Volunteering Database

User Guide

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Introduction

Welcome to the Volunteering Database in the European Youth Portal

This system builds upon the existing EVS Database of organisations accredited to run EVS projects, and has been developed to:

- Help young people to find transnational volunteering projects more easily.
- Assist organisations to attract potential volunteers to their projects.
- Enable organisations which are accredited to run European Voluntary Service (EVS) projects to reduce the number of enquiries they receive when they do not have any projects to offer.

Please note that you still have to submit your formal EVS project applications to your Erasmus+ National Agency in order to receive funding – this system does not replace that process!

There are three main parts to this system:

- Firstly, a simple to use administration system for volunteering organisations to advertise their projects and manage how much contact information is made public about their organisation.
- Secondly, a public interface designed to let young people search for the volunteering opportunities that are being advertised.
- Finally, a separate public interface to let young people search for organisations accredited to run EVS projects.

At present, the Volunteering Database is focused only on opportunities related to the Erasmus+ European Voluntary Service. For security reasons, at present the VoD can only be accessed by representatives of **organisations which received their EVS accreditation under the Erasmus+ programme**.

Organisations accredited under the **Youth in Action programme** cannot, right now, log in and add opportunities themselves, although they can be linked to opportunities that are added by an Erasmus+ accredited organisation. (See the section in this User Guide *"Add a new volunteering opportunity" f*or more information about this.)

We hope you find the Volunteering Database a useful tool to help your organisation find new volunteers for your projects, or to simply help reduce the number of enquiries you receive when you do not have any projects to offer. If you need any help to use the system, or want to give us feedback or suggestions on how to improve it, please use the *"Support and feedback"* section at the back of this guide.

Getting ready to use the Volunteering Database
Things to think about before starting to enter a new opportunity…

Logging in to the Volunteering Database

We want to make it easy for you to log into the Volunteering Database. Therefore it has been set up to allow automatic access to two people detailed in the original EVS Erasmus+ accreditation application form: the *Legal Representative* and the *Contact Person*.

Access to the VoD is controlled via ECAS (European Commission Authentication Service). This means that:
1)   You need to have an ECAS account before you can log in to the VoD
2)   The email address used to create the ECAS account must be identical to the email address of the *Legal Representative* <u>or</u> the *Contact Person*.

These details can be checked and amended by contacting the Erasmus+ National Agency responsible for your organisation. Please allow 24 hours for the changes to take effect in the EYP once the NA makes the amendments.

If you do not have an ECAS account already, the next section of this User Guide will give you more information about how to get one – it is not too difficult!

Gathering information about the new project opportunity to enter into the VoD

Before you start to enter details about your project/activity, check that you have at least some of the following information available:

1) How would you briefly describe the project to attract the attention of potential volunteers?
2) When is the volunteering activity due to start and finish? Does it have fixed start and end dates, or is it flexible, eg, a number of weeks between a start month and end month?
3) What role is your organisation going to play in the opportunity? (Hosting, Sending or Coordinating?)
4) Do you have any project partner organisations yet (Hosting, Sending, Coordinating)? Are they already accredited to run EVS projects? Which countries are they from? If they are not yet EVS accredited, which towns/cities are they from, and what are their website addresses?
5) Are you looking for volunteers from particular countries?
6) What kind of people are you looking for as volunteers? Do they need any special skills?
7) Do you have a deadline for applications? How should a young person apply? How can they get in contact (email, telephone, etc)?
8) What support can the project offer for young people with fewer opportunities?
9) Is there any other information that would be useful for potential volunteers, such as accommodation, training, transport, etc?

Do not worry if you do not have all of this information at the beginning – you can start entering a project and save it without finalising all of the information.

Registering for an ECAS account

In order to administer your organisation's details on the Volunteering Database (VoD), your ECAS account's email address must match either the email address of the *Legal Representative* or the *Contact Person* that is linked to your organisation's EVS accreditation.

These will probably be the same email addresses that you included in your original Erasmus+ "Application Form for Accreditation", unless you have asked your Erasmus+ National Agency to amend the details since then.

If your organisation's circumstances have changed and you need to amend the registered email addresses for the Legal Representative or the Contact Person, please contact your Erasmus+ National Agency.

Please note that it can take up to 24 hours after the NA makes these changes for the new data to be transferred to the VoD in the European Youth Portal.

Step 1

Open the following link: https://webgate.ec.europa.eu/cas/. Check that the "domain" is showing as "External".

If it DOES NOT show "External", click on "Change it" to go to the screen below, and click on "External". You will then be taken back to the original login page (above).

Step 2

Click on the "Sign up" button as shown in the image below.
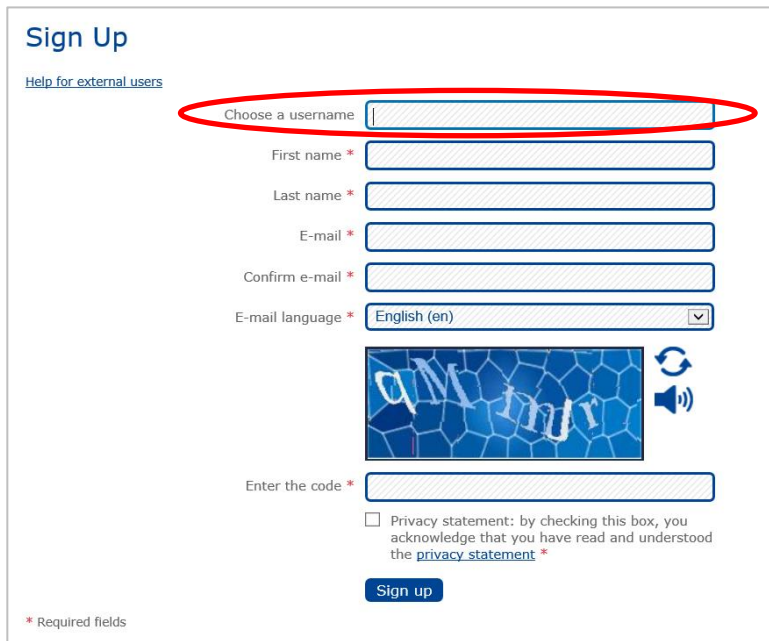
This will take you to the next page, where you start to enter your personal details.

Step 3

Please ensure that you:
- Fill in all of the mandatory fields, which are marked with *
- Complete the blue "Captcha" at the bottom of the form. If the characters are not clear, click on the "try another" symbol to the right of the image.
- Read and accept the privacy statement by ticking the box.

We suggest that you leave the *Username* field blank and only fill in the mandatory fields. ECAS will then choose a username for you, and you can log into ECAS using the email address you provide.

Once the details are complete, click on the "Sign up" button to submit your details to ECAS.

Step 4

After you click "Sign up", ECAS will automatically send an email to the address you specified. This will contain details of your username and a link to create your password. IMPORTANT – it is compulsory to create your password within 1 hour 30 minutes of receiving the ECAS email, so please do it straight away.

If you do not receive the automatic email, or you do not create the password within 1 hour 30 minutes, go back to the login page https://webgate.ec.europa.eu/cas and click on "New password".

If you make a mistake registering your details in ECAS, it is possible to sign in to ECAS via https://webgate.ec.europa.eu/cas and use the *Account Information* option to make the changes.

Logging in to the Volunteering Database

After you have obtained an ECAS account with an email address which matches the email address of either the *Legal Representative* or the *Contact Person*, you can then log in to the Volunteering Database (VoD).

Go to the European Youth Portal (EYP) http://europa.eu/youth - if given the choice, choose which language you want to browse the website in.

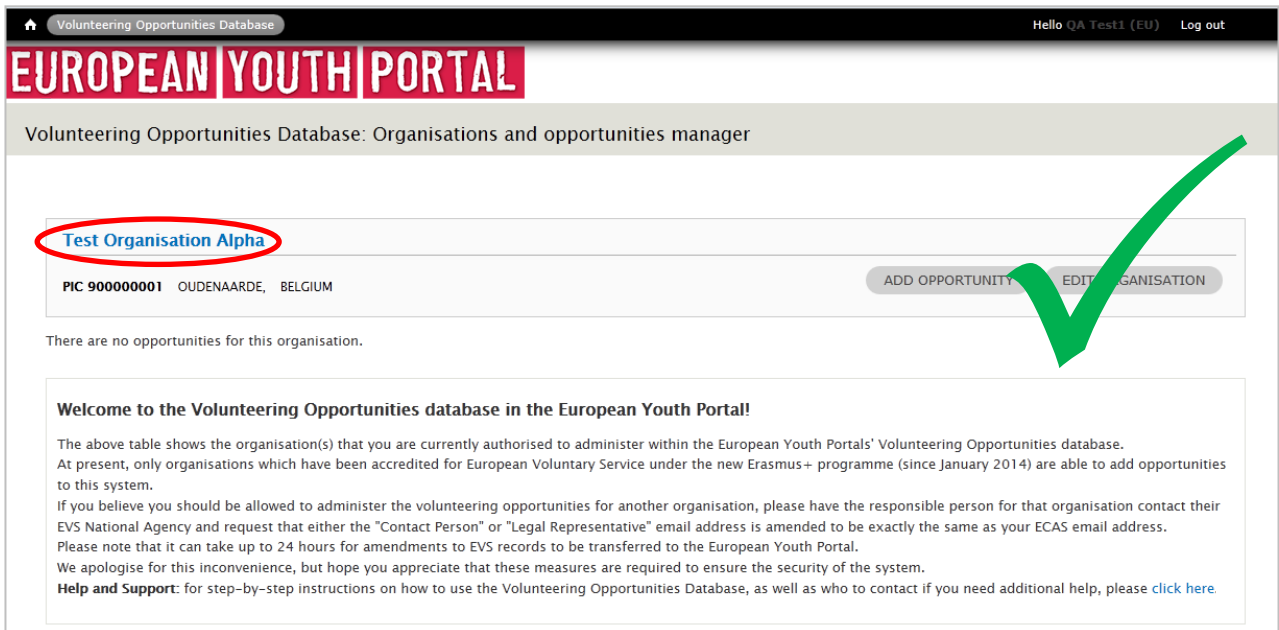At the bottom of the EYP pages, you can find the link "Administrator Login", as shown below:
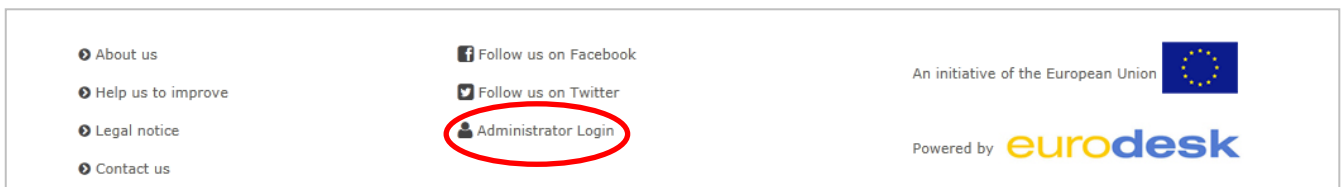
Click on "Administrator Login" to open the ECAS login page. Check that the "domain" is showing as "External". (If it does not show "External", click on "Change it" and then click on "External" in the domain selection screen.)
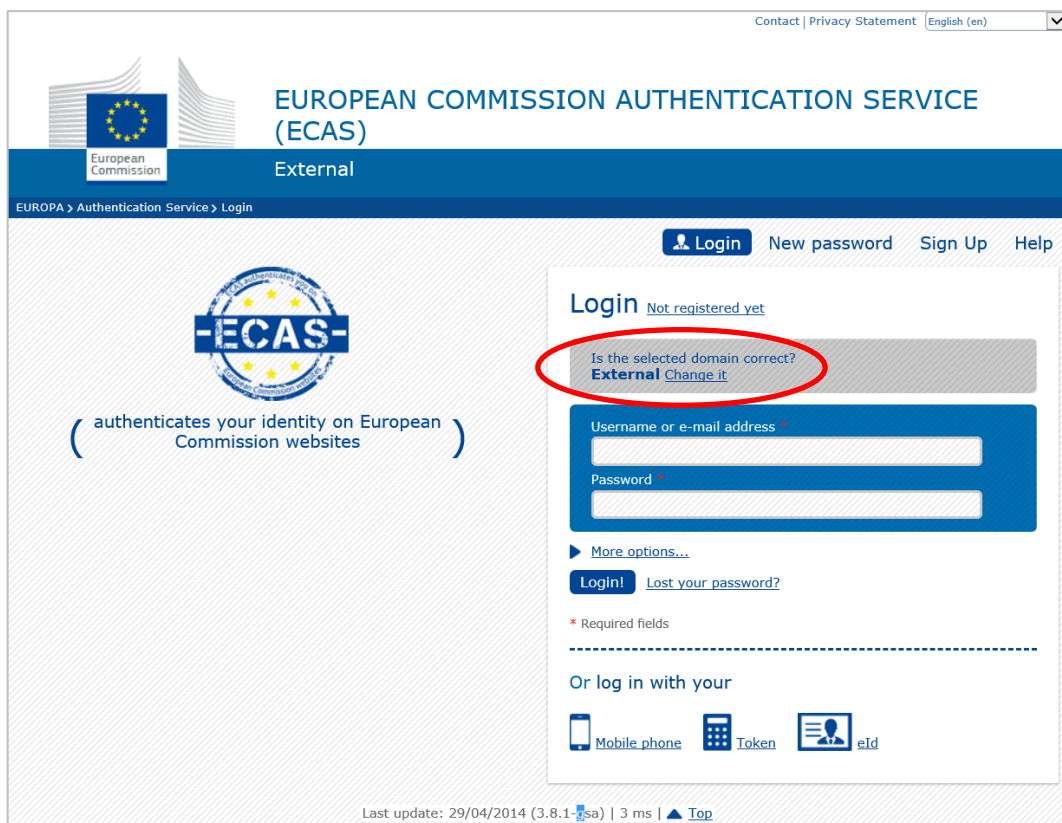
Type in either your ECAS username or the email address you used to register for the ECAS account, plus your ECAS password, and press the "Login!" button. This will then take you into the VoD administration pages.

If your login has been successful, and your ECAS account email address is found in the VoD, then you will see a list of all of the organisations that have been accredited for EVS under Erasmus+ that you are able to administer in the VoD. The screenshot below shows that the user is able to administer one organisation, in this example "Test Organisation Alpha".

However, if your ECAS email address does not exactly match any of the EVS accredited organisations that have been accredited under the Erasmus+ programme, then you will receive this message:

If you think that you should be able to see one or more organisations, then please double-check the email address that you registered for your ECAS account does precisely match either the email address of the *Legal Representative* or the *Contact Person* that is currently registered for the organisations – contact your Erasmus+ National Agency if necessary and ask them to check in their systems.

If you made a mistake registering the email address in your ECAS account, it is possible to sign in to ECAS via https://webgate.ec.europa.eu/cas and use the *Account Information* option to make the necessary changes.

Using the *Organisations and opportunities manager* screen

After you have successfully logged in to the Volunteering Database, you will see the following *Organisations and opportunities manager* screen:

This is the main administration screen for the VoD, and gives you many different options:

1. Go to the homepage of the European Youth Portal (EYP).
2. Return to this *Organisations and opportunities manager* page from any other page in the EYP.
3. View your user account details.
4. Logout from the EYP VoD.
   NOTE – this only logs you out from the EYP system, NOT the ECAS system. To fully log out from ECAS, either go to https://webgate.ec.europa.eu/cas and press the LOGOUT button, or completely close down your web-browser.
5. View the Organisation's public details in the EVS database in the EYP.
6. Add an opportunity for this organisation.
7. Edit the public contact details displayed for your organisation.
8. View the opportunity details in the EYP.
9. See the current status of the opportunity.
10. Edit the opportunity.
11. Delete the opportunity.
    We suggest that when an opportunity is completed, then you keep it listed in the system to provide a history of your past activities for other organisations and potential volunteers to see.

Edit your organisation contact details

Almost all of the data that is visible to the public through the European Youth Portal about your organisation is maintained by your Erasmus+ National Agency. Only the public contact *email address* is able to be changed by you through the Volunteering Database – to change anything else, you need to contact your Erasmus+ National Agency and ask them to make the amendments. It can take up to 24 hours for changes made by the NA to be transferred to the EYP.

When you click on the "Edit Organisation" button on the *Organisation and Opportunity Management* screen, you can do three things:

1. **Hide contact details from visitors**
   To help your organisation receive fewer emails from young people, especially if there are no projects on offer, you can tick this box to remove the following fields from public view for your organisation (your organisation's website address will always be displayed):

   - Contact email address
   - Telephone number
   - Street, town/city, postal code

   We would encourage your organisation to have a visible email address. You can always change the status of an opportunity to indicate that it is "Full" or "Closed" and that you are no longer wanting to receive applications (see "Edit an opportunity" section).

2. **Email address**
   Enter the email address that you want the public to use to contact your organisation. It is not mandatory to publish an email address. This will be hidden if you tick the box in (1).

3. **Organisation logo**
   You have the option to upload a small graphic to act as the logo for your organisation. This will be displayed at the top of your organisation's detail page in the VoD.

You must press the "Save" button for any changes to take effect.

Add a new volunteering opportunity

As stated before, the purpose of this system is to advertise your project to young people who are looking for opportunities to volunteer. Therefore these fields have been designed to provide young people with the information that they want to know so that they can decide if they want to apply to volunteer with your project.

Tips for entering content:
- The number of characters you can type into these fields is deliberately small, so you need to be concise and clear in what you write. If you put too much, young people may just move on and read the next project instead.
- Use the different text fields in the system , and do not try to put everything in the first description box! There are special fields that you can use to, for instance, describe the skills and qualities you are looking for from potential volunteers, and where you can add information about accommodation, travel, training, etc.

Section 1: Opportunity details

1. **Title**
   Give your opportunity a short title – something that is interesting!
   (mandatory field – max 70 characters)

2. **Description**
   This is where 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 – max 1,000 characters)

3. **Opportunity topics**
   Choose up to three Topics which best describe the themes of your project. Potential volunteers will be able to search by these topics.
   (mandatory to choose at least one topic)

Section 2: Opportunity dates

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

It is not mandatory to add these dates . If you do not enter dates, then your opportunity will be listed below opportunities that do have dates.

1. **Precise dates**
   Use this field if you know the dates that your project is going to start and finish.
   (format: dd/mm/yyyy – the end date must be later than the start date)

2. **Flexible dates**
   Use this field if you are not sure when the project will start, or if there is some flexibility on when volunteers could start and end.
   Specify the number of weeks that the project will last, and indicate the earliest month/year it could start plus the latest month/year that it could finish, eg, "10 weeks between January 2015 and April 2015".
   (the number of weeks must not exceed the total number of full weeks available between the 1st day of the Start month and the 30th/31st of the End month)

Section 3: Volunteer details

VOLUNTEER DETAILS

Number of volunteers: *

How many volunteers you want to find?

Volunteer profile: *

600 characters remaining.

Information about the kind of volunteers you are looking for, including any special skills or intersets they should have. In ENGLISH language (600 char. max.).

Countries volunteers will be recruited from

- Select a Country -

1. **Number of volunteers**
   Indicate the number of young people you want to recruit as volunteers.
   (mandatory field – numbers only)

2. **Volunteer profile**
   Use this field to give details of the skills and qualities that you are looking for in volunteers for this project.
   (mandatory field – max 600 characters)

3. **Countries volunteers will be recruited from**
   Potential volunteers can search for projects based on the country they are from. Use this field to choose up to 20 countries that the project will accept volunteers from.
   You also have the choice to choose "Any country" – if you do so, then your project will appear in the list of opportunities regardless of whatever country the user specifies in the search.
   (mandatory field – must choose at least one country from the list, or 'Any country')

Section 4: Application details

1. **Application deadline**
   Indicate the date that you want people to apply before. 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.
   This is not a mandatory field – if you are willing to continually accept applications, then you can leave this date blank.
   (<u>non</u>-mandatory field – format dd/mm/yyyy)

2. **How to apply**
   Give information on how you want potential volunteers apply for this project. For instance, you might want them to send their CV and letter of motivation by email. There is a separate field to specify which email address to use to contact the coordinator of this opportunity.
   (mandatory field – max 300 characters)

3. **Contact person name**
   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.
   (<u>non</u>-mandatory field – max 30 characters)

4. **Contact email address**
   Specify the email address that potential volunteers must use to contact the people coordinating this project.
   (mandatory field – max 50 characters)

5. **Contact telephone number**
   If you wish, you can give a telephone number for potential volunteers to contact the coordinators of this project. This is not a mandatory field – it can be blank.
   (non-mandatory field – max 30 characters)

Section 5: Partners

We want to show potential volunteers the different partner organisations that are involved with projects. This section allows you to specify which partner organisations are linked to the different roles in your EVS opportunity, ie, the Hosting, Coordinating and Sending partners.

You might not yet know which organisations are going to be the partners in your project, so it is okay to leave these blank. However, YOU MUST add your own organisation as one of the Hosting, Coordinating or Sending organisations – you will not be able to save this project without doing so.

For each role, you have two choices:
• Choose an organisation which is already accredited for EVS. When you choose the country they are from, a list of all of the EVS accredited organisations for that country will appear in the dropdown box. When a potential volunteer clicks on this organisation in the opportunity details page in the EYP, they will be taken to the organisation's EVS information page in the VoD.
• Or, add basic details for an organisation which is not yet accredited for EVS. When a user clicks on one of these organisations, they will be taken directly to the organisation's website.

You can add only one Hosting organisation and only one Coordinating organisation, but you can add up to 20 different Sending organisations. An organisation cannot be chosen as both a Hosting and a Sending organisation at the same time.

The following applies when adding Hosting, Coordinating and Sending organisations. Hosting is being used as the example for all three.

When you click on "Choose an organisation…", you will see the first screen shown above.

1) **Choose either:** *EVS accredited organisation* or *Organisation not yet EVS accredited*
   If the identified partner organisation is accredited for EVS (either through the Youth in Action programme or Erasmus+ programme) then choose the first option.
   If the organisation is not yet EVS accredited, choose the second option.
2) **EVS accredited organisation: Country of organisation**
   Select the country of the organisation. This will cause the next field, *Organisation name*, to be populated with accredited EVS organisations from that country. If the country has no EVS accredited organisations, the *Organisation name* box will be empty.
3) **EVS accredited organisation: Organisation name**
   Choose the partner organisation from the list of accredited EVS organisations.
4) **Add this organisation –** click here to link the organisation to your project.

5) **Not yet EVS accredited: Organisation name**
Enter the name of the partner organisation
(mandatory field if adding a non-EVS organisation – maximum 100 characters)

6) **Not yet EVS accredited: Country of organisation**
Select the country that the organisation is located in.
(mandatory field if adding a non-EVS organisation)

7) **Not yet EVS accredited: Town/city**
Type in the Town/city where the organisation is based.
(mandatory field if adding a non-EVS organisation – maximum 50 characters)

8) **Not yet EVS accredited: Region**
If relevant, specify the region where the organisation is located.
(<u>non</u>-mandatory field if adding a non-EVS organisation – maximum 50 characters)

9) **Not yet EVS accredited: Organisation website**
Enter the organisation's website – it must have *http://* or *https://* at the front of the url
(mandatory field if adding a non-EVS organisation)

10) **Not yet EVS accredited: Add this organisation**
Click this button to confirm the link between the organisation with the project

Additional information:

Location of the opportunity
The *Town/city* and the *Country* of the linked Hosting organisation are used automatically as the location of the opportunity. If no Hosting organisation is entered, then the opportunity will be displayed without a location, and it will not appear in search results based on the location of the opportunity.

Changing / amending Partners
If you want to change the partner organisations, you must *[remove]* the old organisation before adding a new one (see screenshot below).
At present, if you want to amend the details for a non-EVS accredited organisation, you must first *[remove]* it and then enter the details again – sorry! (We will change this in the future!)

Section 6: Participants with fewer opportunities

PARTICIPANTS WITH FEWER OPPORTUNITIES

What infrastructure and/or resource will be available at this opportunity in order to accommodate and support volunteers facing barriers to participation?

① A physical environment suitable for young people with physical, sensory or other disabilities (such as wheelchair access and similar).

Additional mentoring or other support suitable for young people with obstacles, educational difficulties, cultural ifferences or similar.

② Other provision: Please describe, briefly and in English, other aspects of you experience, infrastructure, and resources available for this opportunity to accomodate and support volunteers facing barriers to participation.

300 characters remaining.

The involvement of young people with fewer opportunities is one of the key themes of the Erasmus+ programme. Use this section to describe what facilities and resources this project will make available for young people in this situation.

1. **The *Physical environment* and *Additional mentoring or other support* tick-boxes**
   If relevant, tick either or both of these boxes to show that your opportunity is able to provide these types of assistance.
   (*non*-mandatory)
2. **Other provision**
   Tick this box if your opportunity is able to provide other resources to assist young people with fewer opportunities, and enter the details of what it can offer into the pop-up text box.
   (*non*-mandatory – maximum 300 characters)

Section 7: Additional information

ADDITIONAL INFORMATION

Any extra information

①

600 characters remaining.

Any additional information that might help potential volunteers decide to apply for this opportunity. In ENGLISH language (600 char. max.).

Show row weights

RELATED WEBSITES

Title	URL
② | | |

The link title is limited to 128 characters maximum.

(Add another item)

1. **Any extra information**
   Use this field to provide additional information that would be useful for potential volunteers. For instance, you might include information about accommodation, travel and training, and financial arrangements.
   (*non-mandatory – maximum 600 characters*)
2. **Related websites**
   Provide links to websites that might be useful to the potential volunteer, such as tourist information websites for the area, etc. Remember, the partner organisations will already have their websites included in their information, so you do not need to enter their website details into here.
   You can remove a website from the list by deleting the characters from the fields.
   You can re-order the list of websites by dragging up and down the "+" symbol on the left of the website Title fields.
   (*non-mandatory fields*)

Section 8: Opportunity images

You can add one picture to your opportunity, which will be displayed at the top of the opportunity detail page.

1. **"Browse"** – click on here to select the picture you want to use, then…
2. **"Upload"** – click this button to add the picture to your opportunity
   (*non-mandatory field – picture size limited to 8mb – file formats are limited to:* .jpg .jpeg .gif .png .bmp)

If you do not add a picture, a generic default picture will be added instead:

Section 9: The Final Part...

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

1. **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 volunteers, 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 – if you wish to stop the opportunity from being visible to the public, you can set the status to closed. It will disappear immediately from public view.
   Full – if the opportunity has received enough applications from volunteers, you can set the status to full. Again, it will immediately stop being visible to the public.

   It is possible to go from Closed or Full back to Draft or Open, in case you need to re-open an opportunity to find additional volunteers, perhaps at the last minute.

2. **Save Opportunity**
   Click here to save the details of the opportunity. If there is any information missing, you will receive warnings and the relevant fields will be outlined in red.

   You can Save and re-edit an opportunity as often as you need.

3. **Cancel**
   Press this button to return to the Organisation and opportunities manager page – you will lose all information entered into the form.

Congratulations! After doing all this, you will have entered an opportunity for your organisation into the Volunteering Database!

You can now view your opportunity in the Opportunity List page in the European Youth Portal: **http://europa.eu/youth/vp/opportunity_list**

Edit an opportunity

To change an opportunity, click on the *Edit* button beside the opportunity title, as shown above, to open the opportunity edit form. You can amend all of the data for an opportunity from this form.

If the *Status* of the opportunity is "Open", any changes that you save will be immediately visible to the public.

Delete an opportunity

To remove an opportunity from the VoD altogether, click on the *Delete* button beside the opportunity title, as shown above. You will then be asked to confirm the deletion.

Note: if you delete an opportunity, it immediately disappears from public view, and it cannot be recovered.

We suggest that you do not delete opportunities when they are "Full" or "Closed", because over time these will build into a public history of the projects that you, and your partner organisations, have been involved with. Potential volunteers can then use these old projects to evaluate your organisation when they are considering volunteering on one of your current opportunities.

Search for potential project partner organisations

You can use the European Youth Portal to search for **EVS accredited organisations** that you might want to involve as partners in future projects.

Visit the database of organisations accredited to run EVS projects and use the filters to find potential project partners – go to: http://europa.eu/youth/evs_database

You can search using the following filters:
- The country the organisation is located in, and the town/city where it is based.
- Name of the organisation.
- It's EVS Accreditation number (if accredited under the Youth in Action programme) or its PIC number (if accredited under the Erasmus+ programme).
- The EVS role that the organisation is accredited for: Hosting, Sending or Coordinating.
- The project topics of interest to the organisation.
- The inclusion topics of interest to the organisation.

Support and feedback contacts

Support issues

If you need some help or support to use the Volunteering Database (VoD), **please read below** to find the best place to get this support:

- **Problems identifying the correct email address to use when setting up an ECAS account to log in to the VoD**
Contact your *Erasmus+ National Agency* and ask them to check / amend their systems for the current Legal Representative and / or Contact Person email address.

- **Amendments to the data about your organisation that is displayed to the public in the EVS database in the European Youth Portal** *(but not the public contact email address displayed for your organisation)*
Contact your *Erasmus+ National Agency* and ask them to make the necessary changes.

- **Changing the public contact email address for your organisation, or hiding the email address, telephone number and street address from public view**
You can do this via the VoD - log in and click on "Edit organisation" in the *Organisation and opportunities manager* section at page 11 of this User Guide.
If you have any difficulties doing this, contact the European Youth Portal development team by email at EAC-EYP@ec.europa.eu

- **Any other problems using the Volunteering Database or the rest of the European Youth Portal**
Please **s**end an email to the EYP development team at EAC-EYP@ec.europa.eu

Feedback

We are continuously working to improve all of the services we provide through the European Youth Portal, and will be making regular updates to the Volunteering Database software to add new features and fix any problems that occur.

We would welcome your feedback with ideas and suggestions on how the site and the Volunteering Database in particular could be improved. Please send these by email to: EAC-EYP@ec.europa.eu