend Withdraw offer View details

11.3 Send an offer for a Volunteering Teams in High Priority Areas project

Please note that it is quite important to specify the correct information on the offer you send to the participants as it the source of data for the coverage with insurance.

Before sending an offer, please read the ‘General information’ section available at the beginning of this chapter.

Send an offer:

- Log in to PASS:

EUROPEAN SOLIDARITY CORPS

PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

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

[Download the PASS User Guide](#)

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

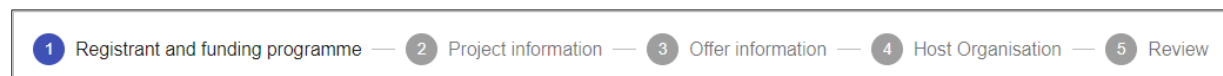
- Step 1 Search for registered candidates, and make contact with them**
Use the search screen to find potential participants for your solidarity activities.
- Step 2 Contact individual registered candidates and discuss the activities with them**
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
- Step 3 Send an offer to the participant and get them to accept or decline it**
When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

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

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

- 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:

- 'European Solidarity Corps/ Volunteering Teams in High Priority Areas', for the projects funded during 2018-2020 (also called 'old generation projects')
- or
- 'European Solidarity Corps/ Volunteering Teams in High Priority Areas 2021-2027', for the projects funded during 2021- 2027.

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

1 Registrant and funding programme - 2 Project information - 3 Offer information - 4 Host Organisation - 5 Review

Personal reference number * 1 2 Q

Funding programme * 3

CANCEL ← X 5 4 →

Example: Search for a potential participant data and funding programme

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

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

Personal reference number * Click on it! → Q
7116823102625465

Funding programme *

CANCEL ← X →

Potential participant data is retrieved:

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

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

Personal reference number * 🔍

7116823102625465


Participant TEST ACCOUNT

👤 7116823102625465

📍 [BE] Belgium

🇫🇷 French

Funding programme * ▾

CANCEL  ➔

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

Example: funding programme is 'European Solidarity Corps/ Volunteering Teams in High Priority Areas 2021-2027'

Create an offer

Test Organisation Alpha (PIC: 900000001)

Donkstraat 50 Oudenaarde [BE] Belgium


www.moerashuis.be


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

Personal reference number*
7116823102625465

Participant TEST ACCOUNT
7116823102625465
[BE] Belgium
French

Funding programme*
European Solidarity Corps / Volunteering Teams in High Priority Areas - 2021-2027

CANCEL 



Click on it!

- 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. Project information

- Type the project code in the 'Project code' field (1). Please note that here you should enter the correct project code.

Create an offer

Test Organisation Alpha (PIC: 900000001)






Donkstraat 50 Oudenaarde [BE] Belgium

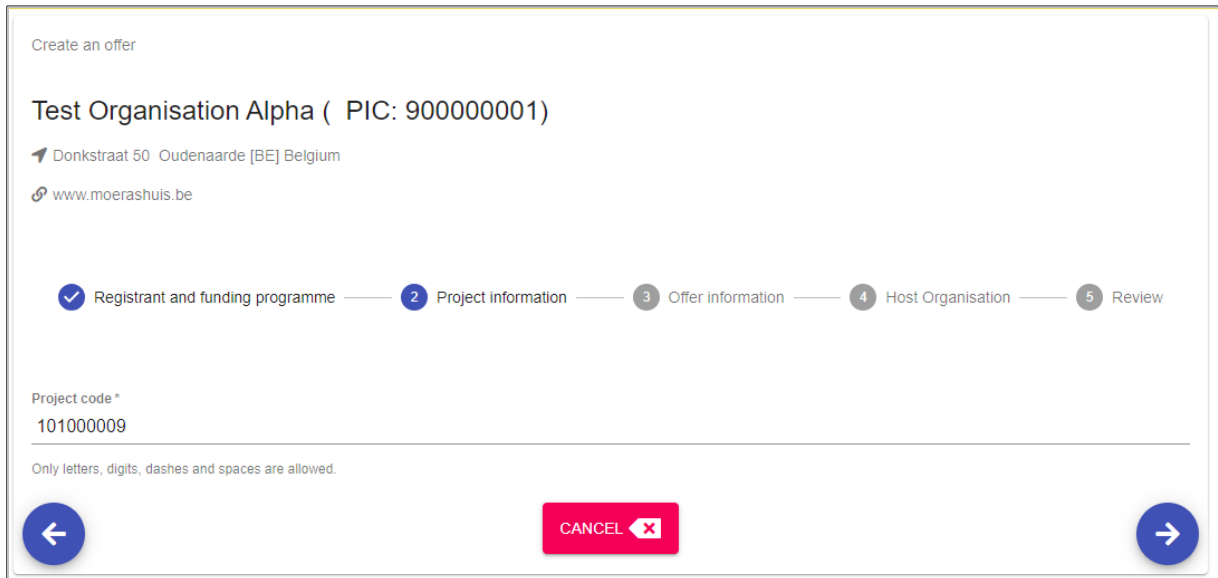
www.moerashuis.be

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

Project code* 1

Only letters, digits, dashes and spaces are allowed.

 4  CANCEL  2  3 



Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

✓ Registrant and funding programme — 2 Project information — 3 Offer information — 4 Host Organisation — 5 Review

Project code *
101000009

Only letters, digits, dashes and spaces are allowed.

← CANCEL →

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

3. Offer information:

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

The screenshot shows a multi-step process for creating an offer. The current step is 'Offer information', which is highlighted with a blue circle and the number 3. The previous step, 'Project information', is also highlighted with a blue circle and the number 4. The next step, 'Host Organisation', is highlighted with a grey circle and the number 5. The final step, 'Review', is highlighted with a grey circle and the number 6. The form fields are: 'Activity type*' (Volunteering), 'Topics*', 'Activity name*', 'Description', 'Start date*' (mm/dd/yyyy), and 'End date*' (mm/dd/yyyy). At the bottom, there are three buttons: a blue 'Back' button (8), a pink 'CANCEL' button (9), and a blue 'Next' button (7).

- Activity type (1): select the type of the activity (e.g., 'Volunteering')
- Topics (2): you must 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 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 ('Host organisation'), 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) – volunteering projects in high priority areas

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium

🌐 www.moerashuis.be

✓ Registrant and funding programme — ✓ Project information — **3 Offer information** — 4 Host Organisation — 5 Review

Activity type*
Volunteering

Topics*
Creativity and culture Health and wellbeing Environment and natural protection

Activity name*
Write here the title of the activity - This is a demo

Description
Demo - here you have to provide information about the volunteering activity

Start date* 09/15/2023 End date* 11/14/2023

← CANCEL →

4. Host organisation:

In this section, you must 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 from the host organisation.

The contact details of a person from the host organisation will receive a notification when the participant will be enrolled in the insurance system.

Create an offer

Test Organisation Alpha (PIC: 900000001)

Donkstraat 50 Oudenaarde [BE] Belgium

www.moerashuis.be

Registrant and funding programme —
 Project information —
 Offer information —
 4 Host Organisation —
 5 Review

In this step you have to specify which is the hosting organisation. Search

Search for a hosting organisation.

Search for a org either by PIC, OID, name or country code.

Organisation name * Organisation street *

Organisation city * Organisation zip code *

Country *

Organisation contact person * Organisation contact mail *

Max length: 40 characters Max length: 50 characters

Organisation contact phone *

Max length: 20 characters

5 6 CANCEL 3

- Type the organisation name or its OID in the ‘**Search for a host organisation**’ (1) field and press ‘Enter’ key.

If the organisation is already in the database with organisations holding a quality label ESC50 or ESC52, then the system will automatically fill in the fields: organisation name, organisation street, organisation city, organisation zip code, county. Please note that you cannot update any of those fields.

If the organisation you are looking for is not in the database, please contact your country National Agency, so they will report the issue further via de dedicated channels.

- Type/ provide the contact details of the contact person from the host organisation (2) (contact person name, email address and phone number). 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.

- Click on the 'Next' (3) button to go to the next step ('Review'), or on
- The 'Back' (5) to go to the previous section ('Offer information'), or on
- The 'Cancel' (6), to cancel the sending of the offer

Example:

Create an offer

Test Organisation Alpha (PIC: 900000001)

Donkstraat 50 Oudenaarde [BE] Belgium

www.moerashuis.be

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

In this step you have to specify which is the hosting organisation. Search for it.
Search for a hosting organisation.

Test Organisation Beta

Search for a org either by PIC, OID, name or country code.

Organisation name *	Organisation street *
Test Organisation Beta	Pärnu mnt. 123a-21
Organisation city *	Organisation zip code *
Tallinn	11313
Country *	[EE] Estonia
Organisation contact person *	Organisation contact mail *
Account One	c@gmail.com
Max length: 40 characters	Max length: 50 characters
Organisation contact phone *	
XXXXXXXXXX	
Max length: 20 characters	

← CANCEL →

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 ('Host organisation')

Example: Review page – an offer for a Volunteering Teams in High Priority Areas project

Create an offer

Test Organisation Alpha (PIC: 900000001)

📍 Donkstraat 50 Oudenaarde [BE] Belgium
🌐 www.moerashuis.be

✓ Registrant and funding programme — ✓ Project information — ✓ Offer information — ✓ Host Organisation — 5 Review

Registrant 1

Participant TEST ACCOUNT
📞 7116823102625465
📍 [BE] Belgium
🇫🇷 French

Funding programme	European Solidarity Corps / Volunteering Teams in High Priority Areas – 2021–2027
Project	
Project code	101000009
Activity	
Activity type	Volunteering
Topics	Creativity and culture Health and wellbeing Environment and natural protection
Activity name	Write here the title of the activity – This is a demo
Description	Demo – here you have to provide information about the volunteering activity
Starting	2023-09-15
Ending	2023-11-14
Location	
Name	Mtü Together Estonia
Street	Pärnu mnt. 123a-21
Postal Code	11313
City	Tallinn
Country	[EE] Estonia
Person	Account One
Mail	c@gmail.com
Phone	+40 745 513 471


← 2 3 CANCEL ✕ 4 SEND ✓

Example: list with offers sent

OFFER ID	ACTIVITY NAME	PROJECT CODE	STRAND	PARTICIPANT	PRN	OFFER SENT/RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
131556	Write here the title of the activity - This is a demo	101000009	Volunteering	Participant TEST ACCOUNT	7116823102625465	01/09/2023 19:25	16/09/2023 19:25	Sent		Resend Withdraw offer View details

Emails sent to participants and organisations

Email with offer sent to a participant (a copy of it (in English) is sent to the organisation)

 **EUROPEAN SOLIDARITY CORPS**

Your Participant Reference Number: [XXXXXXXXXXXX](#)

Dear **[Name]**,

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: **[Name]**

Address: **[Address]**

Website: [\[Website\]](#)

Contact person for this activity: **[Name]**

Contact email address: [\[Email\]](#)

HOST ORGANISATION DETAILS / ORGANISATION WHERE THE ACTIVITY WILL TAKE PLACE

Name: **[Name]**

Address: **[Address]**

ACTIVITY DETAILS

Funding programme: European Solidarity Corps / Volunteering - ESC51

Activity name: Volunteering at Kindergarden

Project code: **[Code]**

Description: Volunteering at Kindergarden

Activity type: Volunteering

From: 01/11/2023 To: 31/10/2024

Topic(s): Education and training, Social challenges, Creativity and culture

[Accept offer](#) [Decline offer](#)

Confirmation email sent to the participants when h/she accepts an offer



Congratulations **[Name]**!

You accepted the offer for the activity Mission deux mois en **[Country]** that will take place between 04/11/2023 and 22/12/2023, in **[City]**, **[Country]**, sent by the organisation "**[Organisation Name]**".

The organisation will contact you shortly for more details about the activity's arrangements.

Very best wishes

European Solidarity Corps

If it was not you who accepted the offer, then please email eu-solidarity-corps@ec.europa.eu

Confirmation email sent to the participants when h/she decline an offer



Dear **[Name]**,

We are sorry to hear that you have declined the offer for the activity A CULTURAL ODYSSEY that will take place between 17/10/2023 and 31/10/2023, in **[City]**, **[Country]**, sent by the organisation "**[Organisation Name]**".

We hope that you will be able to find an activity that is suitable for you.

Very best wishes

European Solidarity Corps

If it was not you who declined the offer, then please email eu-solidarity-corps@ec.europa.eu

Email sent to the participant when an offer has been withdrawn



Dear ~~Participant~~,

The offer you received on 18/10/2023 for the activity 'The Power of Good Will 2.0' that will take place between 19/10/2023 and 31/05/2024, in ~~Česká republika, Czech Republic~~, has been withdrawn by the organisation "~~Partnership, s.r.o.~~" for the following reason:


change of dates

Very best wishes

European Solidarity Corps

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

Email sent to the organisation when an offer is accepted



Offer accepted

Dear **ASOCIATIILEI CULTURALEI TINDRII (ASOCIATIA ROMANA-
ACTOR)**

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: **EMILIA POPESCU**

Participant number: **7366403162417200**

Email address: **emilia.kiss@studnet.ro**

ACTIVITY DETAILS


Activity name: **SOLIDARITY ACTIONS FOR KIDS III**

From: **15/11/2023** **To:** **13/11/2024**

Address: **STRADA BORNIA 12-12BIL 1 BC 011117 APART. 102011-102012
BUCURESTI Romania**

Topic(s): Health and wellbeing, Education and training, Creativity and culture

Email sent to the organisation when an offer is declined



Offer declined

Dear [REDACTED]

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: [REDACTED]

Participant number: [REDACTED]

Email address: [REDACTED]

ACTIVITY DETAILS

Activity name: work and live along, natural building and crafts on permaculture farm

From: 04/11/2023 **To:** 26/11/2023

Address: [REDACTED]

Topic(s): Environment and natural protection, Creativity and culture, Nutrition and subsistence agriculture

Email sent to the organisation when an offer is withdrawn



Dear **Magyar Művelődési Egyesület**

We would like to inform you that the offer to the participant below has been withdrawn for the following reason:

For some reason the offer is duplicated. We do have Lousia Freund as a volunteer at Keszthely, but she is in the system twice, hence I'd like to withdraw the offer PN 131918

Kind regards

European Solidarity Corps

PARTICIPANT DETAILS

Name: **LousiaFREUND**

Participant number: **73002130001818**

Email address: **lousiafreund@gmail.com**

ACTIVITY DETAILS

Activity name: Fogytékkel élők támogatása Keszthelyen.

From: 04/09/2023 **To:** 31/07/2024

Address: **Erzsébet-utca 28-30. 7523 Keszthely Hungary**

Topic(s): Social challenges

12 View the list with offers sent and their status

Note that the 'Offers' link (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.

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

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

Click on the 'Offers' (1) link 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), project code (4)
- Detailed information about each offer sent (5) section: Placement name, Participant (name), PRN, Offer sent date, offer expiration date, offer status, offer accepted/declined date, available 'Actions' (5). The options displayed in the 'Actions' column depend on the offer status:
 - o 'View details' option is available for all offers sent.
 - o 'Resend' option is available for offers with the status 'Sent', 'Sent (expired)', and 'Resend'.
 - o 'Withdraw offer' option is available for offers with the status: 'Sent', 'Accepted', and 'Resend'.
 - o 'Generate certificate' option is available for each accepted offer, so you can issue a European Solidarity Corps certificate from this section too.

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

By PRN By participant last name Offer status Project code Filter Reset

OFFER ID	ACTIVITY NAME	PROJECT CODE	STRAND	PARTICIPANT	PRN	OFFER SENT / RESEND DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
134345	ALIMPublicEvents 2022	2021-2-RO01-ESCS1-VTJ-000044780	Volunteering	7ba56c64 F8450708	[REDACTED]	18/10/2023 10:44	02/11/2023 10:44	Sent		Resend Withdraw offer View details
134205	Activites	2021-2-RO01-ESCS1-VTJ-000044780	Volunteering	F04e09d 90D9FE7	[REDACTED]	16/10/2023 10:34	31/10/2023 10:34	Withdrawn	16/10/2023 12:07	View details
118311	Support in Kindergarten Activities	2022-1-EL02-ESCS1-VTJ-000080439	Volunteering	81633ba8 7ACDF69E	[REDACTED]	12/04/2023 09:44	27/04/2023 09:44	Accepted	12/04/2023 13:18	Certificate generated at 07/08/2023 11:00 Edit View details
97404	OCC Cycling Workshop	2021-1-EL02-ESCS1-VTJ-000037386	Volunteering	49338a66 2C804AE1	[REDACTED]	12/04/2022 13:46	27/04/2022 13:46	Withdrawn	12/04/2022 15:36	View details
90621	Actions to minor migrants in Orléans	2021-1-RO2-ESCS1-VTJ-000037173	Volunteering	7ba56c64 F8450708	[REDACTED]	26/10/2021 17:37	10/11/2021 17:37	Accepted	27/10/2021 12:51	Generate certificate Withdraw offer Edit View details
110936	Language Courses for Adults and Minors	2022-1-EL02-ESCS1-VTJ-000080439	Volunteering	F04e09d 90D9FE7	[REDACTED]	04/11/2022 20:30	19/11/2022 20:30	Resend (expired)		View details
37019	Make THE difference	2019-1-RO01-ESCS1-062956	Volunteering	81633ba8 7ACDF69E	[REDACTED]	18/09/2019 21:12	03/10/2019 21:12	Declined	21/09/2019 08:44	View details

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 (1).


List with offers:

Viewing offer(s) of: TEST ORGANISATION ALPHA										
● Select an accepted offer to generate a certificate										
By PRN		By participant last name		Offer status		Project code				
				- All -				Filter Reset		
OFFER ID	ACTIVITY NAME	PROJECT CODE	STRAND	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
134345	AUMPublicEvents 2022	2021-2-RO01-ESCS1-VTJ-000044780	Volunteering	7ba66c64 F8450708	7ba66c64 F8450708	18/10/2023 10:44	02/11/2023 10:44	Sent		Resend Withdraw offer View details
134205	Activities	2021-2-RO01-ESCS1-VTJ-000044780	Volunteering	F04ea09d 9DD9FE7	F04ea09d 9DD9FE7	16/10/2023 10:34	31/10/2023 10:34	Withdrawn	16/10/2023 12:07	View details
118311	Support in Kindergarten Activities	2022-1-EL02-ESCS1-VTJ-000080439	Volunteering	81633ba8 7ACDF69E	81633ba8 7ACDF69E	12/04/2023 09:44	27/04/2023 09:44	Accepted	12/04/2023 13:18	Certificate generated at 07/08/2023 11:00 Edit View details
97404	OCC Cycling Workshop	2021-1-EL02-ESCS1-VTJ-000037386	Volunteering	4933bb68 2C804AE1	4933bb68 2C804AE1	12/04/2022 13:46	27/04/2022 13:46	Withdrawn	12/04/2022 15:36	View details
90621	Actions to minor migrants in Orleans	2021-1-FR02-ESCS1-VTJ-000037173	Volunteering	7ba66c64 F8450708	7ba66c64 F8450708	26/10/2021 17:37	10/11/2021 17:37	Accepted	27/10/2021 12:51	Generate certificate Withdraw offer Edit View details
110936	Language Courses for Adults and Minors	2022-1-EL02-ESCS1-VTJ-000080439	Volunteering	F04ea09d 9DD9FE7	F04ea09d 9DD9FE7	04/11/2022 20:30	19/11/2022 20:30	Resent (expired)		View details
37019	Make THE difference	2019-1-RO01-ESCS11-062956	Volunteering	81633ba8 7ACDF69E	81633ba8 7ACDF69E	18/09/2019 21:12	03/10/2019 21:12	Declined	21/09/2019 08:44	View details



‘View offer details’ page:

It shows the information about start and end date of the activity, the host country, city and organisation, topics, the contact person from the host organisation, Insurance log, etc:


OFFER DETAIL PAGE

[Back](#)

Activity name:	Support in Kindergarten Activities
Resent:	No
Dates:	17/04/2023 to 17/07/2023
Participant:	Participant TEST ACCOUNT (PRN 7116823102625465)
Expiration date:	27/04/2023 - 09:44
Date offer sent:	12/04/2023 09:44
State:	accepted
Date accepted/declined/withdrawn:	12/04/2023 13:18
Street:	Narva maantee 25
City:	Tallinn
Postal code:	11020
Country:	[EE] Estonia
Topic(s) of activity:	Social challenges, Reception and integration of refugees and migrants, Education and training
Organisation:	Test Organisation Beta
Funding programme:	European Solidarity Corps / Volunteering - ESC51
Project code:	2022-1-ET02-ESC51-VTJ-000080009
Organisation location:	Test Organisation Beta
Type:	Volunteering
Description:	Support in Kindergarten Activities
Hosting organisation contact email:	mandana@operationalcenter.org
Hosting organisation contact person:	Maria Clara Rodrigues
Hosting organisation phone:	+358 9 252 0000

Insurance logs

PROVIDER	SOURCE	ACTIVITY PERIOD	FILENAME	DATE
Henner	Beneficiary Module	17/04/2023 - 17/07/2023	HENNER_20230811_2207.txt	11/08/2023 22:07
Henner	Offer	17/04/2023 - 17/07/2023	HENNER_20230804_2214.txt	04/08/2023 22:14

14 Resend an offer

You can Resend an offer that has the status 'Sent', 'Sent (Expired)', 'Resent' (1). 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).

Back

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

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

OFFER ID	ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT/RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
80953	Demo - type the title of offer here	2017-2-EE01-KA105-000001	Participant TEST ACCOUNT	7116823102625465	07/06/2021 17:39	22/06/2021 17:39	Declined		View details
80951	Demo - provide a title for this activity		Participant TEST ACCOUNT	7116823102625465	07/06/2021 17:31	22/06/2021 17:31	Sent		Resend Withdraw offer View details
68118	Demo - write the title for this offer	2020-2-DE04-ESC11-019677	Participant TEST ACCOUNT	7116823102625465	09/08/2020 16:55	18/08/2020 16:55	Sent		Resend Withdraw offer View details
58406	Test offer status - production env		Participant TEST ACCOUNT	7116823102625465	12/04/2018 15:23	27/04/2018 15:23	Sent (expired)		Resend Withdraw offer View details
56718	A4		Participant TEST ACCOUNT	7116823102625465	09/03/2020 15:20	24/03/2020 15:20	Accepted	09/03/2020 15:57	Generate certificate Withdraw offer View details
50918	A.5		Participant TEST ACCOUNT	7116823102625465	26/01/2021 15:14	10/02/2021 15:14	Withdrawn	26/01/2021 15:18	View details

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

Are you sure you want to resend offer 75880 (Demo – specify a title for this activity)?


This action cannot be undone.

[Resend](#) [Cancel](#)

2

Mail preview

From: European Solidarity Corps <automated-notifications@nomail.ec.europa.eu>
 To: [REDACTED]
 Subject: European Solidarity Corps – offer of an activity



Your Participant Reference Number: 7116823102625465

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.

List with offers:

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

By PRN By participant last name Offer status Project code [Filter](#) [Reset](#)

OFFER ID	ACTIVITY NAME	PROJECT CODE	STRAND	PARTICIPANT	PRN	OFFER SENT/ RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
134345	ALMPublicEvents 2022	2021-2-RO01-ESCS1-VTJ-000044780	Volunteering	7ba56c64 FB450708	[REDACTED]	18/10/2023 10:44	02/11/2023 10:44	Sent		Resend Withdraw offer View details
134205	Activites	2021-2-RO01-ESCS1-VTJ-000044780	Volunteering	F04ea09d 9DD9FF7	[REDACTED]	16/10/2023 10:34	31/10/2023 10:34	Withdrawn	16/10/2023 12:07	View details
118311	Support in Kindergarten Activities	2022-1-EL02-ESCS1-VTJ-000080439	Volunteering	81633ba8 7ACDF69E	[REDACTED]	12/04/2023 09:44	27/04/2023 09:44	Accepted	12/04/2023 13:18	Certificate generated at 07/08/2023 11:00 Edit View details
97404	OCC Cycling Workshop	2021-1-EL02-ESCS1-VTJ-000037386	Volunteering	4933ba68 2C804AE1	[REDACTED]	12/04/2022 13:46	27/04/2022 13:46	Withdrawn	12/04/2022 15:36	View details
90621	Actions to minor migrants in Orléans	2021-1-FR02-ESCS1-VTJ-000037173	Volunteering	7ba56c64 FB450708	[REDACTED]	26/10/2021 17:37	10/11/2021 17:37	Accepted	27/10/2021 12:51	Generate certificate Withdraw offer Edit View details
110936	Language Courses for Adults and Minors	2022-1-EL02-ESCS1-VTJ-000080439	Volunteering	F04ea09d 9DD9FF7	[REDACTED]	04/11/2022 20:30	19/11/2022 20:30	Resent (expired)		View details
37019	Make THE difference	2019-1-RO01-ESCS1-062956	Volunteering	81633ba8 7ACDF69E	[REDACTED]	18/09/2019 21:12	03/10/2019 21:12	Declined	21/09/2019 08:44	View details

3

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 to the same participant, but for the same volunteering activity (same project, same activity starts and ends date, or activity dates overlap).
- 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'. If a certificate of participation has been issued for an offer, please note that the offer **cannot be withdrawn**. In this case you would have to contact your country National Agency, so they could request the deletion of the certificate via the dedicated channel (NAIT ticket).

In case you want to withdraw an offer sent for a **ESC 11/or ESC13/or ESC21 project**, please note the withdrawing involves the communication with the Mobility Tool (MT+).

In case you want to withdraw an offer sent for a **ESC51 project**, please note the withdrawing involves the communication with the Beneficiary Module (BM).

In case you want to withdraw an offer sent for a **Volunteering team in high priority area project**, no checks/restrictions are applied.

- 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 both systems, PASS and Mobility Too (MT+)/ Beneficiary Module (BM)

Possible scenarios:

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

b.2 If the offer status is 'accepted', and participant retrieved in MT+/BM, 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+/BM 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+/BM and the participation data is added (linked to an activity), then:

- remove the participation/ unlinked the participant from the activity (in MT+/BM)
- withdraw the offer in the PASS
- click on the 'retrieve now' link so the list with participants is refreshed ('Participants' tab in MT+/BM)

Example: In the case you want to withdraw an offer sent for a ESC11/ESC13/ESC21 or ESC51 projects, for which a participation is added in the MT+/BM.

Message displayed when you cannot withdraw an offer:

Withdraw Offer

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

b.4 If an offer with status 'Accepted' is sent for a Volunteering team in high priority area project, no additional check is performed.

b.5 If the offer status is 'Accepted' (ESC11/ESC13/ESC21 or EC51 project), participant' data retrieved in MT+/BM, the participation data added, and a Certificate of participation has been issued, then the withdrawing of offer is not available.

b.6 If an offer with status 'Accepted' is sent for a Volunteering team in high priority area project, 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.

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)

Back

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate

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

OFFER ID	ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
80953	Demo - type the title of offer here	2017-2-EE01-KA105-000001	Participant TEST ACCOUNT	7116823102625465	07/06/2021 17:39	22/06/2021 17:39	✘ Declined		View details
80951	Demo - provide a title for this activity		Participant TEST ACCOUNT	7116823102625465	07/06/2021 17:31	22/06/2021 17:31	✔ Sent		Resend Withdraw offer View details
68118	Demo - write the title for this offer	2020-2-DE04-ESC11-019677	Participant TEST ACCOUNT	7116823102625465	03/08/2020 16:55	18/08/2020 16:55	✔ Sent		Resend Withdraw offer View details
58406	Test offer status - production env		Participant TEST ACCOUNT	7116823102625465	12/04/2018 15:23	27/04/2018 15:23	✘ Sent (expired)		Resend Withdraw offer View details
56718	A4		Participant TEST ACCOUNT	7116823102625465	09/03/2020 15:20	24/03/2020 15:20	✔ Accepted	09/03/2020 15:57	Generate certificate Withdraw offer View details
50918	A.5		Participant TEST ACCOUNT	7116823102625465	26/01/2021 15:14	10/02/2021 15:14	Withdrawn	26/01/2021 15:18	View details

2. In the 'Withdraw offer page, you must 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).

Withdraw Offer

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

Please specify the reason for withdrawing the offer: *

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).

✔ The offer was withdrawn successfully. 1

[Back](#)

Viewing offer(s) of: TEST ORGANISATION ALPHA

Select an accepted offer to generate a certificate


By PRN By participant last name Offer status Project code
Filter

OFFER ID	ACTIVITY NAME	PROJECT CODE	PARTICIPANT	PRN	OFFER SENT / RESENT DATE	OFFER EXPIRATION DATE	OFFER STATUS	OFFER ACCEPTED / DECLINED DATE	ACTIONS
80953	Demo - type the title of offer here	2017-2-EE01-KA105-000001	Participant TEST ACCOUNT	7116823102625465	07/06/2021 17:39	22/06/2021 17:39	✘ Declined		View details
80951	Demo - provide a title for this activity		Participant TEST ACCOUNT	7116823102625465	07/06/2021 17:31	22/06/2021 17:31	Withdrawn	06/2021 15:23	View details 3
68118	Demo - write the title for this offer	2020-2-DE04-ESC11-019677	Participant TEST ACCOUNT	7116823102625465	03/08/2020 16:55	18/08/2020 16:55	✔ Sent		Resend Withdraw offer View details
58406	Test offer status - production env		Participant TEST ACCOUNT	7116823102625465	12/04/2018 15:23	27/04/2018 15:23	✔ Sent (expired)		Resend Withdraw offer View details
56718	A4		Participant TEST ACCOUNT	7116823102625465	09/03/2020 15:20	24/03/2020 15:20	✔ Accepted	09/03/2020 15:57	Generate certificate Withdraw offer View details
50918	A.5		Participant TEST ACCOUNT	7116823102625465	26/01/2021 15:14	10/02/2021 15:14	Withdrawn	26/01/2021 15:18	View details

Example – email sent to the registered candidate and organisation:

European Solidarity Corps – offer withdrawn

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



The banner features the European Union flag on the left, followed by the text 'EUROPEAN SOLIDARITY CORPS' in blue and purple. The background of the banner shows silhouettes of many hands raised against a bright, sunlit sky. Below the banner, a purple bar contains the text 'Offer withdrawn' in white.

Dear Participant,

The offer you received on 21/06/2021 for the activity 'Demo - write the title for this offer' that will take place between 18/09/2020 and 31/07/2021, in Tallinn, Estonia, has been withdrawn by the organisation "Test Organisation Alpha" for the following reason:

test

Very best wishes

European Solidarity Corps

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

16 Edit activity dates on an offer (available only for ESC51 and Volunteering teams in high priority area projects)

The editing (modifying) of the activity dates (start and/or end date) on an offer feature is available only for the offers with status **'Accepted'** sent for the **ESC51 projects** that **are not linked to a participation** (activity) in the **Beneficiary Module (BM)**, and for offers sent **for volunteering teams in high priority area projects (VHTPA)**.

1. Access the list with offers ('Offers').
2. Locate the offer on which you want to modify the activity dates.
3. Click on the 'Edit' option (1) available in the 'Actions' column.

ID	NAME	STATUS	EXPIRATION DATE	PARTICIPANT	PRN	ORGANISATION	ORG. PIC	ORG. OID	PROJECT CODE	CREATED	UPDATED	ACTIONS
105586	Demo offer for an activity	Accepted	25/08/2022 15:41	Participant TEST ACCOUNT	7116823102625465	Test Organisation Alph	900000001		2021-2-BE05- ESC51-VTJ- 000010001	10/08/2022 15:41	10/08/2022 15:44	View View revisions Edit

4. The 'Edit offer # [offerID] – [activity name]' (2) is opened displaying the 'Start date' and 'End date' fields.

Edit offer # 105586 - Demo offer for an activity

DATES

Start date *

End date *

5. Type the new activity dates (start and/or end) for the volunteering activity (3).
6. Click on the 'Save' (4) button.
7. The new activity dates are visible on the 'Offer details' page.

Please note that no email will be sent to the participant or inbox of your organisation when the activity dates are modified.

17 Insurance

As of June 2021, enrolment of cross-border eligible participants in decentralised projects to the insurance scheme is done automatically on weekly basis:

- through **PASS and Beneficiary Module for ESC51 projects**
- through the **Mobility Tool+ for ESC11, ESC13 and ESC21 projects**

ESC51 projects:

Participants that take part in cross-border volunteering activities that **start after 08.02.2023 (included) are covered with insurance by Henner.**

As of February 2023, enrolment of participants in **centralised projects** (Volunteering team in high priority area and Humanitarian Aid) to the insurance scheme is done automatically on weekly basis **through PASS**. The participants **are covered with insurance by Henner.**

It is crucial that granted projects are transferred and beneficiaries input the information on the activities in the relevant tools (please see above) **in due time prior to the departure (minimum 2 weeks)** of the participants from their sending country.

'Insurance Log' section available on the 'Offer details' page (PASS) provides useful information, such as:

- if the participant data was sent to the insurance system
- if the information was sent, then it shows the date the data was sent, to which insurance provider, which tool is the source of the data (Beneficiary Module, or Mobility Tool, or the offer in PASS), activity dates.

If in the 'Insurance log' section appears that the data was sent to the insurance provider, but the welcome emails and notifications were not received (on Wednesday – Henner, Fridays - CIGNA), then please contact the Insurance provider's helpdesk team.

If no information appears in the 'Insurance log' section even though the offer was accepted before the weekly file transfer was sent to the insurance provider (Fridays night – to Henner, Thursdays morning – to CIGNA), then it may be that the PASS /European Youth Portal interprets the activity as an in-country volunteering activity.

In this case, please check on the offer if the name of the host organisation is correct (see also the name of the host country) and check also if the country of residence mentioned in the participant profile is correct.

NOTE: 'Insurance Log' do not show if the participant was enrolled in the insurance system. It helps you to check if the data was sent to the insurance providers, to which insurance provider, and for which period the insurance provider is asked to cover the participant with insurance (the formula for coverage will be applied in the insurance system based on the activity dates from the PASS/BM).

Example: Insurance provider is Henner and

- Volunteering activity starts on 26/08 /2023 (please see the column 'Activity period')
- The first sending of data to the insurance provider: 30/06 /2023 (column 'Date'), source of information was the offer in PASS.
- The second sending of data to the insurance provider: 07/07/2023 (column 'Date'), source of information was the participation added in the Beneficiary Module (BM).

Note:

- There is an update in the end date of the second sending, as the end date of the activity has been updated in the Beneficiary Module (BM). The data from BM has priority since there is a participation created in Beneficiary Module (BM), for this activity.

Postal code:	43-230
Country:	[PL] Poland
Topic(s) of activity:	Education and training, Creativity and culture, Social challenges
Organisation:	FUNDACJA ROZWOJU SPOLECZENSTWA PRZEDSIEBIORCZEGO
Funding programme:	European Solidarity Corps / Volunteering - ESC51
Project code:	2022-1-PL01-ESC51-VTJ-000080275
Organisation location:	Fundacja Edukacja + Terapia
Type:	Volunteering
Description:	The mobility planned for 2 volunteers in NZPE Montessori School in Pszczyna, Silesia region in Poland. The target group is: kindergarten and primary schools kids as well as high school students. As part of cooperation with a volunteer, we will entrust him with the following tasks: - supporting teachers in working with children at a younger school age of 4-6 years old during sports, creative and language activities, -acting as an additional supportive guardian during trips, outings and integration events, -supporting students with difficulties and special educational needs in learning a foreign language, -conducting extracurricular activities promoting the language, country of origin and culture of the country where the volunteer comes from for children aged 6 to 15, -participating in holiday activities developing students' interests, -help in organizing a charity picnic in June, -organizing creative and sports activities in free time from lessons in the school common room, -getting involved in the activities of the School Volunteer Club, -preparing posts and videos promoting international volunteering and rationing the volunteer's stay in our facility, -Own volunteer's ideas, -promoting European Solidarity Corps Programme
Hosting organisation contact email:	nazwa@nazwa.pl
Hosting organisation contact person:	Nazwa Nazwa
Hosting organisation phone:	+48 500 000 000

Insurance logs				
PROVIDER	SOURCE	ACTIVITY PERIOD	FILENAME	DATE
Henner	Beneficiary Module	26/08/2023 - 30/04/2024	HENNER_20230707_2211.txt	07/07/2023 22:11
Henner	Offer	26/08/2023 - 29/02/2024	HENNER_20230630_2212.txt	30/06/2023 22:12

Example: Insurance provider is Henner and

- Activity to start on 25/06/2023 (please see the column 'Activity period')
- The first sending of data to the insurance provider (Henner, in this case): 07/07/2023 (column 'Date'), source of information the offer in PASS.

Date accepted/declined/withdrawn:	06/07/2023 13:35
Street:	Şelale Mahallesi 7388 Sokak Beyazevler Sitesi No: 8 Varsak Kepez / Antalya / TÜRKİYE
City:	Antalya
Postal code:	07210
Country:	[TR] Türkiye
Topic(s) of activity:	Education and training, Social challenges, Citizenship and democratic participation
Organisation:	Engelli Eğitim Kultur Sağlık Spor Vakfi Antalya Subesi
Funding programme:	European Solidarity Corps / Volunteering - ESC51
Project code:	2022-1-TR01-ESC51-VTJ-000080412
Organisation location:	Engelli Eğitim Kultur Sağlık Spor Vakfi Antalya Subesi
Type:	Volunteering
Description:	In order to improve the awareness of the disabled in the society, skills development activities, European identity and values activities, employment and entrepreneurship activities, citizenship and participation in the democratic process activities, community awareness development, cultural activities, health and peace activities, inclusion activities in social life, activities with disabled individuals. education and sports activities, acceptance of third country nationals and integration into society will be carried out.
Hosting organisation contact email:	engelli.editimu@yeni.com.tr
Hosting organisation contact person:	KARAYOLU
Hosting organisation phone:	+90 532 441 11 11

Insurance logs				
PROVIDER	SOURCE	ACTIVITY PERIOD	FILENAME	DATE
Henner	Offer	25/06/2023 - 21/10/2023	HENNER_20230707_2211.txt	07/07/2023 22:11

17.1 For the ESC 11, ESC13 and ESC 21 projects

The participants that take part in volunteering activities run under **ESC 11, ESC13 and ESC 21 projects are covered with insurance by CIGNA.**

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 participant' 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 (on Thursdays, but the preparation of the weekly files starts every Wednesday at 10:00 PM)**, therefore please encode the participants in MT+ at least **2 weeks prior to their departure**.
 - 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.

The **welcome emails and notifications are sent out on Fridays** (on Monday in exceptional cases).

- Please note that you **should keep the participation data updated in the MT+**.
NOTE: After a participant is enrolled in the insurance system (receives the welcome email), please do not untick the checkbox for insurance. The updated information will be sent to the insurance system and the insurance will be cancelled.

17.2 For the ESC51 projects

As of end of beginning of June 2022, enrolment of cross-border eligible participants in **ESC51** projects (decentralised projects) to insurance scheme is done automatically:

- through **PASS, for the participants that are not encoded yet in the Beneficiary Module (BM)**.
- through **Beneficiary Module (BM), for the participants that are encoded in the tool and for which a participation is added, the flag for insurance is ticked and the participation has status 'Complete'**.

Participants that take part in cross-border volunteering activities that **start after 08.02.2023 (included) are covered with insurance by Henner**.

Participant that **started** their volunteering activities **before 08.02.2023** are covered with insurance by **CIGNA**.

- Send an offer to a participant via PASS (*see chapter 11.2 Send an offer for a European Solidarity Corps funded project - ESC51 projects.*)

- After the offer is accepted by a participant, and **ONLY if** the project is already in the **Beneficiary Module (BM)**:
 - 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 participant'** 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 (on Thursdays, but the preparation of the weekly files starts every Wednesday at 10:00 PM)**, therefore please encode the participants **in the PASS and Beneficiary Module at least 2 weeks prior to their departure**.
 - 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 PASS and Beneficiary Module (BM)**.

NOTE: After a participant is enrolled in the insurance system (receives the welcome email), and participation is added in the BM, please do not untick the checkbox for insurance, or change the status of the participation back to **'Draft'**, as the updated information will be sent to the insurance system and the **insurance will be cancelled**.

17.3 For Volunteering teams in high priority area

Participants that stat their volunteering activities **after 08.02.2023** (included) are covered with insurance by **Henner**.

The offer accepted by the participant (with status **'accepted'**) is the source information for the insurance system.

17.4 Extend a coverage period

A 'request' for extending of an insurance coverage is done via the process of automatic sending of data to the insurance system.

Therefore:

- **For a ESC 51 project:**
 - If the participation data is encoded in the Beneficiary Module (BM), then modify/change the activity dates on the participation added in the Beneficiary Module (please note that the flag for insurance should be ticked and the participation status should be 'Complete').
 - If the participant data is not encoded in the Beneficiary Module (BM) yet, then please access PASS and edit the activity dates on the offer sent to the participant (offers status should be 'Accepted').

The updated information will be included in the weekly file transfer that is automatically sent to the insurance system.

- **For a ESC 11/13/21 project**

Access the Mobility Tool (MT+) and modify/change the activity dates on the participation added for the participant (please note that the flag for insurance should be ticked and the participation status should be 'Complete').

The updated information will be included in the weekly file transfer that is automatically sent to the insurance system.

- **For a Volunteering teams in high priority area project**

Access PASS and edit the activity dates on the offer sent to the participant (offers status should be 'Accepted').

17.5 Cancel an insurance coverage

The 'request' for cancelation of an insurance coverage is done via the process of automatic sending of data to the insurance system.

Therefore:

- For a ESC 51 project:
 - If the participation data is encoded in the Beneficiary Module (BM):
 - Remove participation from the list with organisations that were awarded with ESC50 in 2022 **and**

- Withdraw the offer from PASS.

Note: Please note that the PASS is still the source of data for the weekly file transfer. PASS verifies if there is a participation added in the Beneficiary Module for that offer and if it cannot find, then the information from the offer is included in the weekly file transfer that it will be automatically sent to the insurance system!

The information about cancellation will be automatically sent to the insurance system.

- If the participant data is not encoded in the Beneficiary Module (BM) yet, then withdraw the offer from PASS as otherwise the information from the offer will be sent to the insurance system.

The information about cancellation will be automatically sent to the insurance system.

- For a ESC 11/13/21 project:
In the Mobility Tool (MT+), please remove the participation added for the participant. It will be good if will also withdraw the offer sent via PASS, so the participant will receive the notification about withdrawing of the offer for the activity.
The information about cancellation will be automatically sent to the insurance system.
- For a Volunteering team in high priority area project:
Please withdraw the offer from PASS, so the information about cancellation will be automatically sent to the insurance system.

18 Generate a certificate of participation

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

18.1 For ESC11, ESC13, and ESC21 projects

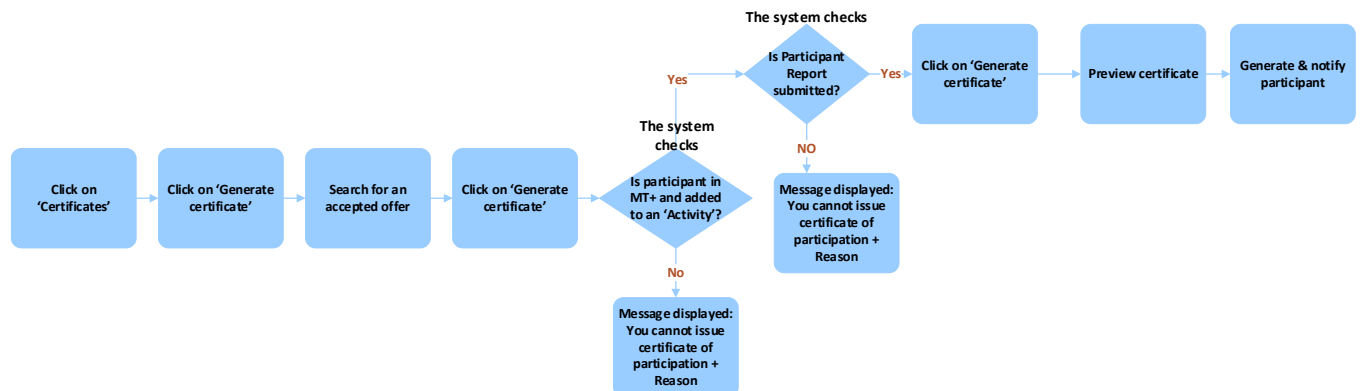
Please note that for of the projects funded under European Solidarity Corps programme (**ESC11, ESC13, and ESC21**), the issuing of the certificate of participation is possible only if the participant submitted the **'Participant report'**. It means that:

- in **Mobility Tool (MT+)**, the participant's data is retrieved from European Youth Portal (see **'Retrieve from EYP'** link), and
- a participation 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 **activity dates** (Start date and End date of the activity) and **Location** (where the activity took place), **are automatically retrieved from Mobility Tool (MT+) and it cannot be changed (the accurate data is available in MT+)**.

Steps to issue a certificate of participation for projects funded under European Solidarity Corps programme:



18.2 For ESC 51 projects and Volunteering teams in high priority area projects

For the ESC 51 and Volunteering teams in high priority area projects, an accepted offer is the source of information for issuing a certificate of participation.

So, the information about activity dates and location (where the activity took place) is taken from the offer you sent to the participant.

Steps for issuing a certificate of participation – ESC51 and Volunteering teams in high priority area projects

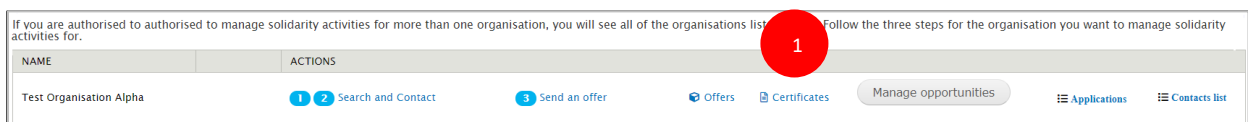


Steps – for all project types

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

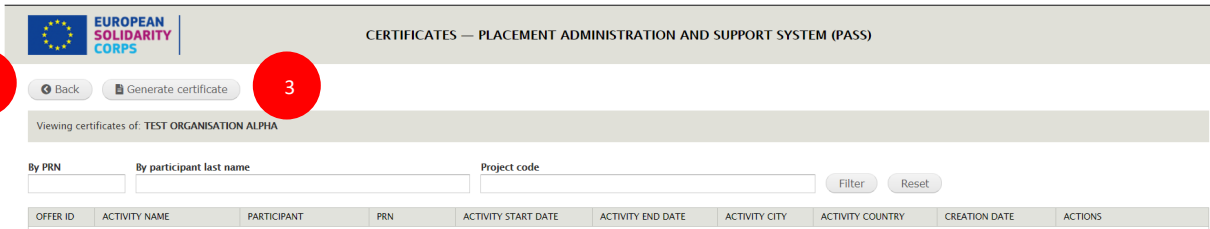
Step 1 – Access the 'Certificates' list, by clicking on the 'Certificates' option (1).

Note that the 'Certificates' link (1) will be visible 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 provides the following information: 'Offer ID', Activity name', 'Participant', 'PRN', 'Activity start date', Activity end date', Activity city', Activity country', 'Creation date', and 'Actions'.
- Search for a certificate: 'By PRN', 'By participant last name', or 'Project code'. 'No results' message appears 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!

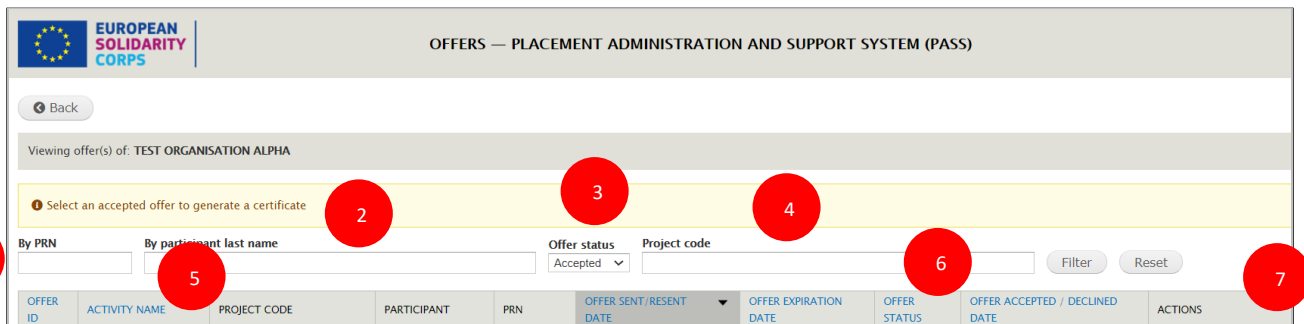


Step 3 – The 'Offers' list provides you with information about all offers you have sent to participants. From there you can:

- Search for the participant you want to issue the certificate for: 'By PRN' (1), or 'By participant last name' (2), or 'Project code' (4)
- Filter the information by 'Offer status' (3)
- 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' link is available in the 'Actions' column only for offers with status 'accepted'.

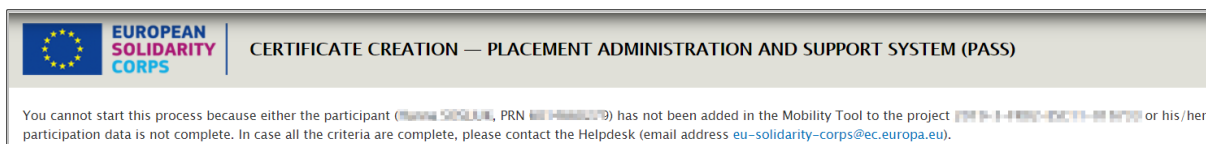
- Once you found the participant and if he/she has accepted an offer, click on the 'Generate certificate' (7) option available in the 'Actions' column.



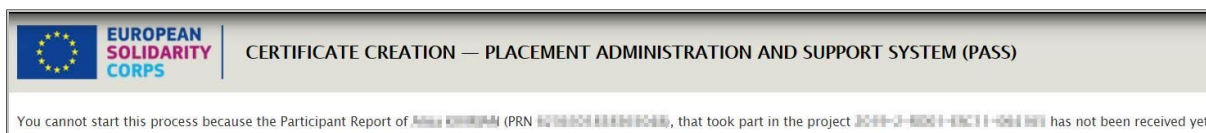
NOTE: Please note that in the case of the **ESC11, ESC13, and ESC21** projects, the issuing of the certificate of participation is possible only if the young person (participant) has submitted the **'Participant report'**.

The following message is displayed when trying to generate a certificate, but the participant's data is not encoded in Mobility Tool (MT+),

'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 when the participant’s data has been encoded in Mobility Tool (MT+) and the corresponding 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.

The ‘certificate creation form’ is already filled with information from the offer (participation added in the MT+, in the case of the ESC11, ESC13, ESC21 projects), however there are still fields that require your input:

- 'Participant' section (1): 'Name' and 'PRN' – are filled in with participant’s name and PRN; the information cannot be modified.
- 'Placement' section:
 - 'Placement dates' (2): the 'Start date' and 'End date' are automatically filled in with the activity dates from the offer, or from the participation added in the MT+ - in the case of the ESC11, ESC13, and ESC21. These fields are mandatory and can be modified for the ESC51 projects, volunteering teams in high priority area projects.

For the ESC11, ESC13, and ESC21 projects, the information is retrieved from the MT+ and it cannot be modified.

- 'City' (3): it is automatically filled in with the information from the offer for the ESC51 projects, volunteering teams in high priority area projects, and with the one from participation added in the MT+ for the ESC11, ESC13 and ESC21 projects. The field is mandatory, and it can be modified, for the ESC51 and volunteering teams in high priority area projects.

It cannot be modified for the ESC11, ESC13, and ESC21 projects, as the information is retrieved from the MT+.

- 'Country' (4): the information is retrieved from the offer – in the case of the ESC51 projects, and volunteering teams in high priority area project, and information from participation added in the MT+ for the ESC11, ESC13, and ESC21 projects, as the information The information cannot be modified.

- 'Strand' (5) and 'Activity type' (6) cannot be modified; (however, it can be modified only for occupational activities e.g. traineeship, work experience or apprenticeship); Please note that the field is linked to the funding programme you selected when you 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 correct organisations' name (by using the search in the database with accredited organisations)
- '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:

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

PARTICIPANT

PRN
7116823102625465

Name
Louise DUPONT

PLACEMENT

PLACEMENT DATES *

Start date: *
30/01/2021

End date: *
31/05/2021

Placement City *
Tallinn

Country
Estonia

Strand
Volunteering

Activity type *
Volunteering activity

ORGANISATION(S)

Name of organisation hosting the participant *
Test Organisation Alpha (46921)

Name of organisation issuing the certificate *
Test Organisation Alpha (46921)

Type of organisation issuing the certificate
Receiving organisation

City of organisation issuing the certificate *
Oudenaarde

Name of the person signing the certificate *
Jelena Magi

Role in the organisation *
Director

SIGNING DATE *
21/06/2021

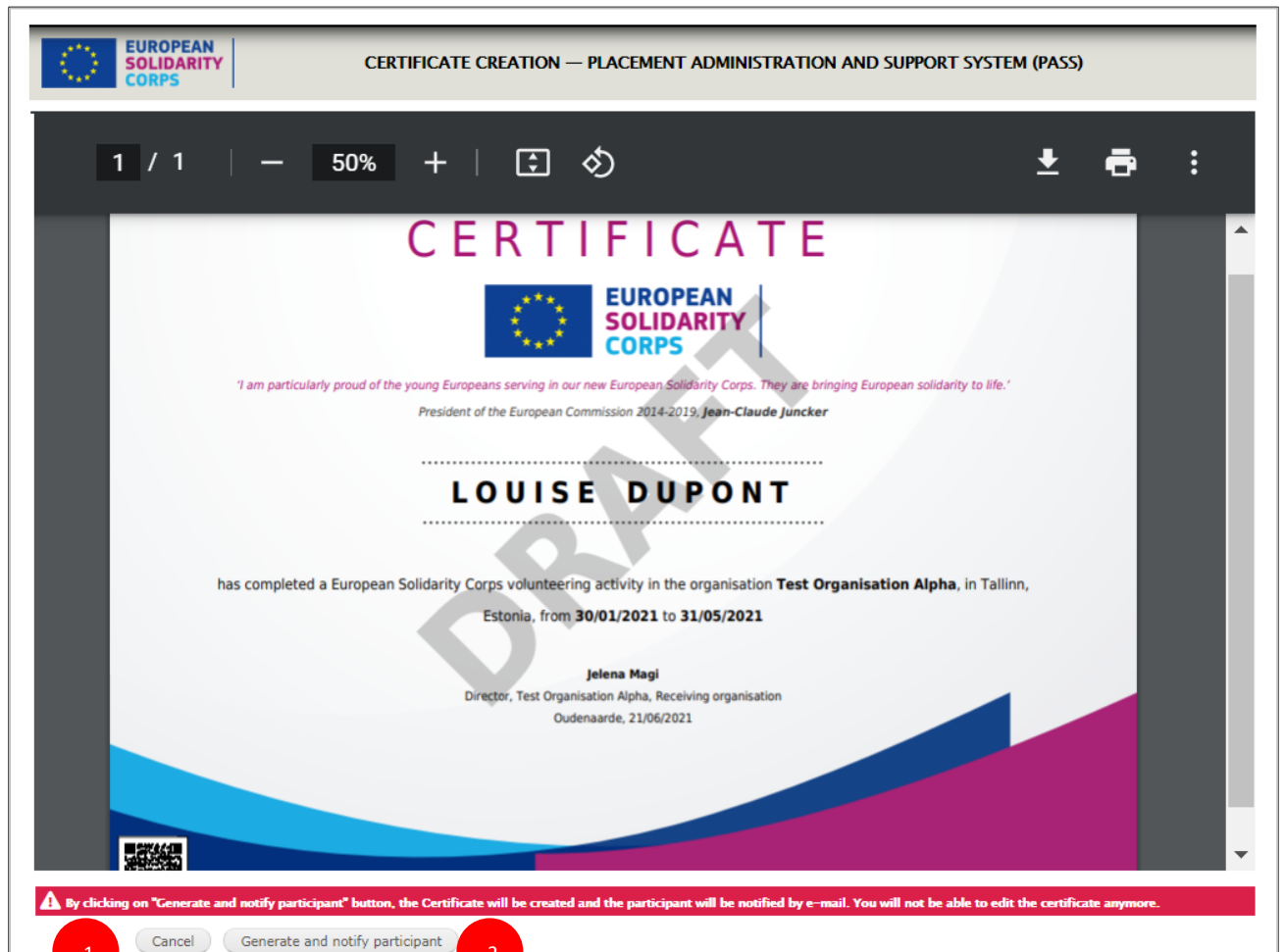
Cancel Preview

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

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

- 'Cancel' button (1) opens back the certificate creation page. Use this button whenever you need to modify the information.
- 'Generate and notify participant' button (2), creates/generates the certificate and at 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.



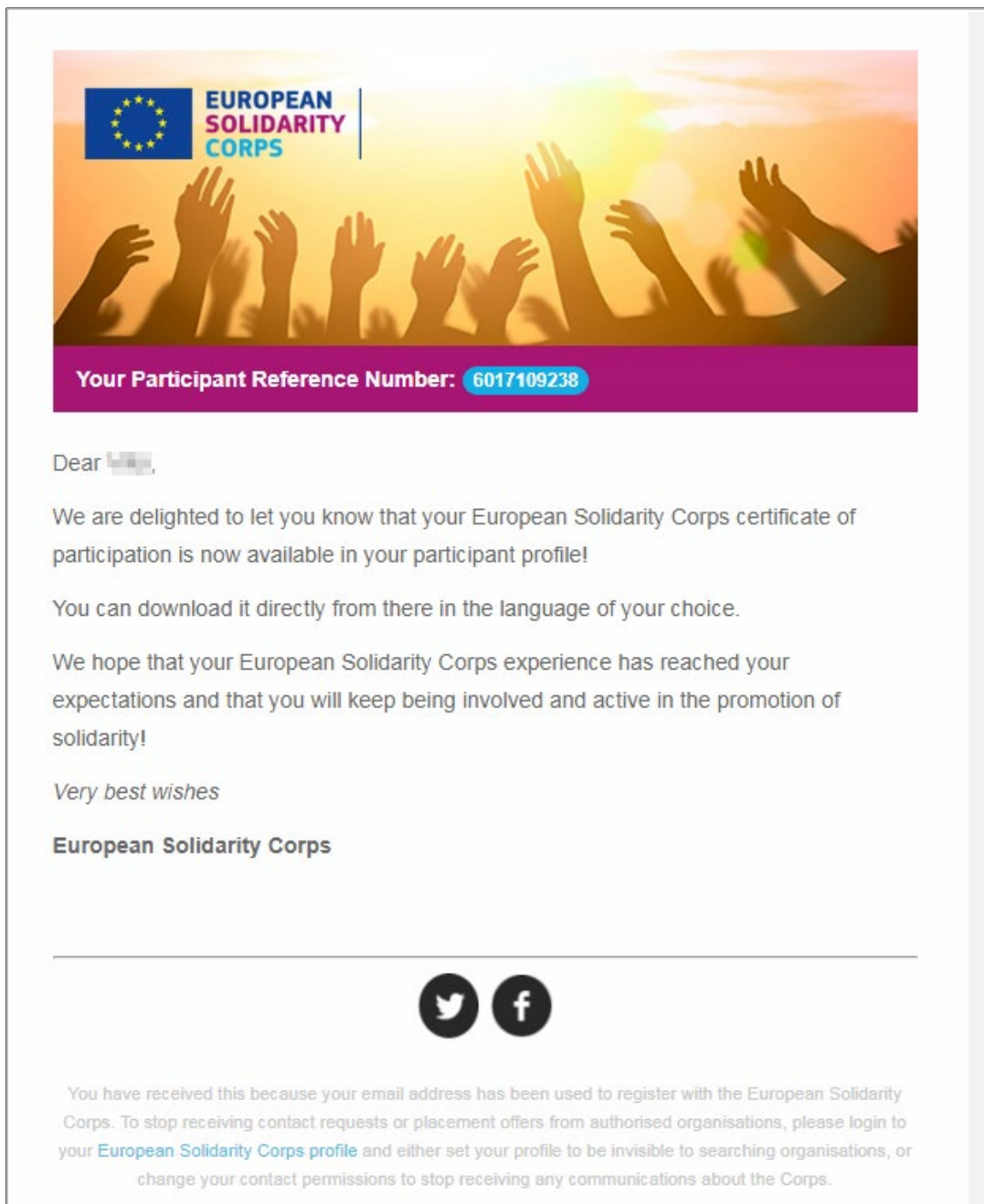
Step 6 – Final generation of the certificate and notification to the participant

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).

CERTIFICATES — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

✓ Certificate created for Louise DUPONT (7116823102625465).

Back Generate certificate

Viewing certificates of: TEST ORGANISATION ALPHA

By PRN By participant last name Project code Filter Reset

OFFER ID	ACTIVITY NAME	PARTICIPANT	PRN	ACTIVITY START DATE	ACTIVITY END DATE	ACTIVITY CITY	ACTIVITY COUNTRY	CREATION DATE	ACTIONS
43528	Test			07/11/2019	27/02/2020	Rome	Italy	06/12/2019 10:22	Download for printing
2379	Test alpha			05/03/2020	30/11/2020	Brussels	Belgium	04/02/2021 18:39	Download for printing
81809	Demo - type the title of the offer here	Louise DUPONT	7116823102625465	30/01/2021	31/05/2021	Tallinn	Estonia	21/06/2021 14:54	Download for printing

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

CERTIFICATES — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

✓ Certificate created for Louise DUPONT (7116823102625465).

Back Generate certificate

Viewing certificates of: TEST ORGANISATION ALPHA

By PRN By participant last name Project code Filter Reset

OFFER ID	ACTIVITY NAME	PARTICIPANT	PRN	ACTIVITY START DATE	ACTIVITY END DATE	ACTIVITY CITY	ACTIVITY COUNTRY	CREATION DATE	ACTIONS
43528	Test			07/11/2019	27/02/2020	Rome	Italy	06/12/2019 10:22	Download for printing
2379	Test alpha			05/03/2020	30/11/2020	Brussels	Belgium	04/02/2021 18:39	Download for printing
81809	Demo - type the title of the offer here	Louise DUPONT	7116823102625465	30/01/2021	31/05/2021	Tallinn	Estonia	21/06/2021 14:54	Download for printing

Language selection dropdown menu:

- bg
- cs
- da
- de
- el
- en
- es
- et
- fi
- fr
- ga
- hr
- hu
- is
- it
- lt
- lv
- mk
- mt
- nl
- no
- pl
- pt
- ro
- sk
- sl
- sv
- tr

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



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 your country National Agency, so they can report the issue further (via the dedicated channels).

You can find the contact details of your country National Agency on this page:

https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en

19 Advertise an opportunity for a project

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

- a. Hold a valid Quality label ESC50, or ESC52
- b. Have a valid Erasmus + Volunteering accreditation (KA110)

You can advertise opportunities for a:

- volunteering, traineeship, and jobs project (ESC51, ESC11/ESC13/ESC21)
- volunteering teams in high priority area project

Please note that you can advertise opportunities as soon as you are awarded with a quality label, 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)

The screenshot shows the PASS system interface. At the top, there is a header with the European Solidarity Corps logo and the text 'PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)'. Below the header, there is a welcome message and a link to download the PASS User Guide. The main content area contains three steps for the process:

- Step 1: Search for registered candidates, and make contact with them**
Use the search screen to find potential participants for your solidarity activities.
- Step 2: Contact individual registered candidates and discuss the activities with them**
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
- Step 3: Send an offer to the participant and get them to accept or decline it**
When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

Below the steps, there is a table listing organisations and their actions. The 'Manage opportunities' button for 'Test Organisation Alpha' is highlighted with a red circle and the number 1.

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

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

Volunteering Opportunities Database: Organisations and opportunities manager

FILTERS

Filter Reset

Test Organisation Alpha
PIC 900000001 OUDENAARDE, BELGIUM

ADD OPPORTUNITY EDIT ORGANISATION

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

Welcome to the Volunteering Opportunities database in the European Youth Portal!

The above table shows the organisation(s) that you are currently authorised to administer within the European Youth Portal's Volunteering Opportunities database.
At present, only organisations which have been accredited for European Voluntary Service under the new Erasmus+ programme (since January 2014) are able to add opportunities to this system.
If you believe you should be allowed to administer the volunteering opportunities for another organisation, please have the responsible person for that organisation contact their EVS National Agency and request that either the "Contact Person" or "Legal Representative" email address is amended to be exactly the same as your ECAS email address.
If you represent an organisation which wants to advertise for volunteers for your EVS projects, click here for more information.
Please note that it can take up to 24 hours for amendments to EVS records to be transferred to the European Youth Portal.
We apologise for this inconvenience, but hope you appreciate that these measures are required to ensure the security of the system.
Help and Support: for step-by-step instructions on how to use the Volunteering Opportunities Database, as well as who to contact if you need additional help, please click here.

Section 1: Project type

Here you must specify which is the funding programme for which you advertise the projects, as well as the type of the activity and the topics that describe the volunteering activity.

1. 'Funding programme' list:

- 'European Solidarity Corps/Volunteering - 51': for the volunteering activities advertised for the ESC51 projects (projects funded under programme 2021 – 2027)
- 'European Solidarity Corps/ Volunteering ': for the volunteering activities advertised for the ESC11/ and ESC13 projects (projects funded under previous programme 2018 – 2020)
- 'European Solidarity Corps/ Jobs', or 'European Solidarity Corps/Traineeship': for the volunteering activities advertised for ESC21 projects (projects funded under previous programme 2018 – 2020)
- 'European Solidarity Corps/Volunteering Teams in High Priority Areas': for volunteering teams in high priority areas projects (funded under both programmes, 2018 – 2020 and 2021 – 2027)

PROJECT TYPE

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

Funding programme *
- Select the funding programme -


Type of volunteering activities *
- Select -

As soon as you select the funding programme (2), 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 (so the young people registered on the European Solidarity Corps portal can search and apply for your opportunity through the system) and the 'European Solidarity Corps topics' (3) list become visible.

Select the topics that describe the project/volunteering activity you want to advertise and specify the type of the volunteering activity, 'Individual volunteering or 'Teams volunteering', by selecting it option from the 'Type of volunteering activities' list.

Example:

PROJECT TYPE



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

European Solidarity Corps topics *

Social challenges x
Employment and entrepreneurship x

Funding programme *

European Solidarity Corps / Volunteering - ESC51

Type of volunteering activities *

- Select -

- Select -
- Individual volunteering
- Teams volunteering

Section 2: European Solidarity Corps opportunity

OPPORTUNITY DETAILS

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

Title: *

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

Description: *

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

Accommodation, food and transport arrangements:

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

Training during the opportunity:

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

1. Title

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

2. Description

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

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

Section 3: European Solidarity Corps Opportunity address

OPPORTUNITY ADDRESS

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

1 Organisation name

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

2 Street and house number

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

3 Town/city *

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

4 Postal code

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

5 Country *

Country where the opportunity will take place.

1. Organisation name

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

2. Street and house number

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

3. Town/city

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

4. Postal code

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

5. Country

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

Section 4: European Solidarity Corps opportunity dates

OPPORTUNITY DATES

Precise dates: Start: End:

Flexible dates: Number of weeks:
Between... Start: and End:

The dates that this opportunity will take place. Either precise dates, or a more flexible number of weeks between two months.

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 volunteering activity 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 2023 and April 2023' (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.

VOLUNTEER DETAILS

Volunteer profile: * 1

Content limited to 600 characters, remaining: **600**
Information about the kind of volunteers you are looking for, including any special skills or interests they should have. In ENGLISH language (600 char. max.).

Countries volunteers will be recruited from * 2

- Select a Country -

Specify which countries you want to recruit volunteers from. Please note that volunteers have to be from the country of their Sending organisation.

Section 6: Application details

Here you can provide the additional details about the application:

APPLICATION DETAILS

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

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

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

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

Application Deadline:

4

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

Contact person name:

5

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

Contact email address: *

6

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

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

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

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

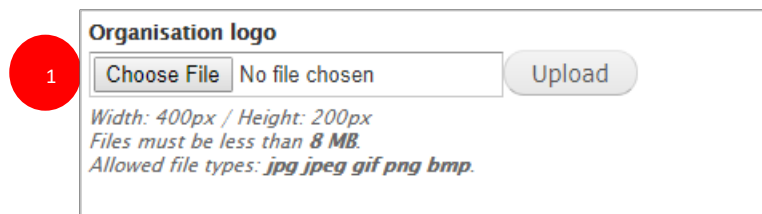
If you wish, you can give the name of the person that potential volunteers can contact. This is not a mandatory field – you can leave it blank. (*non-mandatory field – max 30 characters*)

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'.

20 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).

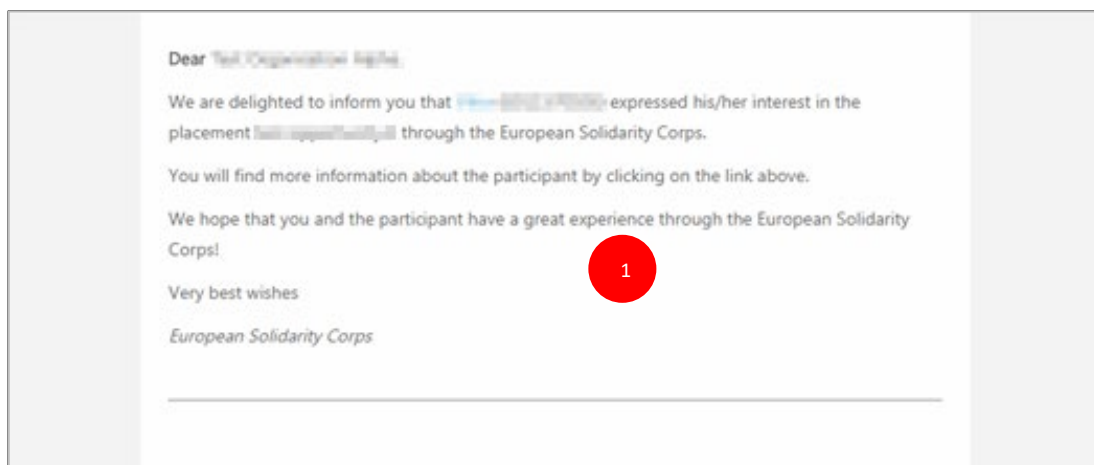
Whenever a young person expresses his/her interest for an opportunity you will receive an email (in English) (1) and you will see the information in the 'Applications' list (2).

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.

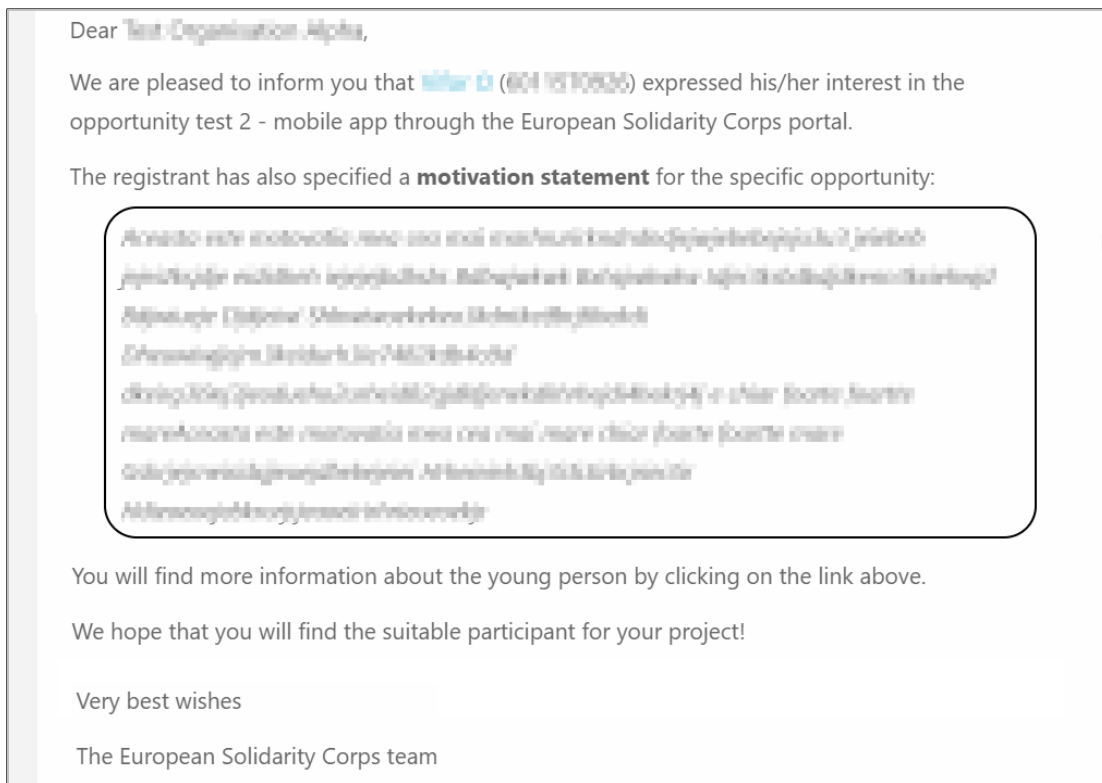
Should you wish to ask the registered candidate for a Motivation Statement (min 500 characters and maximum 1000 characters) or/and CV, then you must tick one or both options (checkboxes) available on the 'Advertise opportunity' form (see 'Manage opportunities' option).

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:



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.

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

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

- Step 1 Search for registered candidates, and make contact with them**
Use the search screen to find potential participants for your solidarity activities.
- Step 2 Contact individual registered candidates and discuss the activities with them**
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
- Step 3 Send an offer to the participant and get them to accept or decline it**
When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

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

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

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:

Back

PRN Placement - None -

Number of applications: 277

PARTICIPANT	CV	PRN	PLACEMENT	MOTIVATION STATEMENT	CREATED
André ALMEIDA	Yes	6704418801010	Cre-acting Yourself	► In 2018, I had the chance to spend time in a workshop in the European Centre, Brussels, where I...	08/03/2020 21:39
Isabel BRENDEL	Yes	6704418801010	Cre-acting Yourself	► Dear, Madam, Sir, My motivation and my work experience through the knowledge and expertise in support...	08/03/2020 16:38
Fernando CORREIA	Yes	6704418801010	Cre-acting Yourself	► I am very interested in your project (Cre-acting yourself). Having organized summer camps in the past, I am...	07/03/2020 11:42
Ana Carolina CORREIA	Yes	6704418801010	Cre-acting Yourself	► "Working on tasks with children and teenagers" and I'm glad to bring my experience in Portugal, even prior...	06/03/2020 00:44
Luís António CORREIA	Yes	6704418801010	Cre-acting Yourself	► Your project sounds like the right fit for me! I am a motivated and energetic person and looking for a pro...	28/02/2020 09:57

21 Edit your organisation contact details

All the data that is visible to the public through the European Youth Portal about your organisation is automatically retrieved from the tools that manages the information about organisations and quality labels.

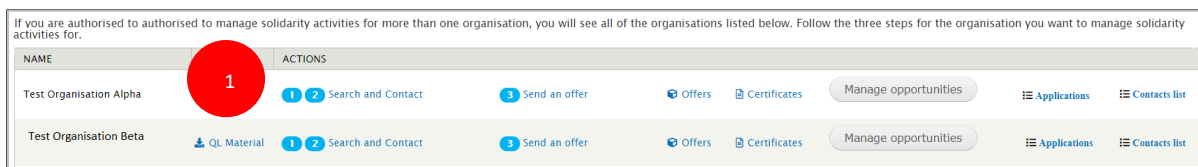
To change the other information about the organisation, such as address, website URL, role, description, etc. you must contact your country National Agency so they could guide with through the steps (process).

You can find the contact details of your country National Agency here:

https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en

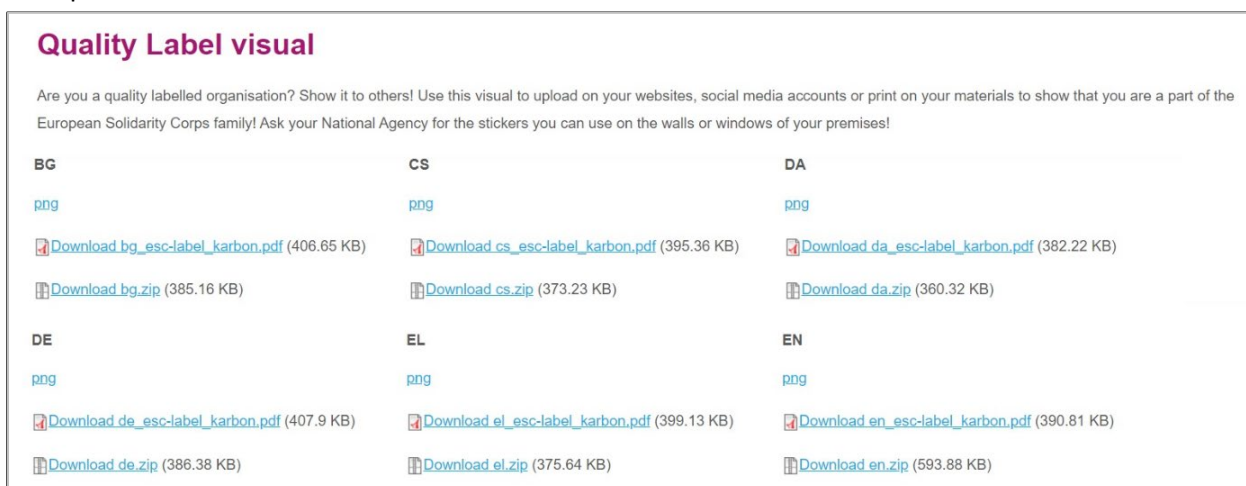
22 Quality Label Visuals

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:



23 General Online Training

The access to the General Online Training (GOT) platform is provided to the organisations have access to PASS (email addresses linked to a valid Quality Label, or Erasmus + Volunteering accreditation KA110).

How to access the GOT platform:

- Log in to the PASS
- Click on the 'Access to General Online Training' button that is displayed at the top of the dashboard (table) of the organisation

Thank you for logging into the European Solidarity Corps Placement Administration and Support System (PASS).

This system is designed to let you search for and make contact with European Solidarity Corps registered candidates, and finally offer them solidarity activities.

[Download the PASS User Guide](#)

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

- Step 1** Search for registered candidates, and make contact with them
Use the search screen to find potential participants for your solidarity activities.
- Step 2** Contact individual registered candidates and discuss the activities with them
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activities that are available.
- Step 3** Send an offer to the participant and get them to accept or decline it
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If you are authorised to manage opportunities for more than one organisation, you will see all of the organisations listed below. Follow the three steps for the organisation you want to manage solidarity activities for.

[Access to General Online Training](#)

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

If you access the online training for the first time, then you will be asked to read and agree the 'General Online Training data protection terms (2).

Welcome to the online training section for the European Solidarity Corps.

The **General Online Training for European Solidarity Corps** is now hosted in **EU Academy platform**. Follow the steps below, if it is the first time you are accessing it or just click on the "Go to EU Academy" link, to access the training material!

I have read and I agree with the [General Online Training data protection terms](#).

[Continue](#) [Cancel](#)

- Tick the 'I have read and agree with the 'General Online Training data protection terms' checkbox and click on the 'Continue' button:

Welcome to the online training section for the European Solidarity Corps.

The **General Online Training for European Solidarity Corps** is now hosted in **EU Academy platform**. Follow the steps below, if it is the first time you are accessing it or just click on the "Go to EU Academy" link, to access the training material!

I have read and I agree with the [General Online Training data protection terms](#).

[Continue](#) [Cancel](#)

- On the next page appears the time you agreed with the GOT terms and now it is displayed the 'Go to EU Academy' link.

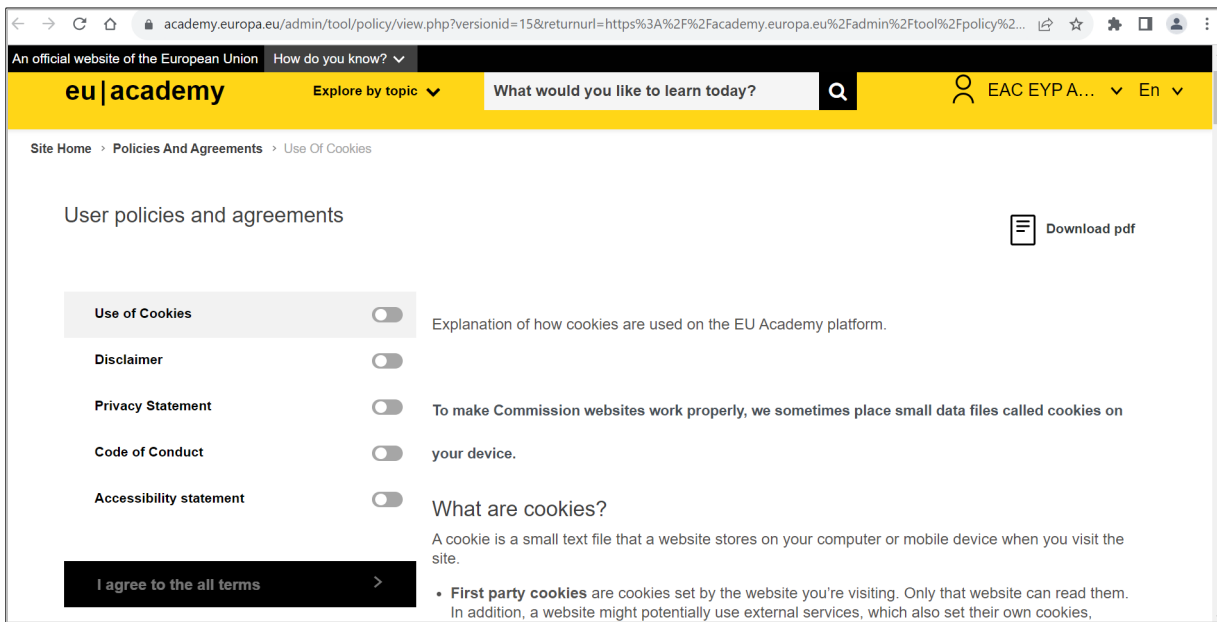
Welcome to the online training section for the European Solidarity Corps.

The **General Online Training for European Solidarity Corps** is now hosted in **EU Academy platform**. Follow the steps below, if it is the first time you are accessing it or just click on the "Go to EU Academy" link, to access the training material!

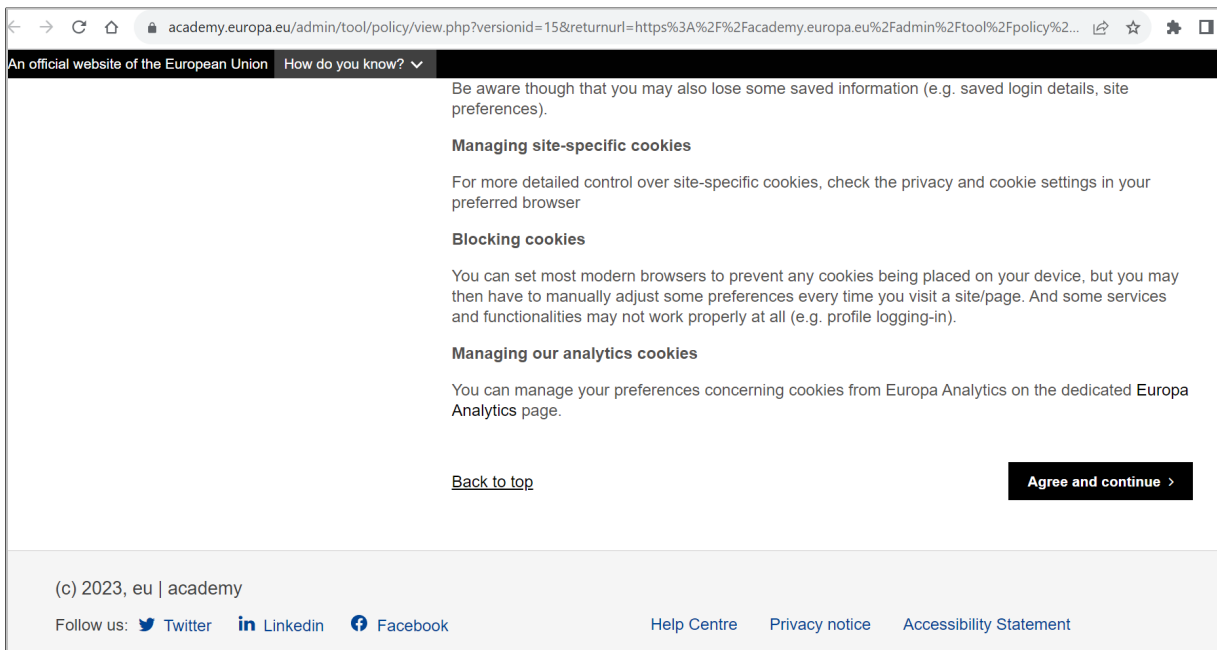
Terms accepted at: 29/08/2023 17:15

[Go to EU Academy](#)

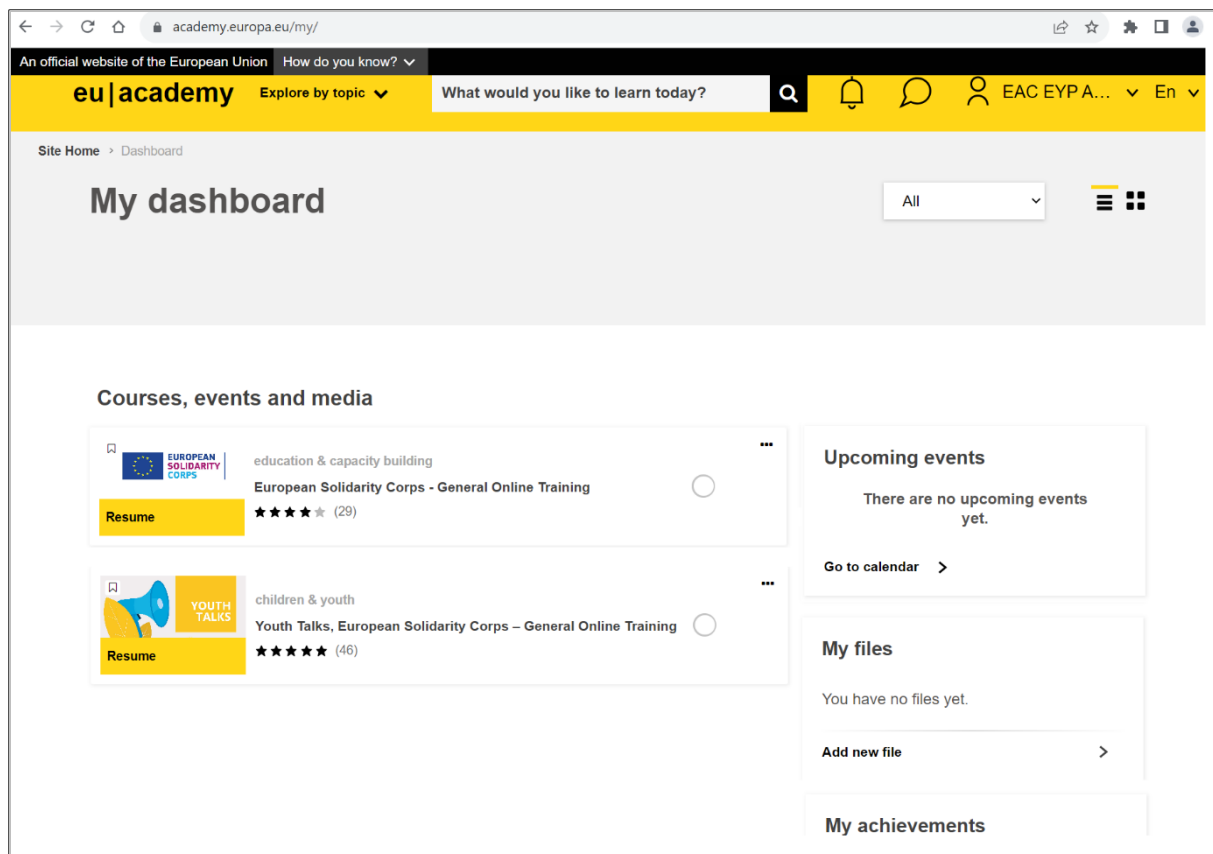
The EU Academy' User policies and agreements' page is displayed, therefore please read and agree with all polices (e.g. Use of Cookies, Disclaimer, Privacy Statement, Code of Conduct, Accessibility statement).



To agree, you would have to click on the 'Agree and continue' button that it is displayed at the bottom right side of each page:



After you agree with all 'user policies and agreements' the 'My dashboard' associated to your account in the GOT is displayed:



24 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. You can find there contact details on this page https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en.

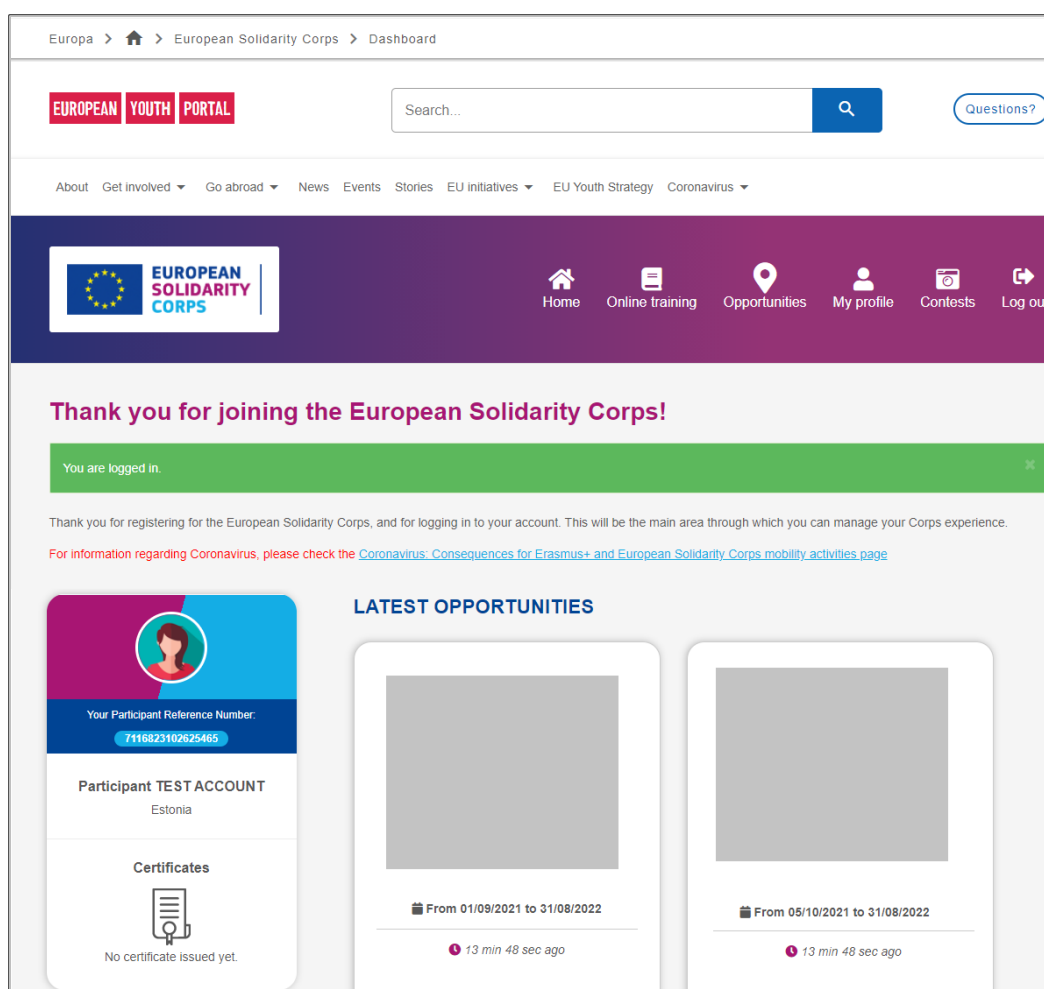
ANNEX

Registrant's dashboard

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).

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

Search for available European Solidarity Corps opportunities

431 opportunities found SORT LIST BY: Most recently entered Application deadline Start date HIDE MAP

Show only opportunities I can apply for

Activity country

Activity topics

Starts after

The map displays the following opportunity counts for various countries:

Country	Opportunities
Finland	12
Poland	129
France	96
Spain	74
Italy	113
Greece	6

Example for 'My profile' section

The screenshot shows the 'My profile' section of the European Solidarity Corps portal. At the top, there is a navigation bar with links for 'About', 'Get involved', 'Go abroad', 'News', 'Events', 'Stories', 'EU Initiatives', 'EU Youth Strategy', and 'Coronavirus'. Below this is a dark purple header with the European Solidarity Corps logo on the left and navigation icons for 'Home', 'Online training', 'Opportunities', 'My profile', 'Contests', and 'Log out' on the right. The main content area features a large heading: 'Thank you for joining the European Solidarity Corps!'. Below the heading, there is a series of paragraphs providing instructions on how to complete and update the profile. The profile is divided into five sections, each with a dropdown arrow: 'Your personal data', 'Information needed for all European Solidarity Corps projects', 'Additional information needed for Volunteering projects', 'Additional information needed for Occupational projects', and 'Protecting your personal data and privacy'. At the bottom of the profile section, there is a 'Delete my account' button. Below this, there is a separate section titled 'Delete my account' with explanatory text and a 'Delete my account' button.

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

Accepting an offer – Confirmation page

When accepting an offer, the participant is asked to confirm the information (personal data) currently in his/her profile.

Should the information is not correct (e.g. date of birth) then they should update it and only after click on the 'Confirm data and Accept offer' button.

Please note that:

- In the European Solidarity Corps profile should appears the information as in the ID card or Passport (e.g. name, birthdate, country of residence)
- Once the offer is accepted, the participant cannot update the fields: 'First name', 'Last name', 'Country of residence', 'What is your date of birth?' and he/she should either contact the country National Agency or send an email via 'Questions' form (https://youth.europa.eu/ask-a-question_en) available in the European Youth Portal & European Solidarity Corps portal

Are you sure?

Before accepting the offer, please check and update, if necessary, the fields below. Please write down your name in latin characters, as it appears in your Travel Document (ID or Passport). This will help the authentication in next steps of the process.

First name *

Only latin characters are allowed.

Last name *

Only latin characters are allowed.

Country of residence *

What is your date of birth? *

Format: 18/10/2023

You are about to accept an offer from **Test Organisation Alpha** for an activity in **Bucharest, Romania**, from **23/10/2023** to **30/11/2023**.
I have read and understood the terms of the offer.

Confirm data and Accept offer [Cancel](#)