

# Frequently Asked Questions for Experts

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 The illustrations in the provided Wiki pages are for consultation purpose only and may not always reflect the latest implementation.

## Logging in to Assessment module

### I do not know my EU Login password. What should I do?

If the National Agency created the EU Login on your behalf, you should have received an e-mail asking you to create your EU login password. A link is provided in the e-mail to create the password. This link is only valid for a limited amount of time. Click on the link and follow the onscreen instructions to create your EU login password.

If you missed the deadline you can request a password reset via EU Login under <https://webgate.ec.europa.eu/cas/login>. Alternatively open the Single Entry Point and click on **Register or sign in**. You will be prompted to sign in. After you provided your email address and clicked on continue, a message will display, informing you that you have to create your password.

Enter the displayed CAPTCHA code and submit the request for a password. An e-mail will be sent to the email address registered for EU Login. In this email you find a link to create your password. Click on the link and follow the onscreen instructions to create your EU login password.

If you already had an EU login in the past and don't remember the password, open the Single Entry Point and click on **Register or sign in**. Alternatively use the EU Login page via <https://webgate.ec.europa.eu/cas/login>.

1. Click the **Forgot password?** link on the login page, after you entered your e-mail address.
2. Enter the **challenge code**.
3. Click on the **Get a password** button.
4. A **confirmation message** displays, informing you of the e-mail you will receive with a link to reset your password.
5. In the e-mail, click on the **link to reset your password**.
6. On the opened EU Login page, **enter your new password and confirm**.
7. Click the **Submit** button.
8. Once the password has been changed, click on the **Proceed** button to continue to sign in.
9. Another **confirmation message** displays after successful connection.

### Take note

You cannot reset your password if your account is locked. This happens if too many incorrect passwords are entered in a row. You will not be able to log in or reset your password during this period. Wait 15 minutes until the account is automatically unlocked.

Once your password is created, you can sign in to the Single Entry Point and access Assessment module.

### My EU Login password does not work. What should I do?

If your EU Login password does not work, request a new password.

1. Click the **Forgot password?** link on the login page, after you entered your e-mail address.
2. Enter the **challenge code**.
3. Click on the **Get a password** button.
4. A **confirmation message** displays, informing you of the e-mail you will receive with a link to reset your password.
5. In the e-mail, click on the **link to reset your password**.
6. On the opened EU Login page, **enter your new password and confirm**.
7. Click the **Submit** button.
8. Once the password has been changed, click on the **Proceed** button to continue to sign in.
9. Another **confirmation message** displays after successful connection.



#### Take note

You cannot reset your password if your account is locked. This happens if too many incorrect passwords are entered in a row. You will not be able to log in or reset your password during this period. Wait 15 minutes until the account is automatically unlocked.

Once your password is created, you can sign in to the Single Entry Point and access Assessment module.

### I am signed in to Single Entry Point, but do not have access to Assessment module/My Assessments. What should I do?

If you are signed in to Single Entry Point, please check if your user role displays under your name in the right top hand corner of your screen.

- If the Expert role displays, you should have access. Please contact the National Agency you are working for to check if your Expert Profile configuration is complete and correct. Provide the National Agency with the e-mail address you used to access the Single Entry Point.
- If the Expert role does not display first check if the e-mail address used is the correct one. If the e-mail is the correct one, contact the National Agency you are working for. Your expert profile configuration has to be checked. Provide the National Agency with the e-mail address you used to access the Single Entry Point/Assessment module.

### I try to access "My Assessments", but it does not open. What should I do?

If you use the direct link to access My Assessments and My Assessments does not open, please try to sign in to the Erasmus+ and European Solidarity Corps platform using <https://webgate.ec.europa.eu/erasmus-esc/home/>.

If you are able to access the platform with your expert account, check in the main menu if you have access to Assessments and My Assessments and try to open Assessment module from there.

### Under "My Assessments" I do not see my assignments. What should I do?

If you do not see any assignments in the **My Assessments** list, it could be that the National Agency has not yet assigned any projects to you to assess, edit or consolidate.

If you know assignments should be available, check the **Search filters**. You may, for example, have received assignments for European Solidarity Corps and therefore will not see them in the list with the Search filters set to Erasmus+. See [My Assessments](#) for details on the available filters under My Assessments.

If you still do not find the assignments, please contact your National Agency. Provide the National Agency with the e-mail address you used to access the Single Entry Point and/or Assessment module.

### My "EU Access Identity Profile" does not show EXPERT / ECAS / myUUID. Instead I only see GUEST. What to do?

If you only see the GUEST option to confirm in the **Select your EU Access Identity Profile** window, your expert profile is not configured with the e-mail address used to sign in. Check that you used the correct e-mail address. If you used the correct e-mail address please contact your National Agency to check your expert profile. Provide the e-mail address you used.

## My Assessments

### I do not see the assignments in the search results in "My Assessments". What should I do?

If you do not see any assignments under **My Assessments**, it could be that the National Agency has not yet assigned any projects to assess, edit or consolidate.

If you know assignments should be available, check the **Search filters**. The default system filter when accessing **My Assessments** is set to Programme Erasmus+, current Call year, All rounds, All Key Actions, Assignment Role: Expert, Consolidator and Editor, and with all available options selected under Expert assignment status, Consolidator assignment status, and Editor assignment status.

You may, for example, have received assignments for European Solidarity Corps and therefore will not see these in the list with the default filters set. See [My Assessments](#) for additional information.

If you still do not find the assignments, please contact your National Agency. Provide the National Agency with the e-mail address you used to access Assessment module.

### I see the same project code multiple times in "My Assessments". What is going on?

The same project code displayed multiple times in the search results under My Assessments will display different [Assignment IDs](#).

For example, you may find the same project code once with Assignment ID APP-E1-01 and once with Assignment ID APP-C-01, meaning for this project assignments were given to you as Expert (E1) and Consolidator (C).

## Received assignments

### I received an assignment for which I have a conflict of interest. What should I do?

In case of a **conflict of interest** you should not perform the given assignment. To declare the conflict of interest for a project assessment:

- In My Assessments, click the **Actions** button for the project with conflict, and select the option **Conflict of interest**, or
- In the Assessment Details of an opened assessment click **Conflict of interest** in the Navigation panel.

Then check the option **I declare conflict of interest**. The project assessment will be locked and no changes are possible.

# Completion of an assignment

## How do I save my changes?

Assessment module will save your changes automatically.

## Can I save an assessment as draft and continue working on it at a later stage?

Yes. As Assessment module saves your changes automatically you can access your draft assessments from My Assessments. To open a draft, either click on the hyperlinked project code or click on the Actions button and select Open assessment. The Assessment Details will open in edit mode.

## Where do I find the documents to check when evaluating a project?

Any documents relevant for the project under assessment are available for download or to view in browser from the **Project Details** section in the Assessment Details of the specific project.

Use the Navigation menu to access the Project information screen. See [Assessment Details](#) for additional information.

## I received an editing assignment but I cannot work on it. All fields are greyed out. What should I do?

It is possible that the editing assignment is not yet ready for action. Please check in the search results under My Assessments, if the status of the editing assignment displays **Editing ongoing**.

Only assignments with this status can be worked on. If the status is **Reviewing (read-only)**, **Editing completed** or **Editing cancelled**, you will not be able to edit.

Once the project is ready for editing, the **Editing Ongoing** status will display in the list under My Assessments and you can work on it.

## Can I withdraw an already approved assessment

It is possible for an expert involved in the consolidation to withdraw their already given approval to a consolidation.

An expert assigned as consolidator can roll back expert approval requests and/or roll back an expert approval.

This is done in the **approval screen** by unselecting the appropriate **approval tick box**.

This is possible only if the consolidation was not yet submitted to the NA by the consolidator.

