

# ESC MT+ Manage participant reports

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## What are the participant reports?

Participants in a European Solidarity Corps project are invited to submit their feedback on the experience. The participant receives an email with a dedicated link to the participant report (EU Survey) which will not expire.

The email is automatically sent from Mobility Tool+.

The individual participant report is available in various languages and can be completed online in the EU Survey. The participant can save it as a draft and submit the form. After submission, the participant can download a PDF version but can no longer edit the form.

Participant report examples for the European Solidarity Corps can be viewed and downloaded from [ESC Participant Reports Examples](#).

The participant report must be submitted before the **Certificate of Participation** can be generated in the European Solidarity Corps Portal.

 Representatives of organisations taking part in activities of type **Advance Planning Visits** will not receive participant report requests.

A participant flagged as [Force Majeure](#), even if potentially unavailable, will receive a notification regarding the Participant Report to be filled in at the end of the activity/project.

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## Relevant for...

Call Year	Programme	Action
2018 onward	European Solidarity Corps	ESC11 - Volunteering Projects ESC13 - Volunteering Partnerships Annual ESC21 - Traineeship and Job ESC31 - Solidarity Projects

## Timing of the participant report requests

The participant will receive the **initial** email notification to submit the participant report:

- One week before the end of the placement/participation (for ESC11 - Volunteering Projects, ESC13 - Volunteering Partnerships Annual and ESC21 - Traineeships and Jobs).
- At the end of the project (for ESC31 - Solidarity Projects)

**A reminder** will be sent two weeks after the initial notification for participation in ESC11 - Volunteering Projects, ESC13 - Volunteering Partnerships Annual and ESC21 - Traineeships and Jobs projects.

**No reminder** is sent for ESC31 - Solidarity Projects.

All notifications are sent automatically.

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## The Report Request Status in Mobility Tool+


Currently, in Mobility Tool+ the report request status can only be checked in the individual participation screen (ESC11, ESC13, ESC21) or participant details screen for (ESC31).

The report will have one of the following statuses:

- **Requested** - the email notification has been sent to the participant.
- **Prefilling** - a temporary status used to distinguish reports for which the request has been generated but not yet sent by the system to the participant. It usually occurs during the night and can last until the following day due to the large amount of reports to be processed.
- **Submitted** - the report has been submitted by the participant.
- **Undelivered** - the request could not be sent. Please check that the email address is correct. The email address can only be updated by the participant in the Portal. See below how to resend the request.

The participant report history is also displayed, indicating the date and time when the report is sent.

Please note that for ESC11, ESC13, ESC21 projects, the participant reports will not be sent out if the participation details are not complete. In this case, please complete the details of the participation and select to Re-Send the participant report notification, if the end date of the activity has already been reached.

 Should one or more Participant Reports of your project be in status **Error** please contact your National Agency so the affected reports can be put into the correct status.

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## Re-sending the participant report request

The initial request is sent automatically from Mobility Tool+. If you wish to send a reminder the **Re-Send** button can also be used. Also, if there was an issue with the email it is possible to re-send the request. In such scenario, the status of the report request in Mobility Tool+ would be **Undelivered**.

The Re-Send button is only available if:

- The activity date is in the past (ESC11, ESC13 and ESC21)
- The project end date is in the past (ESC31)

## Participant

Participant 6040839221 Eric BERGER <span>Young Person</span>	Offer Details 14341 Volunteering in a rural community from: 10/03/2019 to 31/05/2019	Country of the residence France
Date of Birth (dd/mm/yyyy) <span>Age 18</span> 2000-04-30	Participant With Special Needs No	Participant With Fewer Opportunities? No
Supporting Organisation Legal Name Centrum Rehabilitacji, Edukacji i Opieki Towarzystwa Przyjacio	Country of Origin France	City of origin Lille <small>245 characters left</small>
Comments on different location than supporting/host organisations		
<input type="text"/>		
Force Majeure ? No		

## Participant Report

Request ID 2869521

DATE	ACTION
26/01/2019 07:23:22	Automatic Invitation Sent To participant1@testmail.com
26/01/2019 06:56:43	Automatic Invitation ready to be sent To participant1@testmail.com
26/01/2019 06:56:43	Survey Prefilled
26/01/2019 00:38:48	Prefilling

Re-Send

# Downloading participant reports

Submitted participant reports can be **downloaded** individually as a PDF file.

Participant | Duration | Linguistic Support | Travel | Organisational Support | Pocket Money | Exceptional Costs | Complete ✓

## Participant

Participant: 6040839221 Eric BERGER Young Person

Offer Details: 14341 Volunteering in a rural community from: 10/03/2019 to 31/05/2019

Country of the residence: France

Date of Birth (dd/mm/yyyy): 2000-04-30 Age 18

Participant With Special Needs: No

Participant With Fewer Opportunities?: No

Supporting Organisation Legal Name: Centrum Rehabilitacji, Edukacji i Opieki Towarzystwa Przyjacio

Country of Origin: Poland

City of origin: Warszawa

Comments on different location than supporting/host organisations:

Force Majeure?: No

## Participant Report

Request ID 2869521

DATE	ACTION
16/02/2019 10:09:15	Survey Submitted
14/02/2019 11:59:04	Manual Reminder Sent By User Name (beneficiary) To participant1@testmail.com
14/02/2019 11:58:05	Manual Reminder ready to be sent By User Name (beneficiary) To participant1@testmail.com
26/01/2019 07:23:22	Automatic Invitation Sent To participant1@testmail.com
26/01/2019 06:56:43	Automatic Invitation ready to be sent To participant1@testmail.com
26/01/2019 06:56:43	Survey Prefilled
26/01/2019 00:38:48	Prefilling

Download PDF

All received participant reports for a project can be exported to an Excel file from the **Participants** tab. The option to **Export Participant Report(s)** becomes available when there is at least one report.

## Related articles

- [ESC Participant Reports Examples](#)
- [MT+ ESC How to resend a participant report request](#)