



**Placement Administration and Support System (PASS)**  
**User Guide for organisations**  
June 2025 (v29)

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## 2. 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, contact them, send offer to them and issue certificates of participations.

Representatives of organisations that have been **awarded with a Quality Label** have access to this system to search for potential participants, contact potential participants and send offers to them and issue certificates of participations.

**NOTE:** Representatives of organisations that have been awarded with a **Quality Label** are the **Contact Person and Legal Representative linked to the 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 many other are planned 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: <https://youth.europa.eu/solidarity/organisations/it-tool-organisation-portal> and also in the dashboard of the organisation (PASS):

Home  
**Placement Administration and Support System (PASS)**

**INSURANCE:**  
**ESCS1 projects:** Participants that take part in cross-border volunteering activities that **start after 08.02.2023 (included) are covered with insurance by Henner.**  
 Enrolment of cross-border eligible participants to the insurance scheme is done automatically (on weekly basis - to Henner system on each Fridays, so on Wednesdays the volunteers receive the welcome emails and organisations the notifications; and to GIGNA system on Wednesdays night):  
 - **ESCS1 projects:** through the Beneficiary Module and PASS (please consult the document [INSURANCE – PROCEDURE – STEPS-UPDATED](#) )  
 - **ESC11, ESC13 and ESC21 projects:** through the Mobility Tool+ (please consult the document [INSURANCE – PROCEDURE – STEPS-UPDATED](#) )  
 - **Volunteering teams in high priority areas projects (VHTPA):** through PASS  
 - **Humanitarian Aid projects:** through PASS  
 It is therefore 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. Please consult the '[INSURANCE – PROCEDURE- STEPS-UPDATED](#)' as it describes the steps on how to prepare the data to be automatically SENT to the insurance, how to EXTEND or to CANCEL an insurance coverage.  
**Please keep the data updated in PASS/Beneficiary Module (BM), as those tools are the source of information for the insurance system!**  
 You can consult [here the Henner guide](#) and [Henner FAQs for organisations](#).  
[Dismiss](#)

Name	Offers	Agreements - Beta	Quality Labels	Opportunities
Test Beta	<a href="#">Search and contact</a> <a href="#">Send an offer</a> <a href="#">Offers</a> <a href="#">Certificates</a>	Coming soon!	<a href="#">OL Material</a>	<a href="#">Manage opportunities</a> <a href="#">Applications</a>

[Download the PASS User Guide](#)

### 3. 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 opportunities and 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. Create an opportunity to announce an activity and get applications from participants.**

An opportunity has most details of an activity. It's useful to announce it beforehand so that young people can search and apply if they are interested. Organisations can request mandatory details like CV or motivation letter to apply. All participants that apply to an opportunity are consenting the contact details to the organisation, so the communication can flow easily.

**4. Send an offer to a potential participant and inform them to accept/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 additional online European Solidarity Corps services, such as the insurance when travelling cross-border.

**5. Generate a certificate of participation.**

After the participant has finished the activity they have 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.

## 4. 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 **Quality Label** 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 **Quality Label**.
- 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 of the organisation**.
- Have a good understanding about the project that you are responsible for finding volunteers. 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 weeks 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).

## 5. Logging in

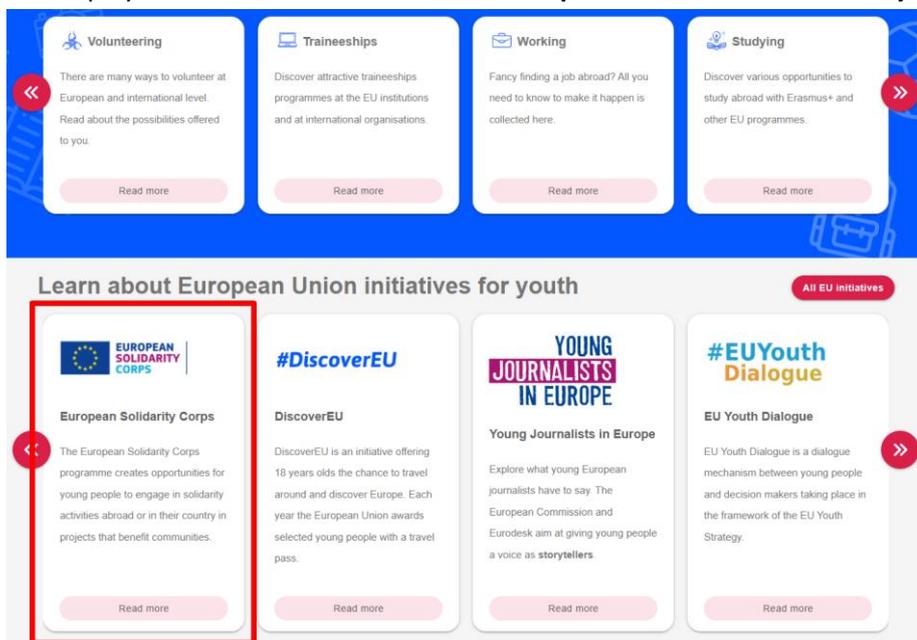
The Placement Administration and Support System (PASS) requires users to authenticate themselves via the European Commission’s secure EU Login system (formerly called ECAS).

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).

- **Organisations holding a Quality Label:** *The official email addresses are those of the two persons detailed in the original application for Quality Label – the Legal Representative and the Contact Person.* If these need to be updated, for instance because someone leaves and is replaced, please contact your country’s National Agency for ESC, or the agency that manages your projects, and ask them to update these contact details in your accreditation. These updates will automatically sync into PASS.
- **Starting the login process:**

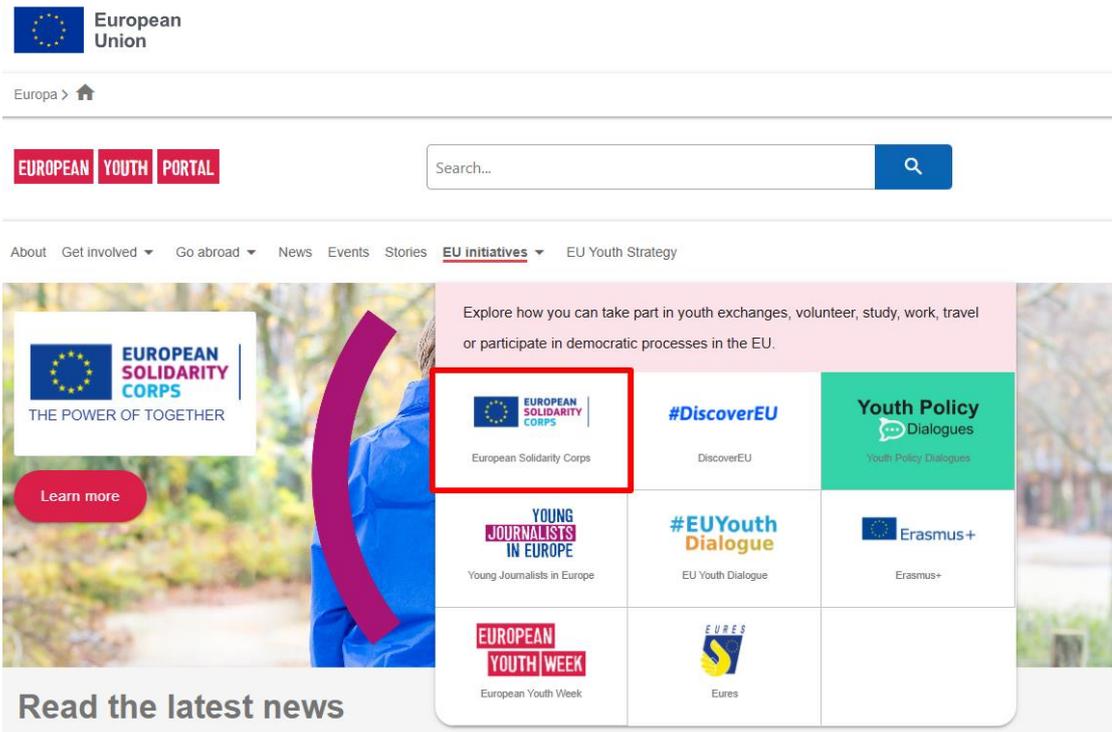
Access the European Solidarity Corp portal home page by using one of the options presented below:

1. Start from the European Youth Portal home page (<https://youth.europa.eu>), 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

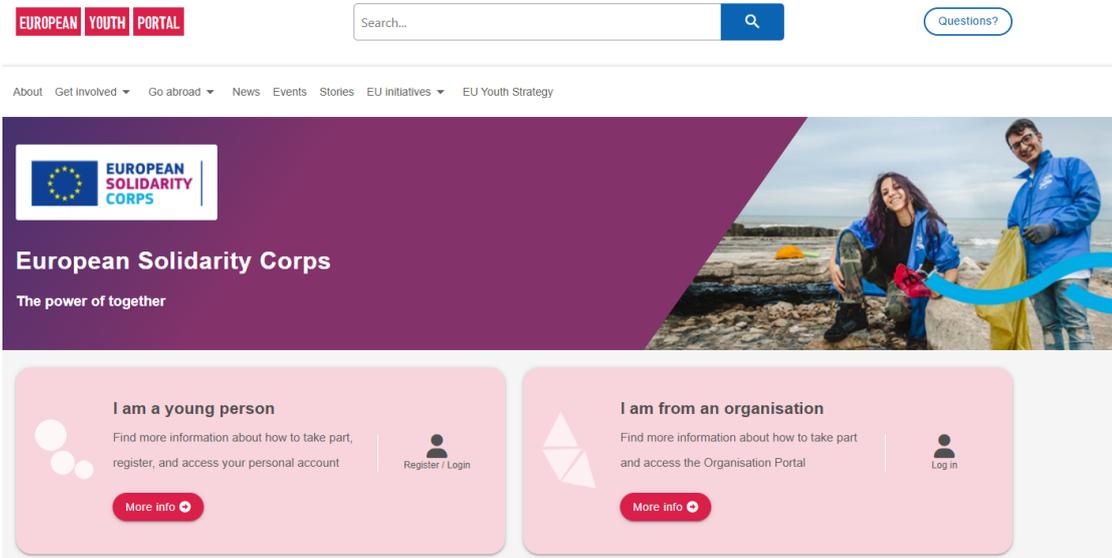
2. Start from the European Youth Portal home page (<https://youth.europa.eu>), click on the button ‘EU initiatives’ displayed in the main navigation and select option ‘European Solidarity Corps’:



Or

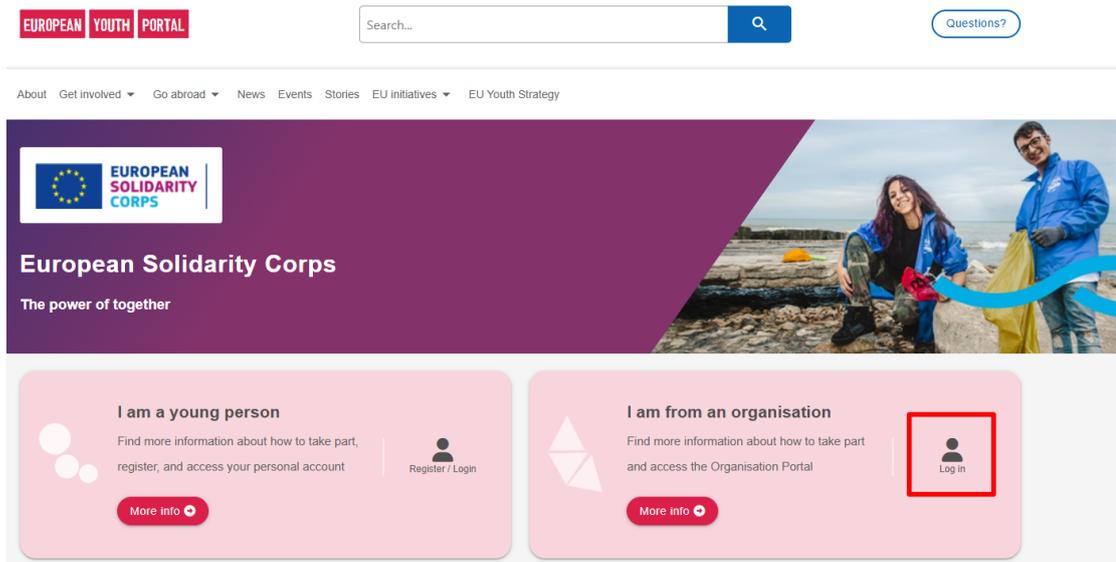
3. Access directly the European Solidarity Corps main page

[https://youth.europa.eu/solidarity\\_en](https://youth.europa.eu/solidarity_en)

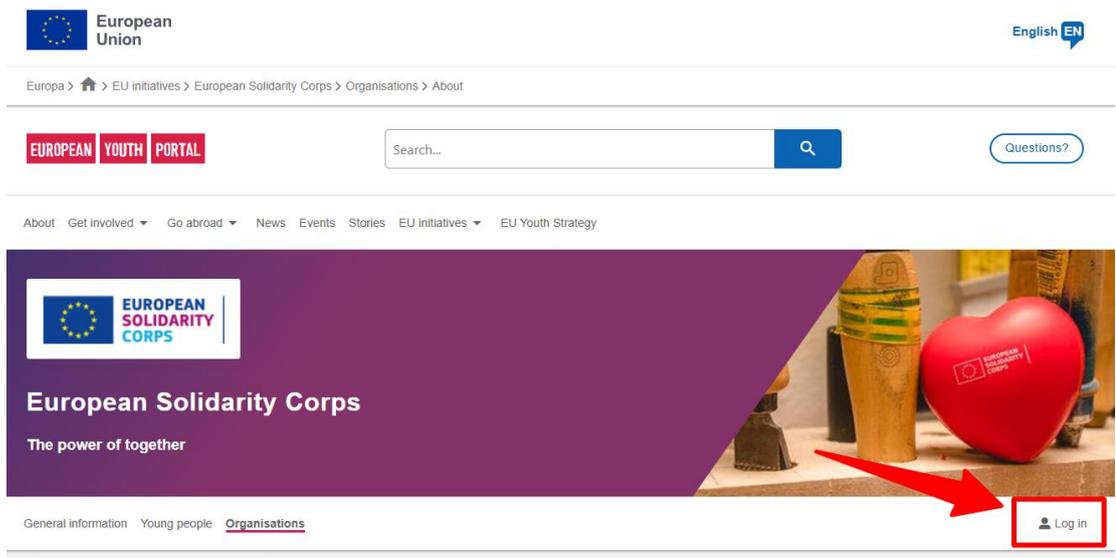


To login to PASS you either

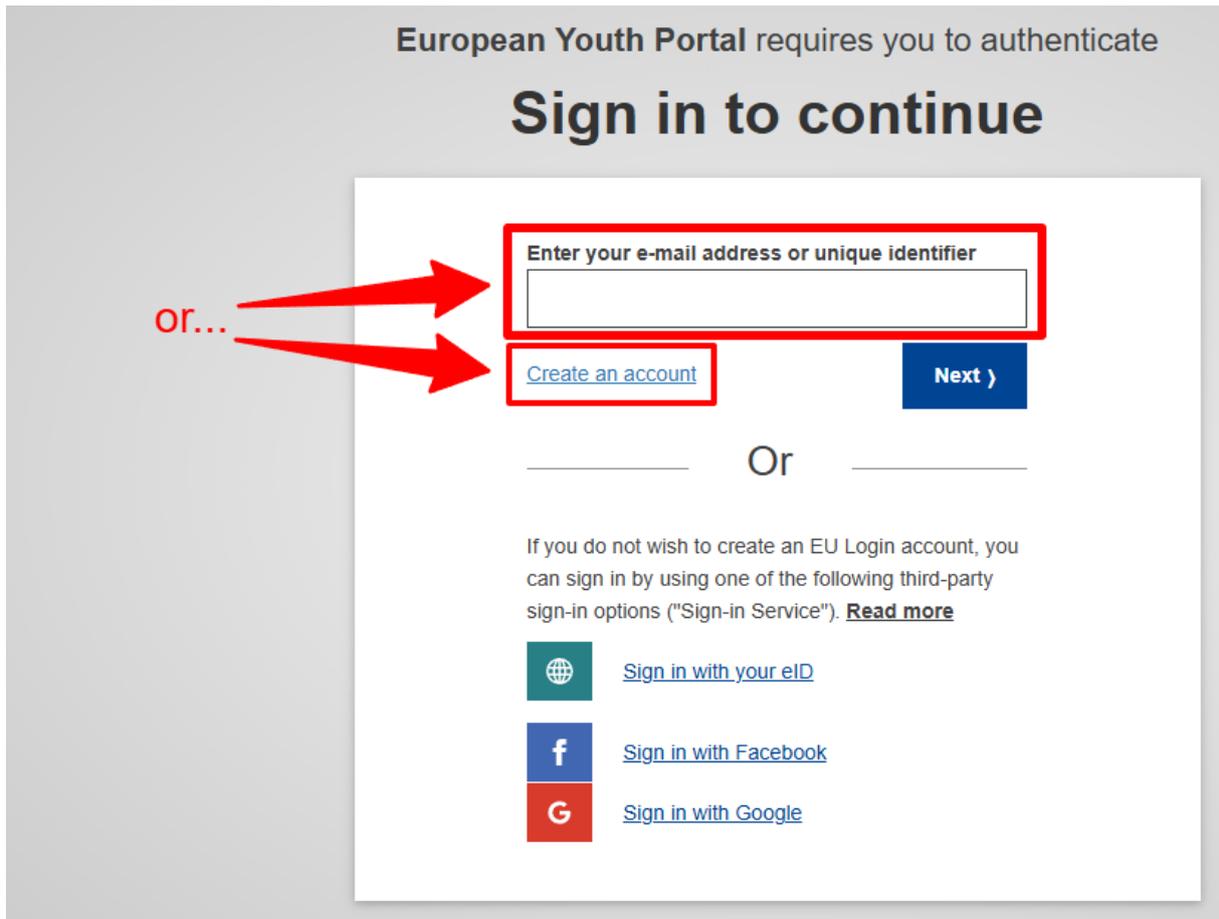
a. click on the 'Log in' button in the 'I am from an organisation' box,



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.

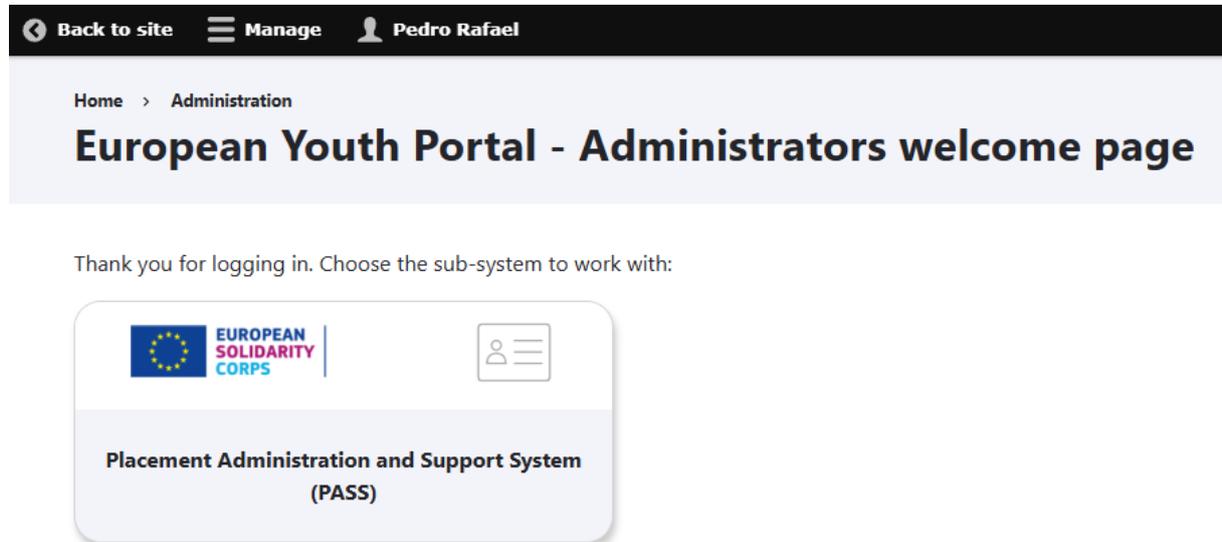


After you have completed the EU Login authentication process, you will be automatically redirected back to the 'System Selection' page

## 6. 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**, then you will see only the option to go to the **Placement Administration and Support System (PASS)**.



## 7. 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.

Home

### 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](#); that you accept the terms and conditions related to the use of your personal data and that of European Solidarity Corps registrants, 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 Principles of the European Solidarity Corps whilst operating on behalf of the organisations I represent. \*

**Protecting the personal data and privacy of you and of the young people registered in European Solidarity Corps portal**

We are committed to protecting your privacy and that of the young people registered 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 the young people registered in the European Solidarity Corps 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. \*

## 8. 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 Contact requests you have sent and corresponding status.
8. Access the list with the applications received for the opportunities advertised by you.

You can also:

9. Access the most up-to-date version of this User Guide and details for additional support.

Home  
**Placement Administration and Support System (PASS)**

Name	Offers	Agreements - Beta	Quality Labels	Opportunities
Test Organisation Alpha	<a href="#">Search and contact</a> <b>1</b> <b>2</b> <a href="#">Send an offer</a> <b>3</b> <a href="#">Offers</a> <b>4</b> <a href="#">Certificates</a> <b>5</b>	Coming soon!	<a href="#">QI Material</a>	<a href="#">Manage opportunities</a> <b>6</b> <a href="#">Contacts</a> <b>7</b> <a href="#">Applications</a> <b>8</b>

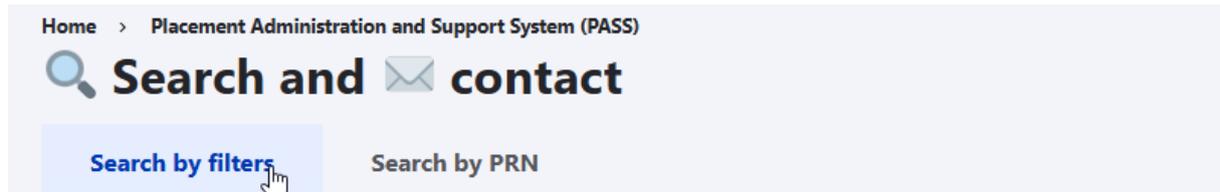
[Download the PASS User Guide](#) **9**

## 9. Search for potential participants

This is where you can start to find potential participants for your activities/projects.

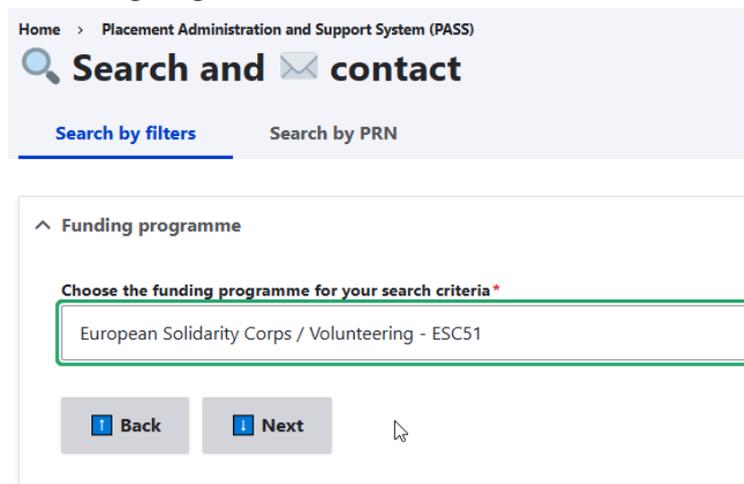
There are two options: either fill in the search criteria using details of the proposed activity, or search for a specific registered candidate (potential participant) using their unique Participant Reference Number.

### 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'.

You must choose whether you are searching for registered candidates who are interested in volunteering or other activities. The activity type list is associated to each funding programme. Hence, you will have the possibility to search only for a specific strand.

This will give you the criteria of the funding programme that is going to affect your search, i.e.:



## 2. 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.*

## 3. 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.

## 4. Country of residence

If you need to select registered candidates from a particular country (for instance if you have a particular support organisation) then specify the country here. Only registered candidates from that country will be shown in the search results.

## 5. Has a CV

If it is important that registered candidates have a CV, then tick this box.

## 6. Has volunteering motivation

Specify if the registered candidates should have a volunteering motivation.

## 7. 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.

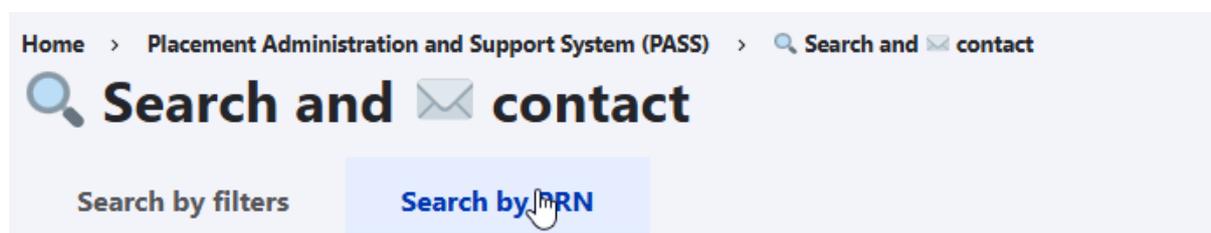
## 8. Knowledge and experience (choose up to 5)

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.

## 9. Languages (choose up to 3)

Specify the languages 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.

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



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 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) See the contact status and the date when the status has been changed.
- 6) See the offer status and the date when the status has been changed.
- 7) Change the number of registered candidates shown in one screen.
- 8) Move between different pages of results.

Ref	Name	Actions	Contact Status	Offer Status
5732712804	<a href="#">D432ee38-833A7EEE</a>	Contact	Sent at 10/06/2024 11:18	
5762771649	<a href="#">4855891d-CD686968</a>	Contact		
5842909460	<a href="#">684e9e88-274595DA</a>	Contact		
5103279028	<a href="#">B3dd1e0a-7B36F773</a>	Contact		

### 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.

## Participant details page:

Home

### Participant details

Contact

**Profile information**

Participant reference number	7108072148691382
Name	Pedro TEST
Email	⚠ Email will be visible when the Participant accepts a Contact request, or an Offer, or applies to an Opportunity.
Gender	Male
Date of birth	01/01/2001
Country of residence	Portugal
Nationality	Portuguese
Preferred contact language	Portuguese
Kinds of European Solidarity Corps projects interested in	<ul style="list-style-type: none"> <li>Social challenges</li> <li>Reception and integration of refugees and migrants</li> </ul>
Stated experience and knowledge	<ul style="list-style-type: none"> <li>Interpreting/translating</li> <li>Environment and natural protection</li> <li>IT – website/software/infrastructure development</li> </ul>
Types of Solidarity Corps projects to be considered for	<ul style="list-style-type: none"> <li>I want to be considered for Volunteering projects.</li> <li>I want to be considered for Humanitarian Aid volunteering projects.</li> </ul>

**Project information**

Uploaded CV

Summary of education and employment experience

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Additional information about yourself

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Language	Level
English	Advanced
French	Intermediate
Portuguese	Native

Availability

I am available at any time for European Solidarity Corps projects.

2

[Translate using Google](#)

[Translate using Google](#)

**Volunteering information**

European Voluntary Service (EVS) experience  No

Countries I want to volunteer in

- Austria
- Belgium
- Estonia
- Finland
- France
- Greece
- Ireland
- Italy
- Netherlands
- Portugal
- Spain
- Egypt

Summary of previous volunteering experience

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Motivation to volunteer with the European Solidarity Corps

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

**Information about occupational projects**

**Information about Humanitarian Aid projects**

Face-to-face training completed  No

Previously participated in EU Aid volunteers

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Humanitarian Aid volunteering project type(s) I am interested in

- Individual volunteering

For teams volunteering: How many days in advance do you need before you are ready to go?

0

Motivation to take part in a Humanitarian Aid project

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa.

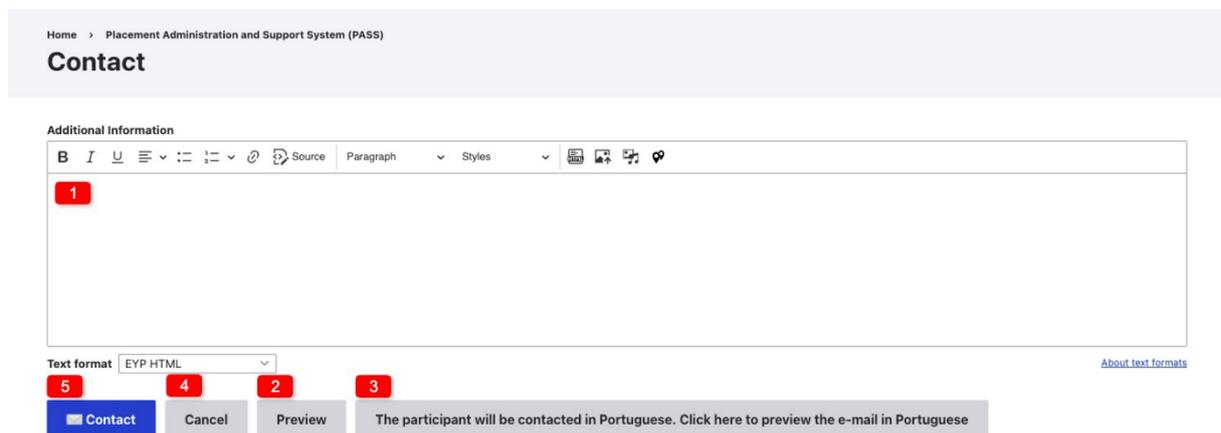
Website (blog, LinkedIn, Facebook...)

<https://linked.in/pedro>

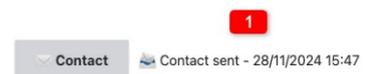
## 10. Contact registered candidates

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:



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 their profile (e.g., Portuguese).
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 "Contact" button.



When you click the "Contact" button the registered candidate will be notified that you want to get in touch with them. Therefore, they receive:

- An email
- a SMS message (if the registered candidate specified a mobile phone in their profile)

- a notification in the European Solidarity Corps mobile app (if the Participant downloaded and installed it on)

The contact request will be sent in the contact language the registered candidate specified in their 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 (they 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' (3). 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:



✓ Status message  
A contact request has been sent to Pedro TEST

Contact 1  
Contact sent - 28/11/2024 15:47

### Search results - Contact request sent:

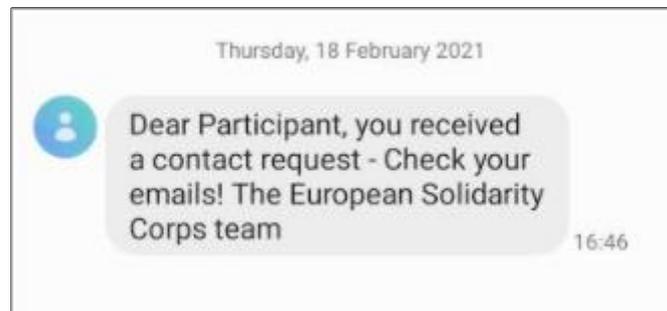
Ref	Name	Actions	Contact Status	Offer Status
7108072148691382	<a href="#">Pedro TEST</a>	Contact	Sent at 28/11/2024 15:47 <span style="float: right;">2</span>	

### List with contact requests sent

Date contact sent	PRN	Participant	Contact status	Date contact accepted / declined
28/11/2024 15:47 <span style="float: right;">3</span>	7108072148691382	<a href="#">Pedro TEST</a>	Sent	

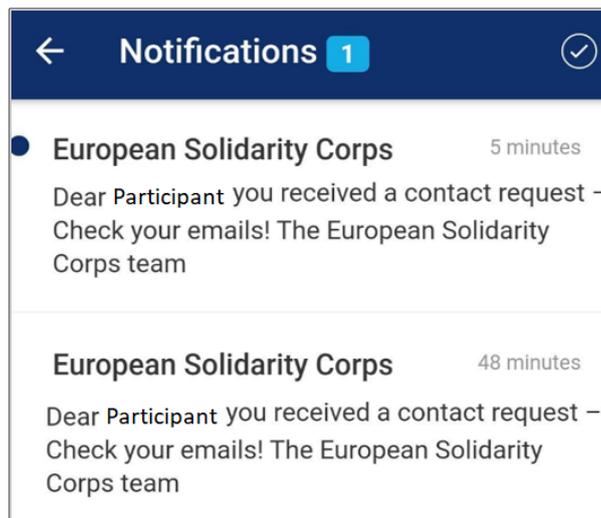
### Contact request – SMS notification sent to registered candidates

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.

From: European Youth Portal <no-reply@youth.europa.eu>  
Subject: **European Solidarity Corps: URGENT - An organisation wishes to contact you!**  
To: pedro@eu.int



Dear Pedro

We are pleased to let you know that the organisation below is looking for participants for one of its activities 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

#### Additional Information

### ORGANISATION DETAILS

**Name:** Test Organisation Alpha

**Address:** Donkstraat 50, 9700, Oudenaarde, BE

**Website:** 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:**

From European Youth Portal <no-reply@youth.europa.eu>  
Subject **European Solidarity Corps – contact accepted**  
To Pedro-Rafael.CARVALHO-DA-FONSECA@ext.ec.europa.eu



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:** Pedro Teste

**PRN:** 7108072148691382

**Email:** pedro@eu.int



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:**

From European Youth Portal <no-reply@youth.europa.eu>  
Subject **European Solidarity Corps – contact declined**  
To Pedro-Rafael.CARVALHO-DA-FONSECA@ext.ec.europa.eu



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:** Pedro Teste

**PRN:** 7108072148691382



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.

## 11. 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.

Home > Placement Administration and Support System (PASS)

### Contacts

^ Filter options

PRN **1**      Participant last name **2**      Contact Status **3**

           - Any - ▾

**Filter**

Type	Number
Sent contacts (not answered)	0
<b>4</b> Accepted contacts	2
Declined contacts	0

Showing 5 of 5 items found.

Date contact sent	PRN	Participant	Contact status	Date contact accepted / declined
<b>5</b> 28/11/2024 15:47	7108072148691382	<a href="#">Pedro TESTI</a>	Accepted	28/11/2024 16:25
13/06/2024 09:36	-	Not found	Accepted	13/06/2024 09:38

Note: Participants denoted as 'Not found' have probably deleted their profile. For more information please contact the administrators.

## 12. Advertise an opportunity for a project

*An opportunity is like an advertisement for a volunteering activity, providing a basic description of the proposed project. It allows young candidates to search, express their interest and apply to it. This will help organisations find interested volunteers, which then can be continued through the sending of a contact or an offer.*

*Creating opportunities is optional, but quite useful as all Participants have access and daily consult the new opportunities posted in EYP — organizations can also search candidates and advertise activities outside of PASS.*

Please note that the 'Manage opportunities' option is visible in PASS for all organisations that hold a valid Quality Label.

You can advertise opportunities for a:

- Volunteering project (ESC51)
- Humanitarian Aid project
- Volunteering Teams in High Priority Areas 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.

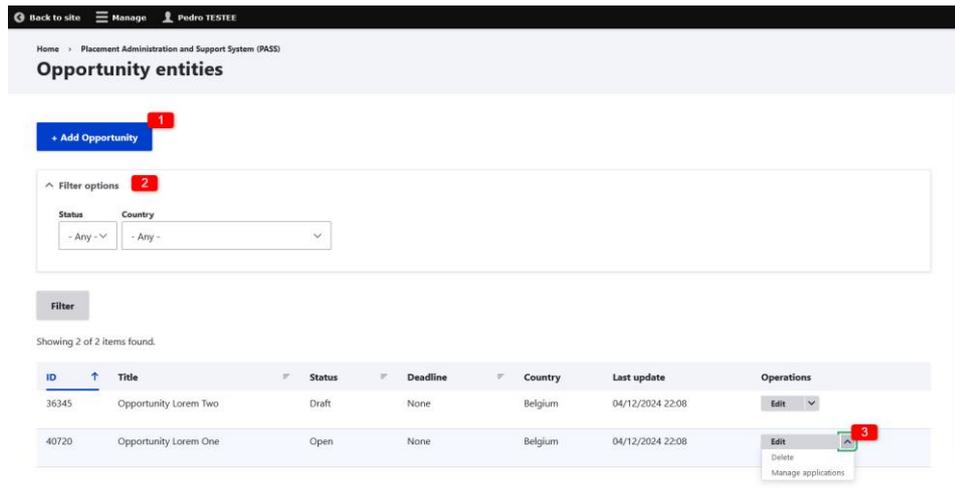
Young people registered on the European Solidarity Corps portal can search and apply for your opportunity through the system.

### 12.1. How to advertise/create an opportunity

1. Access PASS
2. Click on the 'Manage opportunities' link (6)

The screenshot shows the home page of the Placement Administration and Support System (PASS). At the top, there is a header with 'Home' and the title 'Placement Administration and Support System (PASS)'. Below this is a navigation menu with five main categories: 'Offers', 'Agreements - Beta', 'Quality Labels', and 'Opportunities'. The 'Offers' category is expanded, showing sub-links: 'Search and contact' (1), 'Send an offer' (3), 'Offers' (4), and 'Certificates' (5). The 'Opportunities' category is also expanded, showing sub-links: 'Manage opportunities' (6), 'Contacts' (7), and 'Applications' (8). At the bottom left, there is a link to 'Download the PASS User Guide' (9). The 'Agreements - Beta' category shows a 'Coming soon!' message. The 'Quality Labels' category shows a link to 'QI Material'.

3. In the next page, click on the 'Add opportunity' button (1) and the 'Creating an opportunity for [your organisation name]' page is displayed.



## 12.2. 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 - ESC51': for the volunteering activities advertised for the ESC51 projects (projects funded under programme 2021 – 2027)
- 'European Solidarity Corps / Volunteering Teams in High Priority Areas - 2021-2027': for Volunteering Teams in High Priority Areas projects (funded under programme 2021 – 2027)
- 'European Solidarity Corps / Humanitarian Aid Volunteering': for the volunteering activities advertised for the Humanitarian Aid projects (projects funded under programme 2023 – 2027)

Project type

Creating an opportunity for Test Organisation Alpha organisation

**1** Funding programme\*

**2** Topics

**3** Types of volunteering activities\*

Select the topics (2) 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 (3).

*Example:*

^ Project type

Creating an opportunity for Test Organisation Alpha organisation

**Funding programme\***

European Solidarity Corps / Humanitarian Aid Volunteering

**Topics**

Disaster Preparedness Nutrition and subsistence agriculture

**Types of volunteering activities\***

Individual volunteering

## 12.3. Section 2: Opportunity details (4)

^ Opportunity details **4**

**Title\***

The title of the Opportunity.  
Content limited to 255 characters, remaining: 255

**Description\***

Content limited to 1000 characters, remaining: 1000

**Accommodation, food and transport arrangements**

Content limited to 600 characters, remaining: 600

**Training during the opportunity**

Content limited to 600 characters, remaining: 600

- 1. Title**  
Give your opportunity a short title – something that is interesting! (mandatory field – max 255 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*)
- 3. Accommodation, food and transport arrangements**  
Describe the accommodation, food and transport that the volunteer will receive. (*maximum 600 characters*)
- 4. Training during the opportunity**

Describe the training the volunteer will receive during the activity. (*maximum 600 characters*)

## 12.4. Section 3: Activity address (5)

Activity address **5**

**6** Organisation name  
Please select a Funding Programme first  
Content limited to 255 characters, remaining: 255

**7** Use organisation address

**8** Street and house number  
Content limited to 200 characters, remaining: 200

**9** Town/City\*  
Content limited to 160 characters, remaining: 160

Postal code  
Content limited to 128 characters, remaining: 128

**10** Country\*  
- Please select a country -

**11** Geolocate

**12** Geocode\*

**13** 

Webtools + © EC-GISCC + Leaflet | © OpenStreetMap | Disclaimer

### 1. Organisation name (6)

In this field you can specify the hosting organisation. Please type at least 3 characters of the organisation's OID, PIC or name, it will give you a list to select from. (*non-mandatory field – maximum 255 characters*)

You can use the address from the hosting organisation to fill in the next fields, for that just press button 'Use organisation address' (7).

### 2. Street and house number (8)

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

### 3. Town/city (9)

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

#### 4. Postal code

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

#### 5. Country (10)

Specify the country where the placement will take place. *(mandatory field)*

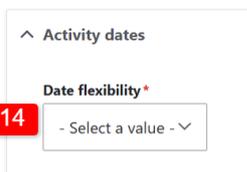
#### 6. Geolocation (11, 12 and 13)

You can use button 'Geolocate' (11) which will use the address try to locate the coordinates – if found, you will see a message and those coordinates will be place in the 'Geocode' field.

If you prefer, you can enter them manually in field 'Geocode' (12), but take care of entering them with the correct format, ie: 41.3226182, 19.798805.

Finally, you can also use the map (13) to fill the field 'Geocode', for that you just need to click the map in the place you want.

### 12.5. Section 4: Activity dates (14)



Activity dates

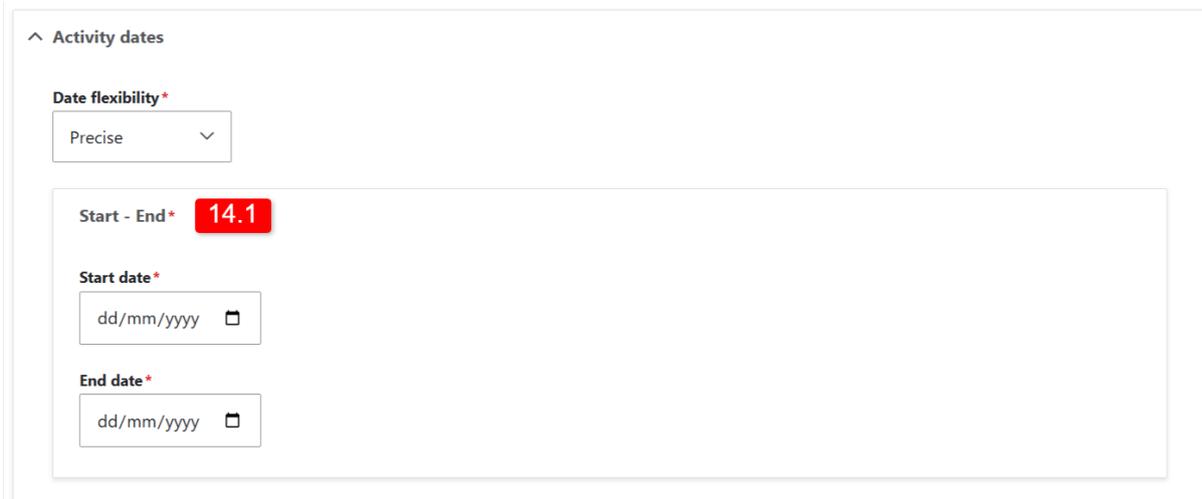
Date flexibility\*

14 - Select a value -

You have the choice whether to use 'Precise' or 'Flexible' dates (14), depending on the nature of your project. Potential volunteers will be able to search for projects based on these dates.

It is mandatory to add these dates.

#### 1. Precise dates



Activity dates

Date flexibility\*

Precise

Start - End\* 14.1

Start date\*

dd/mm/yyyy

End date\*

dd/mm/yyyy

Use this option if you know the dates that your project is going to start and finish.

The end date must be later than the start date (14.1).

## 2. Flexible dates

Activity dates

Date flexibility\*  
Flexible

Between... Start and End\* 14.2

Start date\*  
dd/mm/yyyy

End date\*  
dd/mm/yyyy

Number of weeks\*  
0 14.3

Use this option if you are not sure when the project will start, or if there is some flexibility on when volunteers could start and end (14.2). Specify the number of weeks (14.3) that the volunteering activity will last. The number of weeks must not exceed the total number of full weeks available between the dates.

### 12.6. Section 5: Volunteer details (15)

Volunteer details 15

Participant profile\*

Countries volunteers will be selected from\*  
Please select a

Specify the profile the young people should have and countries from where they will be selected.

Note: For 'Countries volunteers will be selected from', 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.

## 12.7. Section 6: Application details (16)

Application details 16

Application requires a CV

Application requires a Motivation Statement

Application without a deadline

---

Application deadline\* 17

---

Contact person name 18

Content limited to 255 characters, remaining: 255

Contact person email\* 19

Content limited to 254 characters, remaining: 254

---

Organisation logo 20

Add a new file

No file chosen

One file only.  
8 MB limit.  
Allowed types: .jpg .jpeg .gif .png .bmp.

Here you can provide the additional details about the application:

1. **Application requires a CV:** if you want the volunteer to have a CV uploaded to their profile when applying for this opportunity.
2. **Application requires a Motivation Statement:** 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. **'Application without a deadline' or 'Application deadline':**  
You should indicate if there is or not a deadline for the application. Either indicate date (17) you want people to apply before or tick the 'Application without a deadline' box. 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.
4. **Contact person name (18) :** 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 255 characters*)
5. **Contact email address (19):** specify the email address that potential volunteers must use to contact the people coordinating this project. (mandatory field – max 254 characters)
6. **Organisation logo (20):** You should add the Logo picture of the organisation to your opportunity, which will be displayed at the top of the opportunity detail page. (*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:



## 12.8. The Final Part (21)



^ The final part 21

Opportunity status\*

Draft ▾

22 Cancel 23 Save

In this final section, you control when your opportunity is visible to the public.

### Opportunity status

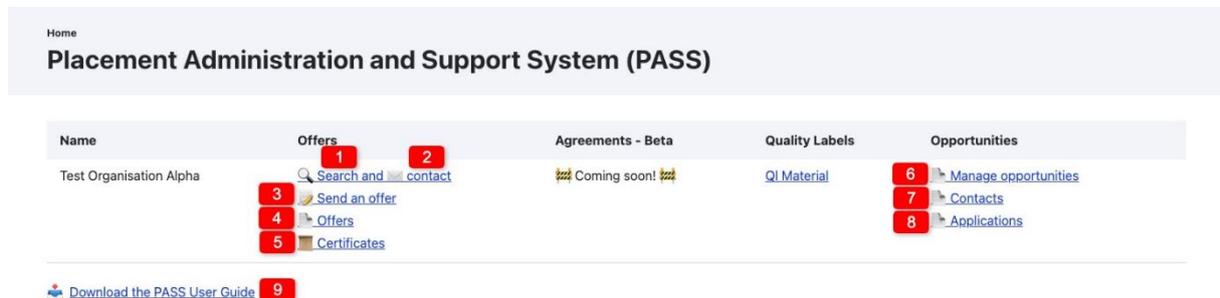
You can change the status of your opportunity to four different statuses:

- **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’.
- **Closed** – no more applications can be submitted.
- **Full** – you have found your applicants, so there are no more vacancies.

Finally, press button ‘Save’ (23) in order to register this opportunity in the system. If you press ‘Cancel’ (22), no data will be registered.

### 13. Receive a young person’s application 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 opportunities’ (6) link in the organisation dashboard).



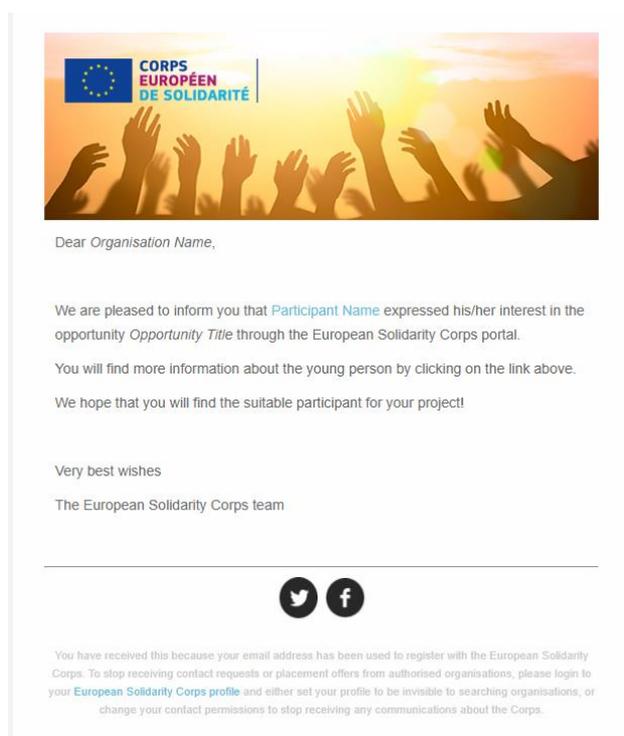
Whenever a young person expresses their interest for an opportunity you will receive an email (in English), and you will see the information in the 'Applications' list (8).

The email contains the registered candidate name (linked to their profile), opportunity title, 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 ‘Add opportunity’ form (see ‘Manage opportunities’ option 6).

By clicking on the link associated to the participant's name, you will see the young person profile, including their 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:



Dear *Organisation Name*,

We are pleased to inform you that [Participant Name](#) expressed his/her interest in the opportunity *Opportunity Title* through the European Solidarity Corps portal.

The registrant has also specified a **motivation statement** for the specific opportunity:

Madame, Monsieur. Suite à votre annonce de recherche de bénévoles, je me permets de vous adresser ma candidature, car convaincue de l'importance de vos missions, je suis prête pour devenir bénévole au sein de votre association. Je suis disponible immédiatement pour rejoindre votre équipe. Dans l'attente de notre rencontre, je vous prie d'agréer, Madame, Monsieur, l'assurance de mes salutations distinguées.

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

We hope that you will find the suitable participant for your project!

Very best wishes

The European Solidarity Corps team



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.

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 (8) will be displayed in the table on the homepage of PASS only if at least one participant has expressed their interest for a placement you advertised.

Click on the 'Applications' (8) option to view the list with all registered candidates that expressed their interest for the opportunity you advertised.

You can filter the applications (2) received by 'Opportunity', 'Country of Residence', 'Motivation statement' and 'PRN', 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 where you are the support organisation (1):

You can access the list of applications where you are the support or the hosting organisation (1).

## 14. Send an offer for an activity

*An offer is a formal proposal made to a Participant when an Organization wants to recruit them for a specific activity. Creating and accepting offers is mandatory in all cases, even if volunteers and organizations connect first outside of PASS.*

### 14.1. 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
- It makes participant data available to be encoded in 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 6 sections and the system will guide you through each of them:**



#### 1. Funding programme:

➤ Funding programme:

- For **European Solidarity Corps funded projects (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 – 2021-2027'.
- For **Humanitarian Aid Volunteering projects**, choose 'European Solidarity Corps / Humanitarian Aid Volunteering'.
- 

2. **Participant:** specify the PRN of the registered candidate and the funding programme.

3. **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.

4. **Project information:** enter the 'Project code'.

5. **Offer information:** enter the Activity details: name, topics, description, start and end dates for the activity. The type is read-only for now.

#### **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 they **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':

**Start date \***

**End date \***

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.

2. 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  $\leq 1$  year.

**Start date \***

**End date \***

A volunteering activity under European Solidarity Corps, cannot have a duration greater than one year.

3. Message displayed in the case an offer was already accepted by the (same) participant for the (same) project you want to send offer:  
*'The Participant has already accepted an offer for a period that overlaps with the period of the offer you've selected.'*

**Start date \***

**End date \***

The registrant has already accepted an offer for a period that overlaps with the period of the offer you've selected.

**Note:**

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

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

**6. 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 their preferred contact language (it is specified in their 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.

## **14.2. Send an offer – detailed steps**

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

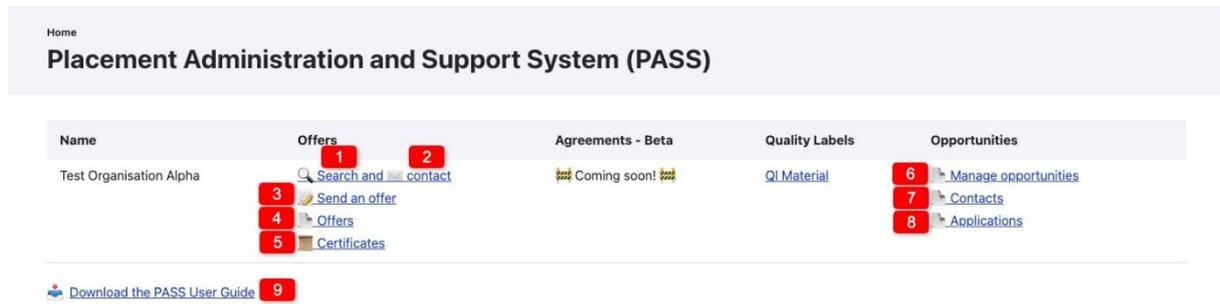
For **ESC51**:

- 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 PASS allows you to **manually enter/ type the project code** (so you will not have to select it from a list).

For **Humanitarian Aid** and **VTHPA** projects you can enter the project code manually (a select list will be available soon).

## Send an offer:

- Log in to PASS



- Click on the 'Send an offer' (3) 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 6 sections and the system will guide you through each of them:



### 1. Funding programme:

- Select the funding programme (1): 'European Solidarity Corps / Volunteering - ESC51'

For VTHPA, select 'European Solidarity Corps / Volunteering Teams in High Priority Areas - 2021-2027'.

For Humanitarian Aid, select 'European Solidarity Corps / Humanitarian Aid Volunteering'.

### 2. Participant:

- 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.
- Click on the 'Back' (4) button to go to the previous step ('Funding Programme'), or on
- Click on the 'Next' (5) button to go to the next step ('Project information'), or on
- The 'Cancel' (3) to cancel the sending of the offer

### Example: Search for a potential participant data

**Test Organisation Alpha (OID: E12345 PIC: 900000001)**

📍 Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

🌐 <http://www.moerashuis.be>

1 Funding programme — 2 Registrant — 3 Host Organisation — 4 Project information — 5 Offer information — 6 Review

Personal reference number \* 1

2 Search Click on it! ➔

3 Cancel 4 Back

### Example: Potential participant data is retrieved

**Test Organisation Alpha (OID: E12345 PIC: 900000001)**

📍 Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

🌐 <http://www.moerashuis.be>

1 Funding programme — 2 Registrant — 3 Host Organisation — 4 Project information — 5 Offer information — 6 Review

Personal reference number \* 1

 Pedro TEST

7108072148691382

♂ Male

📍 Portugal

🇵🇹 Portuguese

3 Cancel 4 Back 5 Next

### 3. 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.

Home > Administration > Solidarity Corps > Placement Administration and Support System (PASS) > Offers

## Send an offer

**Test Organisation Alpha (OID: E12345 PIC: 900000001)**

📍 Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

🌐 <http://www.moerashuis.be>

1 Funding programme — 2 Registrant — 3 Host Organisation — 4 Project information — 5 Offer information — 6 Review

1  My organisation *Test Organisation Alpha* is the hosting organisation

2  Use an organisation linked to other offers made by my organisation

3  Choose another organisation

Cancel Back

These are the options to select a hosting organisation:

- Option 1: My organisation *Test Organisation Alpha* is the hosting organisation
- Option 2: Use an organisation linked to other offers made by my organisation
- Option 3: Choose another organisation

**Option 1: My organisation *Test Organisation Alpha* is the hosting organisation**

The organisation details are already in the database, then the system will automatically fill in the fields: Organisation name, Hosting address street, Hosting address postal code, Hosting address city, Hosting address county. Please note that you cannot update any of those fields.

My organisation *Test Organisation Alpha* is the hosting organisation  
 Use an organisation linked to other offers made by my organisation  
 Choose another organisation

**Selected hosting organisation**

Organisation name \*

Hosting address street \*  
  
Content limited to 150 characters, remaining: 137

Hosting address postal code \*  
  
Content limited to 150 characters, remaining: 146

Hosting address city \*  
  
Content limited to 150 characters, remaining: 140

Hosting address country \*

**Option 2: Use an organisation linked to other offers made by my organisation**

This option allows you to choose from a list of organisations that you have worked with before. As option 1, the details will be filled in automatically once you choose the organisation.

Items: 2 / 2

Name	OID	PIC	Location	Postal code	City	Country	
Test Beta	E123456	4567	IASI	464333	IASI	Romania	 <input type="checkbox"/> Select this organisation
Test Organisation Alpha	E12345	900000001	Donkstraat 50	9700	Oudenaarde	Belgium	<input type="checkbox"/> Select this organisation



If you don't find the organisation in the list, you can always press the button "Back" to go to the 3 options and maybe search the hosting organisation with option 3. After selecting one organisation, you'll see the details of that organisation in the hosting details:

### Test Organisation Alpha (OID: E12345 PIC: 900000001)

📍 Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

<http://www.moerashuis.be>

1 Funding programme — 2 Registrant — **3 Host Organisation** — 4 Project information — 5 Offer information — 6 Review

My organisation *Test Organisation Alpha* is the hosting organisation  
 Use an organisation linked to other offers made by my organisation  
 Choose another organisation  
 Test Beta 

---

**Selected hosting organisation**

Organisation name \*

Hosting address street \*  
  
Content limited to 150 characters, remaining: 146

Hosting address postal code \*  
  
Content limited to 150 characters, remaining: 144

Hosting address city \*  
  
Content limited to 150 characters, remaining: 146

Hosting address country \*

**Option 3: Choose another organisation**

You can search for another organisation by "Name and country", PIC or OID.

Select on option, fill in the field(s) and press the "Search" button:

**Search for an organisation**

Search by

Name and country

PIC

OID

Organisation name containing\*  Country

1 character minimum.

Items: 1 / 1

Name	OID	PIC	Location	Postal code	City	Country
Test Beta	E123456	4567	Iasi	464333	Iasi	Romania

From the results, select one of the organisations.

As with option 1 and 2, you can go back and search again.

### Remarks for Humanitarian Aid

Organisations with Humanitarian Aid QLs (with role Simplified Hosting) that have branch offices, will be able to select one of those branch offices and update the address of the hosting organisation.

### General remarks

The organisations presented are the ones already in the database holding a valid Quality Label. If the organisation you are looking for is not in the database, please contact your country’s National Agency for ESC, or the agency that manages your projects, so they will report the issue further via de dedicated channels.

### Contact person

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

## Result

My organisation Test Organisation Alpha is the hosting organisation  
 Use an organisation linked to other offers made by my organisation  
 Choose another organisation

**Selected hosting organisation**

**Organisation name \***  
 Test Organisation Alpha

**Hosting address street \***  
 Donkstraat 50  
Content limited to 150 characters, remaining: 137

**Hosting address postal code \***  
 9700  
Content limited to 150 characters, remaining: 146

**Hosting address city \***  
 Oudenaarde  
Content limited to 150 characters, remaining: 140

**Hosting address country \***  
 Belgium

**Contact person name \***  
 John Doe

**Contact person email \***  
 test@mail.com  
Content limited to 254 characters, remaining: 241

**Contact person phone \***  
 +32497123456  
Content limited to 20 characters, remaining: 8

### 4. 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.

For **ESC51**:

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

**Project code \***

2023-1-IT03-ESC51-VTJ-000148464

Only letters, digits, dashes and spaces are allowed.

Content limited to 60 characters, remaining: 29

- 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.

**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 \***

YYYY-R-AANN-ESC51-VTJ-NNNNNNNNNN

- 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-XXXXXXXXX**
  - 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.

**For VTHPA:**

- The project code format must comply with the pattern *YYYY-R-EACEA-VTHPA-NNNNNNNNNN*.

**For Humanitarian Aid:**

- The project code format must comply with the pattern *YYYY-R-EACEA-VOLUN-NNNNNNNNNN*.

**Example:**

**Test Organisation Alpha (OID: E12345 PIC: 900000001)**

📍 Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

<http://www.moerashuis.be>

1 Funding programme — 2 Registrant — 3 Host Organisation — **4 Project information** — 5 Offer information — 6 Review

**Project code \***

Only letters, digits, dashes and spaces are allowed.  
Content limited to 60 characters, remaining: **29**

**Cancel** **Back** **Next**

## 5. 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 they will take part.

- Activity type (1): select the type of the activity (e.g., Volunteering), read-only for now
- Activity name (2): provide a title for the offer
- Topics (3): you must select at least one topic (maximum 3) for the activity
- 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, or on
- The 'Back' (8), to go to the previous section, or on
- The 'Cancel' (7), to cancel the sending of the offer

If the project code 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 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:

## 6. 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 'Back' button.

**Test Organisation Alpha (OID: E12345 PIC: 900000001)**

Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

<http://www.moerashuis.be>

1 Funding programme   2 Registrant   3 Host Organisation   4 Project information   5 Offer information   6 Review

**1** Offer review



Pedro TESTE  
7108072148691382  
Male  
Portugal  
Portuguese

**Funding programme**  
European Solidarity Corps / Volunteering - ESC51

**Project code**  
2023-1-IT03-ESC51-VTJ-000148464

**Activity type**  
Volunteering

**Activity topics**  
Social challenges, Citizenship and democratic participation

**Activity name**  
Demo - send an Offer for ESC51

**Description**  
This is a description

**Starting**  
01/12/2024

**Ending**  
25/12/2024

**Location**

**Test Organisation Alpha (OID: E12345 PIC: 900000001)**

Donkstraat 50  
9700 Oudenaarde  
[BE] Belgium

<http://www.moerashuis.be>

**Contact person name**  
John Doe

**Contact person email**  
test@mail.com

**Contact person phone**  
+32497123456

**2** Cancel   **3** Back   **4** Send the offer

- If all the information is correct (1), you can send the offer to the potential participant by clicking on the 'Send the offer' (4) button.
- Click on the 'Cancel' (2) button to close the current page and no offer will be sent.
- Click on the 'Back' (3) button to go to the previous section.

## Offer created and added in the list with offers:

Home > Administration > Solidarity Corps > Placement Administration and Support System (PASS)

### Offers

As supporting organisation    As hosting organisation

✓ **Status message**  
The offer has been sent

^ Filters

By PRN

By participant last name

Offer status  
- All - v

Project code

End date  
dd/mm/yyyy 📅

**Filter**

**Reset**

Send an offer

Offer ID <span style="font-size: 0.8em;">↑</span>	Activity name	Project code	Strand	Participant	PRN	Offer sent/re-sent date	Offer expiration date	Offer status	Date accepted/declined/with-drawn	Certificate generated at	Actions
162309	<a href="#">Demo - send an Offer for ESCS1</a>	2023-1-IT03-ESCS1-VTJ-000148464	Volunteering projects	<a href="#">Pedro TESTE</a>	7108072148691382	29/11/2024 20:29	14/12/2024 21:29	Sent			<span style="font-size: 0.8em;">🔍 View details</span> <span style="font-size: 0.8em;">v</span>
147926	test 3	2022-1-	Volunteering	Account deleted	Account deleted	13/06/2024	28/06/2024	Sent	13/06/2024 09:47		<span style="font-size: 0.8em;">🔍 View details</span> <span style="font-size: 0.8em;">v</span>

## 14.3. Emails sent to participants and organisations

### Email with offer sent to a participant (a copy of it (in English) is sent to the organisation), split in two for better reading

From: European Youth Portal <no-reply@youth.europa.eu>  
Subject: European Solidarity Corps – offer of an activity  
To: pedro@eu.int



Dear Pedro

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: Test Organisation Alpha  
Address: Donkstraat 50 9700 Oudenaarde Belgium  
Website: <http://www.moerashuis.be>  
Contact email address: John Doe  
Contact person for this activity: [test@mail.com](mailto:test@mail.com)

#### HOST ORGANISATION DETAILS / ORGANISATION WHERE THE ACTIVITY WILL TAKE PLACE

Name: Test Organisation Alpha  
Address: Donkstraat 50 9700 Oudenaarde Belgium

#### ACTIVITY DETAILS

Funding programme: European Solidarity Corps / Volunteering - ESC51  
Activity name: Demo - send an Offer for ESC51  
Project code: 2023-1-IT03-ESC51-VTJ-000148464  
Description: This is a description  
Activity type: Volunteering  
From: 01/12/2024 To: 25/12/2024  
Topic(s): Social challenges, Citizenship and democratic participation

Please note that by accepting the offer you agree that your personal data (first name, last name, date of birth, country of residence, nationality, e-mail address, gender) will be sent to the European Solidarity Corps service provider to manage the insurance coverage of European Solidarity Corps participants. This data transfer will take place at the beginning of your activity and is necessary to ensure that you will be properly insured during your activity.

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, 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.

## Confirmation email sent to and when the participant accepts an offer

From European Youth Portal <no-reply@youth.europa.eu>  
Subject **European Solidarity Corps – offer accepted**  
To pedro@eu.int



Congratulations Pedro!

You accepted the offer for the activity Demo - send an Offer for ESC51 that will take place between 01/12/2024 and 25/12/2024, in Oudenaarde, Belgium, sent by the organisation "Test Organisation Alpha".

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](mailto:eu-solidarity-corps@ec.europa.eu)*



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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.

## Confirmation email sent to and when the participant declines an offer

From European Youth Portal <no-reply@youth.europa.eu>  
Subject **European Solidarity Corps – offer declined**  
To pedro@eu.int



Dear Pedro,

We are sorry to hear that you have declined the offer for the activity Demo - send an Offer for ESC51 that will take place between 01/12/2024 and 25/12/2024, in Oudenaarde, Belgium, sent by the organisation "Test Organisation Alpha".

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](mailto:eu-solidarity-corps@ec.europa.eu)*



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 the participant when an offer has been withdrawn

From European Youth Portal <no-reply@youth.europa.eu>  
Subject **European Solidarity Corps – offer withdrawn**  
To pedro@eu.int



Dear Pedro,

The offer you received on 29/11/2024 for the activity 'Demo - send an Offer for ESC51' that will take place between 01/12/2024 and 25/12/2024, in Oudenaarde, Belgium, has been withdrawn by the organisation "Test Organisation Alpha" for the following reason:

Withdraw reason to send and read.

*Very best wishes*

**European Solidarity Corps**

For clarifications or questions please email [eu-solidarity-corps@ec.europa.eu](mailto:eu-solidarity-corps@ec.europa.eu).



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 the organisation when an offer is accepted

From: European Youth Portal <no-reply@youth.europa.eu>  
Subject: **European Solidarity Corps – offer accepted**  
To: Pedro-Rafael.CARVALHO-DA-FONSECA@ext.ec.europa.eu



Dear Test Organisation Alpha

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

**Full name:** Pedro Teste

**PRN:** 7108072148691382

**Email:** pedro@eu.int



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 the organisation when an offer is declined

From: European Youth Portal <no-reply@youth.europa.eu>  
Subject: **European Solidarity Corps – offer declined**  
To: Pedro-Rafael.CARVALHO-DA-FONSECA@ext.ec.europa.eu



Dear Test Organisation Alpha

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

**Full name:** Pedro Teste

**PRN:** 7108072148691382

**Email:** pedro@eu.int



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 the organisation when an offer is withdrawn

From European Youth Portal <no-reply@youth.europa.eu>  
Subject **European Solidarity Corps – offer withdrawn**  
To Pedro-Rafael.CARVALHO-DA-FONSECA@ext.ec.europa.eu



Dear Test Organisation Alpha

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

Withdraw reason to send and read.

*Kind regards*

**European Solidarity Corps**



## 15. View the list with offers sent and their status

Note that the 'Offers' link (4) will be displayed in the table on the homepage of PASS (dashboard) only if you have sent at least one offer to a participant.

Click on the 'Offers' (4) link to view the list with all offers sent so far and corresponding status.

### Offers list as supporting organisation

Offer ID	Activity name	Project code	Strand	Participant	PRN	Offer sent/resent date	Offer expiration date	Offer status	Date accepted/declined/withdrawn	Certificate generated at	Actions
162416	test 3	2023-1-FR02-ESC51-VTJ-000137224	Volunteering projects	31250 C6EE	7108072148691382	03/12/2024 17:54	18/12/2024 18:54	Sent			View details, Withdraw, Resend
162415	test	2023-1-FR02-ESC51-VTJ-000137224	Volunteering projects	31250 C6EE	7108072148691382	03/12/2024 17:51	18/12/2024 18:51	Accepted	03/12/2024 17:52		View details, Edit offer, Generate certificate, Withdraw
162334	test	2023-1-IT03-ESC51-VTJ-000148464	Volunteering projects	31250 C6EE	7108072148691382	04/12/2024 19:06	13/12/2024 17:41	Resent			View details
147926	test 3	2022-1-DE04-ESC51-VTJ-000000001	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:46	28/06/2024 11:46	Declined	13/06/2024 09:47		View details
147923	test 2	2022 1 DE04 ESC51-VTJ-000000001	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:42	28/06/2024 11:42	Withdrawn	13/06/2024 09:44		View details
79687	test		Volunteering projects	Ec37d3847da6 4D3F85FAD877	6011570926	20/05/2021 09:56	04/06/2021 09:56	Accepted	20/05/2021 09:59	31/08/2023 17:17	View details
69986	You(&!)Tube		Volunteering projects	Ec37d3847da6 4D3F85FAD877	6011570926	07/09/2020 16:21	22/09/2020 16:21	Sent (expired)			View details, Resend

The list is structured with many features and detailed information:

- See the Offers your organisation created (1) and where it's the hosting organisation (2)
- Filter section (3) that allows you to search by PRN, Participant last name, Offer status (sent, accepted, declined, project removed, withdrawn), Project code and End date (offers with end date before the value defined)

- Detailed information about each offer (5): Offer ID, Activity name, Project code, Strand, Participant (name), PRN, Offer sent/resent date, Offer expiration date, Offer status, Offer accepted/declined/withdrawn date, Certificate generated date, and available 'Actions'. The options displayed in the 'Actions' column depend on the offer status (6):

- 'View details' option is available for all offers sent.
- 'Resend' option (7 and 9) is available for offers with the status 'Sent', 'Sent (expired)', and 'Resend'.
- 'Withdraw offer' option (7 and 8) is available for offers with the status: 'Sent', 'Accepted', and 'Resend'.
- 'Generate certificate' option (8) is available for each accepted offer, so you can issue a European Solidarity Corps certificate from this section too.

### Offers list as hosting organisation

The list of offers as hosting organisation has the same details as the previous list, but there are no available 'Actions' as the host does not manage the offer.

Other than that, as you can see in the example below, all filters and details are available to use.

As supporting organisation		As hosting organisation									
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 0.8em;">Filters</span> </div>											
Offer ID	Activity name	Project code	Strand	Participant	PRN	Offer sent/re-sent date	Offer expiration date	Offer status	Date accepted/declined/withdrawn	Certificate generated at	
162393	<a href="#">Fun with kids - Volunteering in Primary School no. 24 in Bialystok</a>	2024-1-PL01-ESCS1-VTI-000221543	Volunteering projects	<a href="#">29940</a> <a href="#">99967F</a>	7171771235771824	30/11/2024 15:32	15/12/2024 16:32	Accepted	04/12/2024 19:37		

## 16. 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 access the list with offers ('Offers') and click on the 'View details' (column 'Actions') link (7, 8) or click in the 'Activity name' link.

### List with offers:

5

Offer ID	Activity name	Project code	Strand	Participant	PRN	Offer sent/resent date	Offer expiration date	Offer status	Date accepted/declined/withdrawn	Certificate generated at	Actions	
162416	<a href="#">test 3</a>	2023-1-FR02-ESC51-VTI-000137224	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	03/12/2024 17:54	18/12/2024 18:54	Sent			7	<a href="#">View details</a> -- Withdraw Resend
162415	<a href="#">test</a>	2023-1-FR02-ESC51-VTI-000137224	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	03/12/2024 17:51	18/12/2024 18:51	Accepted	03/12/2024 17:52		8	<a href="#">View details</a> Edit offer Generate certificate -- Withdraw
162334	<a href="#">test</a>	2023-1-IT03-ESC51-VTI-000148464	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	04/12/2024 19:06	13/12/2024 17:41	Resent				<a href="#">View details</a>
147926	<a href="#">test 3</a>	2022-1-DE04-ESC51-VTI-000000000	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:46	28/06/2024 11:46	Declined	13/06/2024 09:47			<a href="#">View details</a>

### '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:

Home > Placement Administration and Support System (PASS) > Offers

### Rural Lorem Ipsum

Field	Value
Activity name	Rural Lorem Ipsum
Resent	No
Dates	24/09/2024 to 30/11/2024 (68 days)
Participant	0254f6881d1f90 (PRN: <b>7143648228849763</b> )
Expiration date	10/10/2024 15:40
Date offer sent	25/09/2024 13:40
Date accepted/declined/withdrawn	04/12/2024 19:47
State	Accepted
Street	Calle Soleares, nº 12
City	Álora
Postal code	29500
Country	Spain
Topic(s) of activity	Social challenges, Education and training, Creativity and culture
Organisation	Test Organisation Alpha
Funding programme	European Solidarity Corps / Volunteering - ESC51
Project code	2024-1-ES02-ESC51-VTI-000217289
Type	Volunteering
Action type	[CCM2 id: 4330862]
Description	Volunteering activity to support educational and training activities with children and young people with fewer opportunities from rural areas, including activities of inclusion for people with disabilities and erasmus + promotional activities.
Hosting organisation	Test Organisation Alpha
Hosting organisation contact name	777c4dabed6c725c
Hosting organisation contact email	0268fcd6ac3a55@eu.int
Hosting organisation contact phone	+34629123456

### Insurance logs

Provider	Source	Activity period	Filename	Date
HENNER	Offer	24/09/2024 - 26/08/2025	HENNER_20241129_2300.txt	30/11/2024 01:26
HENNER	Offer	24/09/2024 - 26/08/2025	HENNER_20241122_2300.txt	23/11/2024 01:14
HENNER	Offer	24/09/2024 - 26/08/2025	HENNER_20241115_2300.txt	16/11/2024 01:15

## 17. Resend an offer

You can Resend an offer that has the status ‘Sent’, ‘Sent (Expired)’, ‘Resent’ (6). The offer you resend (7 and 9) 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’ (6, see 3<sup>rd</sup> row).

5

Offer ID	Activity name	Project code	Strand	Participant	PRN	Offer sent/resent date	Offer expiration date	Offer status	Date accepted/declined/withdrawn	Certificate generated at	Actions
162416	<a href="#">test 3</a>	2023-1-FR02-ESC51-VTJ-000137224	Volunteering projects	<a href="#">31250_C6EE</a>	7108072148691382	03/12/2024 17:54	18/12/2024 18:54	Sent			7 <a href="#">View details</a> Withdraw Resend
162415	<a href="#">test</a>	2023-1-FR02-ESC51-VTJ-000137224	Volunteering projects	<a href="#">31250_C6EE</a>	7108072148691382	03/12/2024 17:51	18/12/2024 18:51	Accepted	03/12/2024 17:52		8 <a href="#">View details</a> Withdraw Edit offer Generate certificate Withdraw
162334	<a href="#">test</a>	2023-1-IT03-ESC51-VTJ-000148464	Volunteering projects	<a href="#">31250_C6EE</a>	7108072148691382	04/12/2024 19:06	13/12/2024 17:41	Resent			6 <a href="#">View details</a>
147926	<a href="#">test 3</a>	2022-1-DE04-ESC51-VTJ-000000001	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:46	28/06/2024 11:46	Declined	13/06/2024 09:47		<a href="#">View details</a>
147923	<a href="#">test 2</a>	2022 1 DE04 ESC51-VTJ-000000001	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:42	28/06/2024 11:42	Withdrawn	13/06/2024 09:44		<a href="#">View details</a>
79687	<a href="#">test</a>		Volunteering projects	<a href="#">Fc37d3847da64D3F85FADB77</a>	6011570926	20/05/2021 09:56	04/06/2021 09:56	Accepted	20/05/2021 09:59	31/08/2023 17:17	<a href="#">View details</a>
69986	<a href="#">You(&amp;@)ITube</a>		Volunteering projects	<a href="#">Fc37d3847da64D3F85FADB77</a>	6011570926	07/09/2020 16:21	22/09/2020 16:21	Sent (expired)			9 <a href="#">View details</a> Resend

To resend and offer, you have just to click on the ‘Resend’ (7 and 9) link.

In the next page to confirm the resending by clicking on the ‘Resend’ (1) button.

Home > Placement Administration and Support System (PASS) > Offers > Activity Lorem

### Are you sure you want to resend the offer?

This action cannot be undone.

1
Resend

Cancel

You can resend an offer as many times as you need – careful not to spam the participant.

## 18. 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 they 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 (EACSP ticket).

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 Teams in High Priority Areas or Humanitarian Aid 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 Beneficiary Module (BM)

Possible scenarios:

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

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

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

Example: In the case you want to withdraw an offer sent for a ESC51 projects, for which a participation is added in the BM.

**Messages displayed when you cannot withdraw an offer:**

## **Withdraw offer #134376 — Activity Lorem**

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

**Cancel**

## **Withdraw offer #134376 — Activity Lorem**

The offer cannot be withdrawn because the participant's profile no longer exists in the system.

**Cancel**

b.4 If an offer with status 'Accepted' is sent for a Volunteering Teams in High Priority Areas or Humanitarian Aid project, no additional check is performed.

b.5 If the offer status is 'Accepted' (EC51 project), participant' data retrieved in 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 Teams in High Priority Areas 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' link associated to the offer you want to withdraw (see 'Actions' column) (7 and 8)

5

Offer ID	Activity name	Project code	Strand	Participant	PRN	Offer sent/resent date	Offer expiration date	Offer status	Date accepted/declined/withdrawn	Certificate generated at	Actions
162416	<a href="#">test 3</a>	2023-1-FR02-ESC51-VTJ-000137224	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	03/12/2024 17:54	18/12/2024 18:54	Sent			<span style="color: red; font-weight: bold;">7</span> View details Withdraw Resend
162415	<a href="#">test</a>	2023-1-FR02-ESC51-VTJ-000137224	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	03/12/2024 17:51	18/12/2024 18:51	Accepted	03/12/2024 17:52		<span style="color: red; font-weight: bold;">8</span> View details Edit offer Generate certificate Withdraw
162334	<a href="#">test</a>	2023-1-IT03-ESC51-VTJ-000148464	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	04/12/2024 19:06	13/12/2024 17:41	Resent			
147926	<a href="#">test 3</a>	2022-1-DE04-ESC51-VTJ-000000001	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:46	28/06/2024 11:46	Declined	13/06/2024 09:47		View details
147923	<a href="#">test 2</a>	2022 1 DE04 ESC51-VTJ-000000001	Volunteering projects	Account deleted	Account deleted	13/06/2024 09:42	28/06/2024 11:42	Withdrawn	13/06/2024 09:44		View details
79687	<a href="#">test</a>		Volunteering projects	<a href="#">Ec37d3847da64D3F85FAD877</a>	6011570926	20/05/2021 09:56	04/06/2021 09:56	Accepted	20/05/2021 09:59	31/08/2023 17:17	View details
69986	<a href="#">You(&amp; )Tube</a>		Volunteering projects	<a href="#">Ec37d3847da64D3F85FAD877</a>	6011570926	07/09/2020 16:21	22/09/2020 16:21	Sent (expired)			<span style="color: red; font-weight: bold;">9</span> View details Resend

6

- 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 Participant.
- Confirm the withdrawn by clicking on the 'Withdraw offer' button (2) or cancel the action by clicking on the 'Cancel' button (1) (in this case the withdrawn will not take place).

## Withdraw offer

You are about to withdraw the offer for the activity Activity Lorem which was sent to 31250 c6ee, PRN 7108072148691382

Please specify the reason for withdrawing the offer: \*

255 characters left.

This action cannot be undone.



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).

✓ **Status message**

1 The offer has been withdrawn, the offer author and the participant have been notified.

Filters

[Send an offer](#)

Offer ID <span style="font-size: small;">↑</span>	Activity name	Project code	Strand	Participant	PRN	Offer sent/resent date	Offer expiration date	Offer status	Date accepted/declined/withdrawn	Certificate generated at	Actions
162416	<a href="#">Activity Lorem</a>	2023-1-FR02-ESC51-VTL000117724	Volunteering projects	<a href="#">31250_C6EE</a>	7108072148691382	03/12/2024 17:54	18/12/2024 18:54	Withdrawn	04/12/2024 20:14		<span style="background-color: #6c757d; color: white; padding: 2px 5px; border-radius: 3px;">View details</span> <span style="background-color: red; color: white; padding: 2px 5px; border-radius: 3px;">3</span>

**Example – email sent to the participant and organisation:**

From: European Youth Portal <no-reply@youth.europa.eu>  
 Subject: **European Solidarity Corps – offer withdrawn**  
 To: bec146b68c0a8d209@eu.int



**Your Participant Reference Number: 7108072148691382**

Dear 31250,

The offer you received on 03/12/2024 for the activity 'Activity Lorem' that will take place between 01/04/2025 and 15/12/2026, in Oudenaarde, Belgium, has been withdrawn by the organisation "Test Organisation Alpha" for the following reason:

Reason to withdraw the offer is displayed to the Participant.

*Very best wishes*

**European Solidarity Corps**

For clarifications or questions please email [eu-solidarity-corps@ec.europa.eu](mailto:eu-solidarity-corps@ec.europa.eu).




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.

## 19. Edit activity dates on an offer

The option to edit (modify) of the activity dates (start and/or end date) of an offer is available only for the offers with status **'Accepted'** sent for the **ESC51** projects that **are not yet linked to a participation** (activity) in the **Beneficiary Module (BM)**, and for offers sent for **Volunteering Teams in High Priority Areas (VHTPA)** and **Humanitarian Aid** projects.

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 offer' option (8) available in the 'Actions' column.

162416	<a href="#">test 3</a>	2023-1-FR02-ESC51-VTI-000137224	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	03/12/2024 17:54	18/12/2024 18:54	Sent	7	View details Withdraw Resend
162415	<a href="#">test</a>	2023-1-FR02-ESC51-VTI-000137224	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	03/12/2024 17:51	18/12/2024 18:51	Accepted	8	View details Edit offer Generate certificate Withdraw
162334	<a href="#">test</a>	2023-1-IT03-ESC51-	Volunteering projects	<a href="#">31250 C6EE</a>	7108072148691382	04/12/2024 19:06	13/12/2024 17:41	Resent		

4. The 'Edit offer # [offerID] – [activity name]' (1) is opened displaying the 'Start date' and 'End date' fields.

### Edit offer #162415 — Activity Lorem

1

Start date\*

01 / 01 / 2025

End date\*

31 / 03 / 2025

2

3

Cancel Save

5. Type the new activity dates (start and/or end) for the volunteering activity (2).
6. Click on the 'Save' (3) 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 to your organisation when the activity dates are modified.

## 20. Insurance

As of February 2023, the enrolment of cross-border eligible participants in projects to the insurance scheme is done automatically on weekly basis **through PASS**:

- **for ESC51 projects**, we also sync with the **Beneficiary Module**.

### 20.1. ESC51, VTHPA and Humanitarian Aid projects

Participants that take part in cross-border volunteering activities (**ESC51**) **are covered with insurance by Henner**.

Participants that take part in **centralised projects** (Volunteering Teams in High Priority Areas and Humanitarian Aid) **are covered with insurance by Henner**.

**It is crucial that granted projects are transferred and beneficiaries should encode the information regarding participants and activities as soon as the participants are selected and no later than 3 weeks before the start of the participant's activity.**

'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 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), 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 (every Friday night to Henner), then it may be that PASS 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. For ESC51, please check BM if the activity has already been encoded there.

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 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 PASS/BM).

#### **Example: Insurance provider is Henner and**

- Volunteering activity starts on 24/09/2024 (please see the column 'Activity period')
- The first sending of data to the insurance provider: 28/09/2024 (column 'Date'), source of information was the offer in PASS.
- The second sending of data to the insurance provider: 05/10/2024 (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 2nd 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.

Hosting organisation	Test Organisation Alpha
Hosting organisation contact name	777cc4dabede6c725c
Hosting organisation contact email	0268fcd6ac3a55@eu.int
Hosting organisation contact phone	+34629123456

Insurance logs				
Provider	Source	Activity period	Filename	Date
Henner	Beneficiary Module	24/09/2024 - 26/08/2025	HENNER_20241005_0000.txt	05/10/2024 02:15
Henner	Offer	24/09/2024 - 26/08/2025	HENNER_20240928_0000.txt	28/09/2024 02:24

## 20.2. For ESC51 projects

The enrolment of cross-border eligible participants in **ESC51** projects (decentralised projects) to insurance scheme is done automatically through PASS:

- Only through **PASS** if participants are not yet encoded in Beneficiary Module (BM).
- If the participants are already encoded in BM (which a participation is added and the participation has status 'Complete'), then we sync the information into PASS before sending.

Process flow:

- 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 sections have been updated and saved, the participation status will change to '**Complete**'.
  - Please note that if participation status is still in '**Draft**' then the information about a participant will not be sent to the insurance, therefore no insurance will be issued.
- Please note that the information will be sent to the insurance **once per week (on Fridays at 10:00 PM)**, therefore please encode the participants in **PASS and Beneficiary Module at least 3 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 PASS and Beneficiary Module (BM).**

### **20.3. For VTHPA and Humanitarian Aid**

Participants are covered with insurance by **Henner**.

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

### **20.4. 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 an 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 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 Volunteering Teams in High Priority Areas and Humanitarian Aid projects**  
Access PASS and edit the activity dates on the offer sent to the participant (offers status should be 'Accepted').

### **20.5. 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 an ESC 51 project:
  - If the participation data is encoded in the Beneficiary Module (BM):

- Remove participation from the activity of the **and**
- Withdraw the offer from PASS.

**Note: Please note that 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!**

- If the participant data is not encoded in the Beneficiary Module (BM):
  - Withdraw the offer from PASS.
  
- The information about cancellation will be automatically sent to the insurance system.
  
- For Volunteering Teams in High Priority Areas and Humanitarian Aid projects:  
Please withdraw the offer from PASS, so the information about cancellation will be automatically sent to the insurance system.

## 21. Generate a certificate of participation

You can issue a European Solidarity Corps certificate of participation for a participant that finalised their volunteering activity.

### 21.1. For ESC51, Volunteering Teams in High Priority Areas and Humanitarian Aid projects

For these 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*



### 21.2. 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 (5).**

*Note that the 'Certificates' link (5) 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 (5), 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 (1): 'By PRN', 'By participant last name', or 'Project code.
- 'No results' message appears when no certificate has been issued so far.
- 'Generate certificate' button (2): allows you to effectively start the creation of the certificate and opens the 'offers' list. Click on this button!

Home > Placement Administration and Support System (PASS)

### Certificates for "Test Organisation Alpha" organisation

Filter options 1

Offer ID  Project code  Participant last name  PRN

Funding programme

Filter

Generate a Certificate 2

Showing 1 of 1 items found.

Offer ID	Offer	Project code	Participant	PRN	Activity Start Date	Activity End Date	Activity City	Activity Country	Funding programme	Created	Operations
158985	<a href="#">Rural Lorem Ipsum</a>	2024-1-ES02-ESC51-VTI-000217289	<a href="#">John.Doe</a>	7143648228849763	24/09/2024	30/11/2024	Álora	ES	European Solidarity Corps / Volunteering - ESC51	04/12/2024 21:41	<a href="#">Download for printing</a> <span style="color: red; font-weight: bold;">3</span>

**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', or 'By participant last name', or 'Project code', or 'Offer status', etc
- See the information about offers: 'Offer ID', 'Activity name', 'Project code', 'Participant', 'PRN', 'Offer sent date', 'Offer expiration date', 'Offer status', 'Offer accepted/declined date', 'Actions'
- Once you found the participant and if they have accepted an offer, click on the 'Generate certificate' option available in the 'Actions' column. The 'Generate certificate' link is available in the 'Actions' column only for offers with status 'accepted'.

**NOTE:** Please note that in the case of the **ESC51** projects, the issuing of the certificate of participation is possible only if:

- the activity has ended.
- the participant has submitted the '**Participant report**'.

**Step 4 – The 'Certificate creation' form is displayed.**

The 'certificate creation form' is already filled with information from the offer, 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. These fields can be modified by editing the offer for the ESC51, Volunteering Teams in High Priority Areas and Humanitarian Aid projects.
  - 'City' (3): it is automatically filled in with the information from the offer for the ESC51 projects, Volunteering Teams in High Priority Areas projects.

The field is mandatory, and it can be modified, for the ESC51 and Volunteering Teams in High Priority Areas projects.

- 'Country' (4): the information is retrieved from the offer – in the case of the ESC51 projects, and Volunteering Teams in High Priority Areas project, as the information cannot be modified.
- 'Strand' (5) and 'Activity type' (6) cannot be modified; 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 place) (7) is mandatory and can't 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:

The screenshot shows a web application interface for generating a certificate. At the top, there is a navigation bar with 'Back to site', 'Manage', and a user profile 'Pedro TESTEE'. Below this is a breadcrumb trail: 'Home > Placement Administration and Support System (PASS) > Offers > Rural Lorem Ipsum'. The main heading is 'Generate certificate for offer #158985 — Rural Lorem Ipsum'. The form is divided into several sections, each with a numbered red box indicating a step:

- 1 Participant:** PRN (7143648228849763), Name (John DOE).
- 2 Placement dates:** Start date (24/09/2024), End date (30/11/2024). A note below says: '\* if the dates are not correct, please edit the Offer and provide the correct dates.'
- 3 City\*:** Álora
- 4 Country:** Spain
- 5 Strand:** Volunteering projects
- 6 Activity type\*:** Volunteering activity
- Organisations section:**
  - 7 Name of organisation hosting the participant:** Test Organisation Alpha
  - 8 Name of organisation issuing the certificate:** Test Organisation Alpha
  - 9 Role of organisation issuing the certificate:** Coordinating
  - 10 City of organisation issuing the certificate\*:** Oudenaarde
  - 11 Name of the person signing the certificate\*:** Pedro TESTEE
  - 12 Role in the organisation\*:** Project manager
  - 13 Signing date\*:** 04/12/2024
- 14 Cancel** and **15 Preview** buttons.

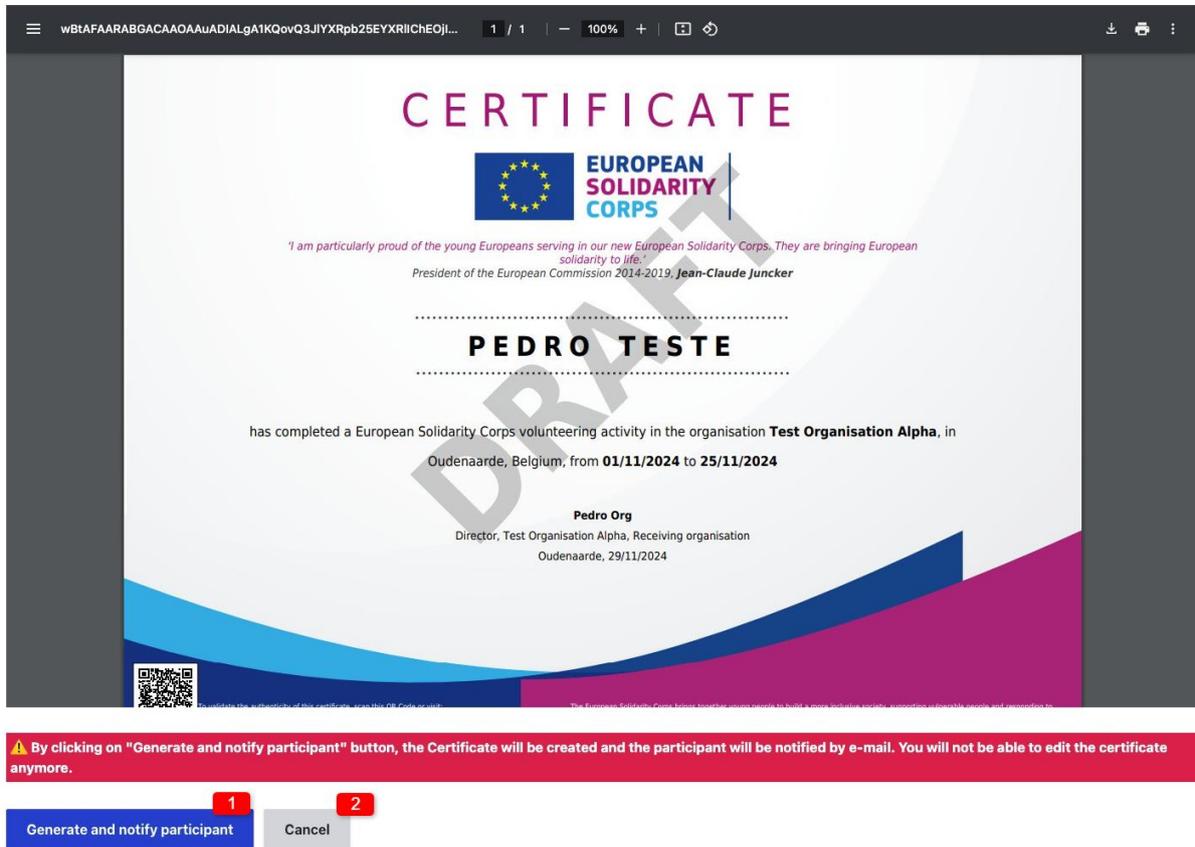
### Step 5 – Preview the certificate, verify and modify the information until you consider that it is the final version

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

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

Please click on the 'Generate and notify participant' button only once you have double-checked that the information displayed on the certificate is correct.

## Generate certificate for offer #158985 — Rural Lorem Ipsum



**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 2014-2019, **Jean-Claude Juncker**

.....

**PEDRO TESTE**

.....

has completed a European Solidarity Corps volunteering activity in the organisation **Test Organisation Alpha**, in Oudenaarde, Belgium, from **01/11/2024** to **25/11/2024**

**Pedro Org**  
Director, Test Organisation Alpha, Receiving organisation  
Oudenaarde, 29/11/2024



**⚠ By clicking on "Generate and notify participant" button, the Certificate will be created and the participant will be notified by e-mail. You will not be able to edit the certificate anymore.**

**1** Generate and notify participant   **2** Cancel

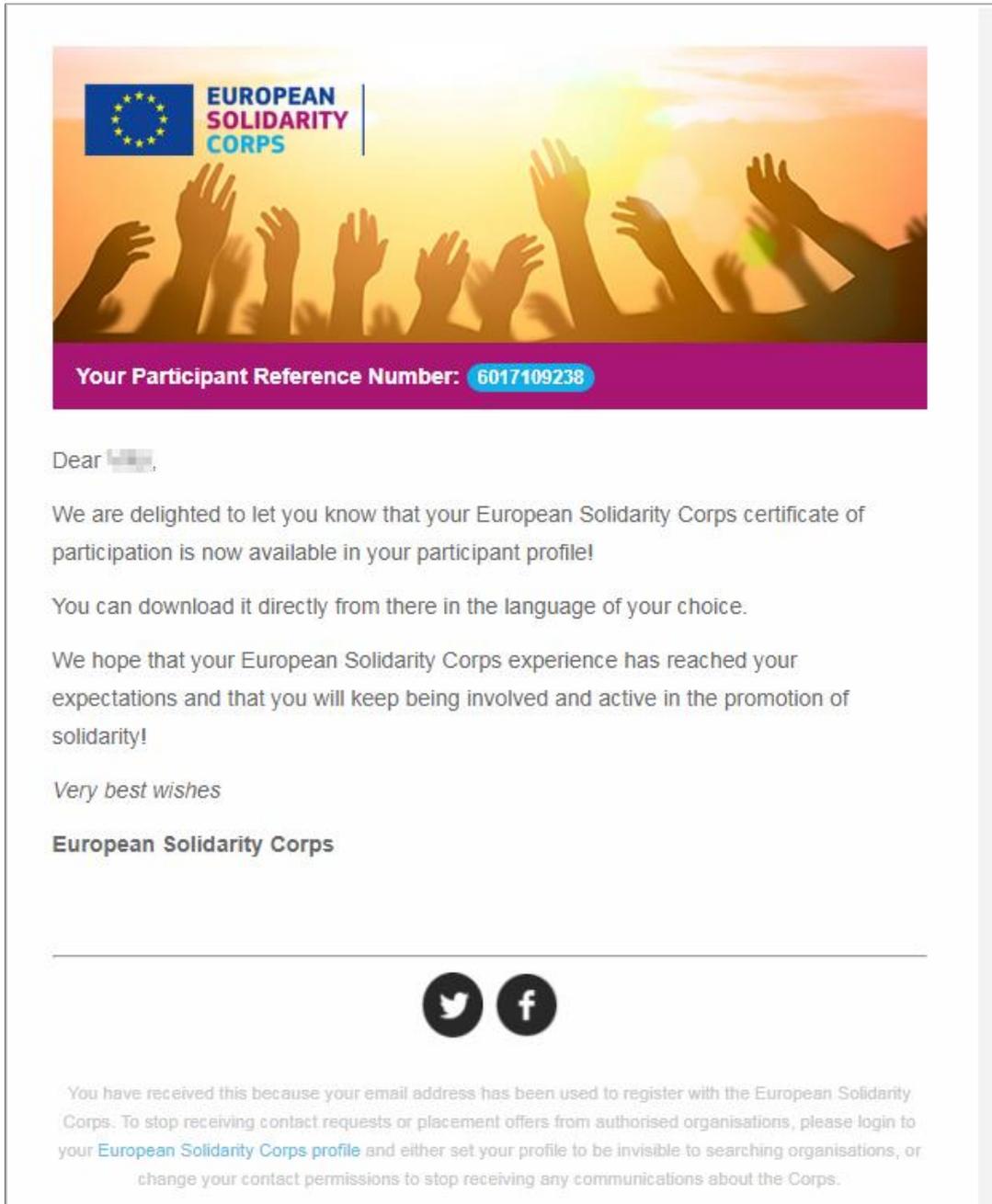
### Step 6 – Final generation of the certificate and notification to the participant

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 their preferred contact language – with details about how they 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 their choice.

**Example of email notification the participant receives:**

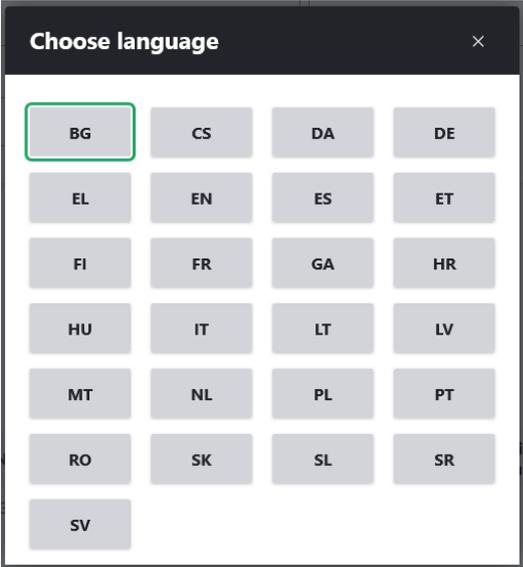


Information about the certificate will be displayed in the 'Certificates' list.

You can also print the certificate at any time. For this you can download (3) it from the certificates' list (please see 'Actions' column).

Offer ID	Offer	Project code	Participant	PRN	Activity Start Date	Activity End Date	Activity City	Activity Country	Funding programme	Created	Operations
158985	Rural Lorem Ipsum	2024-1-ES02-ESC51-VTJ-000217289	John.Doe	7143648228849763	24/09/2024	30/11/2024	Álora	ES	European Solidarity Corps / Volunteering - ESC51	04/12/2024 21:41	Download for printing <span style="color: red; font-weight: bold;">3</span>

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.



**Example - Final version of the certificate of participation the participant receives electronically (in the dashboard associated to their 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](https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en)

## **22. 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 process.

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

[https://youth.europa.eu/solidarity/organisations/contact-national-agencies\\_en](https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en)

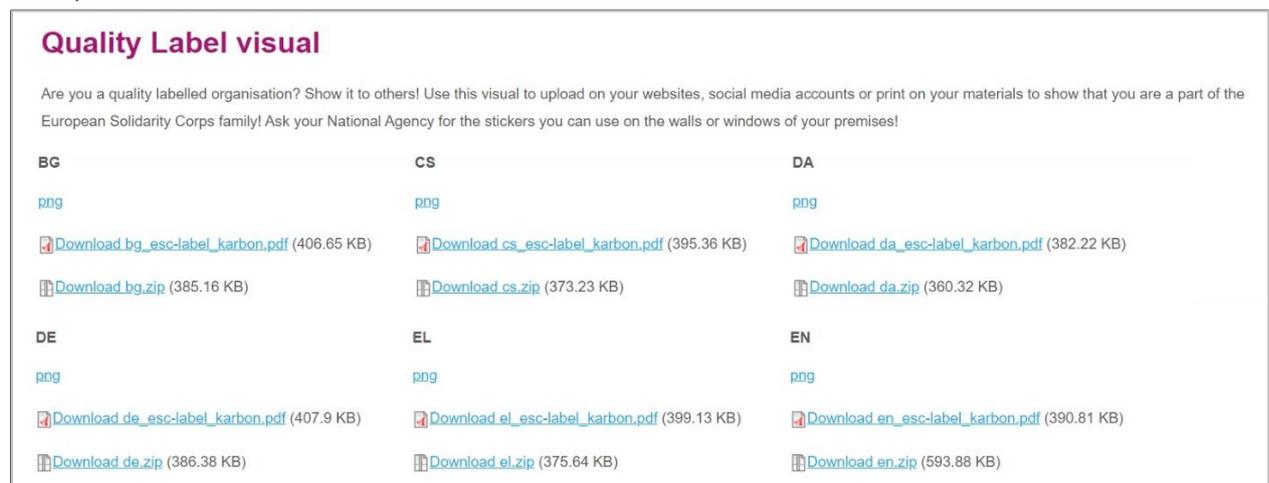
## 23. Quality Label Visuals

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:



## 24. General Online Training

The access to the General Online Training (GOT) platform is provided to the organisations that have access to PASS. The GOT platform hosts a handbook for organisations with multiple activities to do with volunteers.

How to access the GOT platform:

- Log in to PASS
- Click on the 'Access to General Online Training' (1) button that is displayed at the top of the dashboard (table) of the organisation

Home  
**Placement Administration and Support System (PASS)**

**1**  
Access to General Online Training

Name	Offers	Agreements - Beta	Quality Labels	Opportunities
Test Organisation Alpha	<a href="#">Search and contact</a> <a href="#">Send an offer</a> <a href="#">Offers</a> <a href="#">Certificates</a>	Coming soon!	<a href="#">QI Material</a>	<a href="#">Manage opportunities</a> <a href="#">Contacts</a> <a href="#">Applications</a>

Remove from my 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 notice terms' (2).

Home  
**General Online Training**

Back

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 understood the [GOT Data Protection notice](#).\* **2**

**3**  
Continue [CANCEL](#)

- Tick the 'I have read and understood the GOT Data Protection notice.' (2) checkbox and click on the 'Continue' (3) button.

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

Home

# General Online Training

[Back](#)

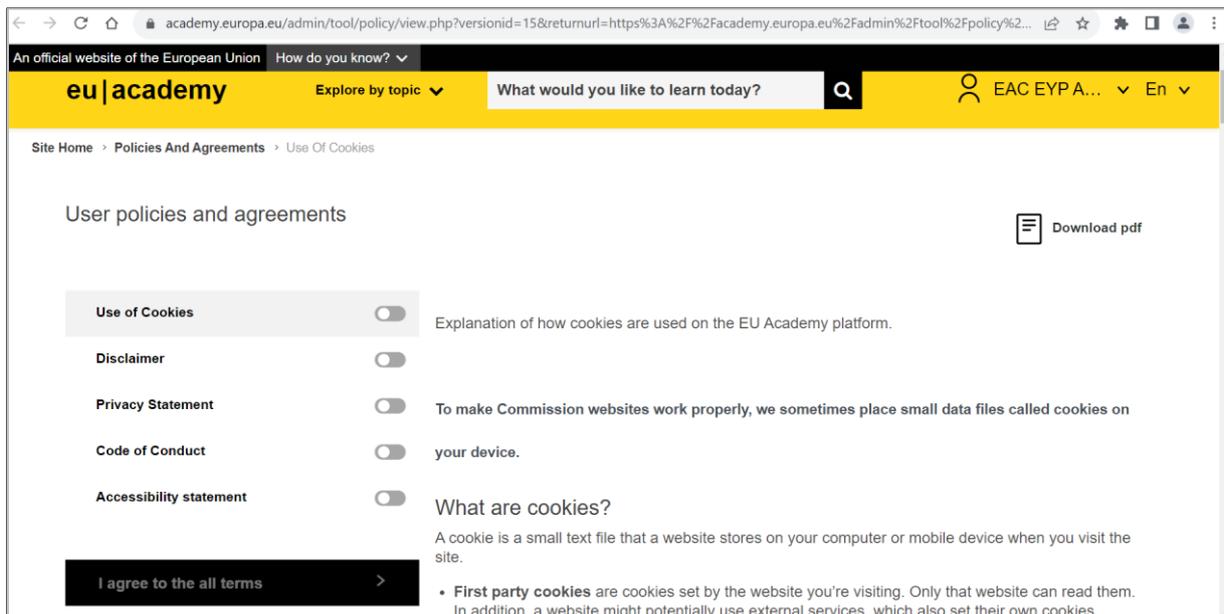
Welcome to the online training section for the European Solidarity Corps.

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!

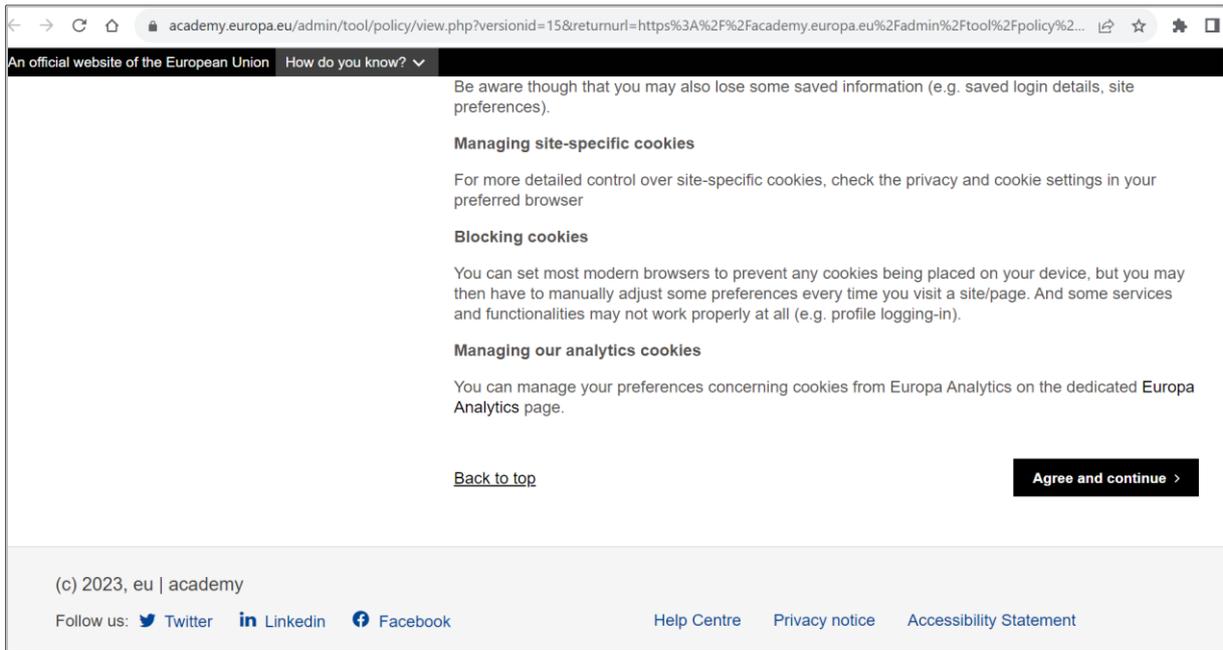
Terms accepted at: *06/03/2025 12:49*

[Go to EU Academy](#)

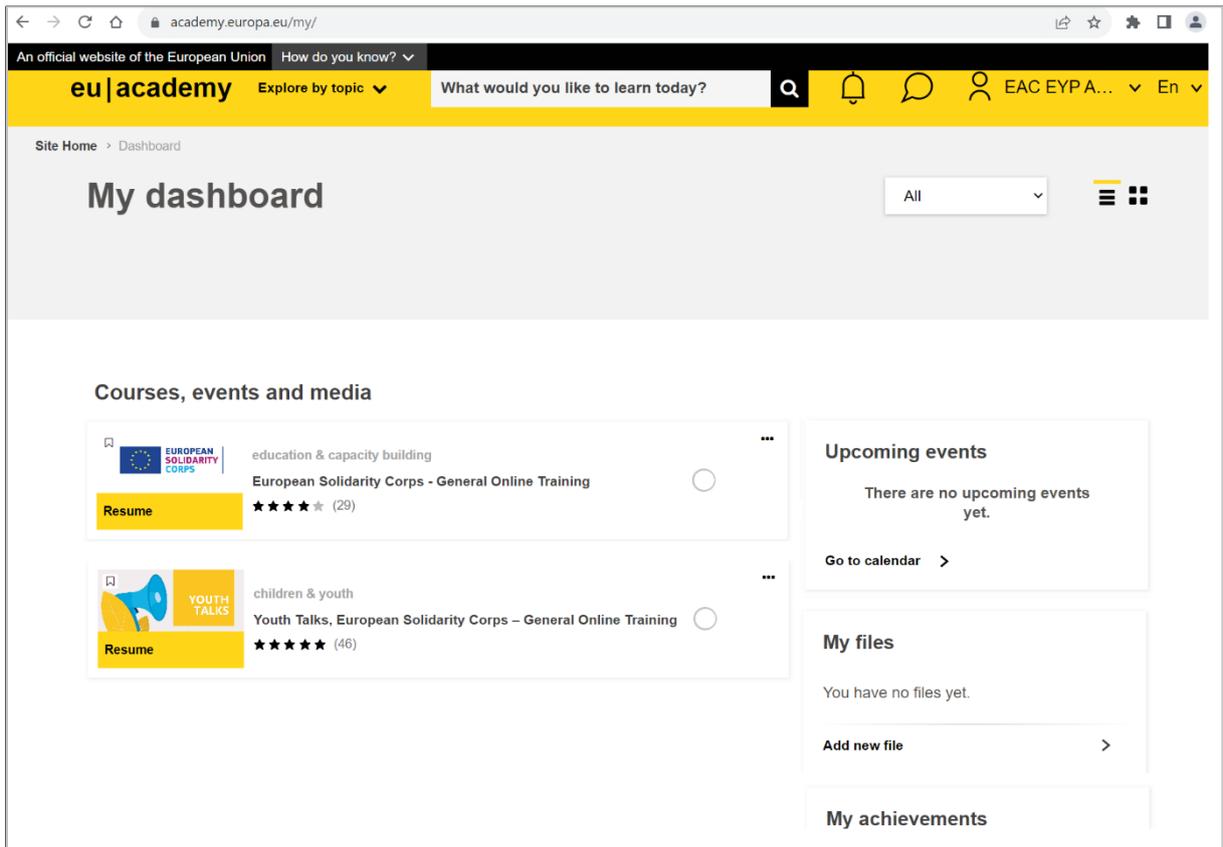
The EU Academy' User policies and agreements' page is displayed, therefore please read and agree with all polices (e.g. Use of Cookies, Disclaimer, Privacy Statement, Code of Conduct, Accessibility statement).



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:



## 25. Participant area and actions

### 25.1. Participant's dashboard

After a young person registered to the European Solidarity Corps portal, a dashboard is associated to their profile. From this dashboard the registered candidate can manage their profile, search and apply for opportunities, access the General Online Training, and much more:

Example of a dashboard home page:

The screenshot shows the user interface of the European Solidarity Corps portal. At the top left is the European Union logo and the text "European Union". At the top right is a language selector for "English EN". Below this is a navigation bar with "Europa" and a home icon. The main header features the "EUROPEAN YOUTH PORTAL" logo, a search bar, and a "Questions?" button. A dark purple navigation bar contains icons for "Home", "Online training", "Opportunities", and "My Profile", along with a user profile picture. The main content area starts with a purple heading: "Thank you for joining the European Solidarity Corps!". Below this is a yellow informational box with text: "Thank you for registering for the European Solidarity Corps, and for logging in to your account. This will be the main area through which you can manage your Corps experience. Click on the buttons below to start the European Solidarity Corps training modules and to keep your profile up to date." The dashboard is divided into three columns. The left column is a pink profile card for "Testee PEDRO" from Portugal, showing a "Participant reference number (PRN)" of 7108072148691382, a green checkmark for "Face-to-face training completed", and "Certificates (0)". The middle column is a white card titled "Opportunity 2nd example" for "Test Organisation Alpha" in "Oudenaarde, Belgium" from 05/03/2025 to 22/03/2025. The right column is a white card for "Recreations in institutional care system for disabled children" by "TANTEM ASTIKI MI KERDOSKOPIKI ETAIREIA" in "Voula, Athens, Greece" from 28/02/2025 to 29/03/2026.

### Example for ‘Opportunities’ section:

By default, there are displayed only the opportunities for which the Participant profile is eligible (where the eligibility criteria are birthdate, a previous Erasmus+ volunteering activity, and country of residence).

The screenshot displays the 'Opportunities' section of the European Solidarity Corps portal. At the top, there are navigation links for Home, Online Training, Opportunities, and My Profile. A search bar is present with a 'Questions?' button. On the left, there are filter options: 'Show only opportunities I can apply for' (checked), 'Show only Humanitarian Aid opportunities' (unchecked), 'Activity country' (Any country), 'Activity type' (Any), 'Activity topics' (Any), 'Starts after' (Date), and 'Ends before' (Date). A 'Clear search' button is at the bottom of the filters. The main area features a map of Europe with red circles indicating the number of opportunities in various countries: 2 in Finland, 38 in Sweden, 120 in the UK, 252 in Germany, 192 in France, 29 in Italy, 2 in Spain, 6 in Portugal, and 4 in Greece. Below the map, there are sorting options: 'Sort list by: Most recently entered' (selected), 'Application deadline', and 'Start date'. The results section shows '736 opportunities found' and a grid of opportunity cards. Each card includes a logo, title, location, dates, and application deadline. For example, one card is for 'Volunteering in Klubicko 2025/2026' in Kroměříž, Czech Republic, with dates from 01/05/2025 to 31/12/2025 and no application deadline. Another card is for 'VOLUNTEERING IN CITY PUBLIC LIBRARY IN GDYNIA' in Gdynia, Poland, with dates from 17/05/2025 to 18/05/2026 and an application deadline of 09/03/2025.

### Example for 'My profile' section:

The screenshot displays the 'My Profile' section of the European Union Youth Portal. The page features a purple header with the European Union logo and 'English EN' on the right. Below the header is a navigation bar with icons for Home, Online training, Opportunities, and My Profile (which is highlighted). A sidebar on the left contains several profile categories: 'Your Personal Data', 'Your Background, Education and Skills', 'Solidarity Projects', 'Volunteering Projects', 'Humanitarian aid volunteering projects', and 'Privacy'. The main content area is a form with the following fields:

- Family name \***: Text input with value 'Pedro'. Note: Content limited to 120 characters.
- First name \***: Text input with value 'Testee'. Note: Content limited to 60 characters.
- What is your date of birth?**: Date picker with value '01/01/2001'.
- Which country are you legally resident in?**: Dropdown menu with value 'Portugal'.
- Gender**: Dropdown menu with value 'Male'.
- Email address \***: Text input with value 'bec146b68c0a8d209@eu.int'.
- Preferred contact language**: Dropdown menu with value 'English'.
- What is your nationality?**: Dropdown menu with value 'Portuguese'.
- ADDRESS**:
  - Street**: Text input. Note: Content limited to 120 characters.
  - Town / city**: Text input. Note: Content limited to 120 characters.
  - Postal code**: Text input. Note: Content limited to 85 characters.
  - Country**: Displayed as 'Portugal'.
- PHONE**:
  - Telephone number – landline**: Text input with value '912 345 678' and a flag icon.
  - Telephone number – mobile**: Text input with value '912 345 678' and a flag icon.

A 'Save' button is located at the bottom of the form.

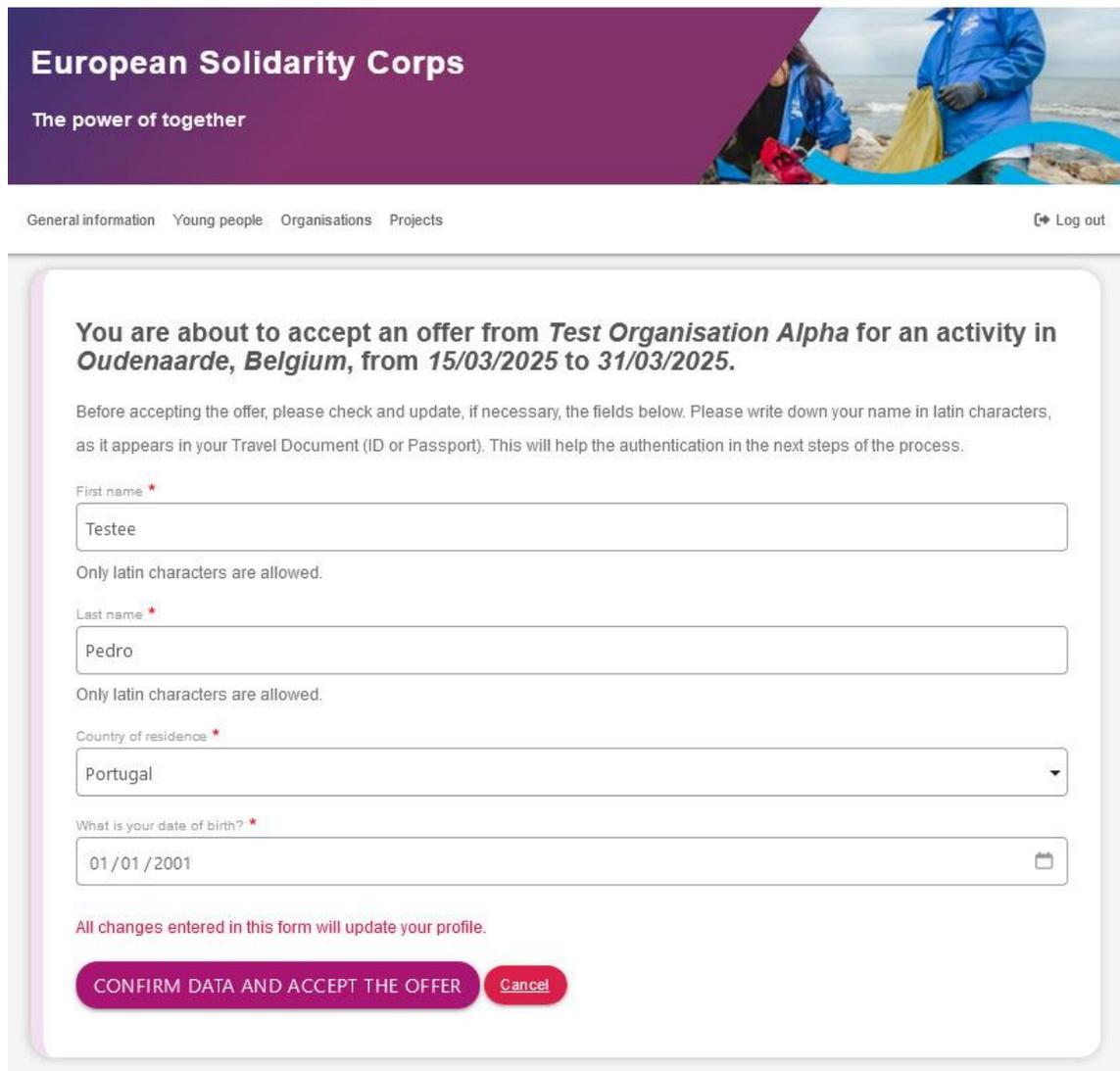
## 25.2. Accepting an offer – Confirmation page

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

Should the information need correction (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 they should either contact the country National Agency or send an email via 'Questions' form ([https://youth.europa.eu/ask-a-question\\_en](https://youth.europa.eu/ask-a-question_en)) available in the European Youth Portal & European Solidarity Corps portal



The screenshot shows the 'European Solidarity Corps' header with the tagline 'The power of together' and a background image of people in blue jackets. Below the header is a navigation menu with 'General information', 'Young people', 'Organisations', and 'Projects', and a 'Log out' button. The main content area is a confirmation form titled 'You are about to accept an offer from Test Organisation Alpha for an activity in Oudenaarde, Belgium, from 15/03/2025 to 31/03/2025.' The form includes instructions to check and update personal data. It contains four input fields: 'First name' (Testee), 'Last name' (Pedro), 'Country of residence' (Portugal), and 'What is your date of birth?' (01/01/2001). A note states 'All changes entered in this form will update your profile.' At the bottom are two buttons: 'CONFIRM DATA AND ACCEPT THE OFFER' and 'Cancel'.

**European Solidarity Corps**  
The power of together

General information Young people Organisations Projects Log out

**You are about to accept an offer from *Test Organisation Alpha* for an activity in *Oudenaarde, Belgium*, from *15/03/2025* to *31/03/2025*.**

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 the next steps of the process.

First name \*  
Testee  
Only latin characters are allowed.

Last name \*  
Pedro  
Only latin characters are allowed.

Country of residence \*  
Portugal

What is your date of birth? \*  
01 / 01 / 2001

All changes entered in this form will update your profile.

CONFIRM DATA AND ACCEPT THE OFFER Cancel

## **26. Glossary**

### **26.1. EYP**

European Youth Portal

### **26.2. ESC**

European Solidarity Corps

### **26.3. BM**

Beneficiary Module

### **26.4. VOLUN**

Humanitarian Aid projects

### **26.5. VTHPA**

Volunteering Teams in High Priority Areas

### **26.6. Quality Label**

Valid Quality Labels are available for projects in: ESC50, ESC51, ESC52, VOLUN, VTHPA

## **27. 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://youth.europa.eu/solidarity/organisations/it-tool-organisation-portal\\_en](https://youth.europa.eu/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](https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en).