

Contact information - All views - To keep for editing

Beneficiary view



If you need help with your application or your project...

For **Erasmus+** applications or projects, please contact your local National Agency. You can find your Erasmus+ National Agency at the list of contact points at the following link:

https://ec.europa.eu/programmes/erasmus-plus/contact/national-agencies_en?field_nagencies_country_tid=All

In case you need help for **European Solidarity Corps** the list of National Agencies can be found through the following link:

https://ec.europa.eu/youth/solidarity-corps/resources-and-contacts_en

If you have concerns about the use of personal data...

To know more on how personal data is processed, please check the privacy statements for [Organisation Registration and Application Forms](#) or [Mobility Tool+](#).

If you would like to make a request or file a complaint, you can also contact the data controller directly by sending an email to eac-na-coordination@ec.europa.eu

NA View



Contact DG EAC via [My Helpdesk](#) on NAconnECT.

In case you do not have the access to the NA IT Helpdesk project in IMT, please contact one of your colleagues in the NA to whom such access has been granted. Alternatively, please contact your local NA User Access Manager, who can request access to the NA IT Helpdesk project for you.

If you have concerns about the use of personal data...

To know more on how personal data is processed, please check the privacy statements for [Organisation Registration, Application Forms and EPlusLink](#), [Mobility Tool+](#) or the [Register of the Data Protection Officer for Issue Management Tool](#).

If you would like to make a request or file a complaint, you can also contact the data controller directly by sending an email to eac-na-coordination@ec.europa.eu

NAU View



For **National Authority (NAU)** requiring access to LifeCard or NA IT Documentation:

1. **All LifeCard users** must have a personal **EU Login** account.
2. **If you do not have an EU Login**, please follow the instruction on the page - [Introduction to EU Login](#). It is important to use your professional e-mail address when creating an EU Login account. We will not allow access to LifeCard using personal email accounts (e.g. Gmail account). Furthermore, to comply with the security rules applicable for LifeCard, please do not use a functional e-mail account (e.g. Department or Group email accounts) when creating an EU Login. Access to LifeCard will only be granted to individual accounts.
3. In order to create your account for LifeCard it is necessary that you login once to the **Issue Management Tool (IMT)** of DG EAC using your EU Login account. We will collect all necessary data needed for the configuration of your LifeCard account on successful login to IMT. You can close the IMT window once you have logged in.
4. After the successful login to IMT, please **send an email to eac-login-support@ec.europa.eu using the e-mail address you used for the EU Login account** confirming you successfully logged in to IMT and we will launch the procedure granting you access to LifeCard.
5. Please note that we accept only e-mails from e-mail domains which are known to us as National Authority domain names. Any other e-mail will be rejected.

If you have concerns about the use of personal data...

To know more on how personal data is processed, please check the privacy statements for [Organisation Registration](#), [Application Forms and EPlusLink](#), [Mobility Tool+](#) or the [Register of the Data Protection Officer for Issue Management Tool](#).

If you would like to make a request or file a complaint, you can also contact the data controller directly by sending an email to eac-na-coordination@ec.europa.eu

NEO View



For **NEO** users requiring access to Mobility Tool+ and [Erasmus+ & European Solidarity Corps IT Documentation](#) wiki:

1. First, you'll need a personal email address like 'john.smith@erasmusplus.com'. You cannot use an impersonal one like 'neo@erasmusplus.com' - sorry, it's for security reasons!
2. Using that email address, you will need to create an external **EU login account**. Please follow the instruction on the page - [Introduction to EU Login](#).
3. With your new EU login account, please log into the Issue Management Tool (IMT) once using the following link: <https://webgate.ec.europa.eu/imt>
4. Once you've logged into IMT, just send an email to DG EAC at EAC-NA-ICM@ec.europa.eu with your name, email and the country of your NEO. Once your access is granted, you'll get an email from DG EAC to confirm.

5. Good news, you're ready to go! Just click here: <https://webgate.ec.europa.eu/eac/mobility/>

Each NEO may be granted up to two user accesses.

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If you would like to make a request or file a complaint, you can also contact the data controller directly by sending an email to eac-na-coordination@ec.europa.eu

DG EAC View



Contact via [IMT](#).