

# ESCI Community Service Desk at your Service

The new integrated ESCI Community Service Desk is now operational and ready to process support requests from students, HEIs and technical people about services such as the Erasmus Dashboard, the Erasmus Without Paper network, the Erasmus+ App and the Online Learning Agreement (OLA). This was announced during the Erasmus Goes Digital: [spring webinars](#) on Wednesday 6th of April 2022.

This launch marks an important step towards improving the quality of service offered to universities and partners implementing the Erasmus digitalisation roadmap. The ESCI Community Service Desk is accessible for a variety of issues, including technical problems, requests for information/guidance, or account/login complications, to name but a few.

It is important to note that some questions cannot be answered fully by the colleagues operating the Service Desk as they do not have access to inhouse systems or systems from 3rd-party providers. Even so, service agents can liaise with such external service providers and in this way facilitate the solution of the issue concerned.

It is also possible to submit tickets with suggested changes or improvements to help the new EWP+ Consortium (which started its activities on 1 January 2022) in their continuous efforts to make the EWP+ infrastructure as user-friendly, scalable and interoperable as possible.

For more information, please visit the ESCI Community Service Desk: <http://support.erasmuswithoutpaper.eu>.

The Erasmus Goes Digital Webinars were streamed and are available on [Youtube](#). They will be followed by more events throughout the year.

Follow the EWP+ progress via [LinkedIn](#) and [Twitter](#) for regular updates or visit the [EWP Competence Centre](#).

