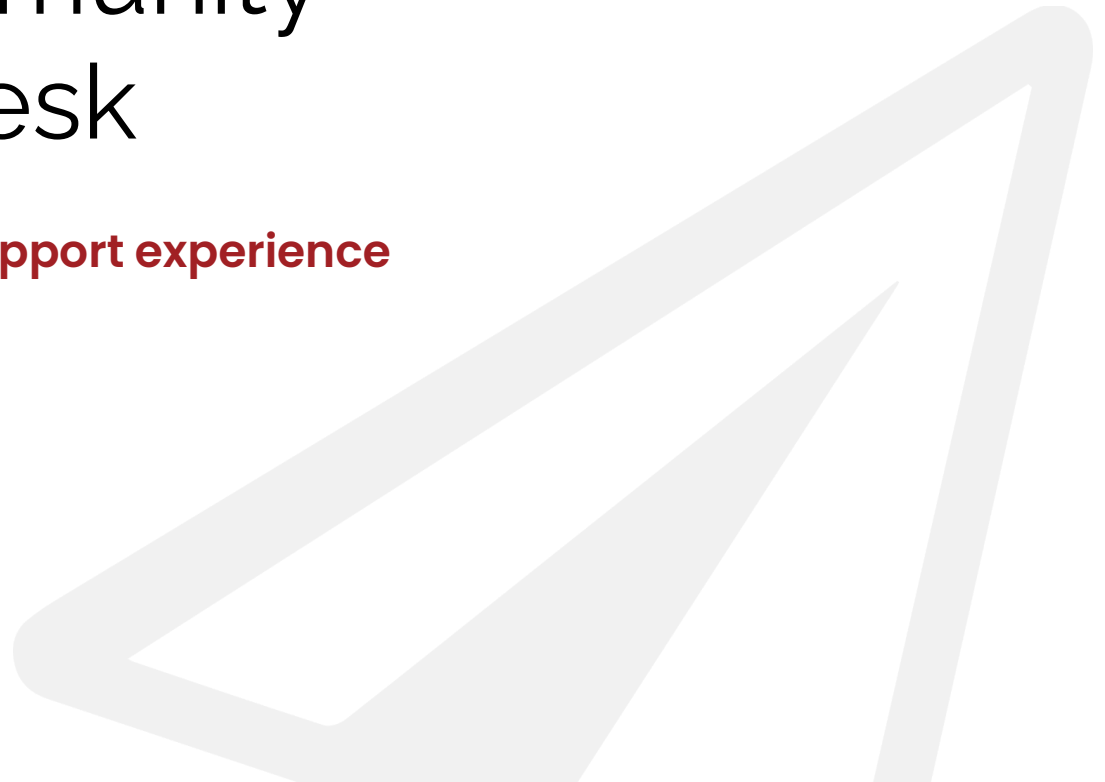


ESCI Community Service Desk

Enjoy an effortless support experience

Michalis Zannetos
Vicky Penopoulou
Maria Chrisovergi
Korina Lambridou



We support

- **Dashboard**
- **Online Learning Agreements**
- **Erasmus+ App**
- **EWP Network**
- **Authorization and authentication issues**
- **EWP interoperability Issues**

<https://support.erasmuswithoutpaper.eu/>

Welcome to the ESCI Community Service Desk

Find help and services

Contact us about

Student Issues
Request information or guidance, Fix an account/login issue, Report a technical problem

Non-student Issues
Report a technical problem, Request information or guidance, Fix an account/login problem, Request a new account, Suggest a change or improvement

EWP Interoperability Issues
Report an interoperability problem

Non-Student issues

- Get assistance for technical problems
- Get guidance for accessing our systems
- Look for information and guidance
- Suggest improvements

OLA
Erasmus+ App
erasmus (BACHRECHANG)
erasmus without paper
CARD INITIATIVE

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▼ Contact us about

Student Issues
Request information or guidance, Fix an account/login issue, Report a technical problem

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EWP Interoperability Issues
Report an interoperability problem

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Before you submit your issue

It would be more convenient to share the following information when submitting a request:

- Your account (email address)
- For **IAs**
 - IIA id or
 - Your Erasmus Code and
 - your partner's Erasmus Code
- For **OLAs**
 - OLA id or
 - Student's email address or
 - Sending Erasmus Code and Receiving Erasmus Code

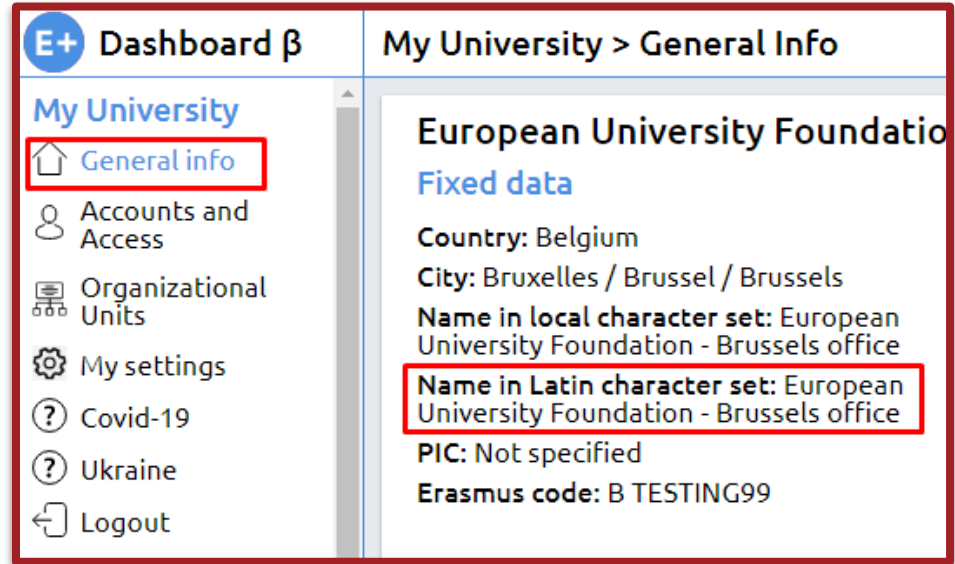
Please provide a brief and comprehensive description of the problem.



FAQ: Institution's name/city appears wrongfully in the Dashboard.

Information such as the institution's **name/address/city** is **taken directly** from the **ECHE List**.

Always check your institutions record in the ECHE List, first.



The screenshot shows the 'Dashboard β' interface. On the left is a navigation menu with 'My University' selected. Under 'My University', 'General info' is highlighted with a red box. The main content area shows 'My University > General Info' for 'European University Foundation'. Under 'Fixed data', the following information is displayed: Country: Belgium, City: Bruxelles / Brussel / Brussels, Name in local character set: European University Foundation - Brussels office, Name in Latin character set: European University Foundation - Brussels office (highlighted with a red box), PIC: Not specified, and Erasmus code: B TESTING99.

Contact the publisher of the list via this email EACEA-ECHE@ec.europa.eu, in order to update your institution's information.



FAQ: How can I find certain IIAs / organize IIAs?

Answer: Apply Filtering options

Status drop down list:

Choose to display IIAs having a certain status, for example "Approved by partner"

Partner HEI Erasmus Code drop down list:

Choose to display IIAs with a certain partner only

Combine filters for specific results

IIA Manager > IIA List

Page 1 of 3

Next Page

Last Page

Page Number

Choose a field to sort and its direction

IIA ID

Ascending

Select a filter for the list

Search

Select status

Select academic year

Select partner HEI Erasmus Code

Select partner HEI Erasmus Code

B TESTING99

F PARIS363

F POITIER01

G ATHINE01

G IOANNIN01

HU DEBRECE01

I ROMA14

LUXTESTING99

Issue: Student LAs “missing” after IROs’ signatures

→ **Explanation:** The LA has been rejected by your HEI.

The LA has to be signed by:

Step 1: Student,

Step 2: Sending HEI and

Step 3: Receiving HEI.

Upon rejection the LA “returns” to the student for review and the above steps have to be repeated.

The LA is not visible in the Dashboard anymore until it is signed again by the student (and sending HEI).

Issue: We haven't received the email notification of an OLA.

Possible causes:

1. Check if your email address is filled by the student under the field **"responsible person"**

In case the student submits wrong information by mistake, then the IRO won't receive notifications but will be able to find the LAs in the Mobilities List and sign it as usual.

1. Check the spam folder





FAQ: Who receives the notifications regarding OLAs?

Answer: The student provides the contact details of the “responsible person”.



This IRO receives all related email notifications.

Even if the student fills in details for “contact person” as well, the email notification will go to the responsible person only.

Outgoing Student > OLA

Student Personal data

Firstname	Desiderius	Gender	Unknown
Lastname	Erasmus	Nationality	Unknown
Email	<i>Not found</i>	Field of education (ISCED)	Unknown
Birth date	<i>Not found</i>	Field of education (clarification)	<i>Not found</i>

Sending institution info

Name	European University Foundation - Brussels office	Contact person	██████████
Country	Belgium	Contact email	██████████
Erasmus Code	B TESTING99	Contact phone	<i>Not found</i>
Address	Rue Joseph II, 120, BE-1000 Brussels	Res. person	██████████
Faculty	<i>Not found</i>	Res. email	██████████
		Res. phone	<i>Not found</i>

Receiving institution info

Name	European University Foundation	Contact person	██████████
Country	Luxembourg	Contact email	██████████
Erasmus Code	LUXTESTING99	Contact phone	<i>Not found</i>
Address	16C rue de Canach, 5353 Oetrange	Res. person	██████████
Faculty	Arts	Res. email	██████████
		Res. phone	<i>Not found</i>



Problem: My Default IIA data is not displayed inside IIAs/on partner's side.

→ **Solution:** Change your EWP settings.

Choose **“Yes”** at the second question *“Do you agree that the Dashboard represents your higher education institution in the EWP Network to exchange the static information for inter-institutional agreements with your partners?”*

Other data

Academic Year
(start) 2022/2023

Academic Year
(end) 2024/2025

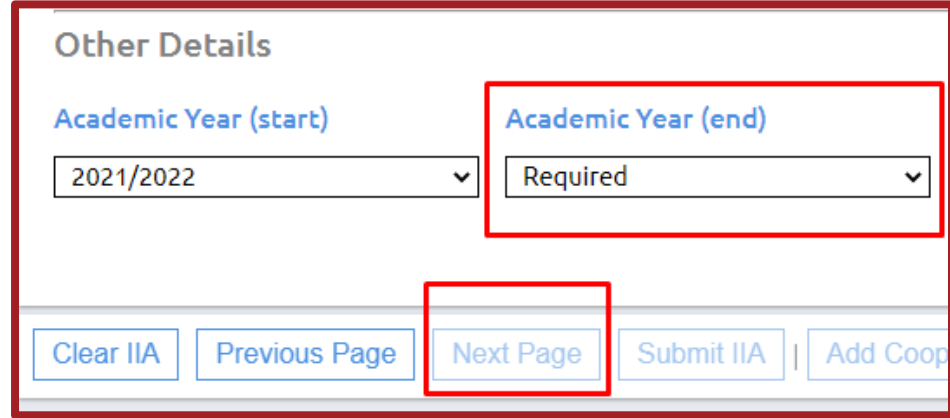
Hide/Show  default data

No information was retrieved from the creator.

Hide/Show  default data

FAQ: Upon creating a New IIA, the **Next page** button is not active

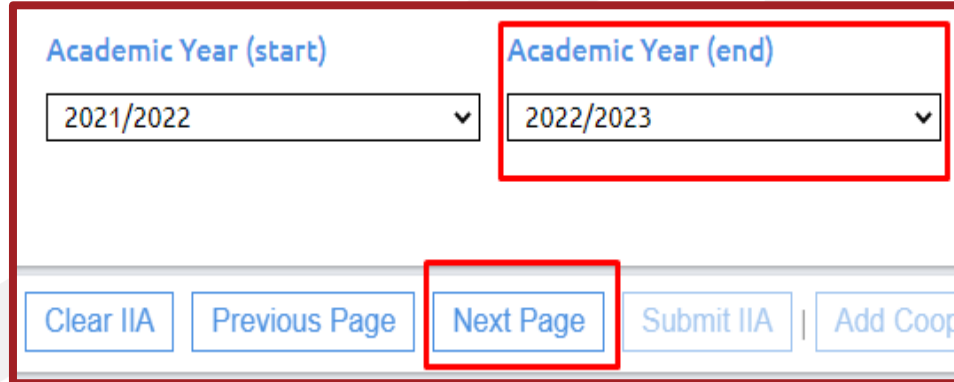
- **Answer:** All required fields on each page have to be completed before the “next page” button can be activated.



The screenshot shows the 'Other Details' section of the IIA creation form. It contains two dropdown menus: 'Academic Year (start)' with the value '2021/2022' and 'Academic Year (end)' with the value 'Required'. Below these are navigation buttons: 'Clear IIA', 'Previous Page', 'Next Page', 'Submit IIA', and 'Add Coop'. The 'Next Page' button is highlighted with a red box and is inactive (disabled).

FAQ: The **Submit IIA** button remains inactive

- **Answer:** The “submit IIA” button doesn’t become active on the last cooperation conditions page. The “next page button lands you to an overview page where the “Submit IIA” button is active.



The screenshot shows the 'Other Details' section of the IIA creation form. It contains two dropdown menus: 'Academic Year (start)' with the value '2021/2022' and 'Academic Year (end)' with the value '2022/2023'. Below these are navigation buttons: 'Clear IIA', 'Previous Page', 'Next Page', 'Submit IIA', and 'Add Coop'. The 'Next Page' button is highlighted with a red box and is active, while the 'Submit IIA' button is inactive (disabled).

I cannot proceed to the **Next page** / Add new Coop Condition

Cooperation conditions (page 1)

Mobility numbers per academic year

The partners commit to amend the table below in case of changes in the mobility data by n

Sender Erasmus Code (Required field) Receiver Erasmus Code (Required field)

Sending Organizational Unit (Select a Sender Erasmus Code f) Receiving Organizational Unit (Select a Sender Erasmus Code f)

Mobilities Per Year (Required) Maximum number of p

Subject area

ISCED-F Code ISCED - Clarification (Here you can set more details regarding the subj (5000 characters max))

Add

Mobility Type (Required field)

Recommended language skills

The sending institution, following agreement with the receiving institution, is responsible for language skills at the start of the study or teaching period:

Language of instruction Recommended language(s) of instruction level ISCED-F Code

(Staff Mobility for Teaching:)

Clear IIA Previous Page Next Page Submit IIA Add Cooperation Condition

Cooperation conditions (page 1)

Mobility numbers per academic year

The partners commit to amend the table below in case of changes in the mobility data by n

Sender Erasmus Code (B TESTING99) Receiver Erasmus Code (AQ TESTING99)

Sending Organizational Unit (Select OUnit) Receiving Organizational Unit (Select OUnit)

Mobilities Per Year (1)

Subject area

ISCED-F Code ISCED - Clarification (Here you can set more details regarding the subj (5000 characters max))

Add

Mobility Type (Student studies) Total Months Per Year Per Mobility (1) Study Cycle (Short cycle (EQF 6), 1st cycle (EQF 6), 2nd cycle (EQF 7), 3rd cycle (EQF 8))

Blended mobility option for students

By checking this box, the partners confirm that they are willing to exchange students who mobility with a virtual component.

Recommended language skills

The sending institution, following agreement with the receiving institution, is responsible for language skills at the start of the study or teaching period:

Language of instruction Recommended language(s) of instruction level ISCED-F Code

(Staff Mobility for Teaching:)

Clear IIA Previous Page Next Page Submit IIA Add Cooperation Condition

Please make sure that you have filled **all** the required fields

I cannot submit a new IIA

Information on Digital Inter-Institutional Agreements
[Key Action 1 - Mobility of learners and staff - Higher Education Student and Staff Mobility between Programme Countries Requirements for Inter-Institutional Agreements 2021-20\[29\]](#)

Static information applicable to all Inter-Institutional Agreements

*The institutions agree to cooperate for the exchange of students and/or staff in the context of the Erasmus programme. They commit to respect the quality requirements of the [Erasmus Charter for Higher Education](#) in all aspects related to the organisation and management of the mobility, in particular the [automatic recognition](#) of the credits awarded to students by the partner institution as agreed in the Learning Agreement and confirmed in the Transcript of Records, or according to the learning outcomes of the modules completed abroad, as described in the Course Catalogue, in line with the [European Credit and Accumulation System](#). The institutions agree on exchanging their mobility related data in line with the technical standards of the European Student Card Initiative.

Grading systems of the institutions
 It is recommended that receiving institutions provide a link to the statistical distribution of grades or makes the information available through [EGRACONS](#) according to the descriptions in the [ECTS users' guide](#). The information will facilitate the interpretation of each grade awarded to students and will facilitate the credit transfer by the sending institution.

General information entered into the higher education institutions' profile and updated by the higher education institution. The general institutional information about the institution is accessible to students.

Creator data
 The IIAs of your institution are managed by the Dashboard in the EWP network so you will be able to send this agreement through the EWP Network.

Institution Name TEST ENTRY	Erasmus Code AQ TESTING99	Country Antarctica	City Ridley Beach
---------------------------------------	-------------------------------------	------------------------------	-----------------------------

Contact Name Dashboard Helpdesk 2	Contact Email [REDACTED]
---	------------------------------------

Partner data
 The IIAs of the partner are managed by the Dashboard in the EWP network. This agreement will not be sent through the EWP Network and treated internally in the Dashboard.

Institution Name European University Foundation	Erasmus Code LUXTESTING99	Country Luxembourg	City Oetrange
---	-------------------------------------	------------------------------	-------------------------

Clear IIA Previous Page Next Page Submit IIA Add Cooperation Condition Delete Cooperation Condition

Make sure that you have reached the last (review) page of the IIA

Problem: IIA(s) marked with a red the message: *The partner has not shared an ID for this IIA, therefore no actions are available at this point. Please notify your partner to respectively contact their provider.*

Explanation: It is displayed when an IIA is created by you and should be exchanged via the EWP Network.

This is an indication that partner HEI has not shared a local IIA id, yet.
It should disappear as soon as partner HEI shares the local IIA id on their side.

It **doesn't indicate** a problem, when the status of the "affected" IIA is either:

- Changed and signed by **You**
- Approved by **You**

It **indicates** a problem, when the status of the "affected" IIA is either:

- Changed and signed by **Partner**
- Approved by **Partner**

Problem: IIA(s) marked with a red the message: *The partner has not shared an ID for this IIA, therefore no actions are available at this point. Please notify your partner to respectively contact their provider.*

Is this an error?

It should concern you only if partner HEI replies and the message is still visible.

It means you won't be able to continue the signing process even if you see the options to "edit" and "view & sing" available.

What's the solution?

Partner HEI should send their local IIA id, so we kindly ask you to inform your colleagues accordingly

Michalis Zannetos

ESCI Service desk



<http://support.erasmuswithoutpaper.eu>



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