

# How to record participants in Mobility Tool+

## 1. Recording Accompanying Persons and Representatives of organisations on Advanced Planning Visits (APVs).

To add participants who are not young people, i.e. not volunteers, trainees, employees or Solidarity Project participants, this will need to be done manually in the tool. You can do this by completing the following steps:

- 1) Go to the 'Participants' tab in Mobility Tool+.
- 2) Click on the green 'Create' button in the top right-hand side of the screen.
- 3) Input the relevant data and personal details of a participant and select their role in the project, i.e. an Accompanying Person or an APV representative. Please ensure that you click the green 'Save' button on the bottom-left-hand side.

## 2. Recording a Young Person, i.e. a volunteer, trainee, employee or a Solidarity Project participant.

Unlike Erasmus+, under European Solidarity Corps programme, a young person cannot be entered manually into the 'Participants' section of Mobility Tool+. Instead, they should be retrieved from the PASS portal, i.e. Placement Administration and Support System. To ensure that your participants are correctly recorded, you will need to complete the following:

### **Step 1. The PASS Portal**

You will need to start by making an offer in PASS to the participants on your project. To make an offer, please have your participant's Participant Reference Number (PRN) to hand. You can simply ask for their PRN via internal channels once they have let you know that they have registered on the [European Solidarity Corps Portal](#). The sending of the offer is split into 5 steps, and these are outlined on **pages 21-28 of the [PASS User Guide](#)**. Please read through this carefully in order to follow the steps you need to take.

### **Step 2. Pulling information through to Mobility Tool+**

Once an offer has been made in PASS and accepted by the participant, you will be able to pull their details through to Mobility Tool+. To do this you will need to do the following:

- 1) Go to the 'Participants' tab of the tool.
- 2) Click on the 'Retrieve now' link which can be found in the top right-hand side of the tab.
- 3) Wait for a few seconds for the details to be pulled through. The participant should now be visible on the tool. Please allow some time for the information to be pulled through.

Participants who have been incorrectly recorded as an Accompanying Person will need to be removed. In the 'Participants' tab select the participant and once a small panel opens on the right-hand side of the screen, click on the dustbin icon ('delete' button) just below their name and email address, which will confirm their deletion.

### **Step 3. Recording mobilities**

For Volunteering as well as Traineeships and Jobs Projects, it is also important to remember that you need to **"connect" your participants with a relevant activity**. To do so, you need to:

- 1) Under the 'Activities' tab on Mobility Tool+, click on the activity a given participant is taking part in, e.g. A1.
- 2) Then, on the right-hand side you will see a small panel with a button 'Add participation'. Click on it and choose the participant's name from the list that appears.
- 3) Complete all the relevant information for this mobility, i.e. the start and end dates, venue etc. You will need to fill in all of the required fields marked with 'Value Required'.
- 4) Finally, please ensure you save all the changes by clicking on the green 'Save' button at the bottom right-hand side of the mobility window.

Please remember that you will also need to **complete all the information for each activity** on the tool:

- 1) In the 'Activities' tab, click on a given activity and a small panel will appear on the right-hand side of the window. Click on the 'Update' button with the pencil icon just under the activity's name.
- 2) Under 'Activity Description' you will need to provide the information on the selected solidarity activity. Please ensure you indicate the Host Organisation as well as the country and city of the activity under the description box.
- 3) Once this is completed and saved, then you will be able to complete each individual placement (i.e. mobility), otherwise the budget may not be calculated properly.

Finally, please ensure that you **add all your partner organisations to your project** on the tool under 'Organisations' tab by following the below steps:

- 1) Under 'Organisations' tab, click on the green 'Create' button in the top right-hand side of the screen.
- 2) Complete your partner's details accordingly in the new pop-up window. You will need to fill in all of the required fields marked with 'Value Required'.
- 3) Press green 'Save' button at the bottom right-hand side of the window once you complete this section to ensure a given partner is added to the project.

If any details change for your partners, they can be amended here as well, e.g. phone numbers or address. However, all changes should be also sent to the UK National Agency (UK NA) to ensure that

UK NA's systems are kept up-to-date.

### 3. Recording a Force Majeure

If you need to invoke a Force Majeure clause for any of the participants in your project, this needs to be recorded by following the below steps:

- 1) Under the 'Activities' tab on Mobility Tool+, click on the activity a given participant is taking part in, e.g. A1.
- 2) Then, on the right-hand side you will see a small panel with a list of participants added to this activity.
- 3) Click on the pencil icon ('edit' function) next to the name of the young person for whom a Force Majeure clause needs to be invoked.
- 4) The mobility window will open – select 'Yes' from the drop-down list under 'Force Majeure?'.  
5) Provide a relevant explanation in the box that will pop-up after the above step is completed. Where possible, please indicate the evidence of the force majeure (i.e. evidence that your insurer will not cover the cost).
- 6) If the Force Majeure clause needs to be invoked because of the impact of the COVID-19 pandemic, please ensure the comments you provide contain the keyword "Corona" or "Covid". In such cases, the small box underneath, 'COVID-19 affected', will need to be ticked.
- 7) Finally, please ensure you save all the changes by clicking on the green 'Save' button at the bottom right-hand side of the mobility window.

If you need to invoke a Force Majeure clause for any of the activities in your project, we strongly recommend that you inform the UK NA in the first instance so that we can assess if this can be considered an eligible case and that you read our FAQs on our website [here](#).

We appreciate Coronavirus remains active and it is, therefore, difficult to progress with your project with any degree of certainty. However, to incur project costs related to project activities at this uncertain stage of Coronavirus may no longer be deemed to be Force Majeure and **may not** be covered by your European Solidarity Corps grant. Therefore, before booking travel, accommodation or any other activities in relation to your project, you are strongly advised to check the relevant government guidance and support channels, and to review and accept all risks attached to advanced bookings. This also relates to any expensive travel costs you may incur as a result of cancelled flights, cancelled mobilities or tickets that need to be bought at a last minute due to imposed lockdowns or new travel restrictions. You are expected to have a relevant travel insurance in place (as a part of good project management and risk assessment plan) to cover such costs and only in circumstances when such expenditure cannot be covered by the insurance, this can be considered as a Force Majeure case. In such situation, relevant documentation from the insurer will need to be provided to the UK NA.

Nevertheless, you must always ensure the health and safety of your participants remains at the forefront of all decisions you take, together with the ability of your organisation to cover any costs incurred should activities not proceed as planned. Due to the changing nature of the advice, please can we ask that you check our website for the most up-to-date guidance.

Currently invoking a Force Majeure clause will be allowed only in exceptional cases and you should contact us immediately if you need to use this clause as this will be subject to approval by the UK National Agency. Information on Force Majeure can be found in your Grant Agreement or your Framework Agreement for Volunteering Partnerships projects, in Annex I, Article II.15.

## 4. Recording a Blended Mobility

Should any of your project activities include a virtual element, i.e. part of the placement is carried out online due to imposed lockdowns, for example, this will need to be recorded as a 'blended mobility'. Please note, the physical part of the placement must constitute the majority of the activity and the physical part must meet the minimum placement duration requirement set out in the relevant European Solidarity Corps Guide.

**Please note that if the virtual element of the activity is taking place in the host country, then the mobility can be classed as a 'physical mobility' on Mobility Tool+. However, if the activity starts or ends virtually in a home country of the participant, then such mobility can be classed as a 'blended mobility' on Mobility Tool+.** This must be marked accordingly on Mobility Tool+:

- 1) Under the 'Activities' tab on Mobility Tool+, click on the activity a given participant is taking part in, e.g. A1.
- 2) Then, on the right-hand side you will see a small panel with a list of participants added to this activity.
- 3) Click on the pencil icon ('edit' function) next to the name of the young person for whom a blended mobility needs to be recorded.
- 4) (4). The mobility window will open – select 'Blended' from the drop-down list under 'Virtual/Blended Mobility'.
- 5) In the 'Duration' section of this mobility, you will need to provide the start and end dates of the physical activity, including any interruption days as well as any travel days, if applicable. Then also record the start and end dates of the virtual activity, including any interruption days, if applicable.
- 6) Save all the changes by clicking on the green 'Save' button at the bottom right-hand side of the mobility window.

Please note that any request to implement virtual activities for reasons outside of flexibility needed due to COVID-19 will be rejected. The European Commission has confirmed that virtual activities are permitted specifically in relation to the Coronavirus pandemic only.

## 5. CIGNA Insurance (for Volunteering, Traineeships and Jobs Projects)

The new enrolment process for CIGNA insurance is now in place for cross-border activities. It is arranged automatically through Mobility Tool+. Therefore, **it is crucial that you record the relevant information on the tool prior to participant's departure from their home country at least 2 weeks before the activity start date.**

After you record a participation on Mobility Tool+ by completing the steps from section 2 above – 'Recording a Young Person' - and all the mobility information is complete, before you save the record, tick the checkbox 'In the case of participants entitled to insurance coverage, please note that this information will be sent to the insurance company to enroll the participant' – this can be found at the bottom left-hand side of the mobility window. Then save all the changes by clicking on the green 'Save' button at the bottom right-hand side of the mobility window.

You must ensure that the recorded mobility shows as '**Complete**'. That means all the required information has been provided for this participation and will be automatically sent to CIGNA. If a given participation has a 'Draft' status on the tool, then the information about this participant will not be sent to the insurance company and consequently that participant will not be insured. The information will be sent to the insurance once per week, therefore please encode the participants in Mobility Tool+ at least 2 weeks prior to their departure. You are reminded that you have a contractual obligation to encode information regarding the participants and activities as soon as they are selected and before the start of the placement. Please **do not** enrol participants directly in the CIGNA portal as there is a risk of double registration and hence double insurance costs.

## 6. Further Support and Guidance

For more guidance on Mobility Tool+, it is highly recommended that you consult the [documents](#) you can find on the cover or home page of the tool. This is an extensive gateway to material produced by the European Commission and it is both informative and user-friendly.

For any problems with Mobility Tool+, please contact the European Solidarity Corps Team on our helpline email at: [eusolidaritycorps@ecorps.com](mailto:eusolidaritycorps@ecorps.com).

**Link to Mobility Tool+:** <https://webgate.ec.europa.eu/eac/mobility>