

ERASMUS+ BENEFICIARY DASHBOARD

What is an ECAS account and how can I login to ECAS?

Access to the platform for project beneficiaries and officers is based on an ECAS account. ECAS stands for the European Commission's Authentication Service. It provides single sign-on across a large number of the European Commission information systems: you will need to use only one username and password to access different IT systems and once you have logged in to ECAS, you do not have to re-enter your username and password within the same browser session. Protected information systems request ECAS to supply the current user's identity - if it has already authenticated you, it does not ask you to do so again (provided that you have not disabled the use of cookies in your browser). You can find more information in the [ECAS FAQ page](#).

How can I register to ECAS?

If you don't have yet an ECAS account, then registering in ECAS (the European Commission's Authentication Service) is easy. Go to the [ECAS sign-up form](#) with your desktop web browser. Enter the requested information (chosen username, first name, last name, email address, etc.) then click on "Sign-Up".

When registering in ECAS in order for you to act as the beneficiary of a project, please ensure that:

- o In the ECAS sign-up form, you made a request to create an ECAS account in the **external** domain.
- o The email address you specified is the email address communicated when submitting the application for the project.

Although I am certain that I am using the correct username/password combination, the system refuses to give me access. What shall I do?

Please make sure that you have selected the correct domain on the ECAS login page. People outside of the European Commission should choose the "External" domain. You can change your domain on the login page itself (look for the "use a different domain" link below the login box) or you can go to this [ECAS domain selection page](#) and retry your login. Note that cookies must be enabled on your web browser.

After ECAS registration, I did not receive any email. What shall I do?

- Contact your IT department to check if the email from the Authentication Service subject: Your password / Votre mot de passe is not "queuing" in the mail server.
- The problem could occur if the email is treated as a spam. Ask your IT administrator to remove ecas-admin@ec.europa.eu or the domain ec.europa.eu from the spam filter.
- If it does not solve the problem, then please follow the instructions as indicated [here](#) in order to have the ECAS account verified by the responsible support team.

I lost/forgot my password.

Just click on "New password" in the menu. Note that you can't reset your password if your account is locked. An account is locked if too many incorrect passwords are entered in a row. During that time you won't be able to log in or reset your password. Contact support for assistance or wait 15 minutes until the account is unlocked automatically. If you haven't entered the incorrect passwords yourself, it may be that someone is trying to guess your password or that a user mistyped their login (writing yours instead). You should notify support if you suspect this! Please contact the DG EAC IT Helpdesk at: EC-HELPDESK-IT@ec.europa.eu.

I tried to change my password by using the link in ECAS "Change password" or request my forgotten password by using the link in ECAS "Forgotten your password". After I filled in the username or my email address as requested, I never received the email to initialise my password.

- This problem could be caused by using an incorrect domain in the ECAS service when trying to obtain a new password. With any Participant Portal organisation, proposal or project role, including LEAR/ACCOUNT ADMINISTRATOR, your domain should be "External".
- Contact your IT department to check if the email from the Authentication Service <ECAS-ADMIN@EC.EUROPA.EU> subject: ECAS Password Initialisation is not "queuing" in the mail server.
- The problem could occur if the email is treated as a spam. Ask your IT administrator to remove ecas-admin@ec.europa.eu or the domain ec.europa.eu from the spam filter.

· If it does not solve the problem, then please follow the instructions as indicated [here](#) in order to have the ECAS account verified by the responsible support team.

How can I change my email address in ECAS?

If you are logged-in, simply go to your user detail page then select **Modify my personal data** and enter a new valid email address in the e-mail field. Note that certain ECAS accounts that were created with a heightened security procedure (e.g. LEAR accounts) cannot change their email address directly from within ECAS afterwards.

LEAR's can change it in the Beneficiary Register on the Participant Portal, choosing the page My Organisations after ECAS login. There you will inform the Validation Services via the messaging option. The e-mail address will subsequently be updated. Please note that a new e-mail address triggers for a LEAR a new ECAS account meaning you will receive a new PIN code.

However, if you wish to change the email address associated to your ECAS account for the purposes of the Beneficiary Dashboard, we strongly advice you not to change the email address associated to your ECAS account using this method. Please contact your project officer at your respective agency (NA or EACEA) and ask them to perform this change for you in their grant management system. Once they perform the change, an email will be sent to the updated email address that you indicated, with information on how to log in.

What is an "automatic sign-on" or "single sign-on"?

Automatic sign-on (also called "single sign-on") allows you to log in to multiple websites with a single username and password, reducing the number of times you have to enter them.

I tried to register and the username I have chosen is not accepted.

When you specify a username when registering in ECAS, please be sure it does not exceed 32 characters and is composed exclusively of letters and numbers.

The person in charge changed/is no longer working here. Can I receive authorisation (reauthorisation)?

You will have to inform your project officer in either EACEA or your National Agency, in order to change the contact details as foreseen in the grant agreement. Once they make the change to the contractual data, this will appear in the updated project card and you will receive an email with instructions on how to access the platform.

What is the Erasmus+ Project Results Platform?

The public interface of the Erasmus+ Project Results Platform is a Dissemination and Exploitation Platform that offers a comprehensive overview of all projects funded under the Erasmus+ programme as well as some projects funded under the previous programmes (LifeLong Learning, Youth in Action, etc.). Private and restricted access is provided to beneficiaries and officers, who are the only ones who can modify data on the Platform. The new Education and Culture programmes (Erasmus+ and Creative Europe), in force from 2014 until 2020, are considering the dissemination and exploitation activities as key objectives to their successful implementation.

What is the purpose of the Erasmus+ Project Results Platform?

Erasmus+ Project Results Platform is a DG EAC initiative to ensure a detailed display of project information to the wider public. It allows for an effective and comprehensive collection and dissemination of results of activities supported by the Erasmus+ programme, as well as by some previous programmes. The purpose of the Erasmus+ Project Results Platform is:

- to provide an information tool for the public for relevant and interesting content of DG EAC's projects,
- to highlight projects qualified as good practices and success stories,
- to become a source of inspiration for other organisations,
- to become a potential source of information for the Commission Open Data Portal,
- to serve as a project database (project summaries, links, main products and outcomes).

Which projects are included in the Erasmus+ Project Results Platform?

The Erasmus+ Project Results Platform includes all projects and good practices examples of projects funded under the Erasmus+ programme, as well as some projects funded under the previous programmes (LifeLong Learning, Youth in Action, Culture 2007-2013, etc.). The

Platform is updated on a daily basis, receiving updates on new projects from the grant management systems managed by the National Agencies and the EACEA. Projects funded under Erasmus+ are included in the Platform automatically, upon contractualisation.

Who are the officers?

The officers are European Commission, EACEA and National Agencies (NAs) staff with whom you signed your contract with. The officers perform a quality check of your project summary and results, validate them, decide which results should be published and identify good practices.

Who are the beneficiaries?

Project Beneficiaries are usually the coordinators of a European project that received a EU grant. They upload project results into the system together with some other basic information in the project card, such as the coordinator's and partners' personal data, the project's logo and the project's website.

Who can access the Erasmus+ Project Results Platform?

The Erasmus+ Project Results Platform front page can be accessed by everyone, with no need of registration or sign-up. Anyone who wishes to consult published information of projects and products of the past (2007-2013, etc.) and the new (2014-2020) DG EAC programmes can visit the Erasmus+ Project Results Platform and perform a search using the Search function and/or the Advanced search criteria of the front page.

Will the public be able to access my results?

Yes, anyone who wishes to consult published information of projects and products of the past (2007-2013, etc.) and the new (2014-2020) DG EAC programmes can visit the Erasmus+ Project Results Platform and view your project's card and project's results.

Why is necessary to submit my project's results?

While setting up the new programmes of Erasmus + and Creative Europe, it has been noted that not all the potential of the past programmes was realised. The main weakness of the

approach was the missing link between the information on project results and the use of results. The impact of the programmes must be measured not only by the quality of the funded project results but also by the extent to which these results are known and used outside the projects partnerships to achieve the highest possible return on investment.

Dissemination and Exploitation means spreading the word about granted projects' successes and results as much as possible, making others aware of these projects and their results in order to benefit from this information in the future and use these results beyond the lifetime of these projects or use them to influence future policy, practices and partnerships. Thus, wider dissemination and deeper exploitation of project results will above all benefit you, the project beneficiary and the partners involved, increasing awareness of the project. This will contribute to the formation of new partnerships in the forthcoming future with other organisations that might share the same cultural interests as you do.

The dissemination and exploitation of project results also increase awareness of the opportunities offered by these programmes, strengthen the links and synergies between them and the main EU policy priorities. Dissemination is the key for highlighting the European added value of the DG EAC's programmes and it contributes to a positive public perception and wider participation in these new EU programmes.

What are the Good Practices?

Good practices are projects that have been particularly well managed and can be a source of inspiration for others. The NAs are responsible for the selection of good practices.

What are the success stories?

Success stories are projects that have distinguished themselves by their impact, contribution to policy-making, innovative results or creative approach and can be a source of inspiration for others.

Is it possible to grant access to the Beneficiary's Dashboard to more than one person? For instance, could one of my partners have access to the Beneficiary's Dashboard in order to update the project's results?

Yes, it is possible to grant access rights to one (or more) of your partners. We usually do this manually and only in cases of large projects, with many partners involved (e.g. KA2 projects). If you wish one of your partners to be granted access to the Beneficiary's Dashboard, please send your project reference number, their full name and email address the Erasmus+ Project Results Platform Helpdesk, at the eac-projectsplatform-helpdesk@ec.europa.eu.

I was registered in EVE/EST/ADAM before. Is my password still valid?

No. The former dissemination platforms (known as EVE/EST/ADAM) were not using ECAS for the authentication of beneficiaries. If you were the beneficiary of a project previously disseminated in one of those platforms and are expected to still publish results of a project, the new dissemination platform will inform you that you will be able to further access that project once you have a valid ECAS account where the email address used corresponds to the one specified in the project. Please note that if more than two years have passed since the end date of your project, then you can no longer update your project results. However, if you wish to disseminate something, please contact us at the eac-projectsplatform-helpdesk@ec.europa.eu and we can do it manually.

Which desktop web browser should I use?

The Erasmus+ Project Results Platform aims to make information available to the widest possible range of users and does not recommend the use of any particular software package. We try to support the current versions of the most popular families of browsers in the market place and to take advantage of new technologies available in modern standards based browsers.

We require that JavaScript is enabled on your browser. For certain web services, Java and pop-ups may also need to be enabled.

You may experience minor problems for certain pages or functions if you use old browser versions. The latest browser versions are available free of charge from the appropriate supplier.

The platform have been tested using the following desktop web browsers:

- Microsoft Internet Explorer 9 (on Windows 7)
- Mozilla Firefox ESR 24.81 (on Windows 7)

If you are using another web browser (or platform) and encounter issues, please do not hesitate to report them through our support team

How can I modify contractual data?

You cannot update contractual data yourself. For any changes on contractual data (e.g. project description, coordinator, partners, etc.) please contact your project officer, who will handle your request. Once a request is approved, the data will be automatically transferred to the Erasmus+ Project Results Platform.

My contact details are wrong/obsolete. How can I update them?

You cannot update your contact details yourself. For any changes on contractual data please contact your project officer, who will handle your request.

Can I edit data that I already submitted to review or data that are already published?

No, you cannot edit data neither when the review is ongoing, nor after they are published. When you submit your project's results for validation by an officer, your project disappears from your Dashboard and you cannot edit any data when the review is ongoing or after the results are published. Therefore, please make sure that you have uploaded all the results you want to make public and that they are of good quality, before you click on the "Save & Submit" button. After the approval of your final report and once your project is closed, you will not be able to upload any results. For exceptional cases, where a project result is produced after the finalisation of your project, please contact the Erasmus+ Project Results Platform Helpdesk, at eac-projectsplatform-helpdesk@ec.europa.eu.

What kind of information can I add on my project card and when?

You can upload your logo, the project's website URL and the results of your project, as well as any relevant files (reports, pictures, videos, etc.). You can also manage the personal data of your organisation, as well as the personal data of your partners (email address, phone number, etc.). You can enrich or edit the information on your project card any time from the notification of the publication of your project until the end date of your project. When the end date has been reached, you will be notified that you can now submit your project's results for validation. After you click on the "Submit" button, you will not be able to make any changes. Therefore, please make sure that your results are ready to be published and that you have uploaded all the results you would like to submit, before you click on the "Submit" button.

How can I make my personal data visible to the public?

To make your personal data visible on your public project card, you should first log in your Beneficiary's Dashboard. Click on the third icon (cf. last column from your left) to verify your personal data. You should also verify the personal data of your partners. In case you are managing more than one project, you should do the same for each one of them.

What should I specify as URL for my project's website?

As a beneficiary, you have the possibility to specify a link to your project website.

As long as the entry point (homepage) of your website does not require authentication, the URL of your website should typically have the following syntax <http://www....>.

In such a case, the platform does not require you to specify the protocol (<http://>); the system will automatically prefix it if you don't specify it.

If your website requires authentications (typically starts with "https://") or would make use of a particular protocol, then you're invited to explicitly specify it. If you don't then your link won't be usable once published on the public site.

I cannot modify my project card anymore.

You can modify the information on your project card any time during the lifetime of the project (from the notification of the publication of your project, until the end date of your project). When the end date of your project has been reached, you can still upload and modify your results, but you have to submit for validation. Please be aware that if you do not click on the "Submit" button, your results will not be sent for validation by an officer and will remain unpublished. If you are unable to make any changes on your project card, then your project is either in your Officer's Dashboard (Status: "Under review"), or your final report has been approved and therefore your project card is now closed and you cannot upload any more results.

I cannot find my project on the Beneficiary's Dashboard anymore.

If you can no longer view your project on your Dashboard, then your project is either in your Officer's Dashboard (Status: "Under review"), or your final report has been approved and therefore your project card is now closed and you cannot upload any more results.

I cannot submit for validation because the Submit button is inactive.

As a beneficiary of ongoing projects, you will be able to submit the results you uploaded for validation after your project's end date has been reached. You will not be able to submit results before your project has ended.

Can I contact the project officer?

Yes, you can do so by using the contact details mentioned in the contract you have signed with the EACEA/your National Agency and using the project title and reference/contract number as identifiers.

What is considered to be a relevant result?

Please have a look at the list of relevant results, which can be found under the "Useful Links" in your Beneficiary's Dashboard.

Can I upload videos/audios-music/pdf files/e-book?

Yes, you can, as long as they are of the supported formats.

I cannot upload more than one attachment per result.

You can only upload only one attachment per result (note that the video tutorial shows more than one attachments, just to outline the possibility to upload different formats). If you have more than one attachment per result, you can create a new result (e.g. Workshop on intercultural dialogue (1) –Workshop on intercultural dialogue (2), etc.) and add the attachment on that.

What restrictions are there on file size and file type I can upload as an attachment?

The supported formats are:

- For Attachments: *.pdf; *.jpeg; *.jpg; *.tif; *.png; *.gif; *.mpeg; *.mpg; *.ogg; *.ppt; *.pps; *.xls; *.xlsx; *.doc; *.docx; *.rtf; *.txt; *.csv; *.mp4; *.mov; *.mp3
- For Logo: *.jpeg; *.jpg; *.png; *.gif

The size of the file should not exceed 100MB.

What is the copyright legislation for my project's information/results and uploaded attachments (pictures/videos/music etc.)?

For further information about legal issues related to your project, please follow the link: <http://ec.europa.eu/programmes/erasmus-plus/projects/eplu-legal-issues/legal-issues.html>

My results are in one of the EU official languages, but not in English. Should I translate them?

No, it is not necessary. The attachments and concrete outcomes can be in other EU official languages, in the language produced.

I cannot log out the Beneficiary's Dashboard.

You can close your browser's window/tab, in order to close the Beneficiary's Dashboard. Otherwise you can log out from ECAS. Please note that shortly afterwards, your session will be automatically timed-out.