EWP Contact

> ### ⓘ EWP support - Capacity issues
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> Even though the EU funding for the EWP project officially ended on 31.12.2019, the Erasmus Without Paper Network and Dashboard will be maintained and further developed in the context of the European Student Card Initiative. The core project team remains active despite there being no direct funding at present for the EWP project, working to ensure that both the EWP Network and Dashboard remain available to more than 1.000 and 2.300 higher education institutions respectively. In 2020 we have also deployed new APIs and online services and ensured that the rapid increase in the number of connections to this infrastructure was achieved without difficulties. We also made a major effort to tend to more than 3.000 emails and support requests. The rapid growth of EWP and the fact that personalized support to users is a very resource-intensive task means that we do not have the capacity to continue to operate this service to the desired extent for the time being, and would like to invite users to refer to the EWP Knowledge Base, where most relevant information can already be found. In the meantime, we will continue to strive for resources to be allocated to enabling the kind of support that the Erasmus+ community undoubtably deserves. The EWP teams remains strongly committed to the success of this initiative and the ESCI as a whole. We will continue to marshal our own resources and voluntary work to cover the costs of keeping the EWP Network, Dashboard and Knowledge Base available and are currently exploring different possibilities to ensure a more sustainable funding.

For **technical questions** on how to enter or use the **EWP network** (not the Erasmus Dashboard*), please consult https://developers.erasmuswithoutpaper.eu/ and/or go to the EWP GitHub platform where you can submit an issue.

For **content-related questions** on the EWP Network itself, or to share your entry MoU, please contact the EWP project coordinator Valere Meus.

We regret having a limited ability to tend to queries of individual institutions (more information here); for many months we have been pleading with the European Institutions to ensure that sufficient resources will be allocated so that all universities from across the continent can enjoy a smooth transition to a new, more digital Erasmus+ programme.

Questions on the Dashboard (OLA, IIAM)

**For general questions about the Dashboard please refer to the relevant section of this Knowledge Base, which contains practical and technical information, guidelines and video tutorials about both the IIAm and the OLA. If you queries are not adequately covered by the Knowledge Base please let us know through the support desk; the project team will regularly review requests for more information materials and prioritise the most in-demand topics when adding new content to the Knowledge Base.*

If you are a Dashboard user and wish to report a bug you will find a **"Found a problem?"** *tag directly on the tool, which you are encouraged to use for such purposes.*

Related articles

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