

WHAT TO DO if...

- I would like to receive an original application form for a Charter:

Please note that no paper copy of the application form is required. The ECHE application form is available on the ECHE website and should be submitted electronically. PDF versions of the ECHE online application form (in English, French and German language) are available on the ECHE website for information only and NOT to be used for submission.

- I do not have a Charter, but I would like to apply for it. Could you please, send me the username and password?

Username and password are sent to applicants who are currently holding an Erasmus University Charter awarded during the period 2007-2013. To access the ECHE online application form, you will need to introduce only the ECAS account login details. For further reference please read the instructions published on the webpage.

- I have obtain a Charter under the Programme EUC 2007-2013 but I have not received my username and password. Could you please sent it to me?

Please send an email to FACEA-ECHE@ec.europa.eu with the reference number of your institution and the ECHE Team will sent you the username and the password. Please note that this username and password will be used one time for the first entry in your application form.

For further details please, check the ECHE Application Manual: EN, DE or FR.

- After the submission, I remark that I have done a mistake while completing my on-line application form and would like to correct it:

The ECHE team have not the possibility to modify your application form. Please give the reference number of your application form to the following email address: FACEA-ECHE@EC.EUROPA.EU The ECHE team will delete your application and you must create a new one.

- I am a holder of a EUC and I would to apply for the Charter (EUC, EUCP or EUCX). Where can I find the application form EUC/EUCP/EUCX?

The 3 types of Charter (EUC, EUCP, EUCX) of the last Programme 2007-2013 don't exist anymore. All institutions are invited to apply for the same Charter.

For further details please, check the ECHE Application Manual: EN, DE or FR.

- I have a transitory Charter and would like to apply for a new Charter but my login and password do not work or I have not received neither login nor password:

Institutions with transitory charters are not attributed login and password.. Please access the ECHE online application form as a new institution. In case you do not have an ECAS account you will have to create one.

- I have a technical problem with the online submission tool as: I cannot correctly write special characters like "ä, ö, ü"

This may happen in case you have prepared your text in different software, which does not use the UTF-8 codification. Then if you copy and paste your text into the online application, some characters are not recognised. In such a case we advise you to write directly in the online application the characters which have not been recognised.

- I cannot print the application; nothing happens if I press the button on the screen.

Please check if your pop-up blocker is activated in your browser. If it is, please deactivate it first and then print the application.

- I wish to submit my request for mobility arrangements but my username and/or password do not work.

Please note also that username and password to submit a request for mobility arrangements are not the same as those used for applying for a EUC. Furthermore, for individual mobility aspects, you should contact your National Agency as it is your first contact point.

- We want to apply for students' mobility however we have lost our Charter

You can still make your request for students' mobility to your National Agency using your reference number and ID code. Please also send a request to the Executive Agency for a new print of your Charter: EACEA-ECHE@ec.europa.eu

- I am interested in cooperation with an institution but this institution does not have a Charter

All higher education institutions which will be interested to perform activities within the 2014-2020 EU programme for education, training, youth and sport or other centralised EU action, during the forthcoming period 2014-2020, need to have a valid Erasmus Charter for Higher Education.

- I am interested in cooperation with an institution but I do not know if it has a Charter:

You can check if the institution has a Charter in the EACEA database for Charter holders, published on this webpage: http://eacea.ec.europa.eu/llp/erasmus/erasmus_university_charter_en.php

- Our university has changed its name:

In order to update the Erasmus Charter for Higher Education database correctly, please

- fill in the Template for changes form, published on this webpage under Institutional Profile Changes:

http://eacea.ec.europa.eu/llp/erasmus/erasmus_university_charter_en.php

The documents stamped and duly signed by the legal representative should be sent by post to the address below:

Education, Audiovisual and Culture Executive Agency LLP - Erasmus University Charter Unit P2:
Erasmus, Jean Monnet, BOU2 03/75 Erasmus University Charter Avenue du Bourget 1 BE-1140
Brussels BELGIUM

You will be informed when the change has been done in the ECHE database. Please also inform your National Agency.

- Our university has got a new legal representative:

In order to update the Erasmus Charter database correctly, please

- fill in the Template for Changes form:

- then attach a copy signed of the appointment letter concerning the new legal representative to this form stamped and duly signed by the new legal representative and

- send them by post to the address above.

You will be informed when the change has been done in the EUC database. Please inform also your National Agency.

- Our university has got a new Erasmus coordinator

If there is only a new Erasmus coordinator, you can send the Template for Changes form stamped and duly signed by the legal representative to the following email address: EACEA-ECHE@ec.europa.eu. You will be informed when the change has been done in the ECHE database. Please inform also your National Agency.

Our faculty has been attached to a different university

Possible questions following a merger or a split of institution:

Our university has absorbed another one, which has a different type of Charter

Our faculty has grown and got separate from its university.

Our university has just merged; can we still use our Charter?

A specific procedure was established at the end of 2009 by the Executive Agency and the DG EAC to the attention of the National Agencies to have a common approach on the different types of merger and how to deal with each of them. Please, contact your National Agency which will inform you if you can continue your activities under your current Charter.

Should your problem persist, or for any further question, please contact the EUC helpdesk: EACEA-ECHE@ec.europa.eu