

MT+ ESC How to resend a participant report request

- [Steps](#)

This page describes the steps to resend an individual participant report for ESC11, ESC13 and ESC21 from the participation screen in Mobility Tool+. The participation screen can be accessed from the activity tab or from the participant tab. The resend option only works if the participant report status of **Requested** or **Undelivered**. For ESC31 - Solidarity Projects project, resending an individual participant report is done from the participant tab in Mobility Tool+.

Note there may be slight differences in the illustrations used on this page and in your project.

Relevant for...

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

Steps

1. Resending the participant report request

1.1. Click on the "Participants" tab

In your project, access the **Participants** tab.

The screenshot shows the 'Mobility tool' interface for project 'Project 2018-1-PL01-ESC11-040194'. The 'Participants' tab is highlighted in the top navigation bar. The main content area is divided into several sections: 'Context information' (Programme: European Solidarity Corps, Action: SPV - Volunteering, Action Type: ESC11 - Volunteering Projects, Call Year: 2018, Round: 1, Start of Project: 01/01/2018, End of Project: 01/01/2020, Project Duration (months): 24), 'Project information' (Grant Agreement No.: 2018-1-PL01-ESC11-040194, National ID: EAC IT TRAINING, Project Title: 3, Project Acronym: EAC IT TRAINING, Project Status: Submitted), 'Project Access' (User's role in project: beneficiary, Access to Project: Edit Access to Project, Project is locked: ☒) and 'History information' (Created on: 11/01/2019 09:30:53 by: National Agency, Updated on: 19/02/2019 10:36:44 by: System User). A 'National Agency' section at the bottom left provides details about the PL01 - Foundation for the Development of the Education System and a link to the EC Europa website.

1.2. Select the participant from the list and click to edit the participation

In the list of participants, **select the participant**.

In the **Selection Details** section choose the participation for which you wish to send a new report request and click the **Edit** icon to access the **participation** details screen.

The screenshot shows the 'Participants' list for the same project. The 'Participants' tab is selected. The list displays one participant: Eric BERGER (PRN: 6040839221, Type: Young Person, Email: mob.train11.ben@gmail.com). The 'Selection Details' section on the right shows the participant's name and email, a 'view' button, and a list of participations. The first participation, 'A1 VOL-TEAM Volunteering Team in ABC', is highlighted with a red box and shows a 'Complete' status and an 'Edit' icon.

1.3. Access Participant Report section and check history

In the details screen scroll down to the **Participant Report** section. You will see a history of the requests.

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)

Age 18

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

245 characters left

Comments on different location than supporting/host organisations

Force Majeure ?

No

Participant Report

Request ID 999209 Status Requested Re-Send

Log Date	Action
04/03/2019 14:09:00	Automatic Invitation Sent To participant@testmail.com
04/03/2019 14:07:40	Automatic Invitation ready to be sent To participant@testmail.com
04/03/2019 14:07:40	Survey Prefilled
04/03/2019 14:07:13	Prefilling

If no request has been sent yet, a generic message is displayed instead of the report request history.

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)

Age 18

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

Poland

City of origin

Warszawa

Comments on different location than supporting/host organisations

Force Majeure ?

No

Participant Report

Request ID

DATE

ACTION

Mobility Tool+ cannot send an invitation for the Participant Report as long as the status is Draft.

Mobility Tool+ will automatically send an invitation for the Participant Report to the e-mail address of the participant and show tracking information once it has been sent.

1.4. Click the "Re-Send" button

Click the button **Re-Send** to send a new request for the participant report.



Resending the report request is only possible for participations having the report status **Requested** or **Undelivered** and can be done only once every 24 hours.

If the status is **Undelivered**, it is advised to refresh the participant data from the European Youth Portal before trying to resend the request. This ensures the latest participant data is updated in the project (specifically the email address).

Participant Report

Request ID 999209	Status Requested	Re-Send
Log Date	Action	
04/03/2019 14:09:00	Automatic Invitation Sent To EAC-TRAINING-36@ec.europa.eu	
04/03/2019 14:07:40	Automatic Invitation ready to be sent To EAC-TRAINING-36@ec.europa.eu	
04/03/2019 14:07:40	Survey Prefilled	
04/03/2019 14:07:13	Prefilling	

1.5. Confirmation message

At the top of the screen a confirmation message indicates that the participant report request was successfully re-sent. The **Participant Report** history is updated, now displaying the time and date when the manual reminder was sent.

Participant Report

Request ID 2869521

DATE	ACTION
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

[Re-Send](#)

Related articles

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