Placement Administration and Support System (PASS)

User Guide

System Version 2.0 – 22 January 2018 (v9)

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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 participants for their projects and make contact with them.

Representatives of organisations accredited under Erasmus+ for European Voluntary Service, and organisations certified under EU Aid Volunteers, will automatically have access to this system to search for potential participants. Also, representatives of organisations which have successfully applied to one of the different funding programmes to provide European Solidarity Corps placements will also be given access to PASS.

The first version of PASS was launched at the beginning of March 2017, and a series of upgrades are planned during the rest of 2018 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 technical support page of the European Solidarity Corps website: http://europa.eu/youth/solidarity/technical-support-public

2 Overview of process

The Placement Administration and Support System is designed to let you search for and make contact with European Solidarity Corps participants, and finally offer them placements.

After you have logged in (see page 4), the following are the key steps to follow in the process:

Step 1

Search for participants, and make contact with them (see page 9)
Use the search screen to find potential participants for your placements.

Step 2

Contact individual participants and discuss the placement with them (see page 15)
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 placement that is available.

Step 3

Send an offer to the participant and get them to accept or decline it (see page 18)
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.

A series of upgrades are planned during the rest of 2017 to add a lot of 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/technical-support-public

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:

- If you already have an EU Login (formerly ECAS), then find the email address used and password – you will need both of these to login to PASS.
- Have a good understanding about the project placement 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 placement;
    - How long the placement will last (between 2 and 12 months);
    - The knowledge and experience that you want participants to have;
    - The country where the placement will happen;
    - Any countries which you are specifically searching for participants from. This is particularly relevant if you are trying to find participants for a European Voluntary Service placement, and need to ensure they come from countries where you already have a relationship with "*sending organisations*";
- Be ready to give 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 of this available before you start to use the system will help you to more easily find the participants that are best suited for your particular project placements.

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).

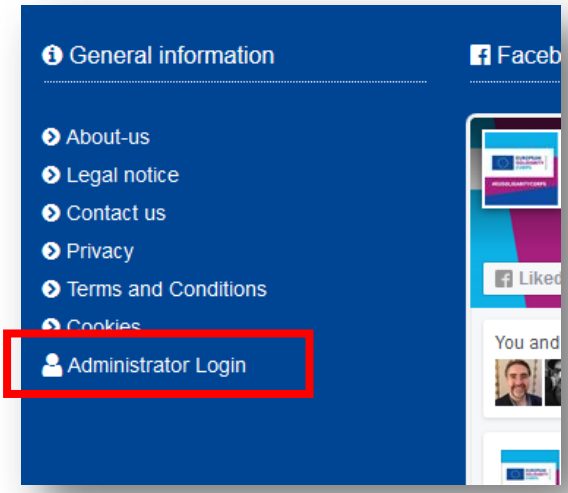
After authentication through EU Login, you can only get access to PASS if the email address linked with your EU Login account is one of the email addresses officially linked to your organisation in PASS. How the link between your email and your organisation is made differs depending on whether your organisation is accredited under European Voluntary Service or not:

- **Organisations accredited under Erasmus+ for European Voluntary Service (EVS)**
  The official email addresses are those of the two persons detailed in the original application for 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.

- **Organisations not accredited under European Voluntary Service**
  When a non-EVS organisation is approved to provide European Solidarity Corps placements, the Directorate-General overseeing the funding programme informs the PASS administrators that the organisation and the email addresses of its nominated representatives should get access to PASS. If these nominated representatives need to be changed, the organisation should contact the Directorate-General responsible for the funding programme, and ask them to inform the PASS administrators of the changes.

Starting the login process

To login in to PASS, go to the European Solidarity Corps main page: http://europa.eu/youth/solidarity and click on *"Administrator login"* at the bottom of the page.



This opens the **EU Login** authentication screen, as shown. 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 European Youth Portal.

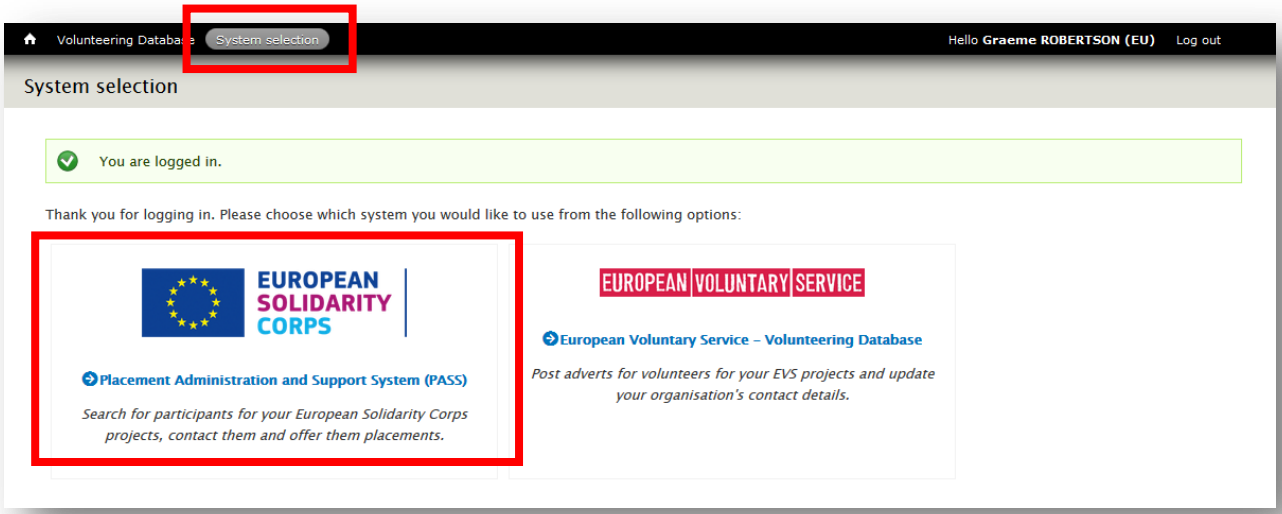
5 System selection

After you have authenticated via EU Login, you will be presented with the "System selection" screen, as shown below.

If you represent an organisation which is accredited to provide placements under European Voluntary Service (EVS), then you can choose to either enter the European Solidarity Corps PASS tool, or the EVS Volunteering Database of the European Youth Portal.

If your organisation is not accredited for EVS, then you will see only the option to go to the European Solidarity Corps.

Note that you can return to this page at any time by clicking on the "System selection" button at the top left of the screen.

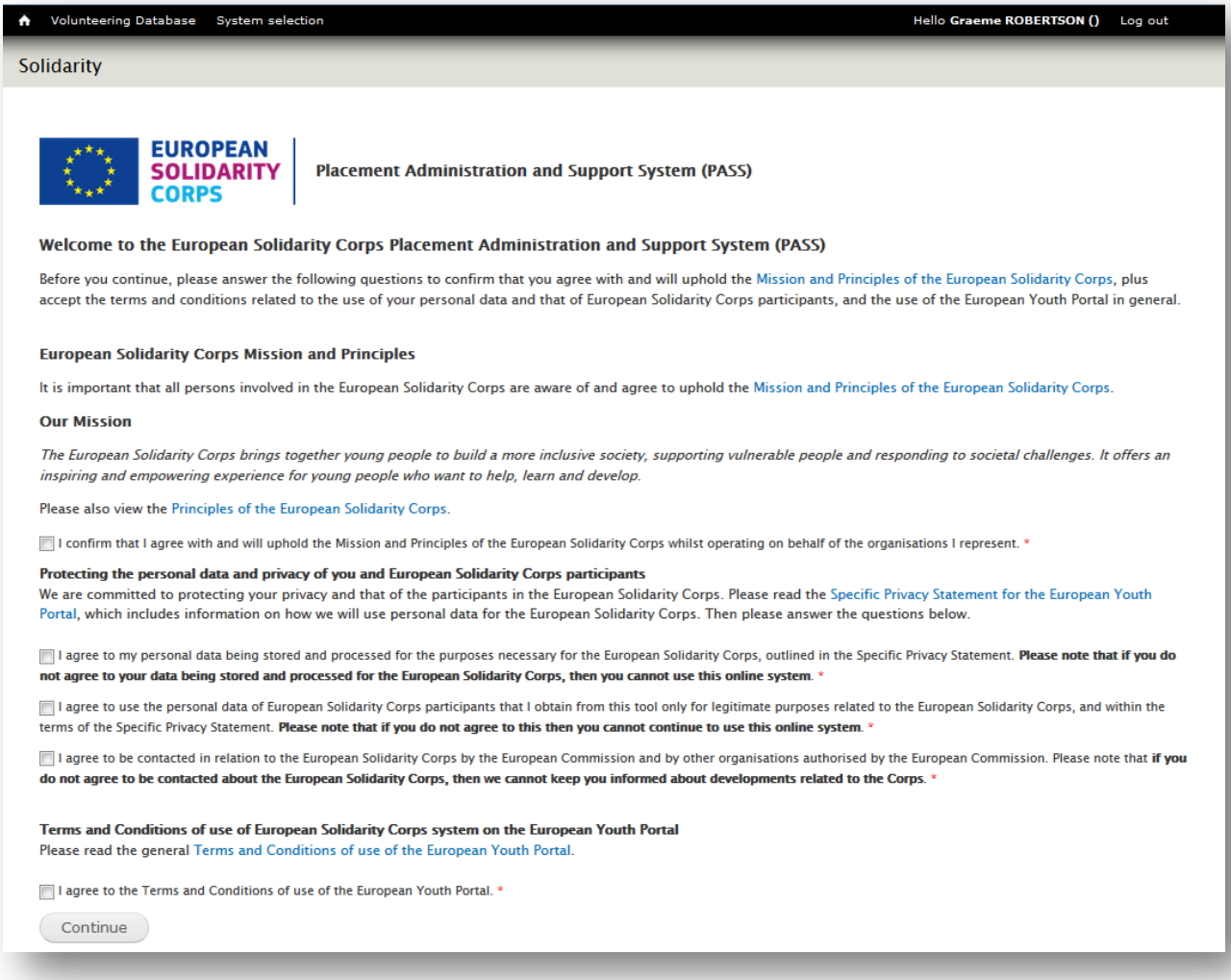


6 Welcome screen

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

In order 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 "Continue" at the bottom of the screen to move to the next page.



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.

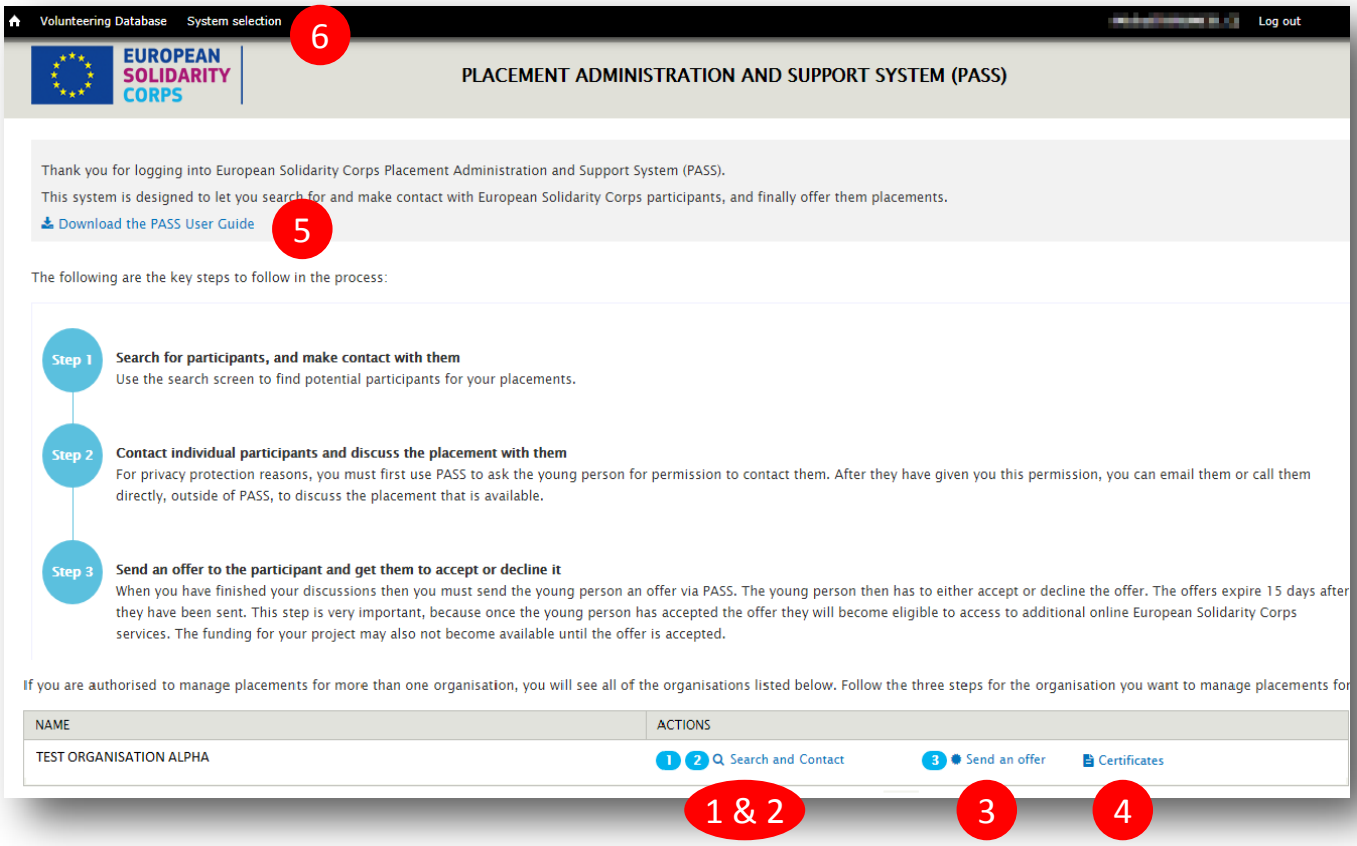
If you are authorised to administer more than one organisation, then you will see all of the organisations listed here.

From here you can:

1. Search for participants (Step 1)
2. Contact them via the Search results screen (Step 2)
3. Send participants an offer for a placement (Step 3)
4. Issue certificates (*Note that you will see this option only if you have sent at least one offer.*)

You can also:

5. Access the most up-to-date version of this User Guide and details for additional support.
6. Switch directly to the Volunteering Database (only if your organisation is accredited to run projects under the European Voluntary Service.)



8 Search for participants

Step 1

This is where you can start to find participants for your placements.

There are two options: either fill in the search criteria using details of the proposed placement, or search for a specific participant using their unique Participant Reference Number (this is now visible to participants when they log in to their profile.)

Option 1: search using details of the proposed placement

To get the best search results, before you start please check when and where the placement will take place, and other characteristics of the placement.

Once you know this information, complete the search criteria as follows:
(see screen shot on page 11.)

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.

2. Placement type
You must choose whether you are searching for participants who are interested in volunteering or occupational placements. The placement 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 participants 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 participants 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 placement will start, and 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 participants who are available during the period of the placement, and who have said that they can do a project of the duration. The search results will also show participants whose availability is just outside the placement start and end dates.

Example: a participant gives a period of availability from 01/07/2017 to 31/12/2017, for a maximum of 4 months.

If the placement is for 3 months from 01/08/2017 to 31/10/2017, then the participant will be shown in the search results. But, if the placement is for 5 months, between 01/08/2017 and 31/12/2017, then the participant will not be shown, because their maximum duration is only 4 months.

4. Placement country
Enter the country where the placement will take place. Only participants who have selected that country will appear in the search results.

5. Country of residence
If you need to recruit participants from a particular country (for instance if you have a particular "sending" partner organisation) then specify the country here. Only participants from that country will be shown in the search results.

6. Has a C.V.
If it is important that participants have a CV, than tick this box.

7. Has volunteering motivation (for the occupational strand, the 'Has occupational motivation' label will be displayed)
Specify if the participants should have a volunteering/occupational motivation.

8. Placement topics (choose up to 3)
All placements should contribute to at least one of the themes of the European Solidarity Corps. Please specify which topics your placement covers. You can choose whether the results show participants who have shown an interest in all of the placement 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 participants to have for your placement. Again, you can choose whether the results show participants who have all of the knowledge and experience that you have specified, or alternatively who have at least one of them.

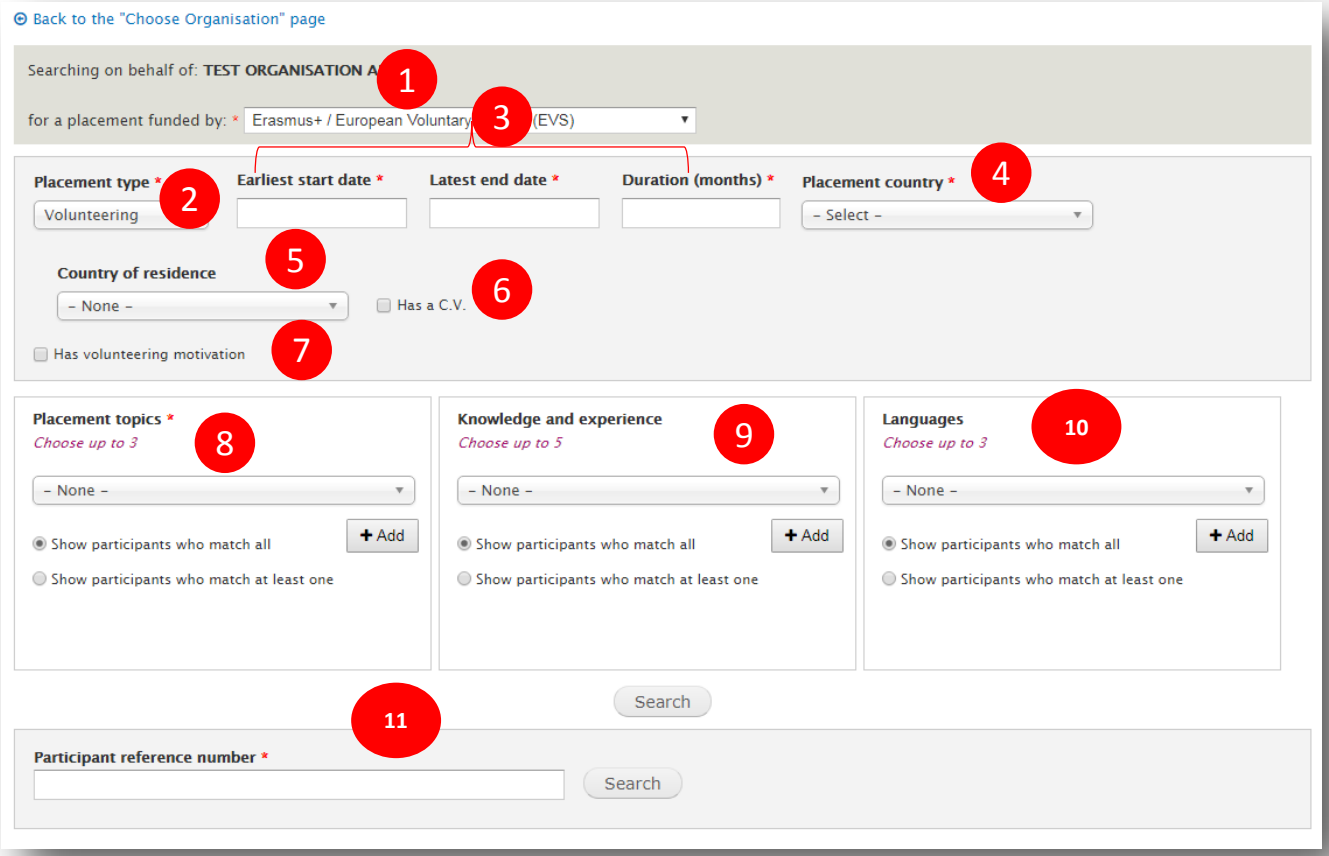
10. Languages (choose up to 3)
If it is important that participants can speak a particular language, specify it here. Here you can also choose whether the results show participants who have all of the languages that you have specified, or alternatively who have at least one of them.

Option 2 – search using the Participant Reference Number

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

See screenshot on next page.

Search screen:

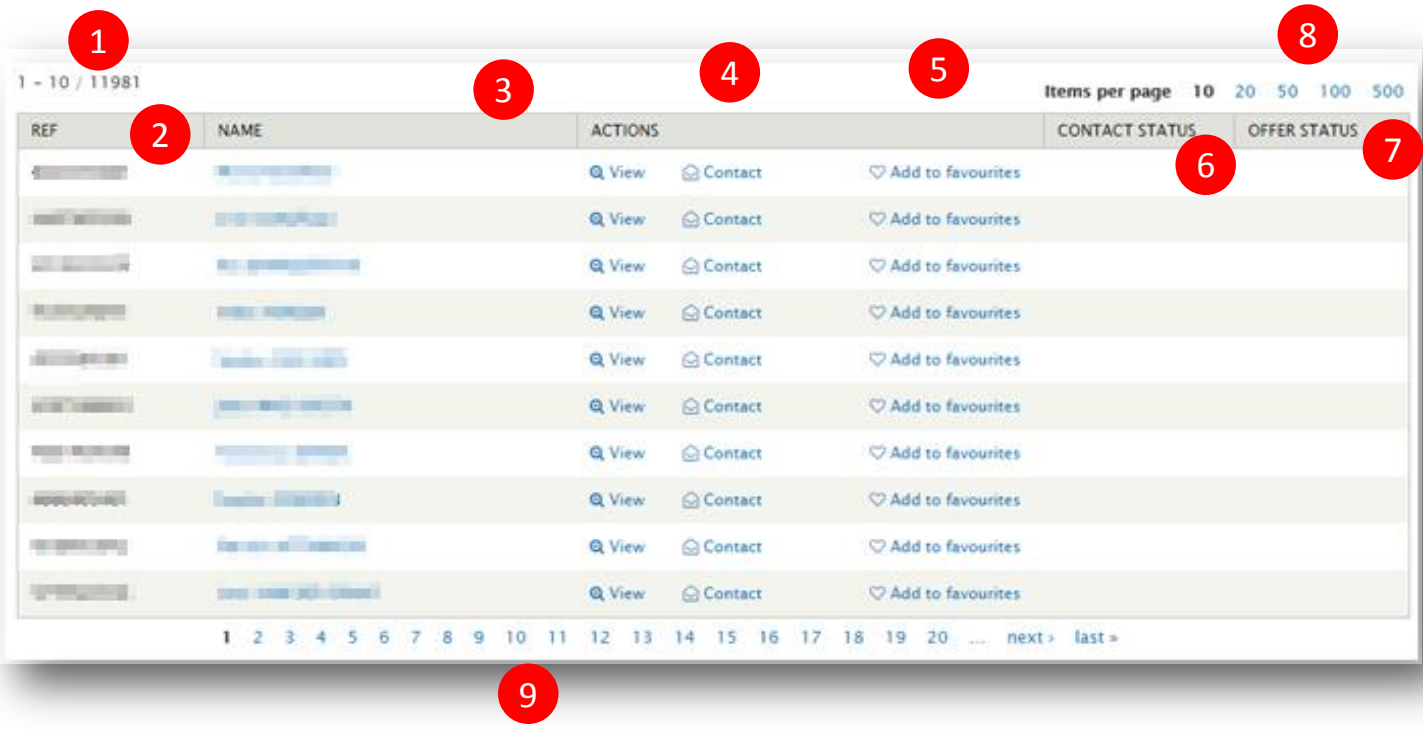


Search results

After you press "search" you will be presented with a list of participants 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 participants that have done a long term EVS.

In the example below you can:

1) See the total number of participants that match the search criteria (this screenshot shows that you are viewing participants ranked 1 to 10 out of a total of 90 results.).
2) See the Participant Reference Number of the participants.
3) See their names and click on their name (or View) to see their full user profile.
4) Make first contact with the participant.
5) Identify the participant as a "favourite" (in future releases there will be a separate screen showing all of the participants listed as favourites by your organisation.)
6) See the contact status and the date when the status has been changed (e.g. Contact sent – 20/04/2017 10:13).
7) See the offer status and the date when the status has been changed (e.g. Offer sent – 25/04/2017 12:34).
8) Change the number of participants shown in one screen.
9) Move between different pages of results.



Participant details

The next page shows the participant details screen.

Here you can see most of the information that the participant has submitted in their profile.

To help protect the privacy of the participant, this page does not show their contact details. If you want to contact them, you must use the "contact" button beside the participant on the results page. (This will be explained more in the next section.)

If the participant has uploaded their CV, you will be able to download and view it. Note that you will have access to the CV only if you select the 'Occupational' option from the 'Placement Type' list.

Participants 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 (1). 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.

Volunteering Database | System selection | Hello | Log out

Participant Details

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

Back to search list

Participant Reference Number	[redacted]
Name	[redacted]
Gender	Male
Date of birth	08/06/1990
Country of residence	Belgium
Nationality	British
Preferred contact language	English
Summary of education and employment experience	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris porta, felis sed tincidunt ornare, ipsum ante mollis nulla, vitae interdum risus diam eget quam. Aliquam facilisis purus vel est mollis, quis suscipit tellus fringilla. Integer elementum hendrerit risus, at facilisis mi congue a. Curabitur ac urna at magna dignissim sodales. Suspendisse pulvinar dui sed nisl cursus, vitae elementum nibh euismod. Morbi varius sagittis sem, varius dignissim tortor commodo non. Aliquam vel orci vitae erat fermentum rutrum et tincidunt ligula. Maecenas nisi orci, efficitur vitae maximus eu, semper in nisi. Etiam sit amet pellentesque augue, quis commodo elit. Cras consectetur lobortis lorem, et accumsan tellus iaculis ut. Integer pulvinar elementum iaculis. Sed pretium nisi ante, nec dignissim id.
Additional information about yourself	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas, ligula et finibus posuere, velit lorem feugiat sapien, nec volutpat nisi felis sit amet neque. Mauris dapibus et dolor malesuada maximus. Nullam ac lacus non tortor commodo elementum. Cras placerat dui et ornare dapibus. Curabitur commodo convallis ipsum et sagittis. Quisque eu volutpat metus. Mauris tincidunt ligula massa nunc.

1

Translate

Languages

LANGUAGE	LEVEL
English	native
French (Français)	basic
German (Deutsch)	basic

Availability

FROM	TO	MAXIMUM DURATION OF PLACEMENT (MONTHS)
1/6/2017	31/5/2018	6

Kinds of European Solidarity Corps projects interested in

- Social challenges
- Reception and integration of refugees and migrants
- Citizenship and democratic participation
- Disaster prevention and recovery
- Environment and natural protection

Stated experience and knowledge

- Working with children/young people
- Working with the elderly
- Working with disabled people
- Working with refugees
- Working with migrants
- Healthcare
- First aid
- Driving

European Voluntary Service (EVS) experience: Yes

Countries I want to volunteer in: No information

Summary of previous volunteering experience: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas, ligula et finibus posuere, velit lorem feugiat sapien, nec volutpat nisi felis sit amet neque. Mauris dapibus et dolor malesuada maximus. Nullam ac lacus non tortor commodo elementum. Cras placerat dui et ornare dapibus. Curabitur commodo convallis ipsum et sagittis. Quisque eu volutpat metus. Mauris tincidunt ligula massa nunc. Translate

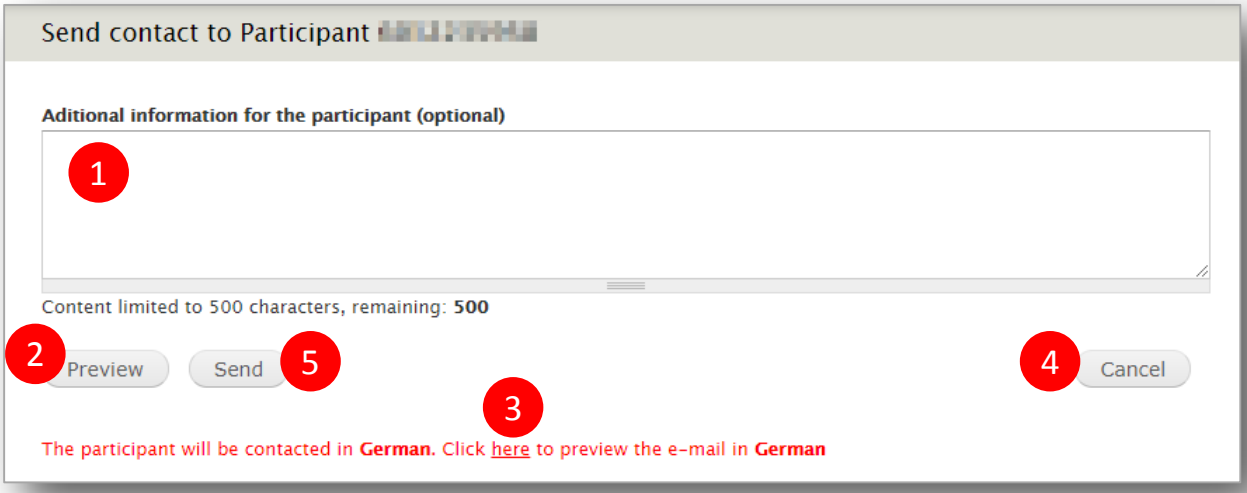
Motivation to volunteer with the European Solidarity Corps: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas, ligula et finibus posuere, velit lorem feugiat sapien, nec volutpat nisi felis sit amet neque. Mauris dapibus et dolor malesuada maximus. Nullam ac lacus non tortor commodo elementum. Cras placerat dui et ornare dapibus. Curabitur commodo convallis ipsum et sagittis. Quisque eu volutpat metus. Mauris tincidunt ligula massa nunc. Translate

9 Contact participants

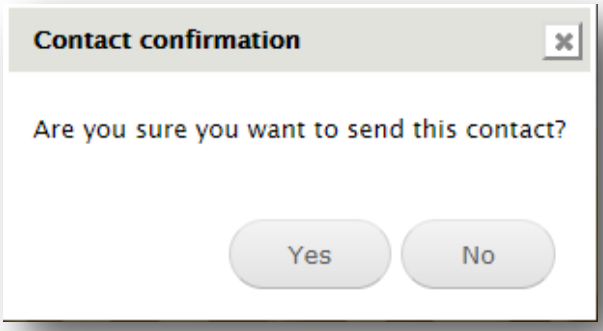
Step 2

When you have reviewed the results, the next step is to make first contact with the participant. This process is necessary to protect the privacy of the participant.

To make contact, click on the "Contact" button beside the participant in the search results screen. The "Send contact to Participant [PRN]' page will be displayed, allowing you to:



1. Write additional information for the participant (this will be sent to the participant together with the generic information from the system).
2. Preview the contact request message. You will see how the email that will be sent to the participant 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 that the participant specified in his/her profile (e.g. German).
4. Cancel the sending of the contact request, in this case no email will be sent to the participant
5. Send a contact request to the participant by clicking on the "Send" button. You will then see a pop-up button asking you to confirm that you wish to make contact with the participant.

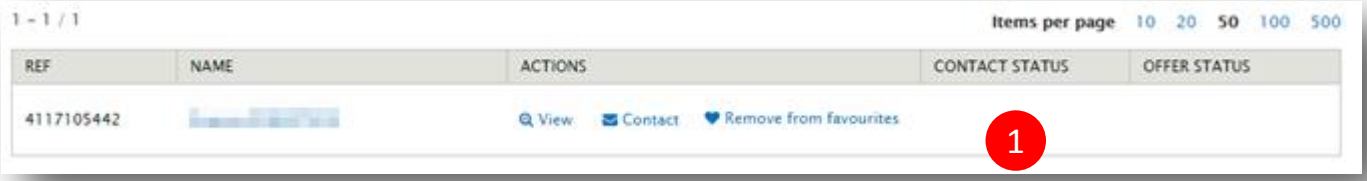


As soon as you confirm, an email will be sent to the participant advising them that your organisation wishes to contact them (see next page for a copy of the email that is sent). It will be sent in the contact language that the participant specified in their profile. At the bottom of the email will be two buttons, "Accept contact" and "Decline contact". The participant have to click on one of the two buttons, and login to the European Solidarity Corps to decide to make their contact details visible to you or not.

An exact copy of this email will also be sent to your email address, in English.

You will then be informed by email about the participant's decision. In case the participant clicked on "Accept contact", you will receive an email with the participant's contact details – see page 17 for a copy of the Accept email sent by the system. You can then use these details to contact the participant directly to discuss the placement and negociate the terms of it. In case the participant declined the contact request (he/she cliked on the "Decline contact" button), you will also receive an email with the participant's contact details – see page 18 for a copy of the Decline email sent by the system.

'Contact status': After the contact email is sent to the participant, you will see that the contact status and date are updated in the search results (1). This information is updated each time you send a contact request email to the participant via PASS and when the participant answers (accept/decline).



Contact request email sent to participants

This is the English language version – the actual email will be sent to the participants in their preferred contact language.

Your Participant Reference Number: 6012235958

Dear [redacted]

We are pleased to let you know that the organisation below is looking for people for one of its placements, and wants to contact you about it. 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.

For your security, 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 a placement, please click on the "Accept" 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" button instead.

Good luck! We hope that you and the organisation are able to work something out.

Very best wishes

European Solidarity Corps

ADDITIONAL INFORMATION FROM THE ORGANISATION

Dear [redacted],

We are pleased to let you know that we are looking for people for one of our placements, and we would like to get in touch with you so we can provide you more information . Meanwhile please check out the details below.

ORGANISATION DETAILS

Name: [redacted]

Address: [redacted]

Website: [redacted]

Accept contact | Decline contact

Email sent to organisations when a contact is accepted

Dear [illegible]

We are delighted to inform you that the participant below has accepted your contact through the European Solidarity Corps.

You will find the participant's contact information below.

We hope that you and the participant have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Full name: [illegible]

E-mail: [illegible]

Participant Reference Number: [illegible]

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 is declined

Dear [illegible]

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

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

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Full name: [illegible]

Participant Reference Number: [illegible]

You have received this because your email address has been used to register with the European Solidarity Corps. To stop

10 Offer a placement

Step 3

After you have come to an agreement with the participant about the placement, you must make an offer to them through PASS.

This final step is very important because:

- It is part of the process to trigger the payment of funds for placements;
- It may, in the future, unlock special features for the participant, such as access to special training and other online tools;
- It will ensure that the participant does not appear in search results for the period that they will be on a placement.

There are two steps to making an offer (see screenshot on next page):

Step 1 – Select the participant

Use the Participant Reference Number to find the correct participant.

Step 2 – Input details of the proposed placement

1. Give the placement a relevant name;
2. Specify the project code (this is optional for non-EVS organisations);
3. Enter the precise start and end dates of the placement, as previously discussed with the participant;
4. Enter the location where the placement will take place, including the postal code and country;
5. Choose the Solidarity Corps topics linked to the placement.
6. Choose the funding programme linked to the placement

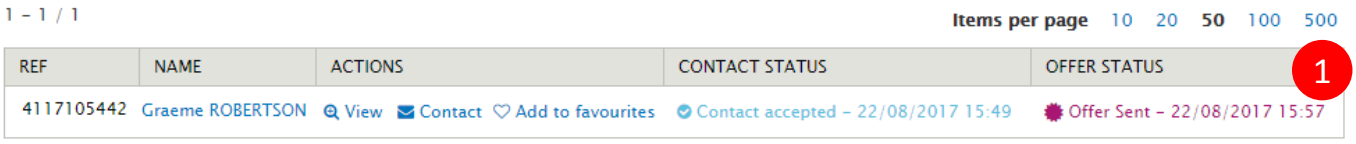
Then press "**Send offer**" to send the details to the participant.

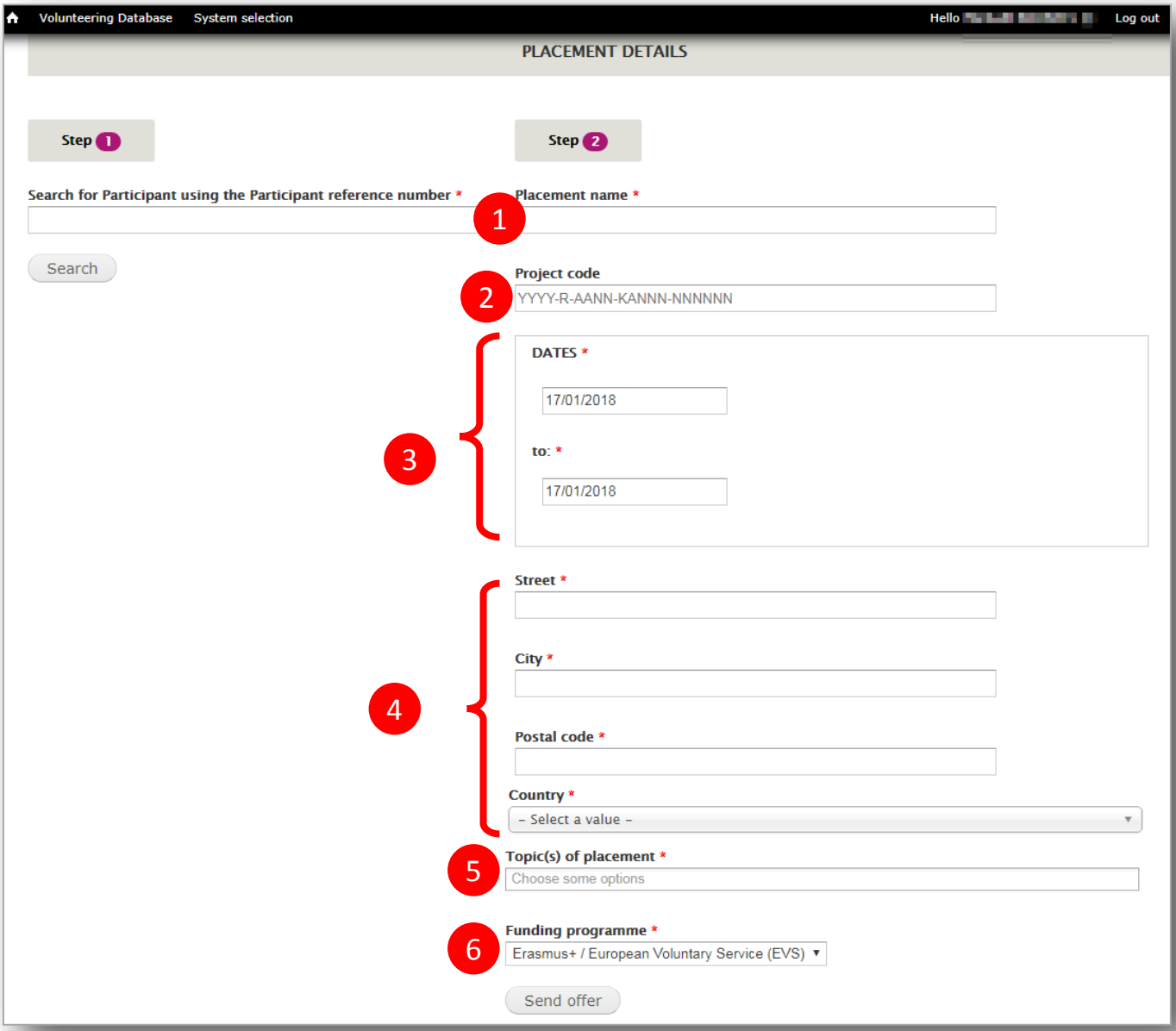
The participant will receive an email in their preferred contact language informing them that your organisation has made them an offer - see page 19 for a copy of the email. At the bottom of the email will be two buttons, "Accept offer" and "Decline offer". The participant has to click on one of the two buttons, and login to the European Solidarity Corps to confirm their choice. (This is for security reasons.) You will receive a copy of this email in English.

You will then be informed by email about the decision - see pages 23 and 24 for copies of the Accept and Decline emails sent by the system.
The offer is technically limited to 15 days, after which time the unique codes that link the participant to the offer will no longer work. Also, the offer is linked specifically to the participant, and they cannot share it with anyone else.

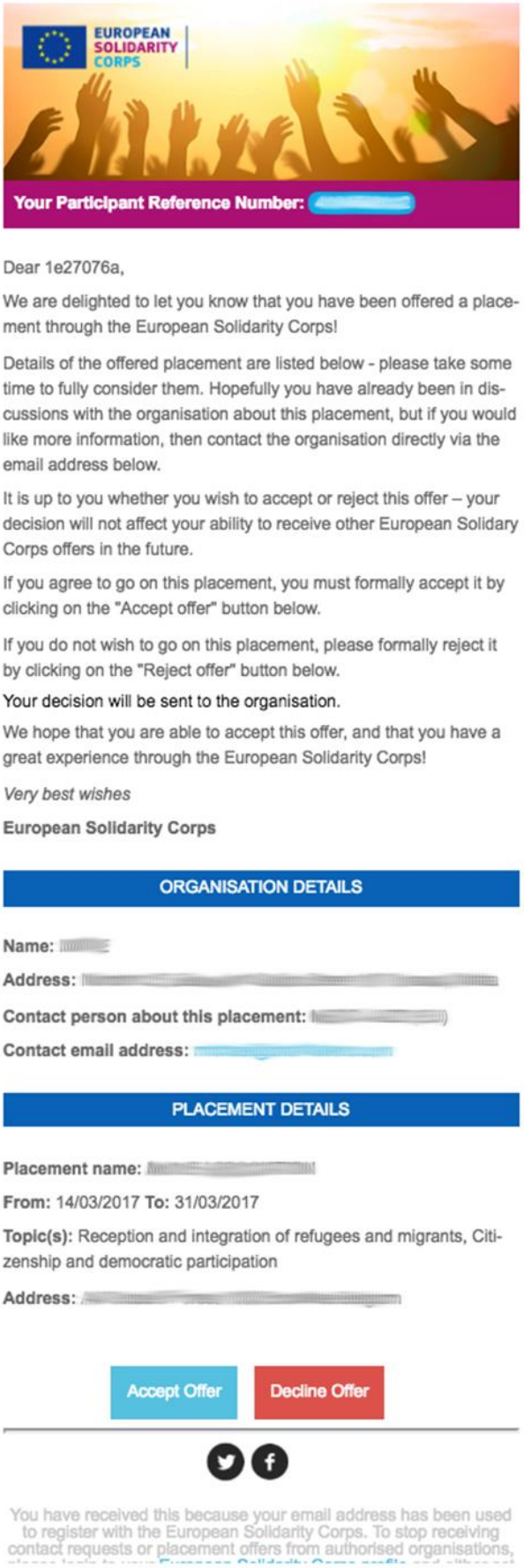
If the participant declines the offer, or does not respond within 15 days, you can either send them a new offer or send an offer to a different participant.

After the offer is sent to the participant, the 'Offer status' and the according date is updated in the search results (1). This is updated when the user accepts/declines the offer or when the offer expires.




Volunteering Database
System selection
Hello
Log out
PLACEMENT DETAILS
Step 1
Step 2
Search for Participant using the Participant reference number *
Search
Placement name *
1
Project code
2
YYYY-R-AANN-KANNN-NNNNNN
DATES *
17/01/2018
3
to: *
17/01/2018
Street *
City *
4
Postal code *
Country *
– Select a value –
5
Topic(s) of placement *
Choose some options
6
Funding programme *
Erasmus+ / European Voluntary Service (EVS)
Send offer

Offer email sent to participants



EUROPEAN SOLIDARITY CORPS

Your Participant Reference Number: [redacted]

Dear 1e27076a,

We are delighted to let you know that you have been offered a placement through the European Solidarity Corps!

Details of the offered placement are listed below - please take some time to fully consider them. Hopefully you have already been in discussions with the organisation about this placement, 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 reject this offer – your decision will not affect your ability to receive other European Solidary Corps offers in the future.

If you agree to go on this placement, you must formally accept it by clicking on the "Accept offer" button below.

If you do not wish to go on this placement, please formally reject it by clicking on the "Reject offer" button below.

Your decision will be sent to the organisation.

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

European Solidarity Corps

ORGANISATION DETAILS

Name: [redacted]

Address: [redacted]

Contact person about this placement: [redacted]

Contact email address: [redacted]

PLACEMENT DETAILS

Placement name: [redacted]

From: 14/03/2017 **To:** 31/03/2017

Topic(s): Reception and integration of refugees and migrants, Citizenship and democratic participation

Address: [redacted]

Accept Offer | Decline Offer

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,

Email sent to organisations when an offer is accepted

Offer accepted

Dear [illegible]

We are delighted to inform you that the participant below has accepted your offer of a placement through the European Solidarity Corps.

Please contact the participant directly to finalise arrangements to begin the placement.

We hope that you and the participant have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: [illegible]

Participant number: [illegible]

Email address: [illegible]

Placement details

Placement name: [illegible]

From: 31/08/2017 **To:** 30/12/2017

Address: [illegible]

Topic(s): Reception and integration of refugees and migrants

Email sent to organisations when an offer is declined

Offer declined

Dear [illegible]

We are sorry to inform you that the participant below has declined your offer of a placement through the European Solidarity Corps.

If you wish you can get in touch with the participant again and afterwards send them a new offer.

Or you may wish to contact someone else from the pool of European Solidarity Corps participants.

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: [illegible]

Participant Reference Number: [illegible]

Email address: [illegible]

Placement details

Placement name: [illegible]

From: 01/08/2017 To: 19/07/2018

Address: [illegible]

Topic(s): Citizenship and democratic participation

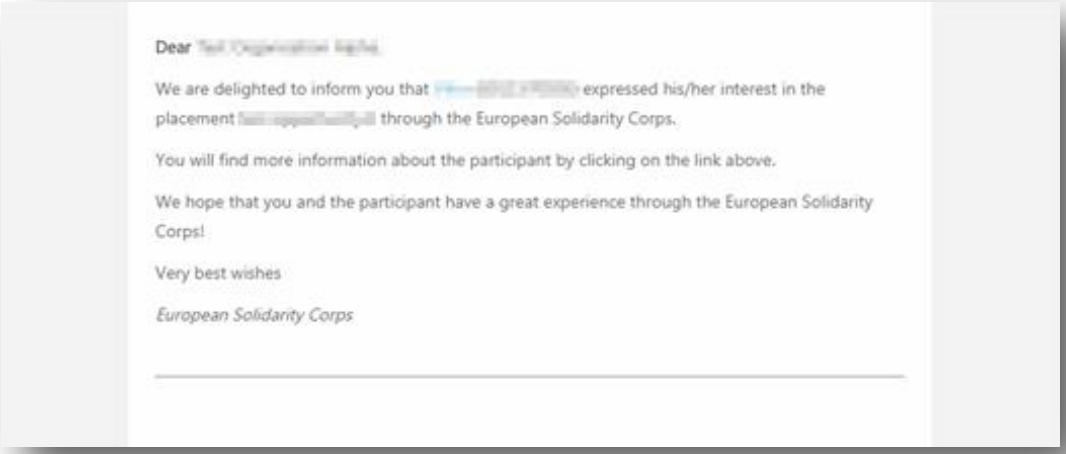
11 Receive participant's interest for a placement

Participants have the possibility to search and express their interest for European Solidarity Corps placement opportunities advertised by your organisation through the Volunteering Database.

Whenever a participant expresses his/her interest for a placement, you will receive an email in English containing the participant's name (linked to his/her profile), his/her Participant Reference Number and the placement name.

By clicking on the link associated to the participant's name, you will see the participant's profile, including his/her email address.

Email sent to the organisation when a participant applies for a European Solidarity Corps placement opportunity



Dear

We are delighted to inform you that expressed his/her interest in the placement through the European Solidarity Corps.

You will find more information about the participant by clicking on the link above.

We hope that you and the participant have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

12 Issue a certificate of participation

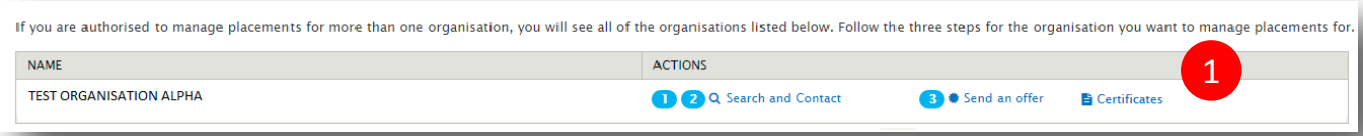
You can issue a European Solidarity Corps certificate of participation for the participant that finalises his/her placement.

Please see the summary of actions that need to be followed to issue the certificate:

Note: We recommend you to use Internet Explorer or Firefox web browsers. For Chrome you need to enable Pdf plugin.

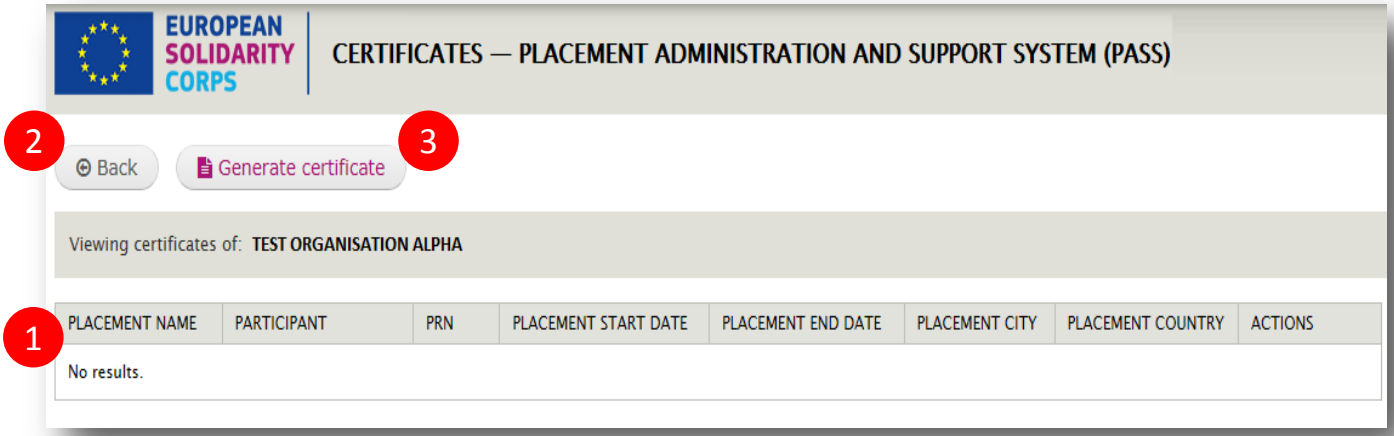
Detailed steps to issue a certificate:

Step 1 – Access the 'Certificates' list, by clicking on the 'Certificates' option (1).
Note that the 'Certificates' option (1) will be displayed 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 (1): displays the 'Placement name', 'Participant', 'PRN', 'Placement start date', 'Placement end date', 'Placement city', 'Placement country', 'Actions'.
  'No results' message is displayed 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!



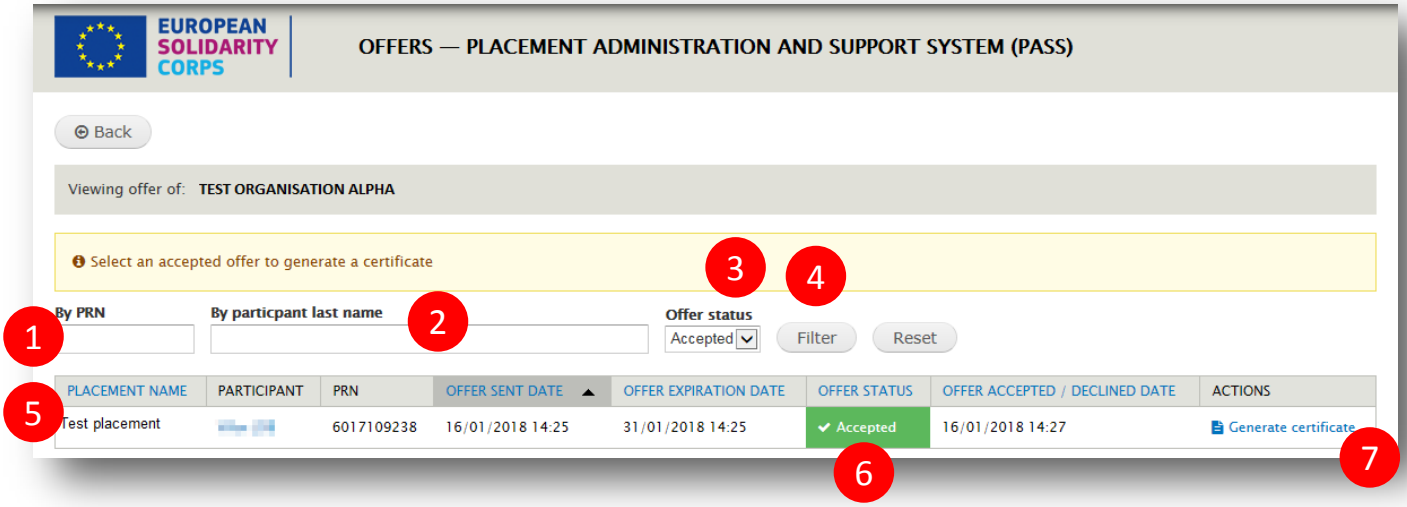
Step 3 – The 'Offers' list provides you with information about all offers you have sent to participants. From there you can:

- Search for the participant you want to issue the certificate for: 'By PRN' (1) or 'By participant last name' (2)

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)
- Filter the information by 'Offer status' (3,4)
- See the information about offers (5): 'Placement name', 'Participant', 'PRN', 'Offer sent date', 'Offer expiration date', 'Offer status' (6), 'Offer accepted/declined date', 'Actions' (7)

  ! The 'Generate certificate' option is displayed in the 'Actions' column only for accepted offers.
- Once you found the participant and if he/she has an accepted offer, then click on the 'Generate certificate' (7) option displayed in the 'Actions' column.



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 us by sending an email to the European Solidarity Corps functional mailbox (eu-solidarity-corps@ec.europa.eu).

Step 4 – The Certificate creation page is displayed

On this page you have the possibility to review the information already provided by the system, but you also have the option to change some of it:

- 'Participant' section (1): 'Name' and 'PRN' cannot be modified

- 'Placement' section:
  - 'Placement dates' (2), the 'Start date' and 'End date' are mandatory and they can be modified
  - 'City' (3) is mandatory and can be modified
  - 'Country' (4) cannot be modified
  - 'Strand' (5) and 'Activity type' (6) cannot be modified; (it can be modified only for occupational activities e.g. traineeship, work experience or apprenticeship)

- 'Organisation(s)' section:
  - 'Organisation in the place of the activity' (7) is mandatory and can be modified (the system helps you to find the right organisations' name (by using the search system)
  - 'Organisation issuing the certificate' (8) 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) abroad (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 can be modified
- 'Name of the person issuing the certificate' (11) is mandatory and can be modified
- 'Role in the organisation' (12), please select the appropriate role
- 'Signing date' (13) is mandatory and can be modified (by default it is the current date that will be displayed)

- 'Cancel' button (15) closes the current page and displays back the 'Offers list'. No certificate will be created

- 'Preview' button (16), 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!

Please see the screenshot of the 'Create certificate' page on the next page.

EUROPEAN SOLIDARITY CORPS

CERTIFICATE CREATION — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

PARTICIPANT

PRN

Name

1

PLACEMENT

PLACEMENT DATES *

Start date: *

16/01/2018

End date: *

30/06/2018

2

City *

Kiruna

3

Country

Sweden

4

Strand

Volunteering

5

Activity type *

Volunteering activity

6

ORGANISATION(S)

Organisation in the place of the activity *

TEST ORGANISATION ALPHA

7

Organisation issuing the certificate *

TEST ORGANISATION ALPHA

8

Type of organisation issuing the certificate

Hosting organisation

9

City of Organisation issuing the certificate *

Kiruna

10

Name of the person signing the certificate *

11

Role in the organisation *

Director

12

SIGNING DATE *

16/01/2018

13

15

Cancel

Preview

14

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 in 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 right.

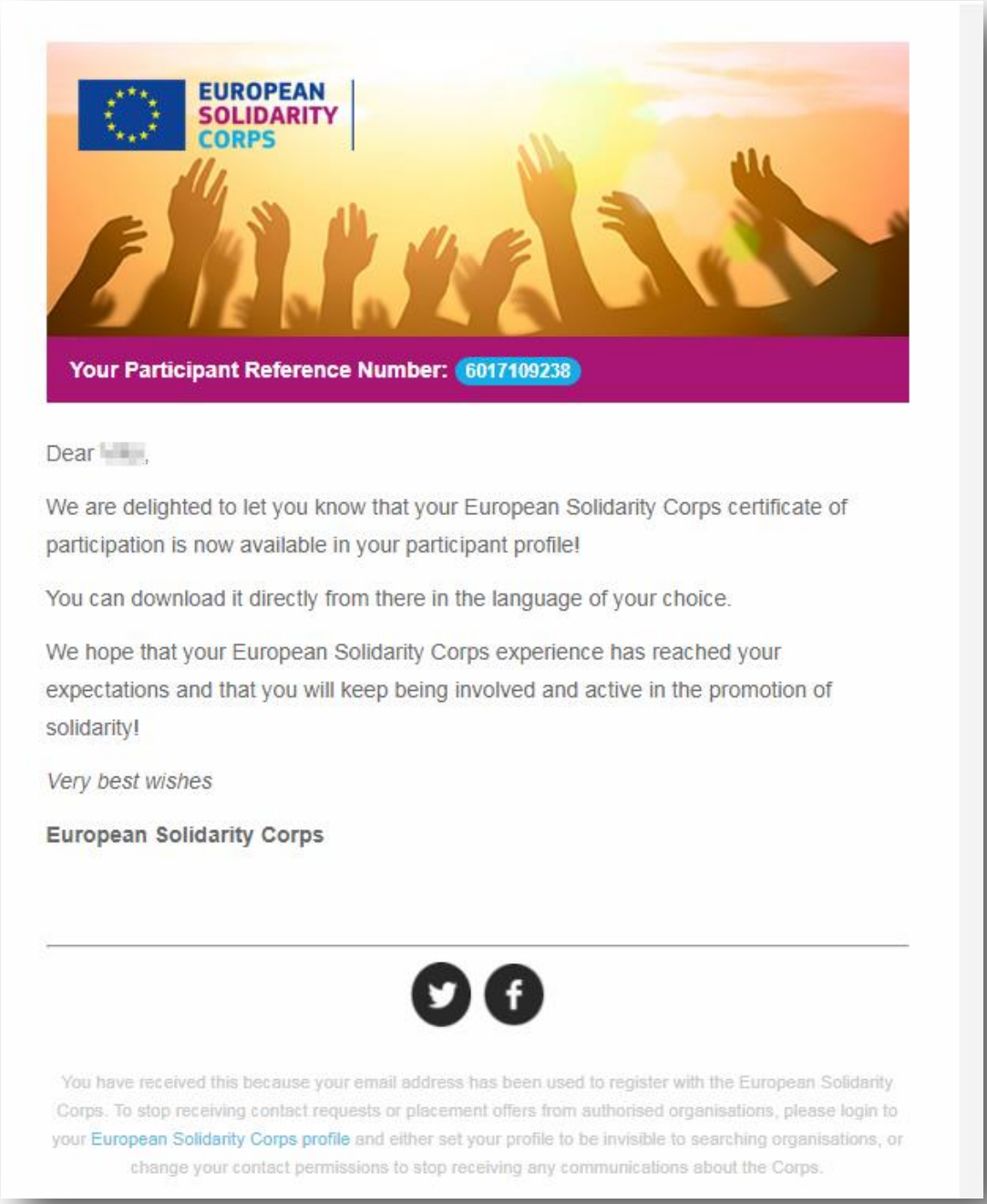
Step 6 – Final generation of the certificate and notification to the participant

Once the information is correct, the certificate can be issued by clicking on the 'Generate and notify participant' button.

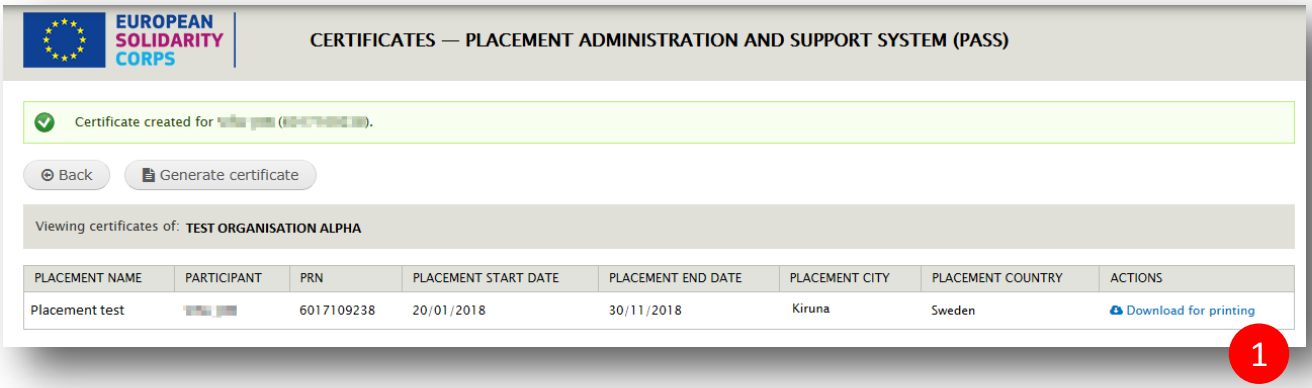
This is the final step in the European Solidarity Corps certificate of participation generation process.

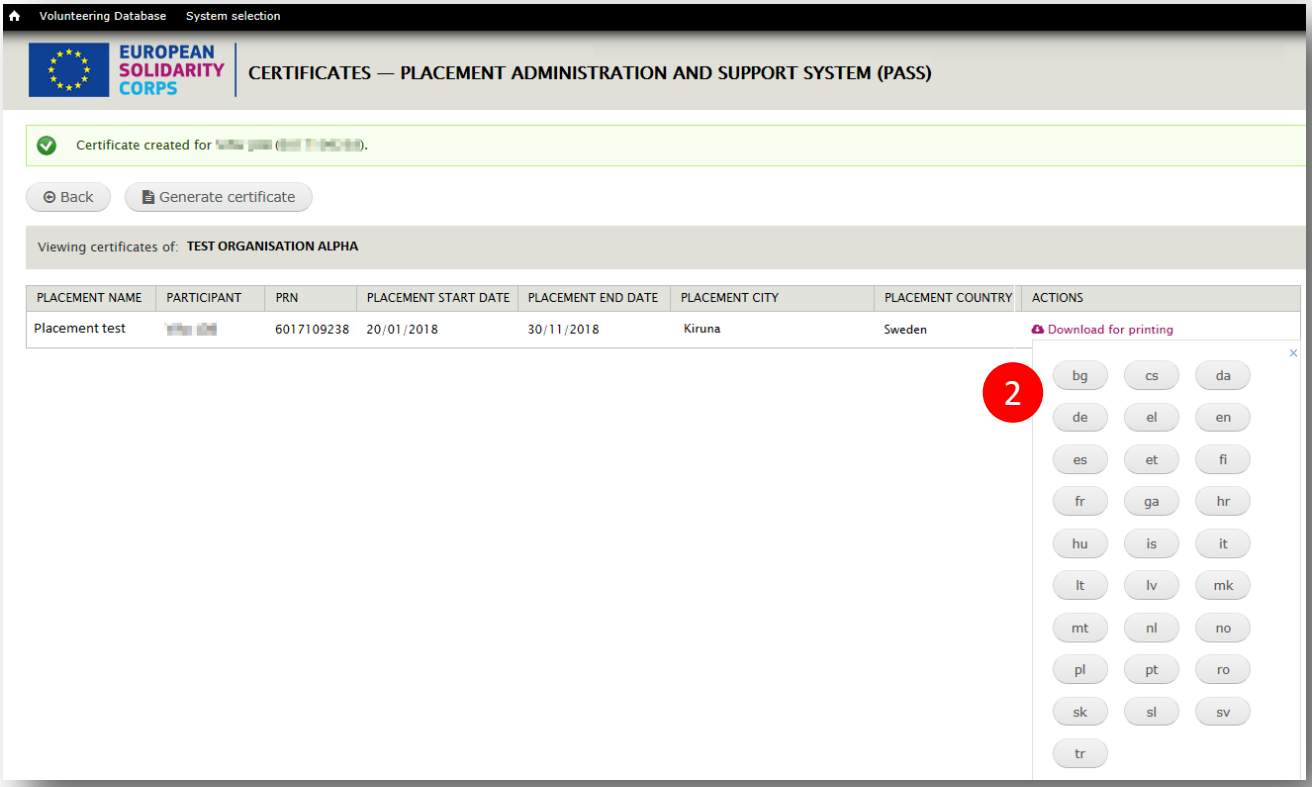
The participant will get a notification via email – in his/her preferred contact language – with details about how he/she can access the certificate. The certificate will be displayed in the European Solidarity Corps participant's dashboard and the participant will be able to download it from there in the language of his/her choice.

Example of email notification that the participant receives:

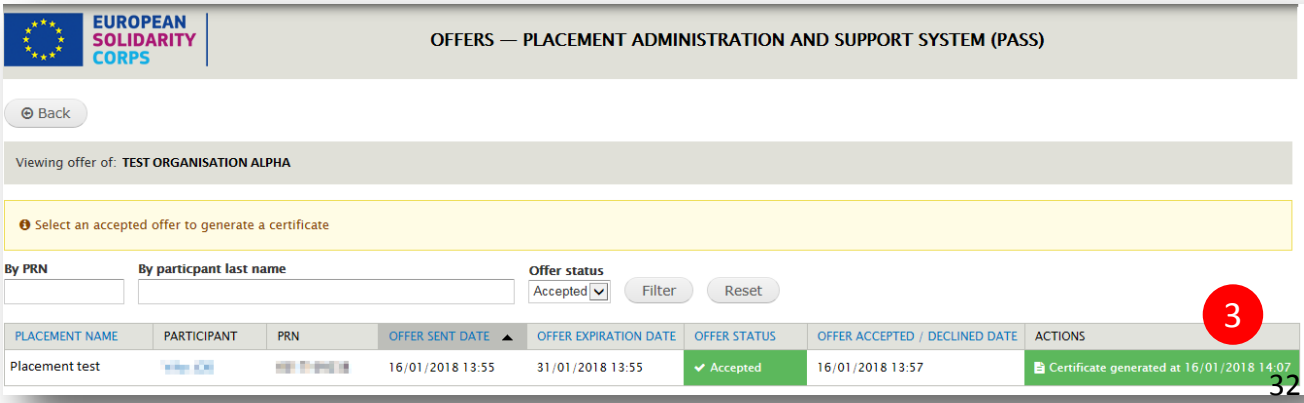


! Information about the certificate will be displayed in the 'Certificates' list.
You can also print the certificate at any time. For this you can download (1) it from the certificates' list (please see 'Actions' column) in the language you want (2).





In the 'Actions' column, for each placement, you will find now information about the date and the time the certificate has been issued.



Example - Final version of the certificate of participation that the participant receives electronically:

CERTIFICATE

EUROPEAN SOLIDARITY CORPS

'I am particularly proud of the young Europeans serving in our new European Solidarity Corps. They are bringing European solidarity to life.'

President of the European Commission, Jean-Claude Juncker

LOUISE DUPONT

has completed a European Solidarity Corps volunteering activity in the organisation, **TEST ORGANISATION ALPHA**

in Kiruna, Sweden, from **16/01/2018** to **30/06/2018**.

Jelena Magi
Director, TEST ORGANISATION ALPHA, Receiving organisation
Kiruna, 30/06/2018

To validate the authenticity of this certificate, scan this QR Code or visit: **http://s-eac-lamp4.eac.cec.eu.int/solidarity/validate** and enter this code: c3b6a7da17

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.

13 Further help, support and feedback

Tell us how to improve PASS!

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 http://europa.eu/youth/solidarity/technical-support-public

And please tell us what you think about the tool – we would like to hear your views on how it could be improved. The most simple way to do this is to send an email to eu-solidarity-corps@ec.europa.eu

If you have problems using the tool, please also send an email to this mailbox, and we will do our best to help resolve things.

Space for your notes: