erasmus without paper

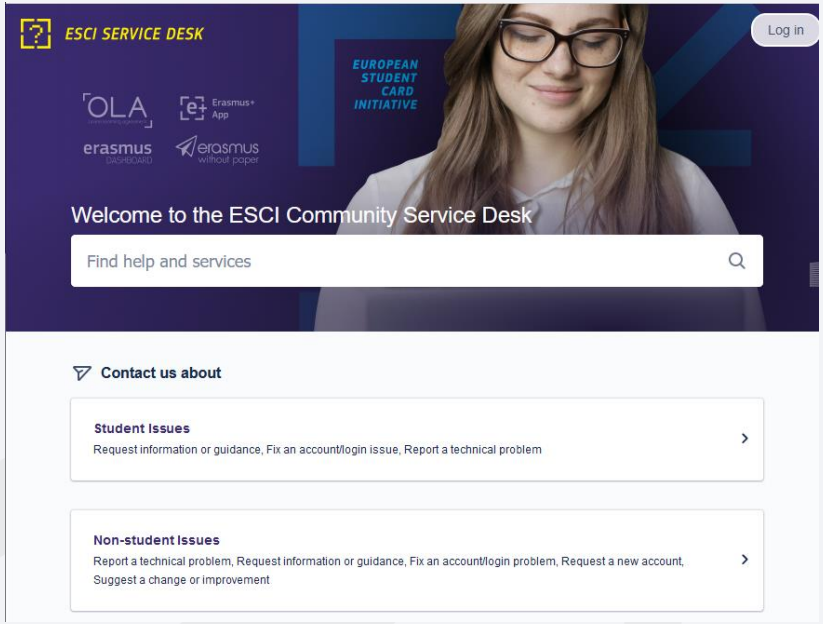
ESCI Community Service Desk

Enjoy an effortless support experience

We support

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

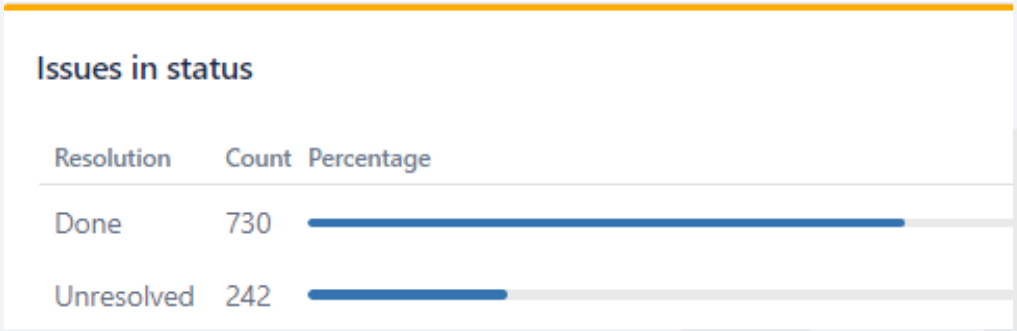
https://support.erasmuswithoutpaper.eu/

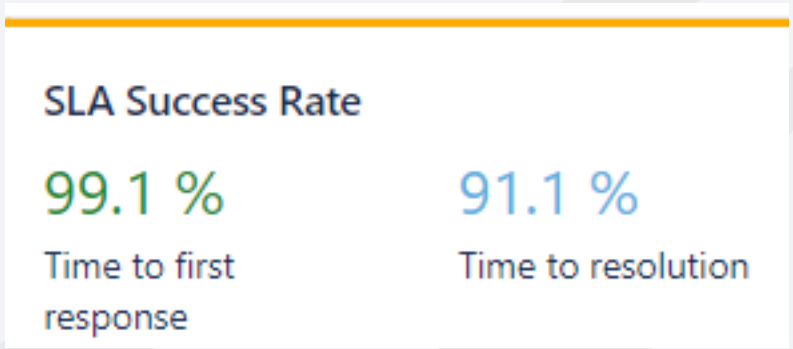


Do you require help or technical assistance?
Contact the Helpdesk

Starting from April 1st

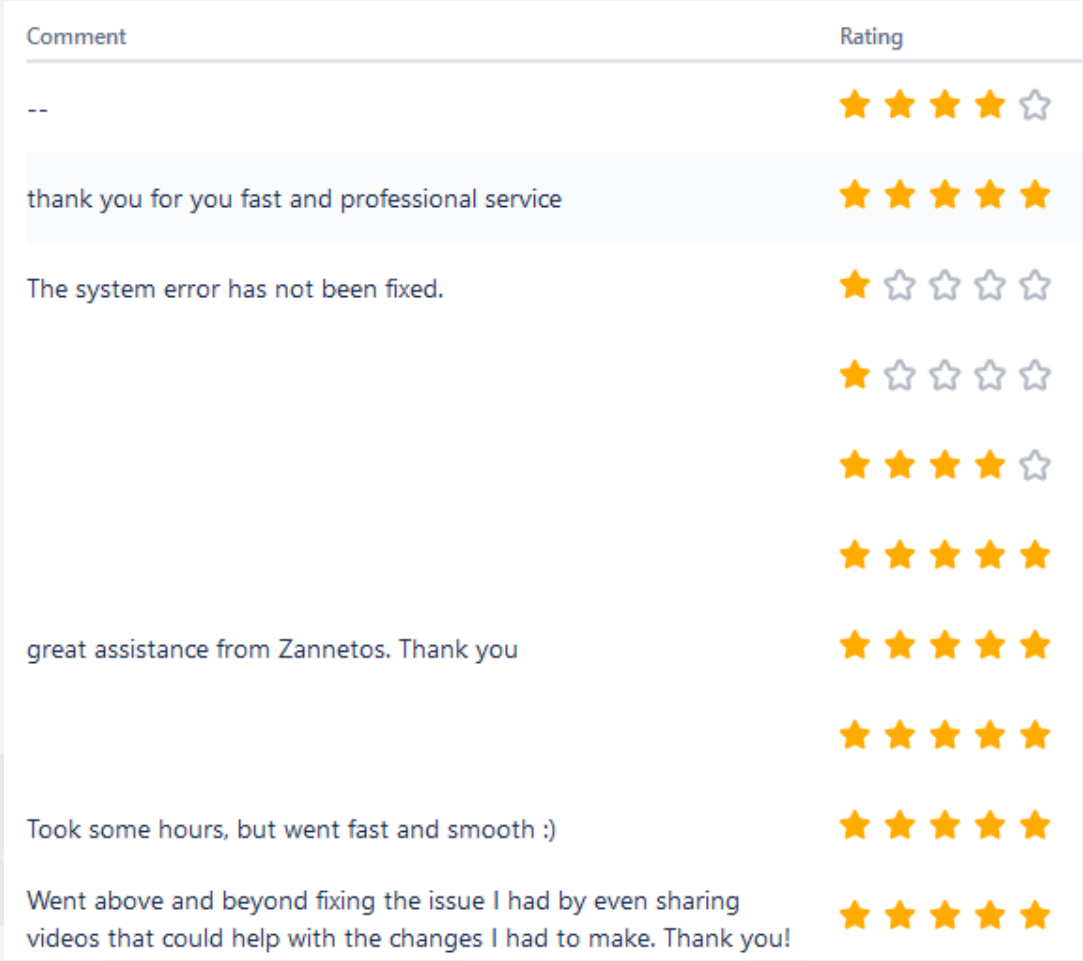
Student and IROs





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 prefered email address

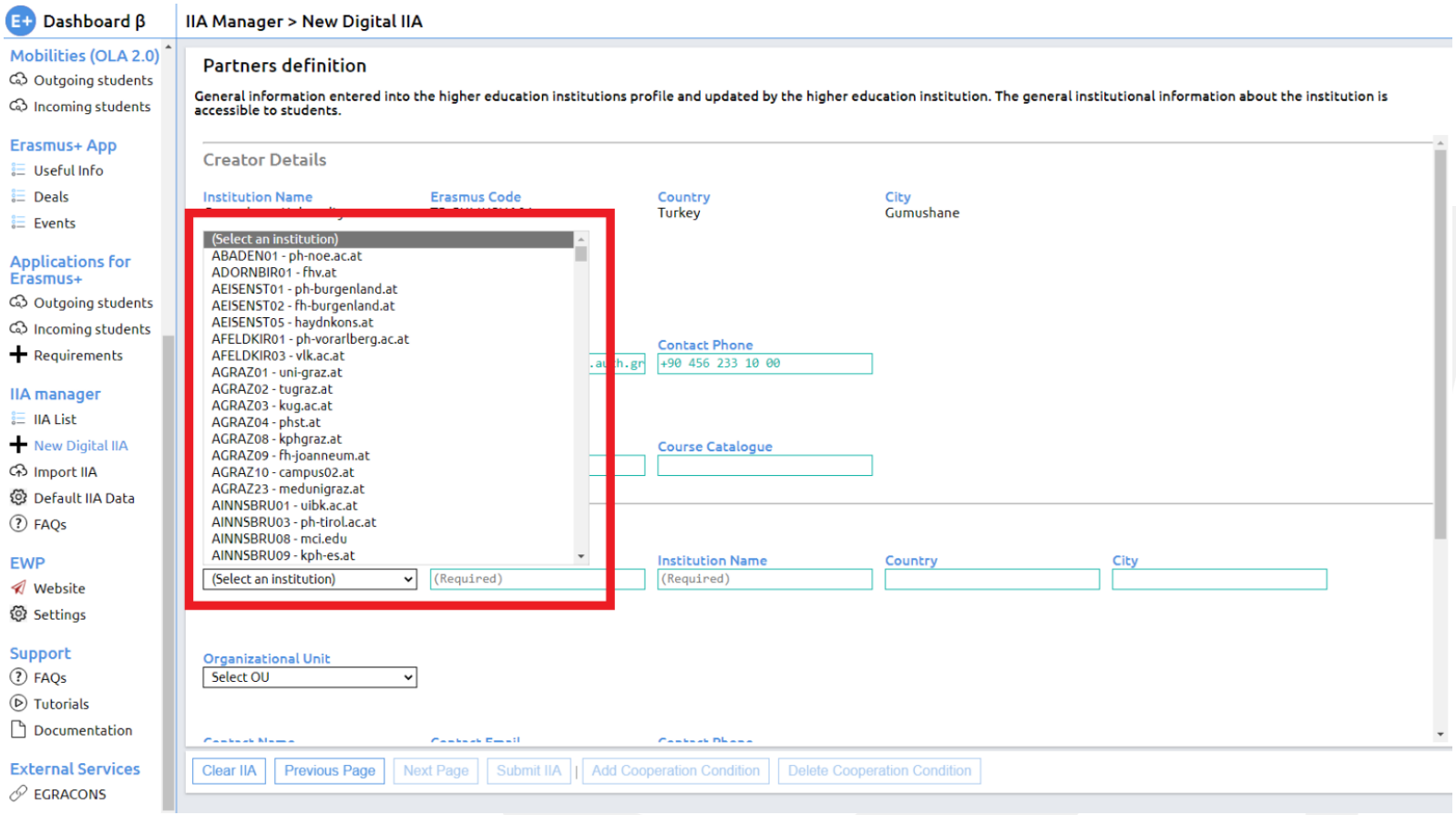
Important note:

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

Reminder 1: The main account holder does not have access signing OLAs
Reminder 2: duplicate accounts (same email address) are not allowed.

3 FAQs that share the same solution

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



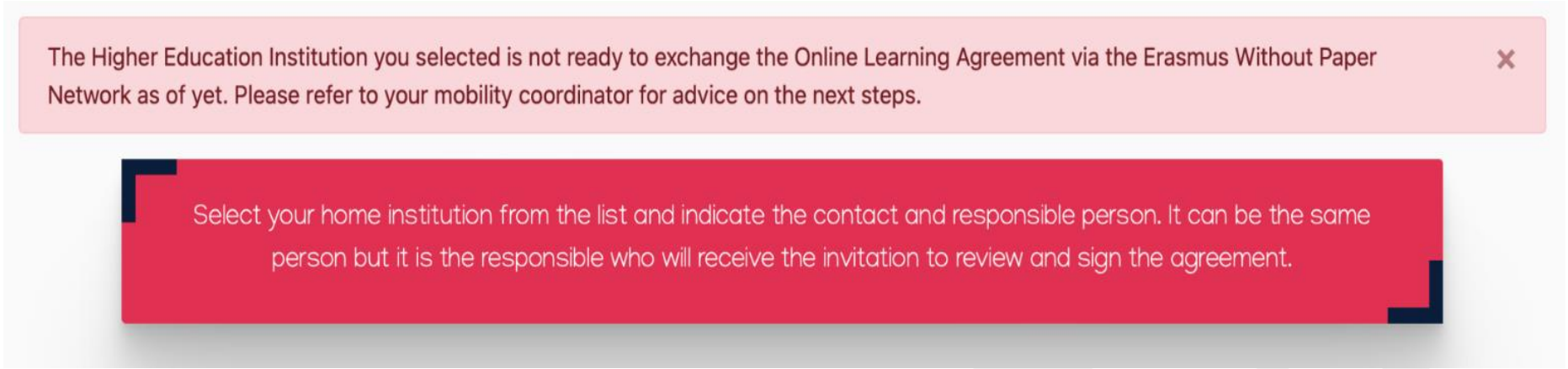
b. Problems relating to Default IIA Data

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

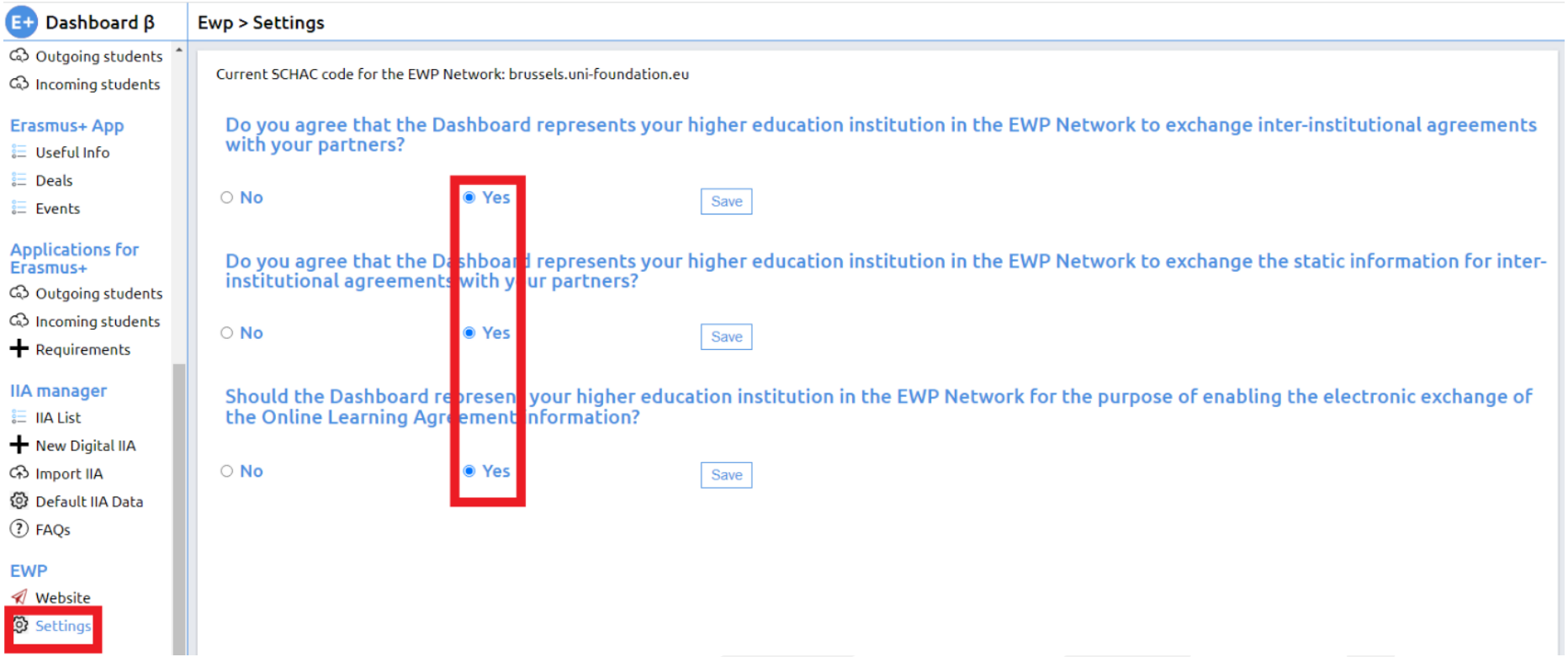
OR

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

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



Solution: Check EWP settings



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?

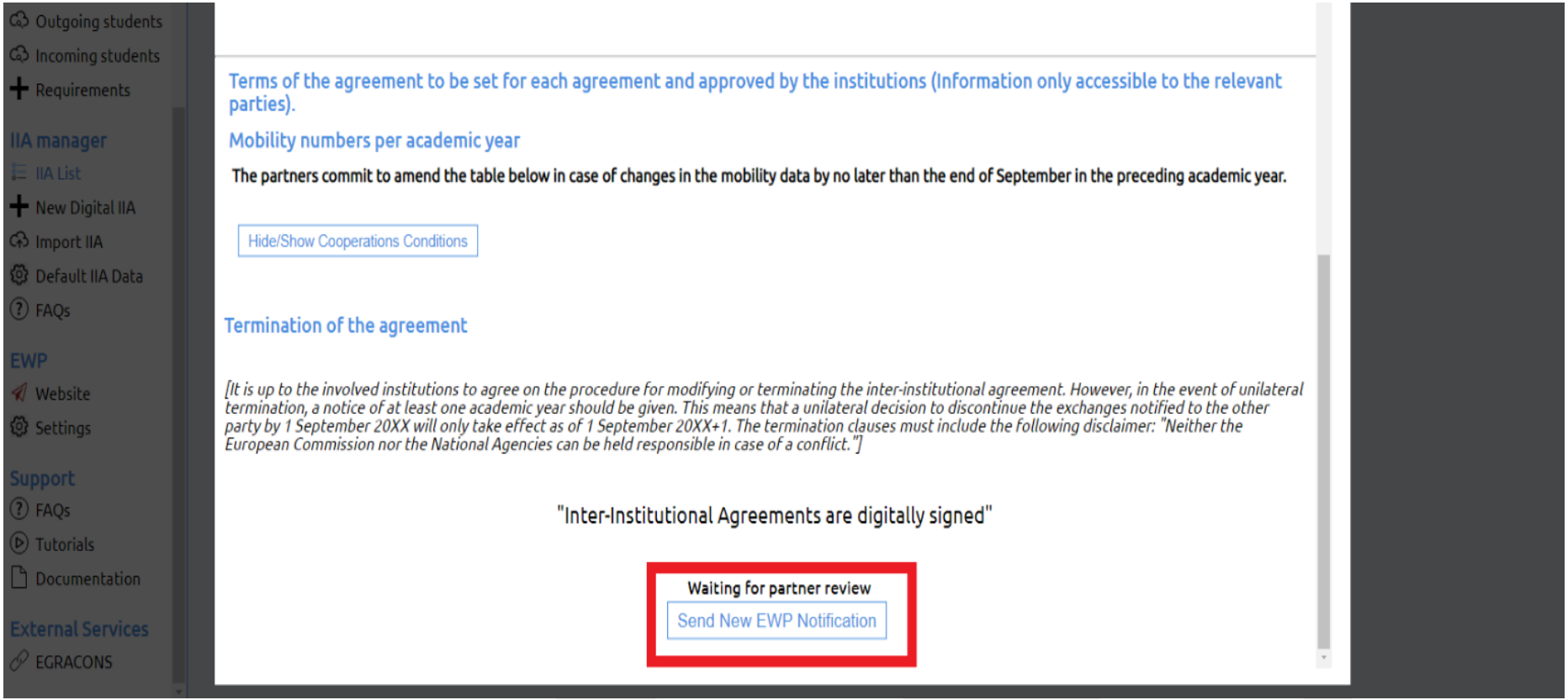
Message: *The partner has not shared an ID for this IIA, therefore no actions are available at this point. Please notify your partner to respectively contact their provider.*

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.

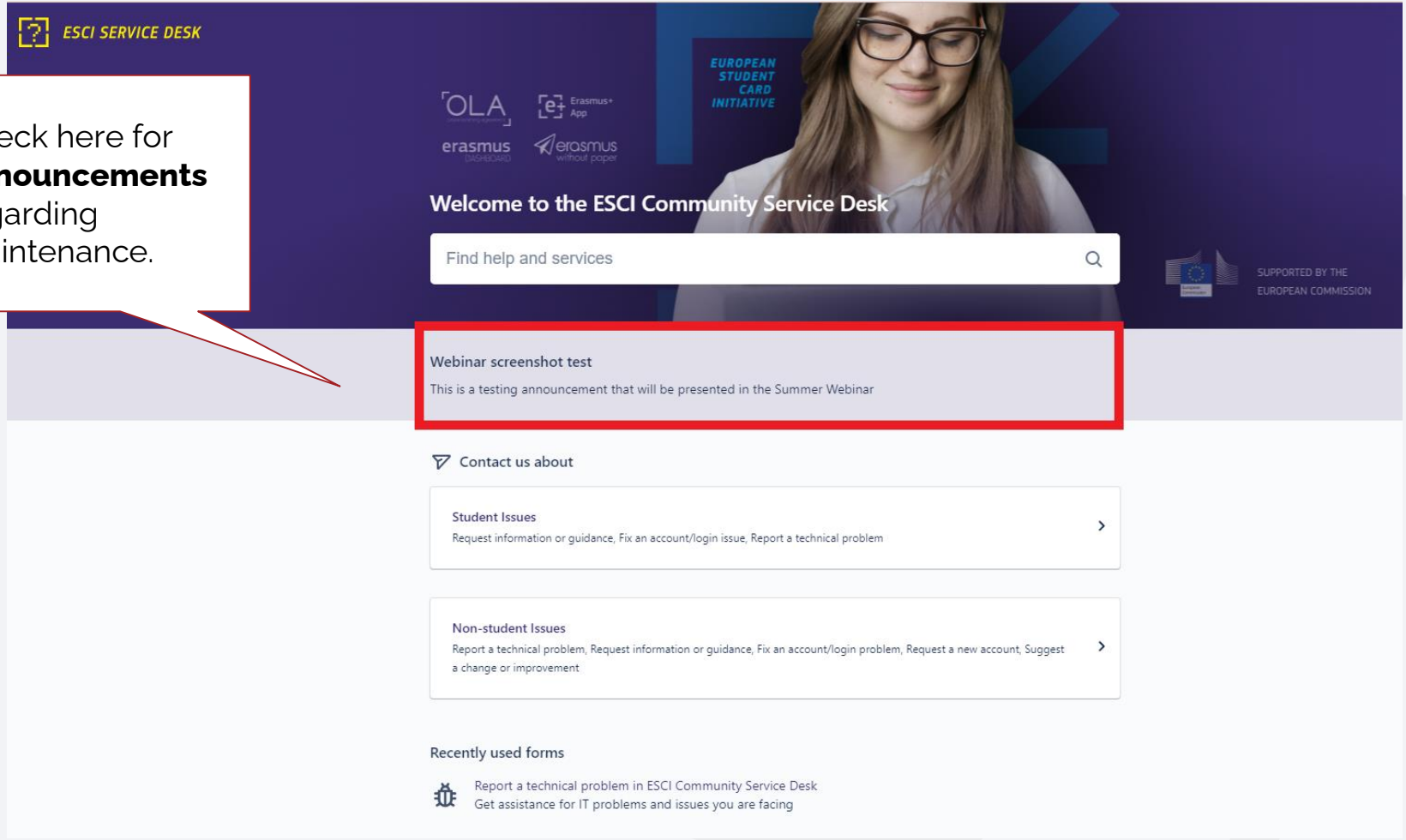
Next step: Ask partner colleagues to respectively contact their providers.

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



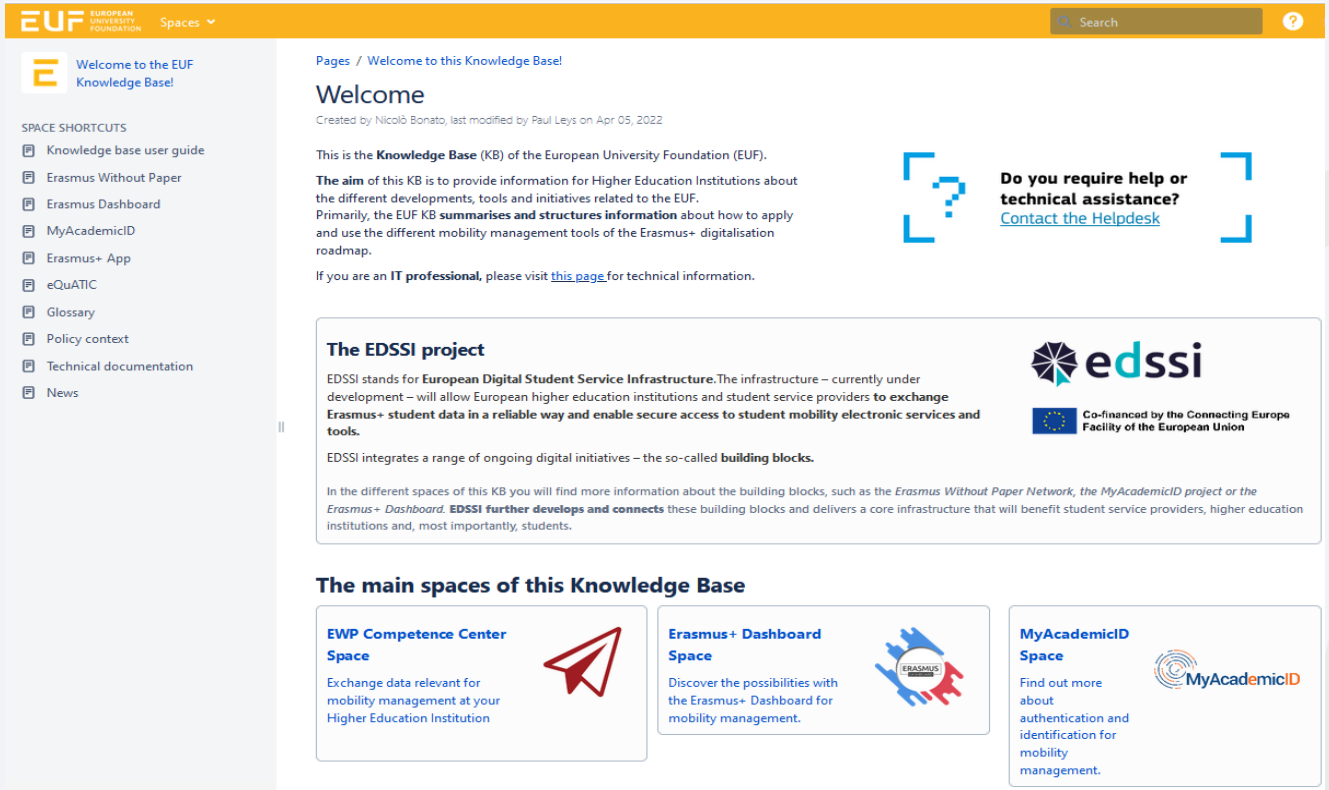
Before you submit your issue

Check here for **announcements** regarding maintenance.



The knowledge base

➢ https://wiki.uni-foundation.eu/



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.