



ESCI Community Service Desk

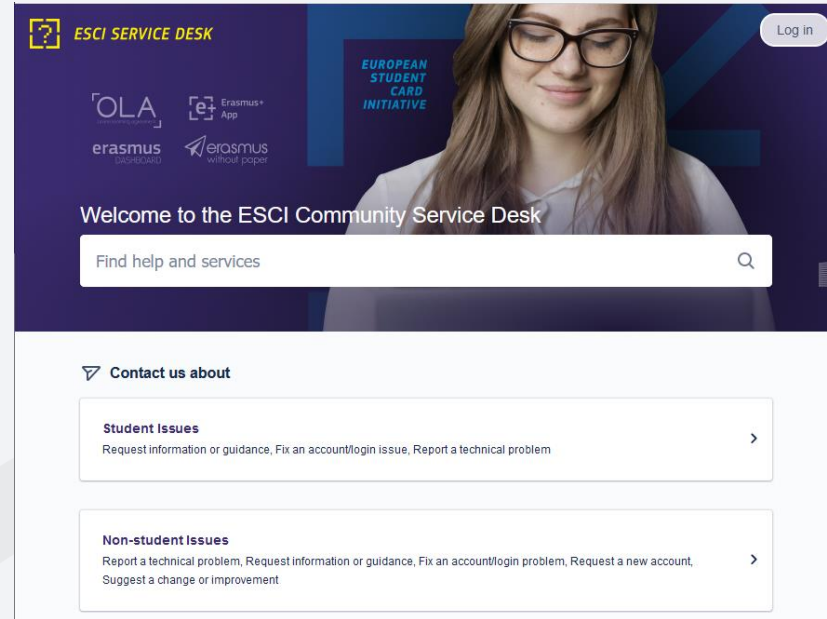
Enjoy an effortless support experience



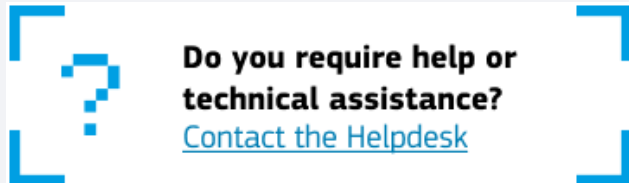
We support


- ★ EWP Network
- ★ Dashboard
- ★ Online Learning Agreements
- ★ Erasmus+ App
- ★ Authorization and authentication

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



The screenshot shows the ESCI Service Desk interface. At the top left is the 'ESC I SERVICE DESK' logo. To the right is a 'Log in' button. Below the logo are logos for 'OLA', 'Erasmus+ App', and 'erasmus without paper'. On the right side, there is a banner for the 'EUROPEAN STUDENT CARD INITIATIVE' featuring a woman with glasses. The main heading reads 'Welcome to the ESCI Community Service Desk'. Below this is a search bar with the placeholder text 'Find help and services'. Underneath the search bar, there is a section titled 'Contact us about' with two expandable categories: 'Student Issues' (Request information or guidance, Fix an account/login issue, Report a technical problem) and 'Non-student Issues' (Report a technical problem, Request information or guidance, Fix an account/login problem, Request a new account, Suggest a change or improvement).



 Do you require help or technical assistance?
[Contact the Helpdesk](#)

Starting from April 1st

Student and IROs

Issues in status

Resolution	Count	Percentage
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Done	730	
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Unresolved	242	
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SLA Success Rate

99.1 %

Time to first
response

91.1 %

Time to resolution



Customer satisfaction

Average rating
4.1

Comment	Rating
--	★ ★ ★ ★ ☆
thank you for you fast and professional service	★ ★ ★ ★ ★
The system error has not been fixed.	★ ☆ ☆ ☆ ☆
	★ ☆ ☆ ☆ ☆
	★ ★ ★ ★ ☆
	★ ★ ★ ★ ★
great assistance from Zannetos. Thank you	★ ★ ★ ★ ★
	★ ★ ★ ★ ★
Took some hours, but went fast and smooth :)	★ ★ ★ ★ ★
Went above and beyond fixing the issue I had by even sharing videos that could help with the changes I had to make. Thank you!	★ ★ ★ ★ ★



Issues by service

★ Student



Online Learning Agreements: 395 issues out of 426 (93%)

★ IROs



- 1. Inter Institutional Agreements: 244 (41%)**
- 2. Learning Agreements: 85 (14%)**

Total: 591

- Dashboard related: 81%

-EWP Network: 10%



FAQs by IROs





How can I change my HEI's info in dashboard

- **Change / Correct Institution's Name**
- **Correct Institution address (City, Postal Code)**
- **Correct Institution's Erasmus Code**
- **Change / Correct Institution's SHAC code**

Submit a request in ESCI Service Desk





How can we change the email address of the main account holder?

Do we lose previous information?

-> All information is stored at your HEI profile.

Required steps by ESCI Service Desk:

1. We remove the current registration
2. We inform you in order to make a new one
3. You submit the new registration using the preferred email address

Reminder 1: The main account holder does not have access signing OLAs

Reminder 2: duplicate accounts (same email address) are not allowed.

Important note:

Registered email address needs to be related to the main IRO or the Administration Office





3 FAQs that share the same solution



a. My Institution cannot be found in the list of partner Institutions

E+ Dashboard β

IIA Manager > New Digital IIA

Mobilities (OLA 2.0)

- Outgoing students
- Incoming students

Erasmus+ App

- Useful Info
- Deals
- Events

Applications for Erasmus+

- Outgoing students
- Incoming students
- Requirements

IIA manager

- IIA List
- New Digital IIA
- Import IIA
- Default IIA Data
- FAQs

EWP

- Website
- Settings

Support

- FAQs
- Tutorials
- Documentation

External Services

- EGRACONS

Partners definition

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

Creator Details

Institution Name	Erasmus Code	Country	City
		Turkey	Gumushane

(Select an institution)

- ABADEN01 - ph-noe.ac.at
- ADORNBIRO1 - fhv.at
- AEISENST01 - ph-burgenland.at
- AEISENST02 - fh-burgenland.at
- AEISENST05 - haydnkons.at
- AFELDKIRO1 - ph-vorarlberg.ac.at
- AFELDKIRO3 - vlk.ac.at
- AGRAZ01 - uni-graz.at
- AGRAZ02 - tugraz.at
- AGRAZ03 - kug.ac.at
- AGRAZ04 - phst.at
- AGRAZ08 - kphgraz.at
- AGRAZ09 - fh-joanneum.at
- AGRAZ10 - campus02.at
- AGRAZ23 - medunigraz.at
- AINNSBRU01 - uibk.ac.at
- AINNSBRU03 - ph-tirol.ac.at
- AINNSBRU08 - mci.edu
- AINNSBRU09 - kph-es.at

(Select an institution) (Required)

Contact Phone

Course Catalogue

Institution Name (Required)	Country	City
<input type="text"/>	<input type="text"/>	<input type="text"/>

Organizational Unit

[Clear IIA](#) | [Previous Page](#) | [Next Page](#) | [Submit IIA](#) | [Add Cooperation Condition](#) | [Delete Cooperation Condition](#)

b. Problems relating to Default IIA Data

“I am editing the static info of my Institution but changes are not saved”

OR

“Why is my default data not displayed in partner's side”



c. My Institution is not ready to exchange OLAs via the EWP Network



The Higher Education Institution you selected is not ready to exchange the Online Learning Agreement via the Erasmus Without Paper Network as of yet. Please refer to your mobility coordinator for advice on the next steps.



Select your home institution from the list and indicate the contact and responsible person. It can be the same person but it is the responsible who will receive the invitation to review and sign the agreement.





E+ Dashboard β

Ewp > Settings

- Outgoing students
- Incoming students

Erasmus+ App

- Useful Info
- Deals
- Events

Applications for Erasmus+

- Outgoing students
- Incoming students
- Requirements

IIA manager

- IIA List
- New Digital IIA
- Import IIA
- Default IIA Data
- FAQs

EWP

- Website
- Settings

Current SCHAC code for the EWP Network: brussels.uni-foundation.eu

Do you agree that the Dashboard represents your higher education institution in the EWP Network to exchange inter-institutional agreements with your partners?

No

Yes

Save

Do you agree that the Dashboard represents your higher education institution in the EWP Network to exchange the static information for inter-institutional agreements with your partners?

No

Yes

Save

Should the Dashboard represent your higher education institution in the EWP Network for the purpose of enabling the electronic exchange of the Online Learning Agreement information?

No

Yes

Save





How can I have access in Dashboard

Personnel asking for access have to contact their main account holder.

Wait for an email notification with the activation link.

Reminder: Check your spam folder for missing notification email.



How can i reset my password?

Steps:

- Forgot password?
- Password reset notification email
- Follow “reset password” button OR link





A **red** notification has appeared in many IIAs. What does it mean?

Message: *The partner has not shared an ID for this IIA, therefore no actions are available at this point. Please notify your partner to respectively contact their provider.*

Related to IIAs exchanged with partners represented by 3rd party providers/inhouse systems.

Meaning: The partner institution has not shared its local IIA id, which is mandatory. Not possible to continue the signing process.

Next step: Ask partner colleagues to respectively contact their providers.



The partner Institution hasn't received the IIA I have created

Outgoing students

Incoming students

Requirements

IIA manager

IIA List

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EGRACONS

Terms of the agreement to be set for each agreement and approved by the institutions (Information only accessible to the relevant parties).

Mobility numbers per academic year

The partners commit to amend the table below in case of changes in the mobility data by no later than the end of September in the preceding academic year.

Hide/Show Cooperations Conditions

Termination of the agreement

[It is up to the involved institutions to agree on the procedure for modifying or terminating the inter-institutional agreement. However, in the event of unilateral termination, a notice of at least one academic year should be given. This means that a unilateral decision to discontinue the exchanges notified to the other party by 1 September 20XX will only take effect as of 1 September 20XX+1. The termination clauses must include the following disclaimer: "Neither the European Commission nor the National Agencies can be held responsible in case of a conflict."]

"Inter-Institutional Agreements are digitally signed"

Waiting for partner review

Send New EWP Notification



Check here for **announcements** regarding maintenance.

ESC I SERVICE DESK

OLA
Erasmus+ App
erasmus without paper

EUROPEAN STUDENT CARD INITIATIVE

Welcome to the ESCI Community Service Desk

Find help and services

SUPPORTED BY THE EUROPEAN COMMISSION

Webinar screenshot test
This is a testing announcement that will be presented in the Summer Webinar

Contact us about

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

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

Recently used forms

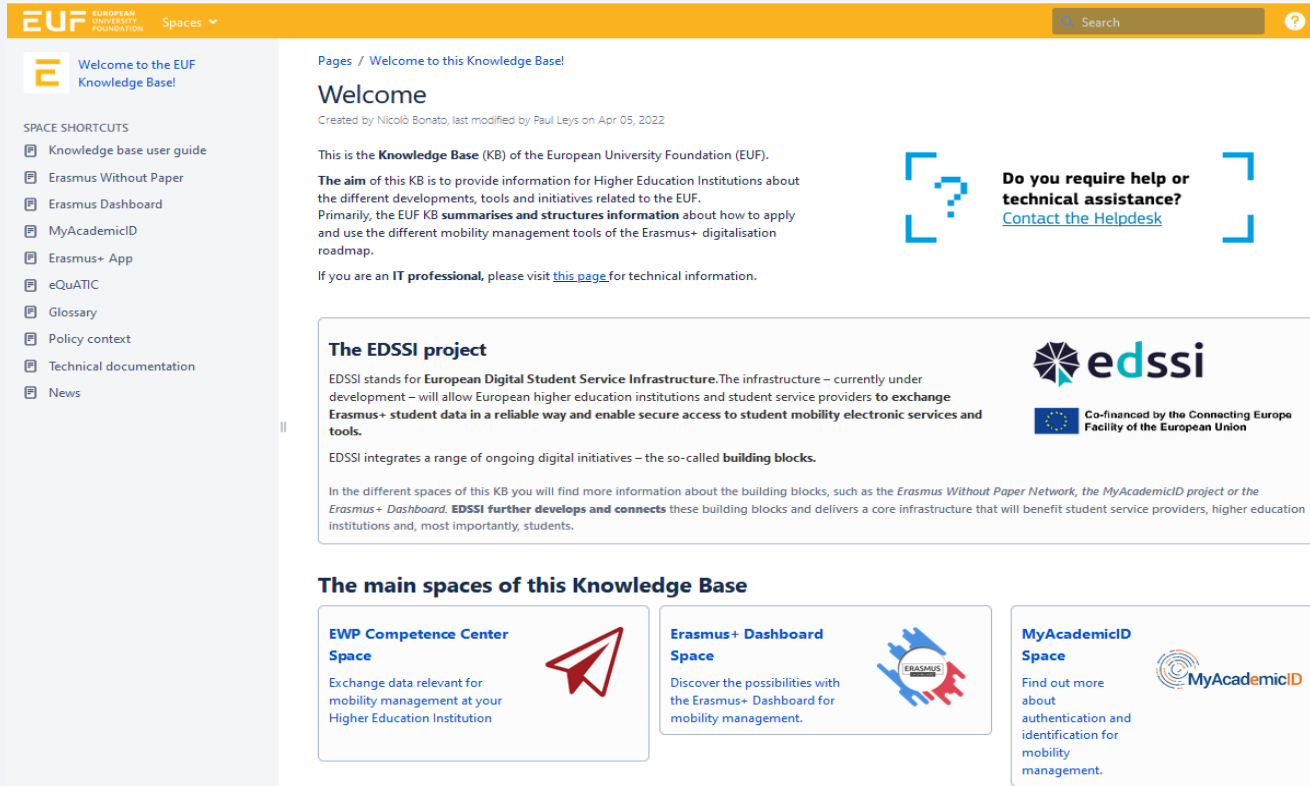
Report a technical problem in ESCI Community Service Desk
Get assistance for IT problems and issues you are facing





The knowledge base

➤ <https://wiki.uni-foundation.eu/>



The screenshot shows the EUF Knowledge Base website. The header includes the EUF logo and a search bar. The left sidebar lists 'SPACE SHORTCUTS' such as Knowledge base user guide, Erasmus Without Paper, Erasmus Dashboard, MyAcademicID, Erasmus+ App, eQuATIC, Glossary, Policy context, Technical documentation, and News. The main content area features a 'Welcome' message, a 'Do you require help or technical assistance?' call to action with a 'Contact the Helpdesk' link, and a section for 'The EDSSI project' which includes the EDSSI logo and text about the European Digital Student Service Infrastructure. At the bottom, there are three boxes for 'The main spaces of this Knowledge Base': 'EWP Competence Center Space', 'Erasmus+ Dashboard Space', and 'MyAcademicID Space', each with a brief description and a relevant icon.

Welcome to the EUF Knowledge Base!

- Knowledge base user guide
- Erasmus Without Paper
- Erasmus Dashboard
- MyAcademicID
- Erasmus+ App
- eQuATIC
- Glossary
- Policy context
- Technical documentation
- News

Pages / Welcome to this Knowledge Base!


Welcome

Created by Nicolò Bonato, last modified by Paul Leys on Apr 05, 2022

This is the **Knowledge Base** (KB) of the European University Foundation (EUF).

The aim of this KB is to provide information for Higher Education Institutions about the different developments, tools and initiatives related to the EUF. Primarily, the EUF KB **summarises and structures information** about how to apply and use the different mobility management tools of the Erasmus+ digitalisation roadmap.

If you are an **IT professional**, please visit [this page](#) for technical information.



Do you require help or technical assistance?
[Contact the Helpdesk](#)

The EDSSI project

EDSSI stands for **European Digital Student Service Infrastructure**. The infrastructure – currently under development – will allow European higher education institutions and student service providers to **exchange Erasmus+ student data in a reliable way and enable secure access to student mobility electronic services and tools**.

EDSSI integrates a range of ongoing digital initiatives – the so-called **building blocks**.

In the different spaces of this KB you will find more information about the building blocks, such as the *Erasmus Without Paper Network*, the *MyAcademicID project* or the *Erasmus+ Dashboard*. **EDSSI further develops and connects** these building blocks and delivers a core infrastructure that will benefit student service providers, higher education institutions and, most importantly, students.



Co-financed by the Connecting Europe Facility of the European Union

The main spaces of this Knowledge Base

EWP Competence Center Space

Exchange data relevant for mobility management at your Higher Education Institution



Erasmus+ Dashboard Space

Discover the possibilities with the Erasmus+ Dashboard for mobility management.



MyAcademicID Space

Find out more about authentication and identification for mobility management.





Resolved common issues

- Multiple cooperation conditions missing after submitting IIAs.
- Some IIAs remained unassigned although no error message were displayed to the users.
- Some IIAs were marked having Status: -1 and therefore were not available for further actions.
- Email notifications were sent to wrong recipients.

