Online Linguistic Support

Erasmus+ Support: Licence Management System for Beneficiaries User Guide 17.0

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Introduction

This user guide explains how to use the Erasmus+ OLS licence management system (back-office) in your role as a Beneficiary (BEN).

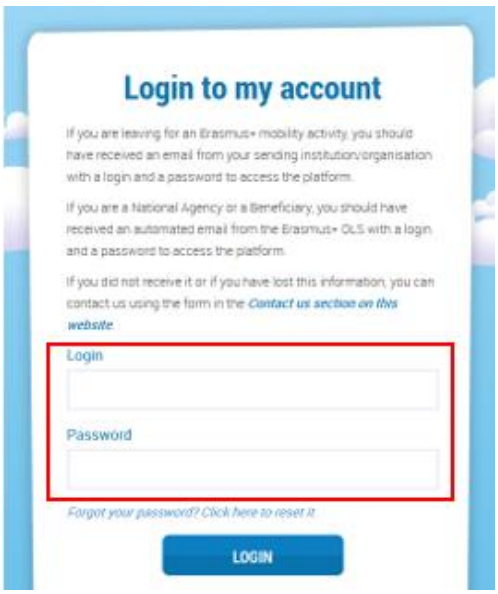
You will learn:

- How to log into the Erasmus+ OLS back-office;
- How the back-office is structured;
- How to use each feature, namely:
    - Allocating assessment licences to Participants,
    - Allocating course licences to Participants,
    - Monitoring the assessment and course licences used by Participants.

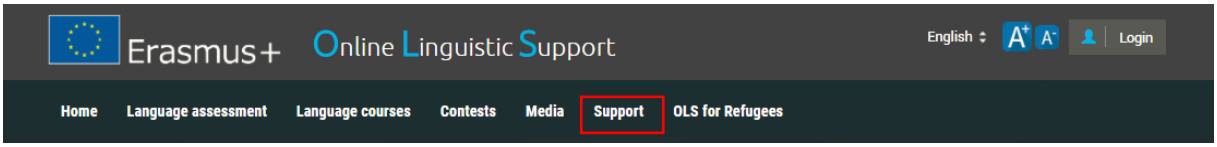
1. Access the OLS and log into the back-office

To access the OLS go to the following URL: http://www.erasmusplusols.eu.

To access the login page, click on the ***Login*** button in the upper right-hand corner of your screen. To log in, type in the Login and the Password you received by email.



In case you encounter problems, you can contact the Technical Support Team by clicking on the ***Support*** button at the top of your screen. You can also contact the Support Team through the ***Report a problem*** button in your licence management system.

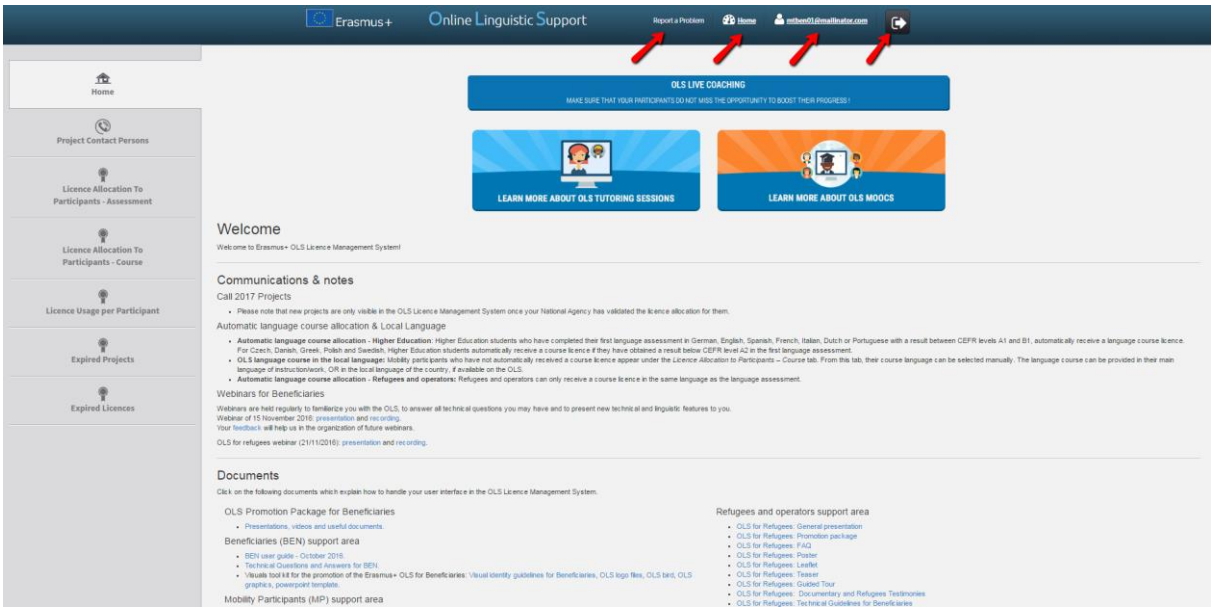


2. Structure of Erasmus+ OLS

The homepage of the Erasmus+ OLS back-office appears after you log in.

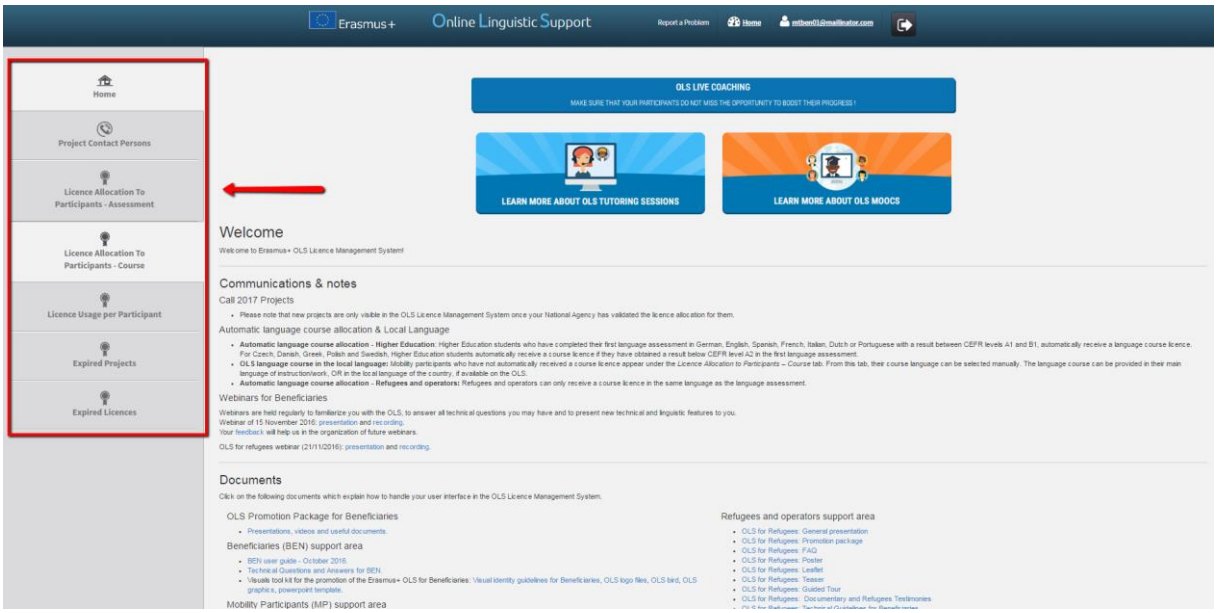
In the header on the upper part of your screen you have 4 buttons:

- *Home* button (Home) – click on this button to go to the OLS back-office homepage.
- *Profile* button (mtben01@mailinator.com) – click on this button to go to your BEN user profile page.
- Report a Problem – click on this button to contact the Helpdesk for any technical problems.
- *ESC* ( ) – click on this button to close your session.



On this page you can find important information regarding updates, forthcoming features of the OLS, system alerts, as well as OLS communication material that can be used to inform mobility participants about the OLS.

Four tabs are available in the menu on the left side of your screen:



Click on any tab to navigate between *Home, Project Contact Persons, Licence Allocation to Participants – Assessment, Licence Allocation to Participants - Course and License Usage per Participant, Projects and Expired Licences.*

3. Using the Erasmus+ OLS back-office features

3.1. Multiple Roles

Beneficiary users can now access the platform as a Beneficiary Institution or as a Mobility Participant with a single login and password. This enables them to view the platform as if they were a Mobility Participant, and explore all the features of the language assessments and language courses.

3.1.1 How to create multiple roles

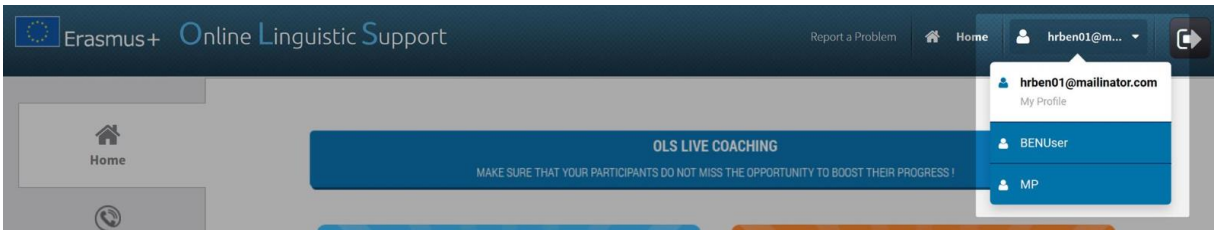
Beneficiaries can create additional roles for themselves by assigning a language assessment licence to the same email address as the main contact email or the secondary contact email of the Beneficiary institution/organisation.

Once the additional role has been assigned and the Beneficiary user logs in, the OLS will automatically display the interface which corresponds to their highest role in the following hierarchy:

1. Beneficiary User
2. Mobility Participant

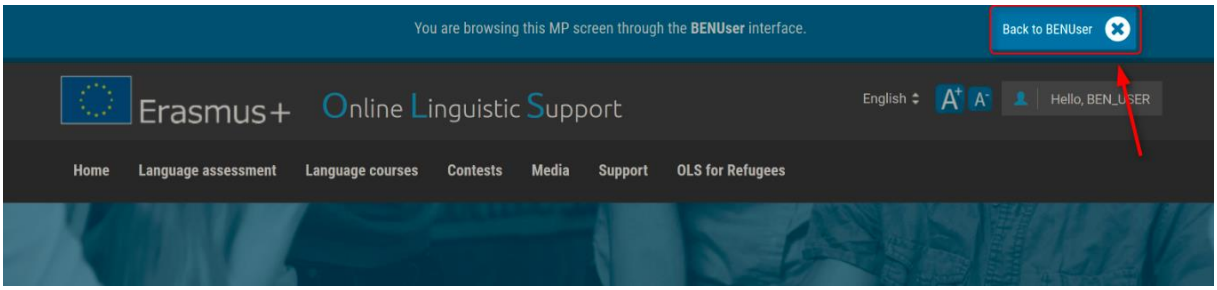
The Beneficiary user will then see the specific multiple role menu which can be used to access their other roles.

If the user is in the Licence Management System, the multiple role menu will appear as a dropdown menu on the top right-hand corner of the screen, underneath their login:



When in the role of a Mobility Participant, the Beneficiary user follows the same process that a Mobility Participant would follow when connecting to the OLS for the first time. The user will therefore be taken to the profile page before accessing the 'start assessment' button on the dashboard.

After accessing the OLS in the role of Mobility Participant, the user can easily return to the Licence Management System through the "back to Ben user" button.

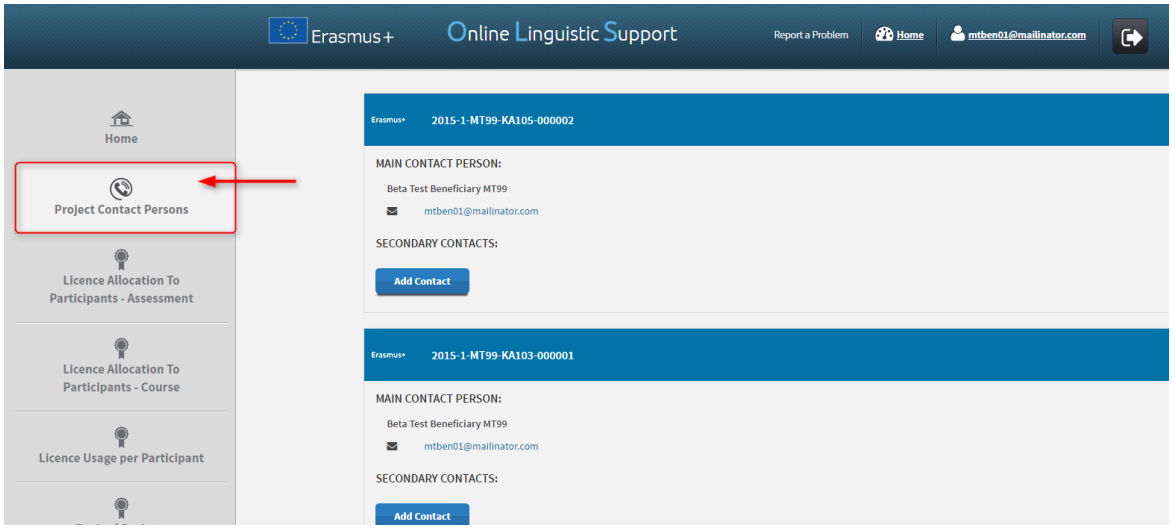


Please note that upon completion of the first language assessment (in the role of a Mobility Participant), the language course is not automatically allocated. The Beneficiary user must manually

assign a language course from the “Licence Allocation to Participant COURSE” screen. For more details, please refer to point 3.4.3.

3.3.2. How to manage Secondary Contact Persons (SCP) for your projects

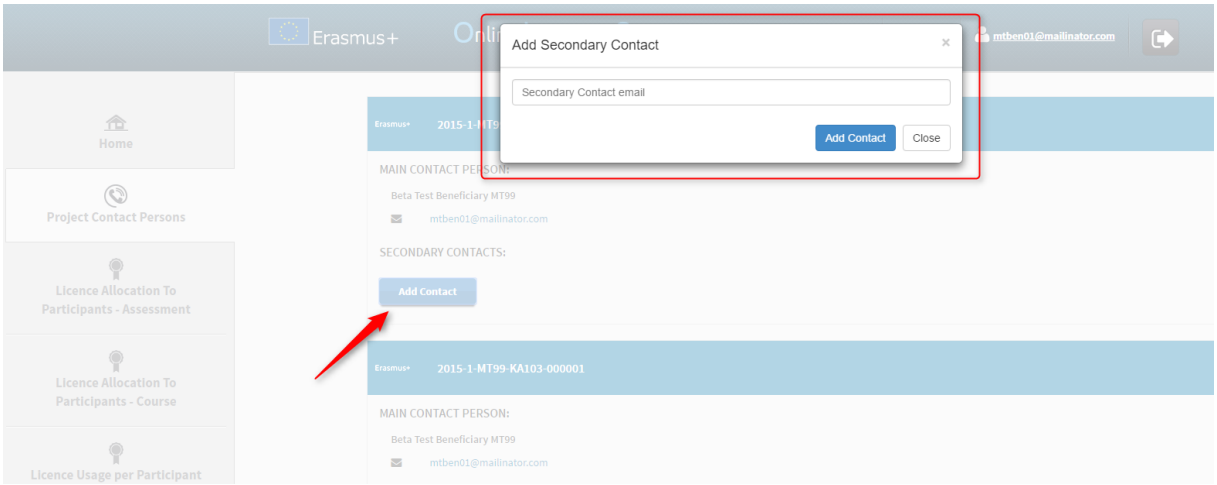
To access the section "*Project Contact Persons*", from your *Home screen*, click on the 2nd tab (***Project Contact Persons***).



3.2.1. How to add Secondary Contact Persons (SCP) to your projects

The secondary contact person can access the project(s) linked to them to facilitate the OLS licence allocation process.

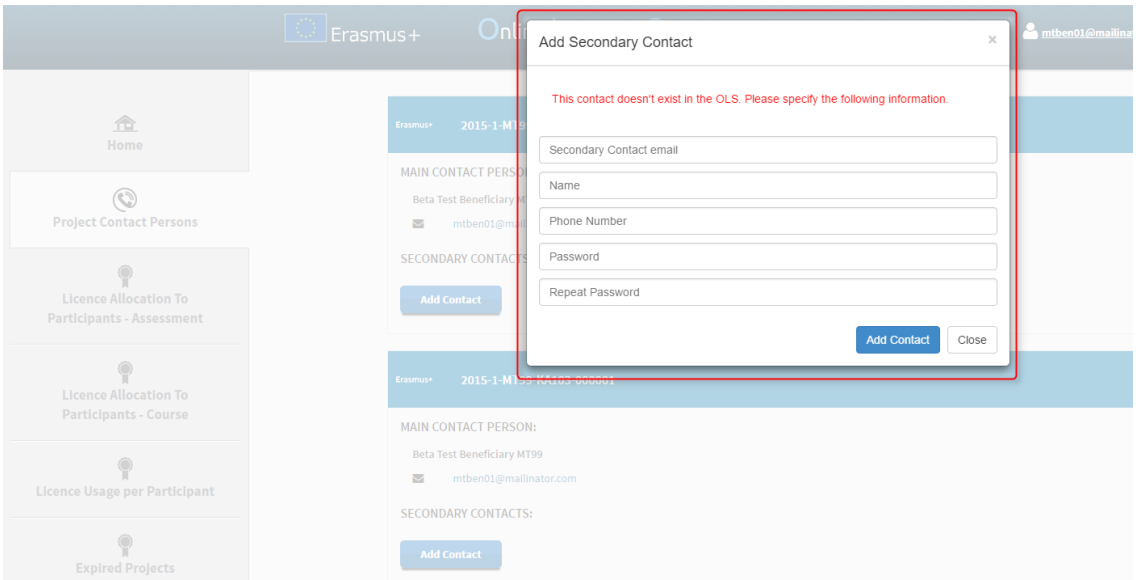
To add Secondary Contact Persons (SCP) to your projects, please follow these **step-by-step instructions**. Click on ***Add Contact*** to add an additional SCP and enter the contact email address.



When you click on ***Add Contact***, the Secondary Contact Person of the project will be directly added to the list if the contact already exisists in the OLS. The name and phone number will also be filled in automatically.

If the contact doesn't exist in the OLS yet, additional information will be requested.

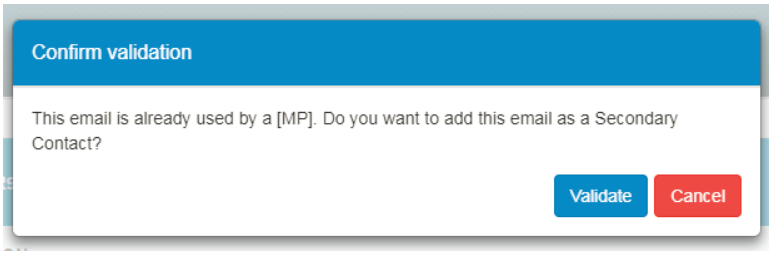
Note that if the contact is already the Main Contact Person for the project, it won't be possible to also add him/her as Secondary Contact Person.



Once you have entered the required data, click on ***Add Contact***. The newly created Secondary Contact Person then appears on the screen.

As a Main Contact Person or Secondary Contact Person, you should be able to create as many Secondary Contact Persons as needed for the project, regardless of whether the e-mail addresses used for this purpose are already in used as a Main Contact Person or a Secondary Contact Person in another project of the same or another Beneficiary.

If the user already exists with another role, the following warning will show, listing the role(s) of the existing user:

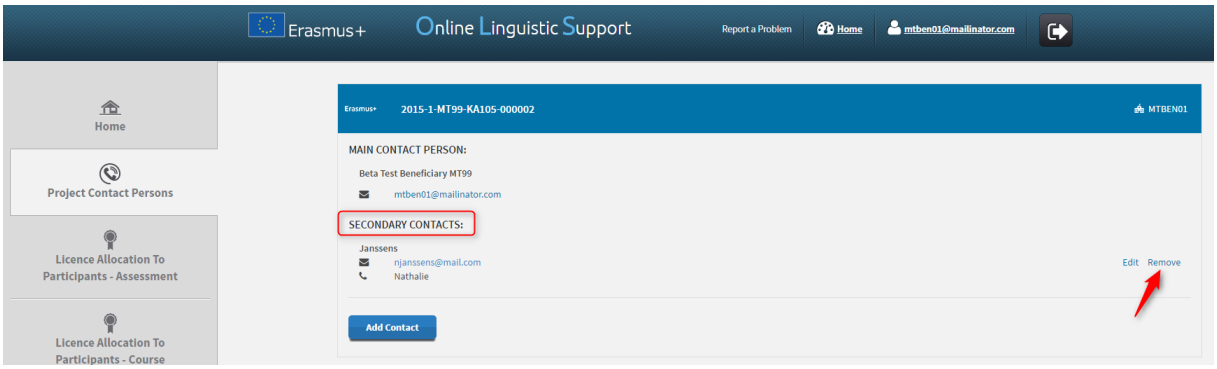


3.2.2. How to remove Secondary Contact Persons (SCP) from your projects

You can only remove Secondary Contact Persons (SCP) if you are the main contact person for a project. The Main contact person of a project is the OLS contact person as defined by the National Agency in EPlusLink.

If you are the Main Contact Person for the project and wish to remove Secondary Contact Persons (SCP) from your projects, please follow these **step-by-step instructions**.

Click on ***Remove*** to remove Secondary Contact Persons (SCP). A pop-up appears to ask for confirmation.



The Secondary Contact Persons (SCP) cannot remove other Secondary Contact Persons (SCP), and cannot see the ***Remove*** button. Therefore, if you have access to projects where you are Main Contact Person and to projects where you are the Secondary Contact Person, you will not have the same accesses.

3.2.3. How to edit Secondary Contact Persons (SCP) to your projects

You can only edit Secondary Contact Persons (SCP) if you are the Main Contact Person of a project. The Main Contact Person of a project is the OLS contact person as defined by the NA in EPlusLink.

Main Contact Persons are edited through the BO Report import (on EPlusLink). Therefore, you can only edit a Secondary Contact Person if he/she is not the Main Contact Person of another project.

To edit Secondary Contact Persons (SCP) of your projects, please follow these **step-by-step instructions**.

Click on ***Edit*** to modify the Secondary Contact Person. A pop-up will appear with the different fields of the Secondary Contact Person which you will be able to edit. Click on ***Edit Contact*** to validate.

In case the Secondary Contact Person is not editable because he/she is the Main Contact Person, the ***edit*** button is inactive and, when the mouse is over the button, an explanation appears.

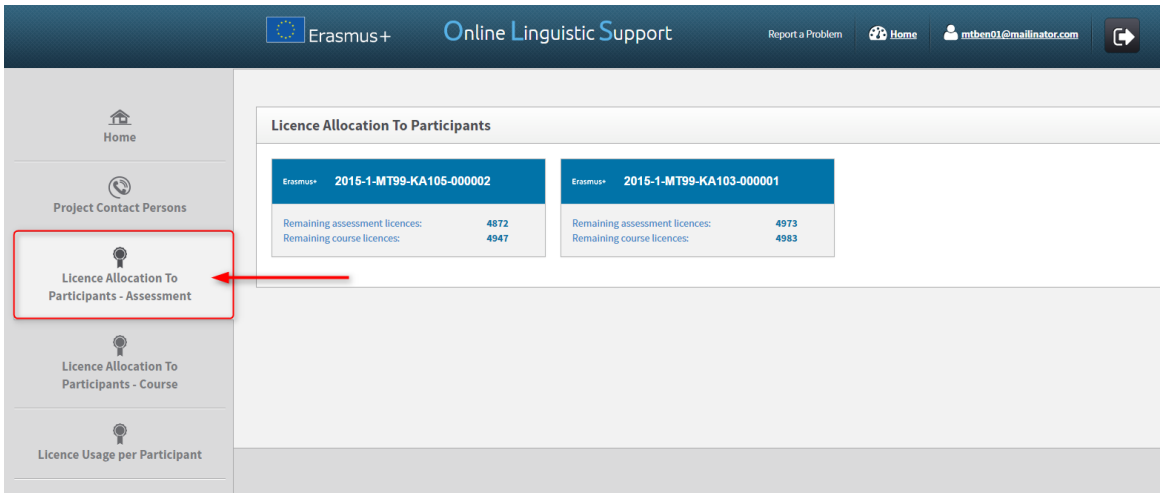
3.3. How to allocate assessment licences to participants

Licences are attributed to Beneficiary institutions/organisations by National Agencies. If you need additional licences, please contact your NA.

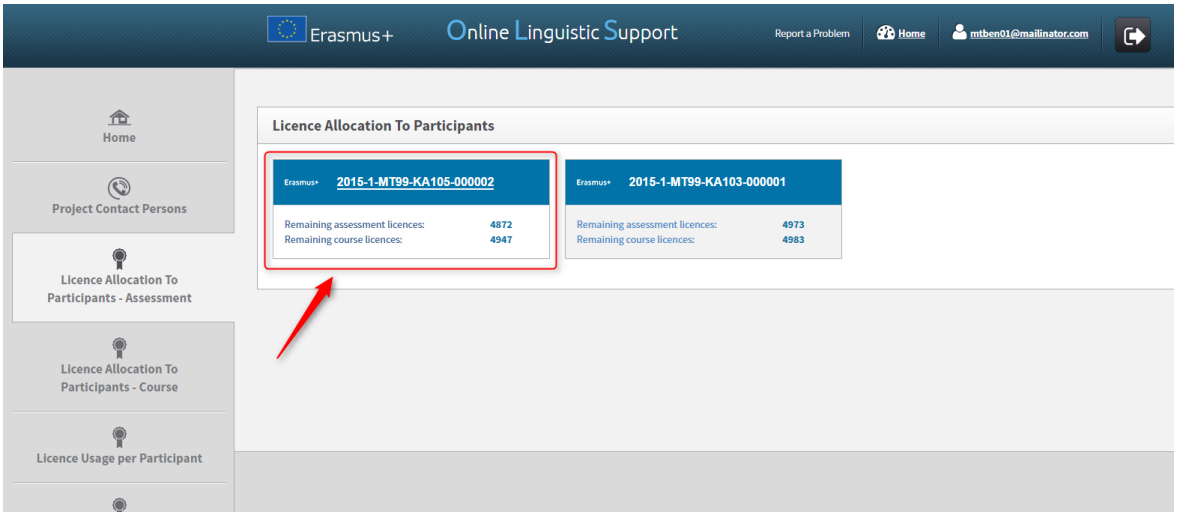
To allocate assessment licences to your participants, please follow these **step-by-step instructions**.

Note that you are able to invite mobility participants who have already used the OLS for another mobility several times, using the same email address.

To access the section "*Licence Allocation to Participants – Assessment*", from your Home screen, click on the 3rd tab (***Licence Allocation to Participants – Assessment***).

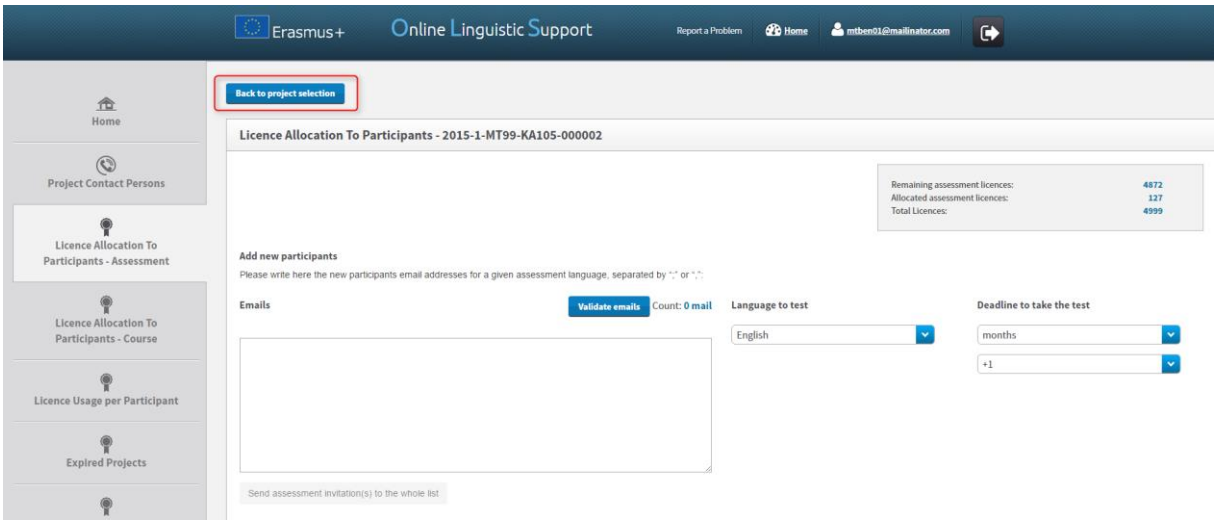


If you have several projects, all available projects will appear and, for each of them, you will be able to see how many licences have been attributed by your NA. You also have a permanent overview of your amount of remaining licences for both assessment and courses. Select the project you want to use.



By selecting a project, you can access the corresponding "*Licence Allocation to Participants – Assessment*" page related to this project.

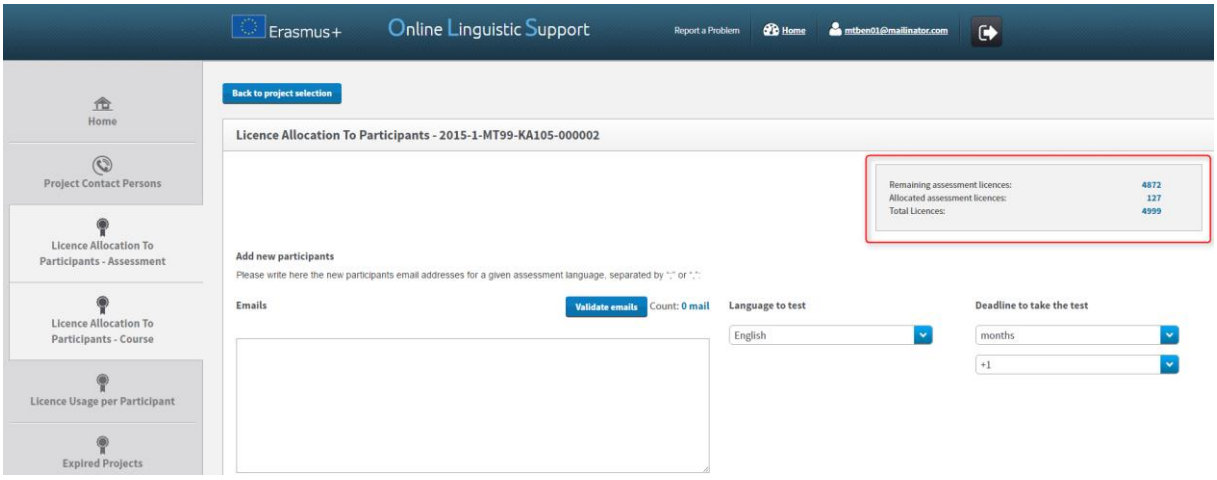
If you select a project and then assign a licence from this project to your Beneficiary main contact email address, you will automatically create a second role in your Licence Management System. When logging in, the system will automatically provide you with the possibility to access the OLS as a mobility participant (MP) or as a Beneficiary user. If you select the role "MP", you will be able to access the platform following the same process as mobility participants. If you want to have access to the language course platform, for example, you will need to allocate a course licence to yourself after having taken the first language assessment



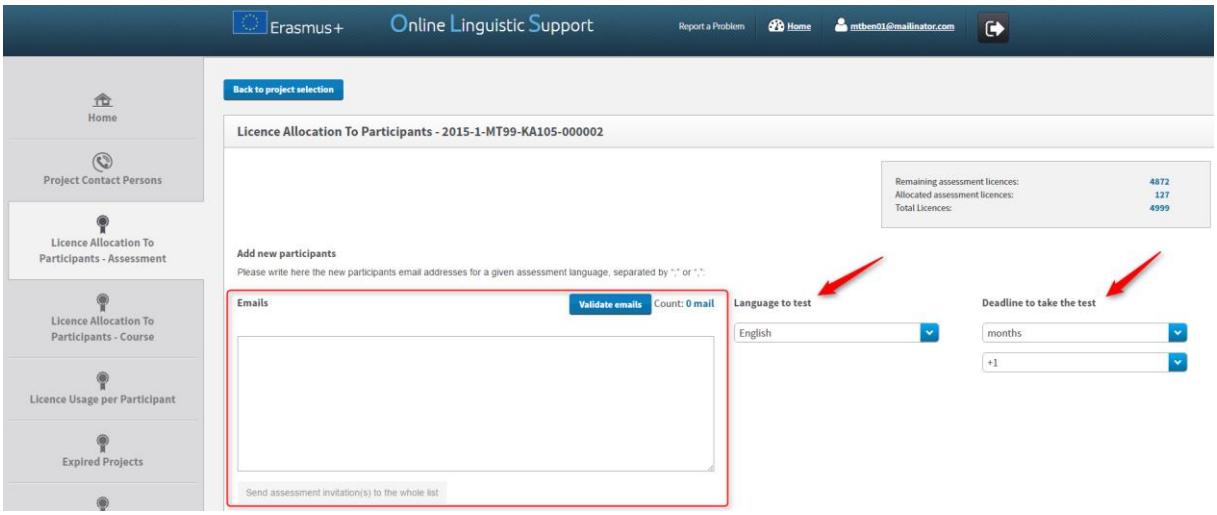
When you are done or if you want to select another project, use ***Back to project selection*** to go back to the project selection intermediary screen.

On the "*Licence Allocation to Participants – Assessment*" page related to a project, in the upper right part of the screen, a summary box shows information on:

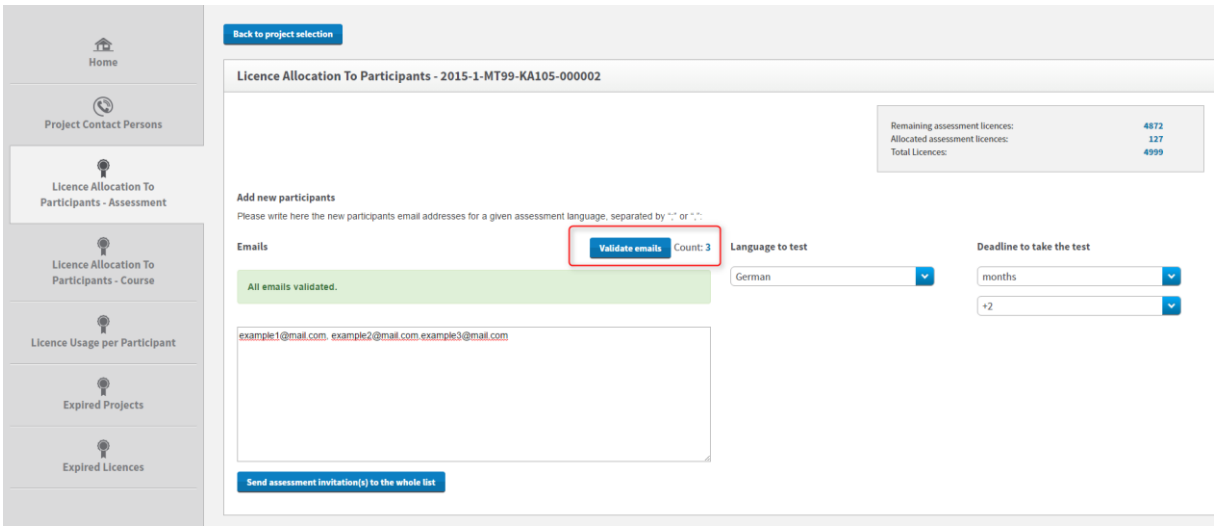
- The **remaining number of assessment licences**, i.e. the number of licences currently available for Participants allocation for that project;
- The **number of allocated assessment licences**, i.e. the number of assessment invitations already sent to your participants for that project;
- The **total number of assessment licences** granted to your BEN by your National Agency (NA) for that project.



To allocate assessment licences to the selected project participants, please indicate, in the appropriate box, all their email addresses, separated by ";" or ",". **N.B.:** you are requested to group together the email addresses of all participants who will be tested in the same language (for example, all participants taking their assessment in French). If you have groups of participants to be tested in different languages or participants who have multiple mobilities, repeat the following steps, language per language.



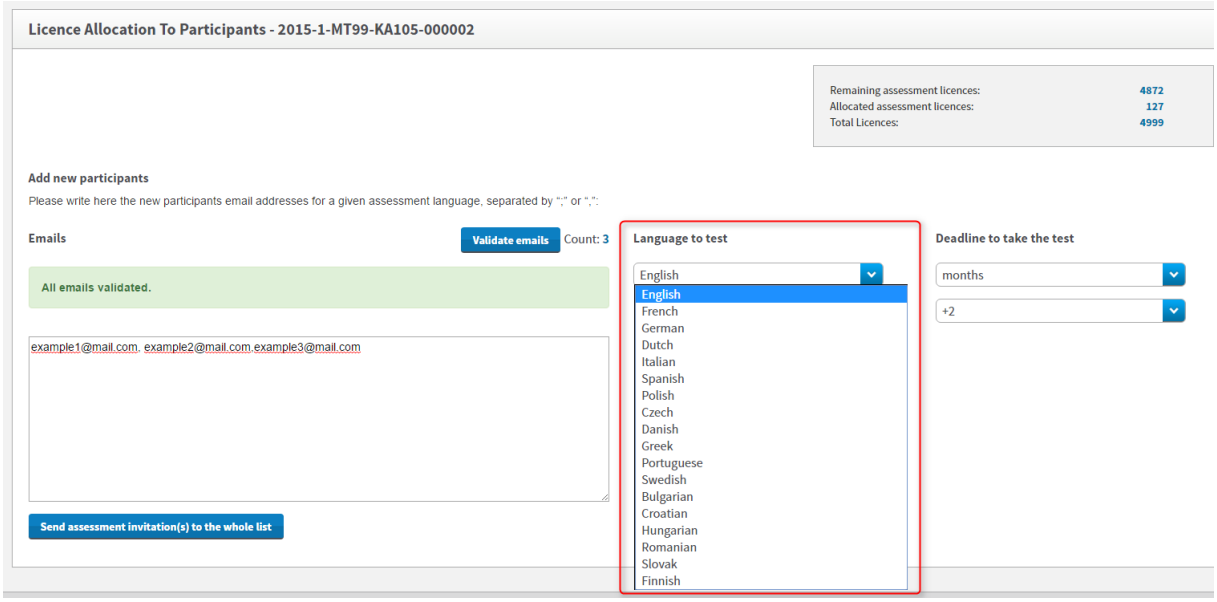
Before being able to move forward, you are requested to validate the email address list by clicking on ***Validate emails***. A message appears when emails are successfully validated. Then, make sure the count of email addresses is correctly shown next to the ***Validate emails*** button.



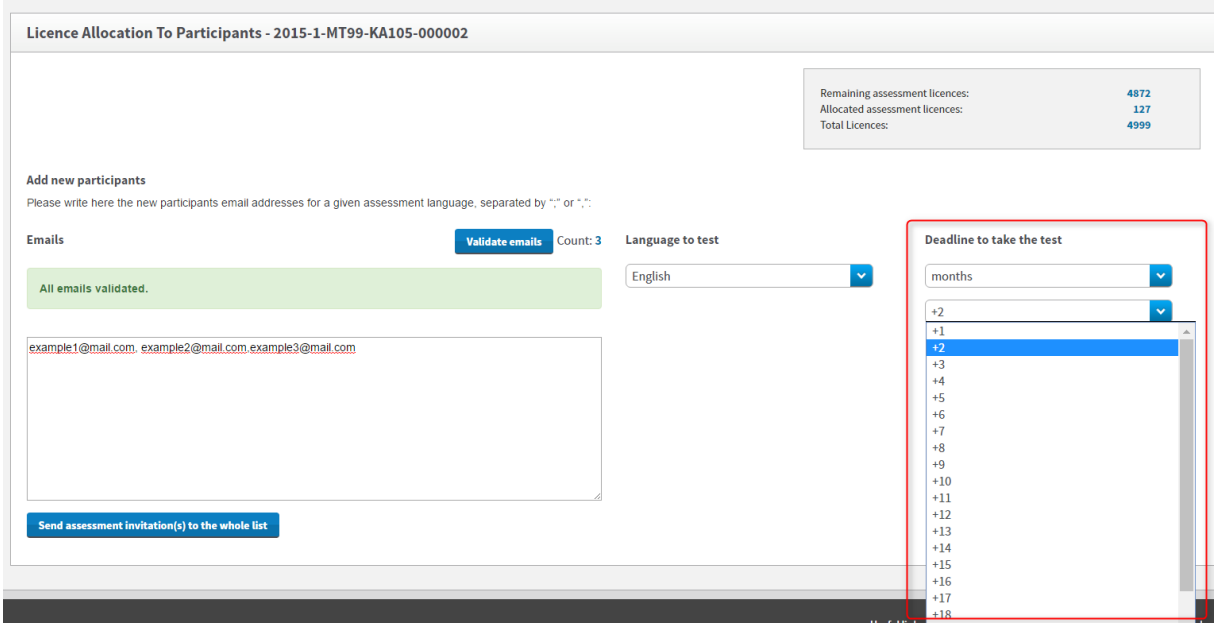
The OLS can be used by mobility participants with the same email address for multiple mobilities (mobility participants undertaking several Erasmus+ mobilities using the OLS).

If you enter a mobility participant's email address that is already in use in the OLS system for a recent mobility (first language assessment not yet started), a warning message will appear after clicking on the ***Validate emails*** button, informing you that the participant concerned has already been invited to take a language assessment. This warning states the language in which the assessment will take place, on which date the participant received an assessment invitation and the name of the institution/organisation if the invitation has been sent by another Beneficiary. This warning helps to avoid inviting a participant twice by mistake. Despite this warning, you can allocate a new language assessment to the mobility participant if this person is undertaking another mobility for which he/she should use the OLS.

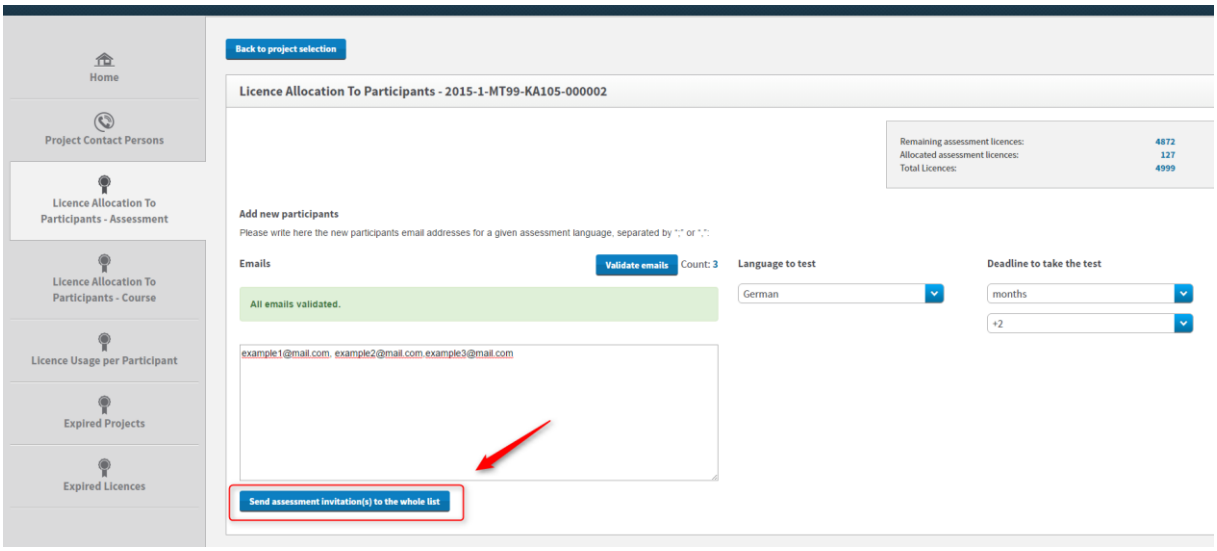
You are then requested to select the language to be tested in the highlighted ***Language to test*** scroll-down menu. The language tested corresponds to the language the participants will use to study, work or volunteer abroad.



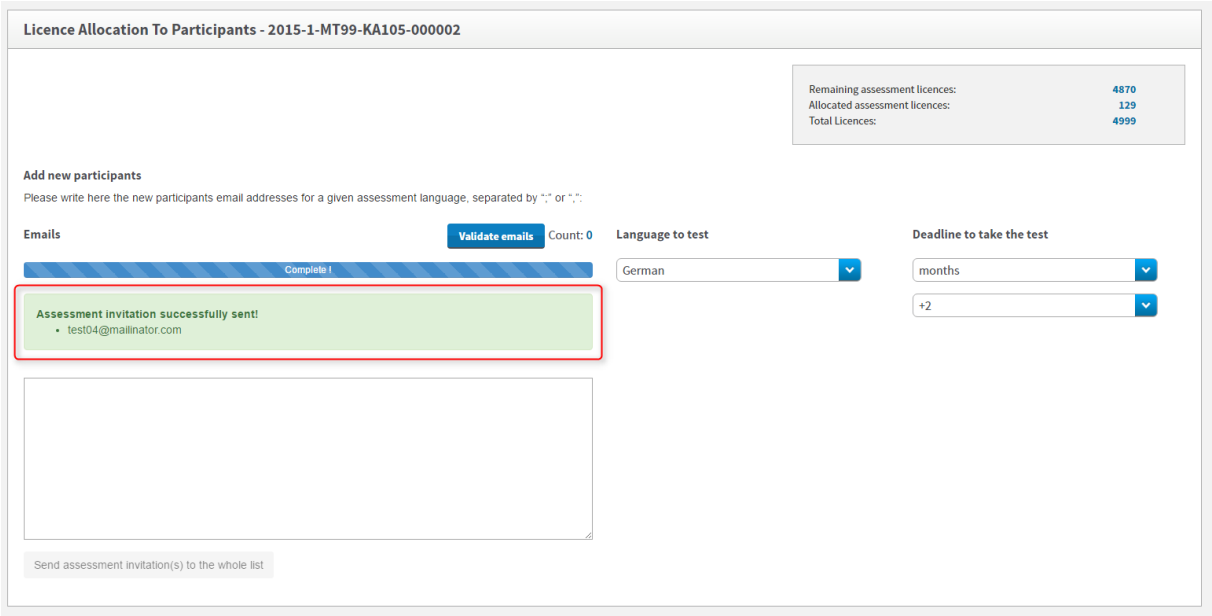
You are also requested to select a ***Deadline to take the test***. To do so, select the number of days or months given to the participants to take the test. Please note that the deadline should be set before the participant's departure date, especially for Higher Education participants since the OLS assessment is a pre-requisite for mobility.



Once the email list is validated, and both the language to test and the deadline to take the test are selected, the ***Send assessment invitation(s) to the whole list*** button becomes active. Review all information before clicking on this button to send assessment invitations to all validated email addresses.



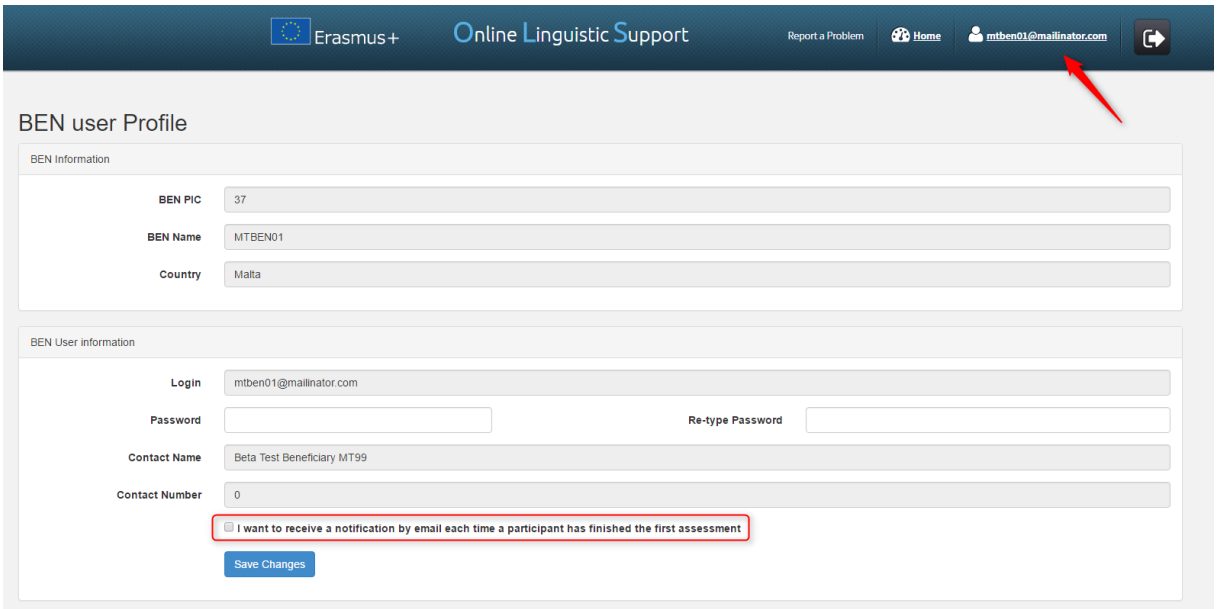
Invitations are then sent to the participants and a message pops up confirming the invitations were successfully sent. In the invitation, the participants also receive their personal login and password needed to access the Erasmus+ OLS language assessment.



If your participants have to be tested in several languages, repeat the above instructions for each group of participants/languages.

Should you wish to receive a notification once a participant has completed the first language assessment, please click on your profile.

In your profile, you have the possibility of ticking the "***I want to receive a notification by email each time a participant has finished the first assessment***" box. Further information is provided under point 3.7.



If you tick this box, you will receive an email notification whenever a participant has completed the first language assessment. These notifications are not sent instantly, but rather once every hour.

Please note, this notification can be sent to any Contact Person of the project (Main or Secondary), as long as the Contact Person checked this box in his/her profile.

When participants do not take the assessment within the deadline, their access to OLS is deactivated and the licence automatically returns to your remaining assessment licences if not yet used. For instructions on how to re-invite a mobility participant for the 1st language assessment, see section 3.4.1.

3.4. How to allocate course licences to participants

The process of allocating licences occurs at different levels (i.e. DG EAC / NA / BEN) – for more information on the process please consult your National Agency.

3.4.1 Important information for Higher Education Institutions: automated allocation of course licences

The automatic language course allocation is exclusively for Higher Education participants and, depending on the mobility language chosen for the language assessment, operates as follows:

- For German, English, Spanish, French, Italian, Dutch and Portuguese: Higher Education participants who have obtained a **result between CEFR levels A1 and B1 in their first language assessment** are automatically allocated a language course licence. As an HEI, you do not need to take any further action in the OLS Licence Management System. Course licences are automatically deducted from the total course licences available. Therefore, participants with a level of B1 or below will not appear in your "***Licence Allocation to participant – Course***" section, but you are able to find these participants under the 5th tab (***Licence Usage per Participant*****).**

- For Bulgarian, Czech, Danish, Greek, Croatian, Hungarian, Polish, Romanian, Slovak, Finnish and Swedish: Higher Education participants who have obtained a **result below CEFR level A2**

in their first language assessment are automatically allocated a language course licence. As an HEI, you do not need to take any further action in the OLS Licence Management System. Course licences are automatically deducted from the total course licences available. Therefore, participants with a level of A1 will not appear in your "***Licence Allocation to participant – Course***" section, but you are able to find these participants under the 5th tab (**Licence Usage per Participant).**

If there are not enough course licences to be automatically allocated to mobility participants, a warning appears on the "*Home*" page, indicating that the automated language course allocation has failed and requests you to contact your National Agency.

3.4.2 OLS language course in the local language of the country

Mobility participants who have not been automatically assigned a language course licence may be invited to follow a language course in the OLS Licence Management System. The language course can be offered in their main language of instruction/work, OR in the local language of the country, if that language is available in the OLS.

Under the 4th tab (***Licence Allocation to Participants – Course*)** you are able to manually select the course language for these participants.

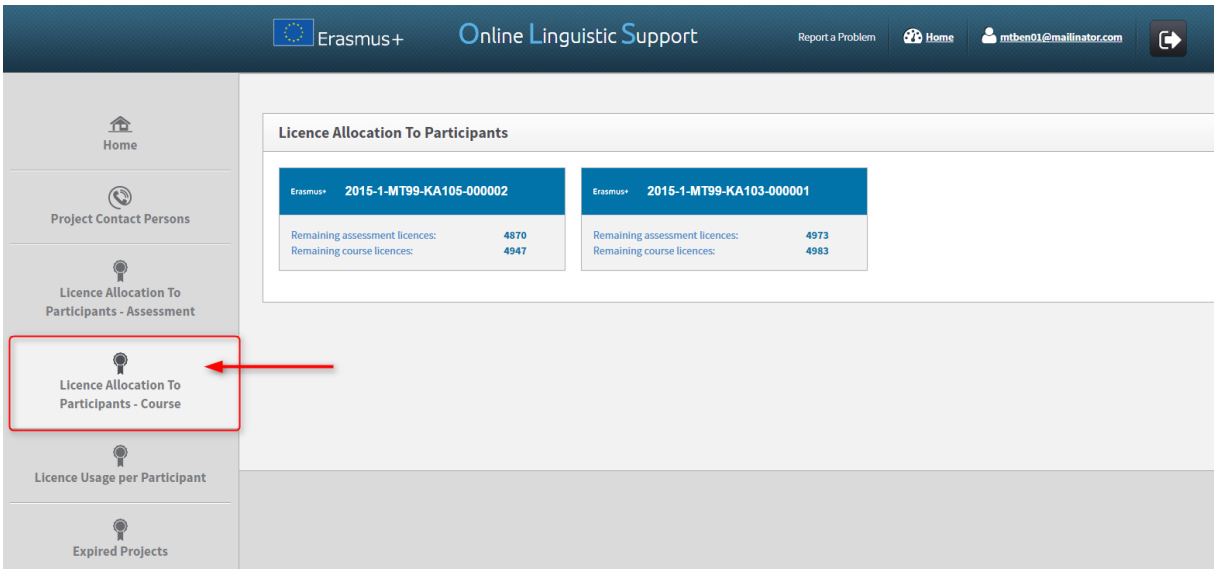
For the specific instructions, see section 3.3.3.

3.4.3 Manual allocation of course licences

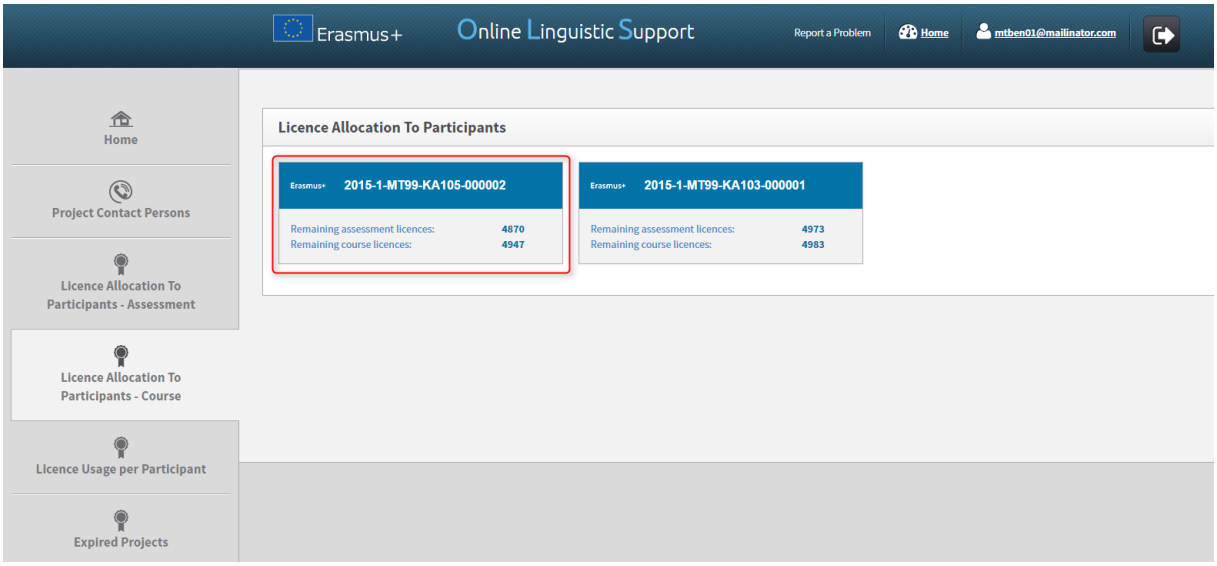
Manual allocation of course licences applies to Youth, VET and HE participants.

To allocate course licences to your participants, please follow these **step-by-step instructions,** here below.

To access the section "***Licence Allocation to Participants - Course***", from your *Home* screen, click on the 4th tab (***Licence Allocation to Participants - Course***).



You are now accessing the ***Licence Allocation to Participants - Course*** page. If you have several projects, all available projects will appear and, for each of them, you will be able to see how many licences are left (for both assessment and courses). Select the project you want to use.



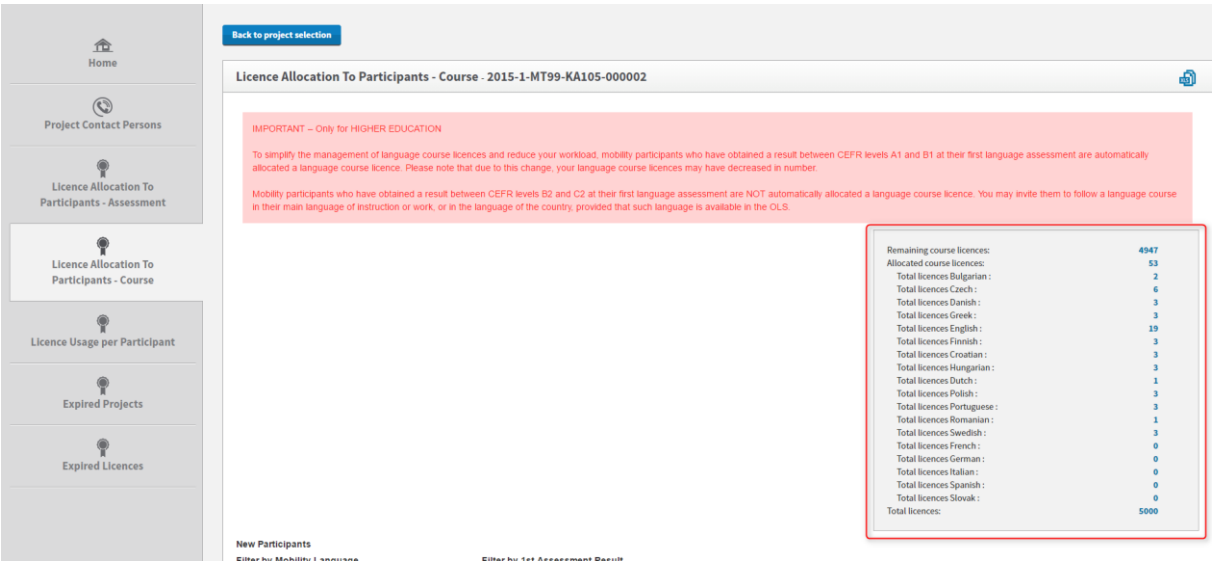
By selecting the project, you can access the corresponding "***Licence Allocation to Participants - Course***" page related to this project.

When you are done or if you want to select another project, use the ***Back to project selection*** to go back to the project selection intermediary screen.

Expired projects (projects having reached their contractual end date) continue to be shown as a separate tab, thus allowing you to continue allocating course licences to mobility participants who have not yet returned from their mobility. For more information on expired projects, please consult point 3.5.

In the upper right part of the screen, a summary box also shows information on:

- The **remaining number of course licences**, i.e. the number of licences currently available for allocation to your participants;
- The **total number of allocated course licences**, i.e. the number of licences already allocated to your participants;
- The **number of allocated course licences, per language** (Czech, Danish, German, Greek, English, Spanish, French, Italian, Dutch, Polish, Portuguese and Swedish);
- The **total number of course licences** granted to your BEN by your National Agency (NA).



In the lower part of your screen you will be able to see the list of participants related to the selected project who:

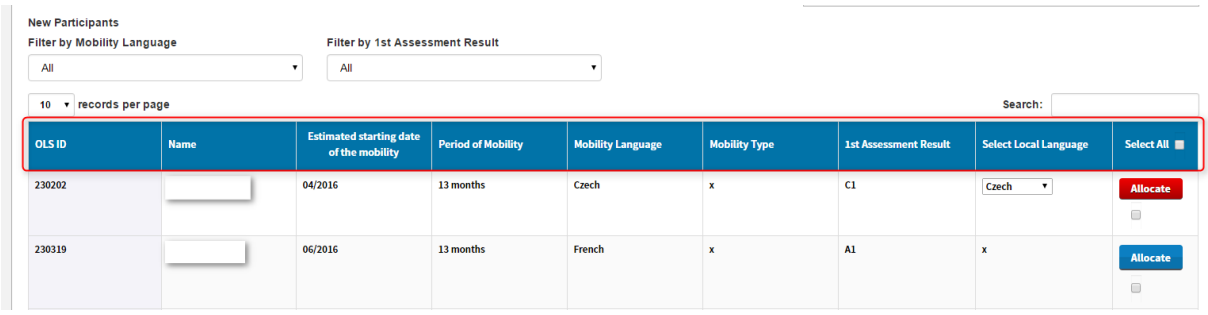
- Received an assessment licence;
- Completed the first assessment;
  NB: for HE participants, only those having obtained a result between CEFR levels B2 and C2 at their first language assessment;
- Have not returned from their Erasmus+ mobility yet.

For each of your participants the following information is available:

- *OLS ID* (identification number used in the OLS system to identify individual OLS usage by mobility participants. Mobility participants using the OLS for several mobilities have separate *OLS IDs* for each of these mobilities. Please quote this ID when contacting the Technical Support Team in case of issues with specific mobility participants.)
- *Name*

- *Estimated Starting Date of the Mobility*
- *Period of Mobility*
- *Assessment Language*, i.e. the mobility language allocated to the participant for his/her language assessment
- *Mobility type* (only for Higher Education participants, i.e. HE SMS or HE SMP.)
- *First Language Assessment Result*
- *Select Local Language*

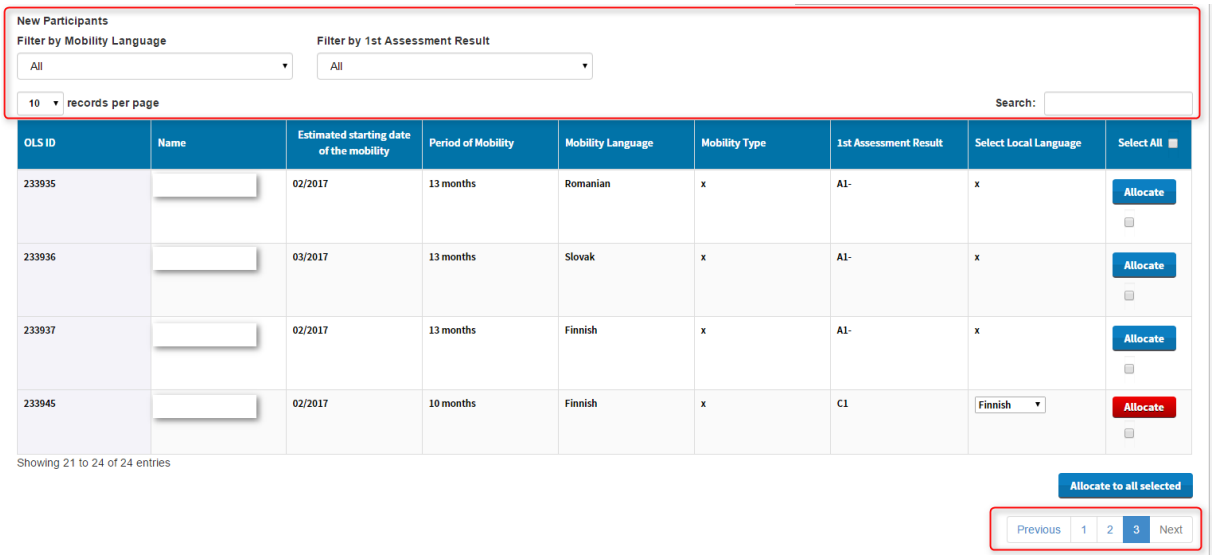
You can also sort the information by alphabetical or numerical order by clicking on a column title.



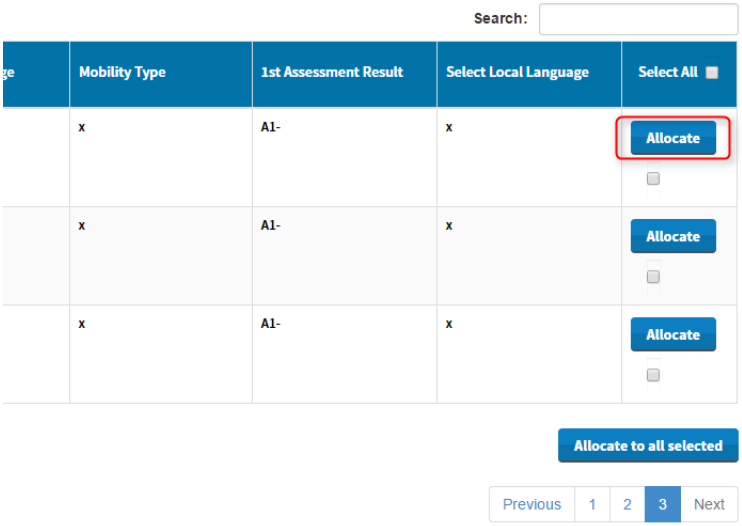
On your screen several functions are available:

- : by clicking on this button you can export all information on ***Licence Allocation to Participants - Course*** in an Excel file;
- ***Records per page*** scroll-down menu: by clicking on this button you can change the number of Licence Allocation to Participants - Course records that are shown per page;
- ***Filter by Mobility Language*** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the language tested during the 1st assessment;
- ***Filter by 1st Assessment Result*** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the level achieved in the 1st assessment;
- ***Search*** field: by using this field you can search participants on the basis of any data (one word only);

  Previous and Next buttons: by clicking on these buttons you can navigate in the different pages of the Licence Allocation to Participants – Course table.



To allocate a course licence to a participant click on ***Allocate*** on the right-hand side of the participant's row. A message then appears confirming that the course licence has been successfully allocated.

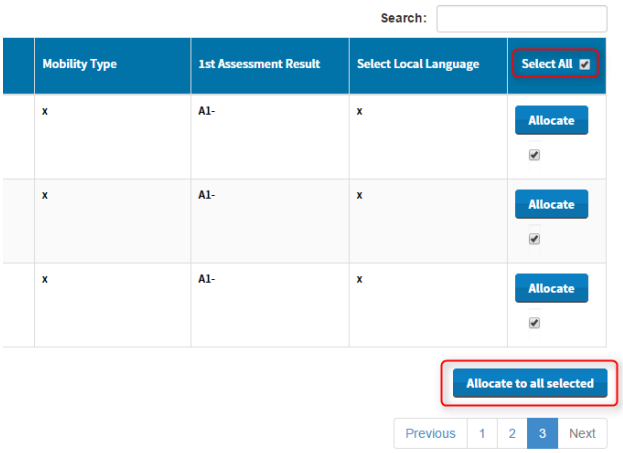


If you allocate a language course licence to a participant who already has access to the course platform for the same language with a licence from the same project, a warning message will appear. This warning helps to avoid sending a course licence invitation to a participant twice by mistake. Despite this warning, you can allocate a new language course to this mobility participant if this person is undertaking another mobility for which he/she should use the OLS.

When a participant has been allocated a course licence, the related row disappears from the ***Licence Allocation to Participants – Course*** table. The participants also receive a link to access the Erasmus+ OLS language course by email.

To allocate course licences to several participants, tick the boxes related to those participants in the cells on the far right of the mobility participants' rows. Then click on the ***Allocate to all selected*** button.

If you wish to allocate licences to all participants in the list, you can select them all by clicking on the ***Select all*** button in the column title.



When participants do not connect to the language course within 30 days after receiving the invitation, their access is deactivated and the licence automatically returns to your remaining language course licences. Participants who let their language course licence expire also appears in the "***Expired Licences***" tab under the "***LC (Courses)***" option.

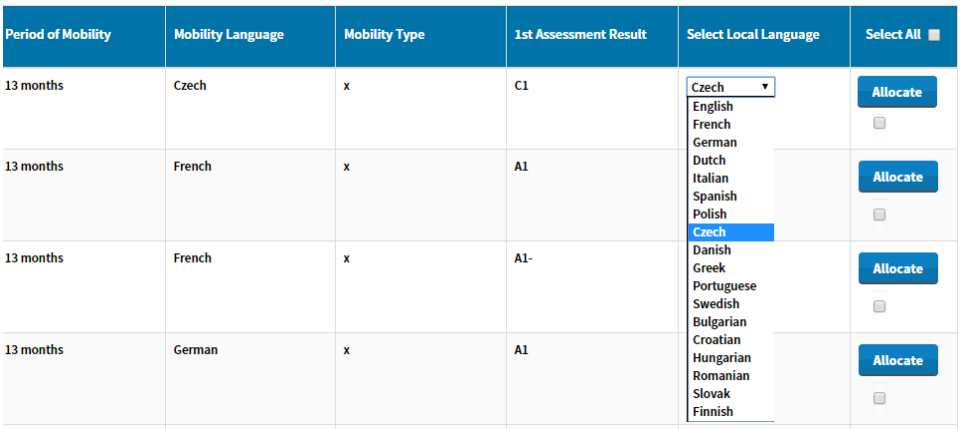
3.4.4 Select the language of the course

You may invite participants listed in this screen to follow a language course in their main language of instruction/work, OR in the local language of the country, provided that the language is available in the OLS.

In the column "***Select Local Language***", a dropdown menu gives you the option to select the course licence language that should be allocated. For participants who have obtained a result equal to C2, no language is selected by default. The mobility language (language assigned for the assessment) for all other levels is selected by default but this can be modified.

- If the mobility language (same language as the first language assessment) is selected, both assessments and the course will be in the same language.

- If the "***Select Local Language***" (language of the country in which the mobility occurs) is modified, this means the participant will have the option of accessing a course in a language other than that of the first assessment. The participant, however, needs to take the second language assessment in the mobility language.

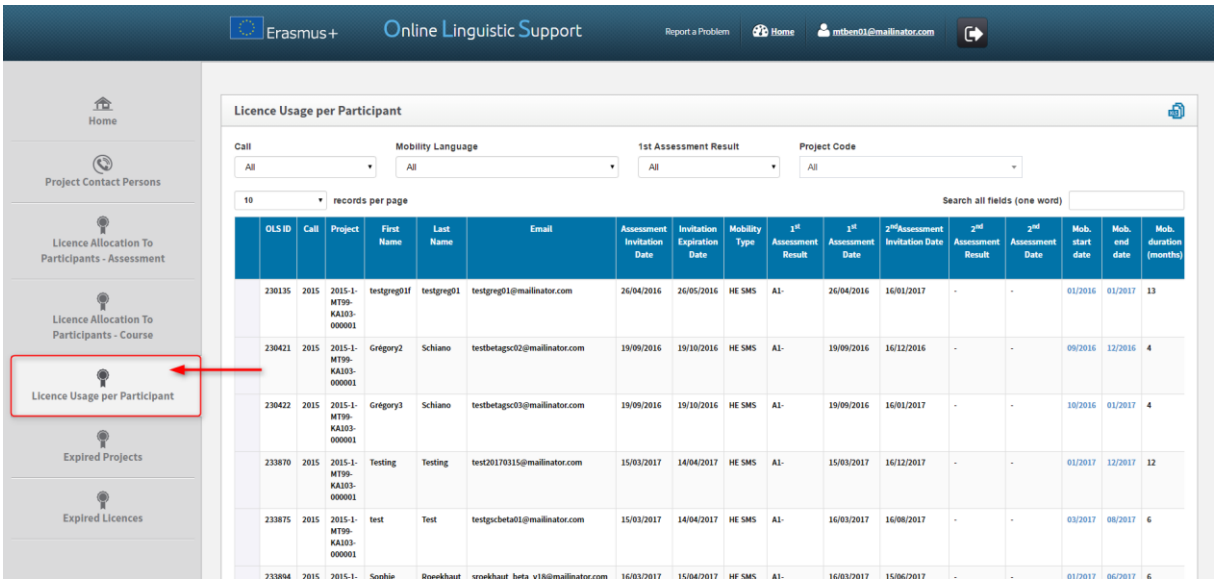


To allocate a course licence to a participant, first, select the language you want to assign him/her and then click on ***Allocate*** on the right-hand side of the participant's row. A message then appears confirming that the course licence has been successfully allocated.

3.5 How to monitor the licences used by your participants

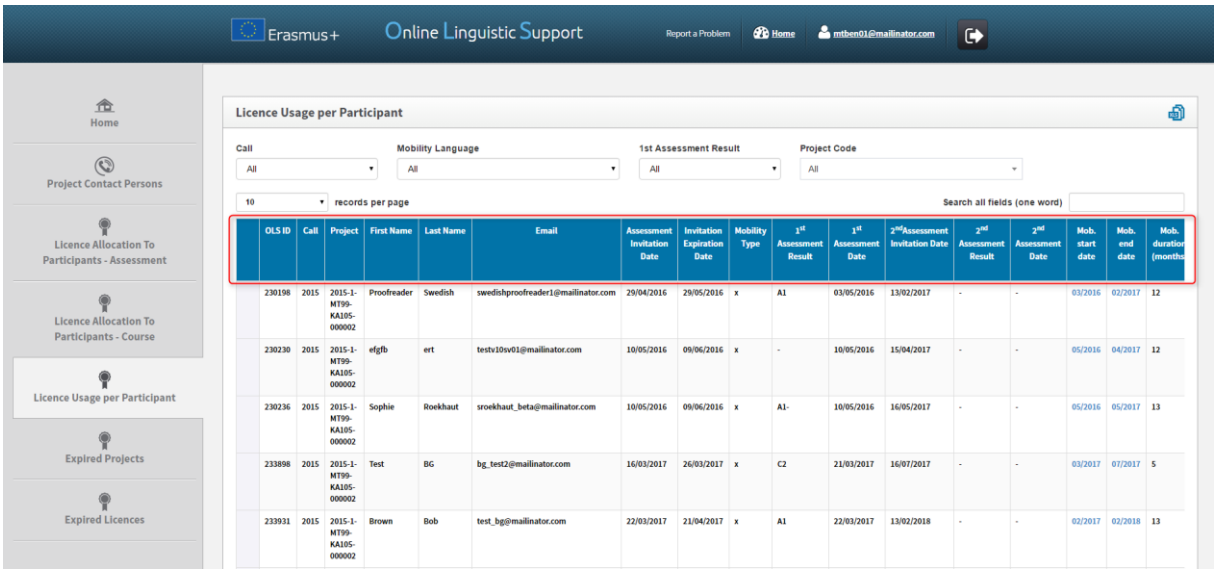
Once you have allocated assessment or course licences to your participants, you can monitor the use of each licence in the Erasmus+ OLS back-office.

To access the *Licence Usage per Participant* section, from your *Home* screen, click on the 5th tab (***Licence Usage per Participant***).



N.B.: if a participant has several mobilities in the same project, he/she will be displayed twice in two separate rows with a different OLS ID (i.e. one ID per mobility).

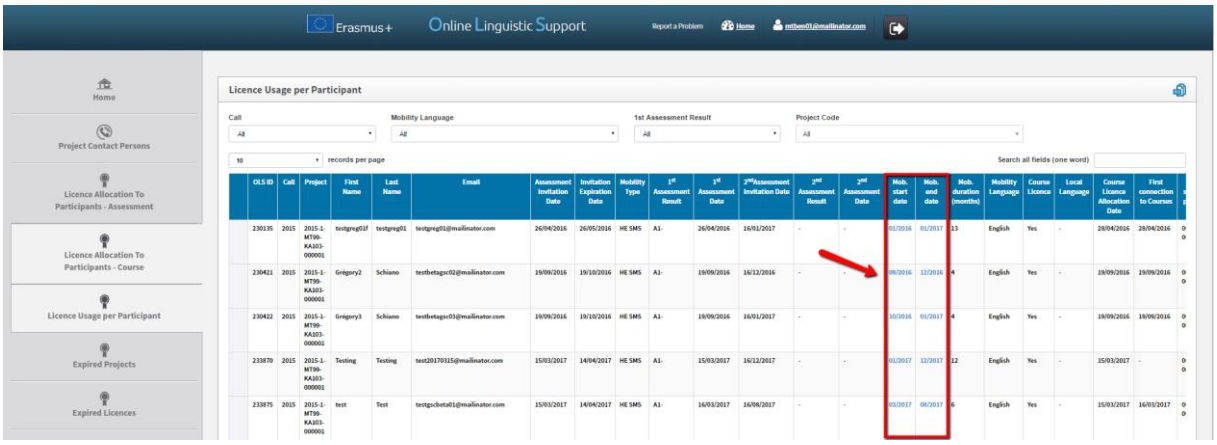
You can also sort the information by alphabetical, chronological or numerical order by clicking on a column title.



On your screen several functions are available:

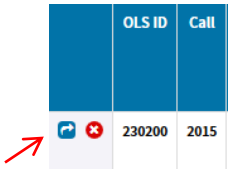
- : by clicking on this button you can export all information on Participant(s) in an Excel file;
- ***Records per page*** scroll-down menu: by clicking on this button you can change the number of participant records that are shown per page;
- ***Call*** scroll-down menu: by clicking on this button you can filter the projects by Call (All, 2014, 2015 or 2016);
- ***Mobility Language*** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the tested language;
- ***1st Assessment Result*** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the level achieved in the first assessment;
- ***Project Code*** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the project code;
- ***Search all fields (one word)*** field: by using this field you can search participants on the basis of any data (one word only);
- ***Previous and Next*** buttons: by clicking on these buttons you can navigate across the different pages of the Licence Usage per Participant table.

In addition, you can edit the *Mob. Start date* and *Mob. End date* of your participant in case of wrong dates indicated. In order to edit the mobility period, just click on the date and a calendar appears, allowing you to select the correct date. Once all modifications are introduced in the system, mobility participants are duly notified of their updated mobility period in their mobility profile.



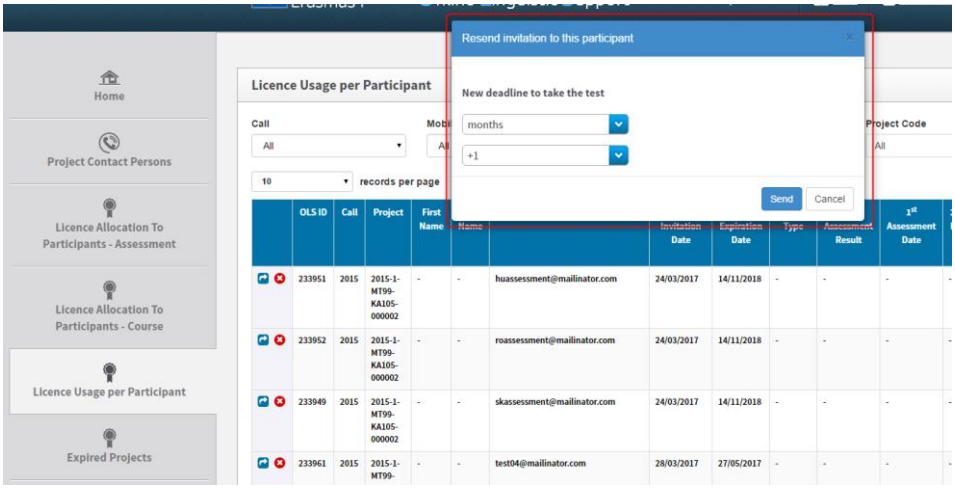
3.5.1 How to resend an assessment invitation to a participant

If you wish to resend an assessment invitation to a participant, click on the "***Resend invitation***" button (blue button) in the first column.



Note that this is only possible if the participant hasn't started the test yet (if the participant has already started the test, the "***Resend invitation***" button will not be visible).

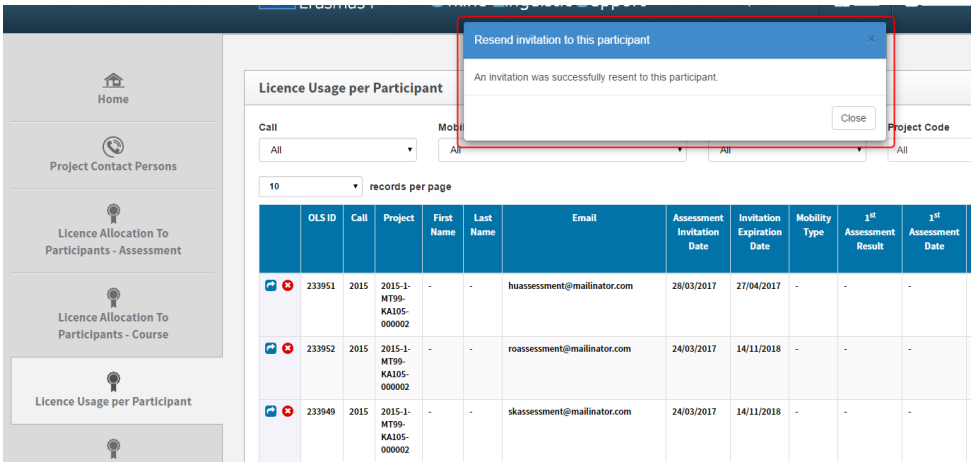
When clicking on the "***Resend invitation***" button, a pop-up message appears asking you to specify a new deadline to take the test.



The participant will receive another invitation with the new deadline to take the test.

By default, the language to be tested remains the same as the one specified in the first invitation. If you wish to modify this language, you will have to delete the participant and then re-invite her/him to take the test in the new language in the ***Licence Allocation to Participants – Assessment*** screen (3.1).

A pop-up message then confirms the invitation has been successfully resent to the participant.

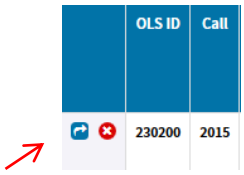


3.5.2 How to modify/cancel an invitation and re-invite participants

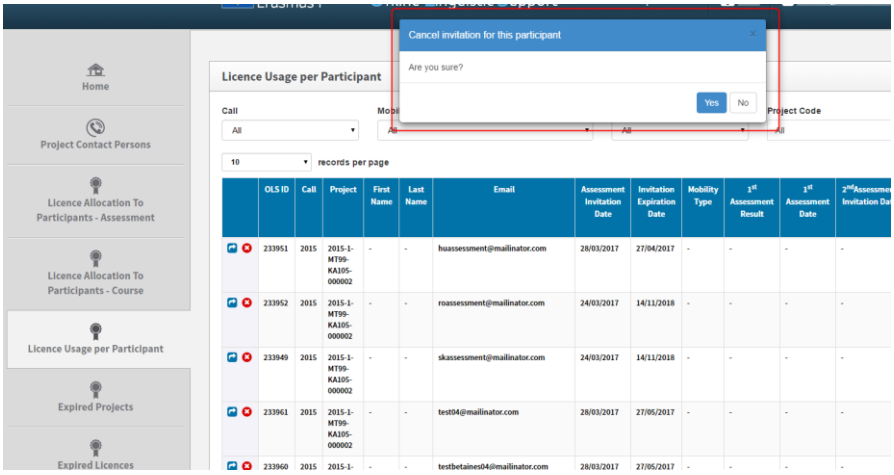
Once invitations have been sent, they can no longer be edited or modified. If you need to cancel an invitation, please follow these **step-by-step instructions**.

Invitations can be cancelled provided that the participants haven't started the language assessment yet. Licences that have been cancelled automatically return to your remaining assessment licences.

In the tabs, select the "***Licence Usage per Participant***". Once on the page, search for the participants whose invitation you want to cancel. If they haven't started their first assessment yet, the cancel button should be available in the first column:



Click on the cancel button (⊗). A pop-up will appear to request confirmation of the cancellation.



If you validate by clicking on ***Yes***, the invitation will be cancelled and a confirmation message will appear. A notification will also be sent to the participant. When you close the confirmation message, that mobility from the participant will disappear from the page. By doing so, you will automatically recover the licence previously assigned which means that no licence will be lost in the process.

If necessary, you can however reinvite the participant through the "***Expired Licences***" tab (select "***LA (Assessment)***". For the specific instructions, see section 3.6.

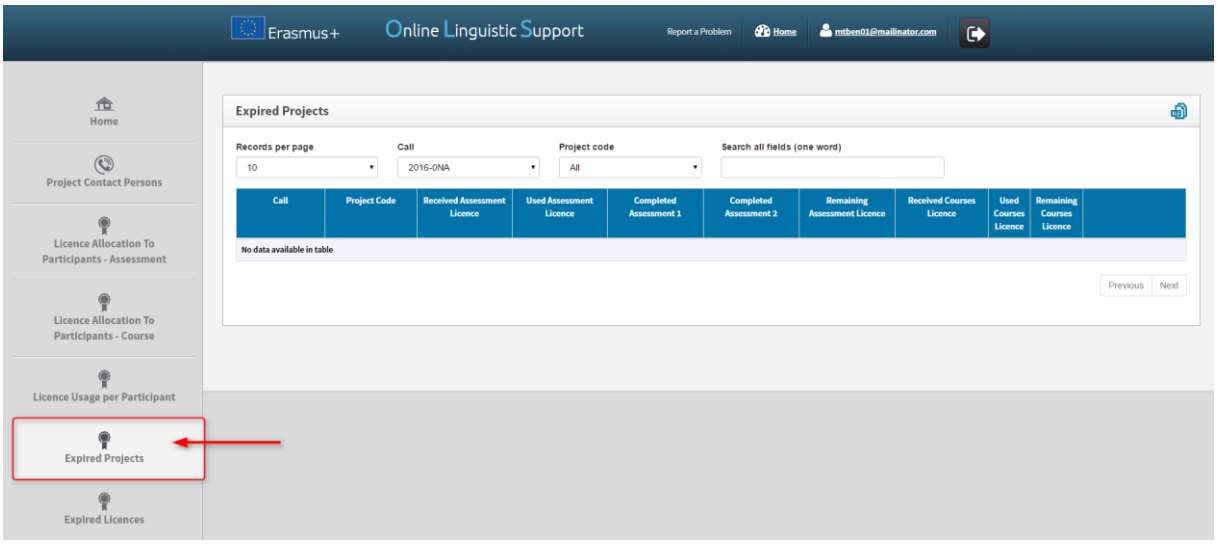
3.6 How to monitor the expired projects

The ***Expired Projects*** tab facilitates the monitoring of projects and mobility participants. This allows your current projects to be kept separate from expired projects.

When projects have expired (reached their contractual end date), their content is moved to this screen.

For projects that have expired, it is no longer possible to invite mobility participants to take the 1st language assessment. However, mobility participants that have been invited to take the 1st language assessment before the project end date are still able to take the 1st and 2nd language assessment, and you are also able to invite them to follow a language course (in the ***Licence Allocation to Participants – Course*** screen under the tab of your expired project – see section 3.3).

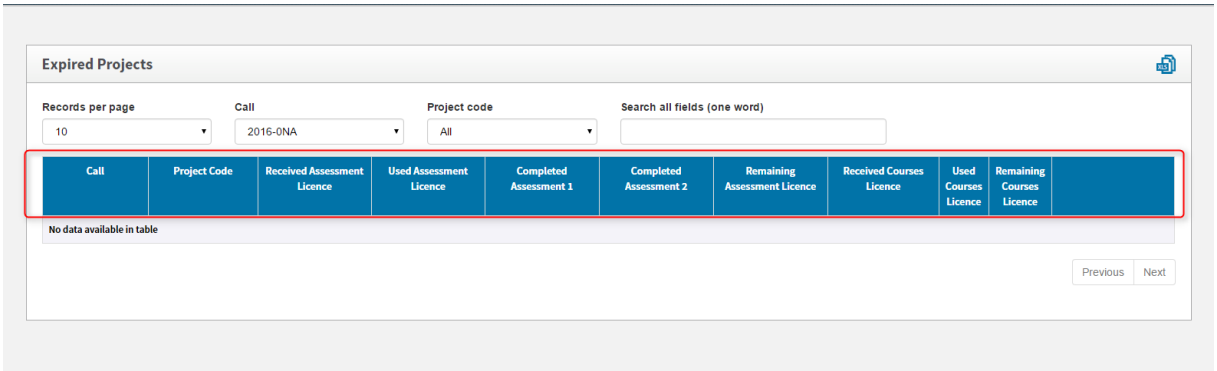
To access the Expired Projects section from your Home screen, click on the 6th tab ("***Expired Projects***").



You can access the following information for each participant:

- *Call*
- *Project Code*
- *Received Assessment Licence*
- *Used Assessment Licence*
- *Completed Assessment 1*
- *Completed Assessment 2*
- *Remaining Assessment Licence*
- *Received Course Licence*
- *Used Course Licences*
- *Remaining Course Licences*

You can also sort the information by alphabetical, chronological or numerical order by clicking on a column title.



A button labelled "***Details***" is situated on the far right of the project row.

When you click on the "***Details***" button, you are redirected to a page showing the participant's data for this specific project. This is the same information found on the 5th tab "***Licence Usage per Participant***", without the resend function (since the project has expired, you can no longer invite mobility participants to take the 1st language assessment).

Several functions are available on your screen:

- : by clicking on this button, all information on Project(s) can be exported to an Excel file;
- ***Records per page*** scroll-down menu: by clicking on this button you can change the number of project records that are shown per page;
- ***Filter by Call*** scroll-down menu: by clicking on this button you can filter the projects by Call (All, 2014, 2015, etc.);
- ***Project Code*** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the project code;
- ***Search all fields*** field: by using this field you can search participants on the basis of any data (one word only);
- ***Previous and Next*** buttons: by clicking on these buttons you can navigate across the different pages of the table.

3.7 How to monitor the expired licences

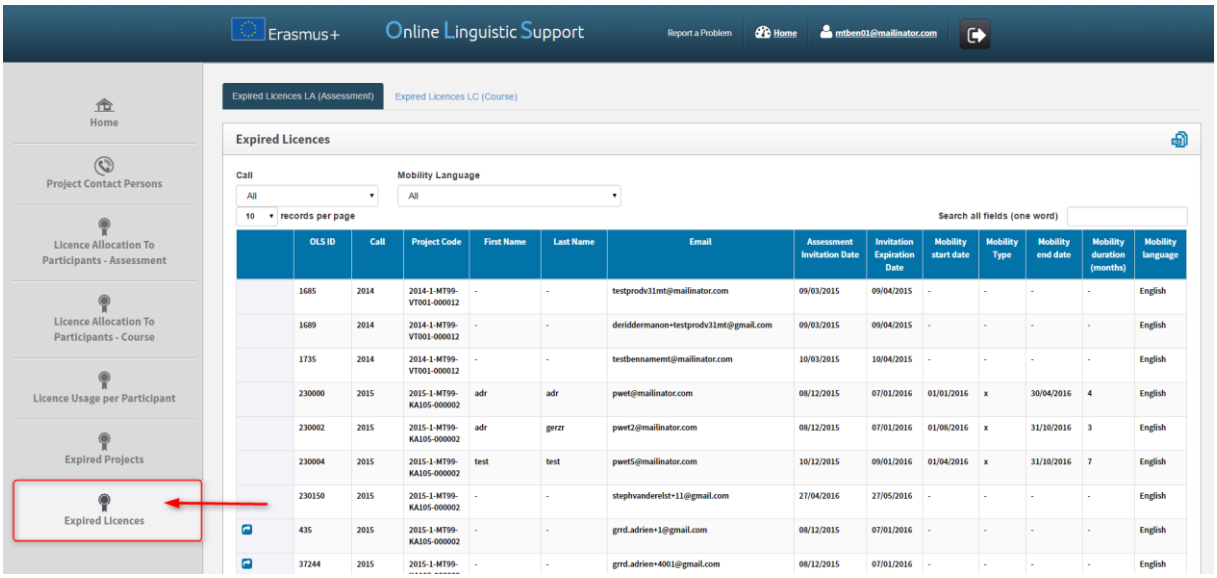
A tab entitled ***Expired Licences*** was added to facilitate the monitoring of mobility participants who have missed the deadline to take the 1st language assessment or the deadline to start following the language course. From this tab you can also re-invite these mobility participants to the 1st language assessment or the language course.

When a participant receives an invitation to take the assessment, he/she has to take it within the deadline, as specified in the invitation (see section 3.2 for all details about assessment allocation to participants). If this licence is unused (the participant has never accessed the 1st language assessment) it is considered expired. Expired licences are returned to your institution/organisation.

Note: Participants whose language assessment or course licence is still active (deadline not yet reached) are not shown in this screen. Equally, participants who started the 1st assessment without completing it are not shown in this screen (in this case the licence is lost). These participants are shown in the ***Licence Usage per Participant*** *screen.*

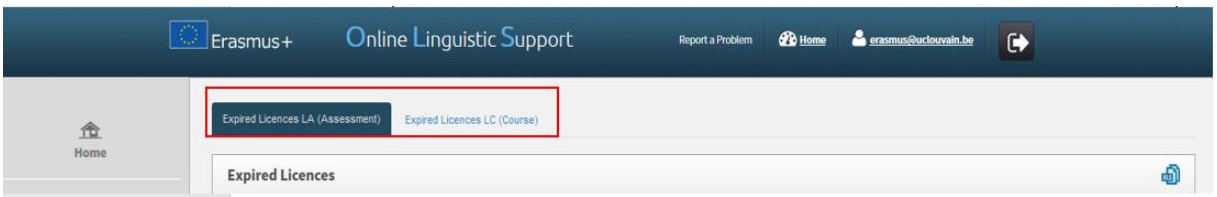
The expired licences can be found in the Erasmus+ OLS back-office ***Expired Licences*** screen.

To access the Expired Licences section from your Home screen, click on the 7th tab (***Expired Licences***).



By navigating through the tabs on the top of the page, you can access the "Expired Licences LA (*Assessment*)" (open by default) and the "***Expired Licences LC (Course)***" related to each of your projects.

The two tabs show the list of participants with expired licences for language assessments or language courses. These licences have been returned to your institution/organisation.

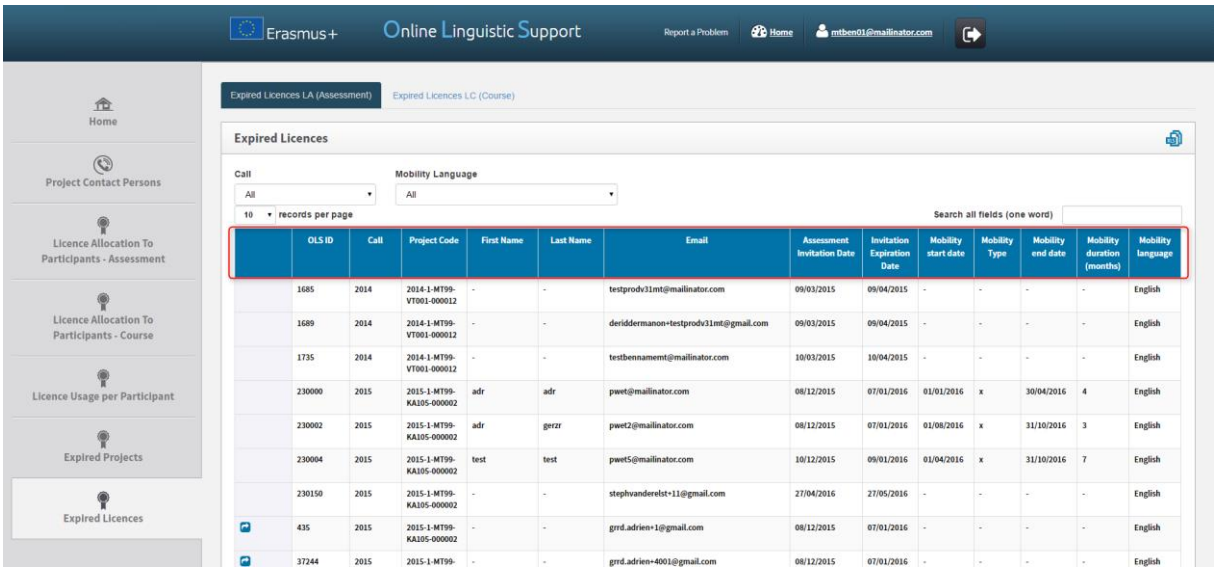


On your screen, for each of your participants you can see the following information:

- "*Reallocate Invitation*" button (only for language assessment)
- *OLS ID* (identification number used in the OLS system to identify individual OLS usage by mobility participants. Mobility participants using the OLS for several mobilities have separate *OLS IDs* for each of these mobilities. Please quote this ID when contacting the Technical Support Team in case of issues with specific mobility participants.)
- *Call*
- *Project Code*
- *First Name*
- *Last Name*
- *Email*
- *Assessment Invitation Date*
- *Invitation Expiration Date*
- *Mobility Start Date*
- *Mobility type* (only for Higher Education participants, i.e. HE SMS or HE SMP.)

- *Mobility End Date*
- *Mobility Duration (months)*
- *Language to Learn*

N.B.: if a participant has several mobilities in the same project, he/she will be displayed twice in two separate rows with a different OLS ID (i.e. one ID per mobility).



You can also sort the information by clicking on a column title.

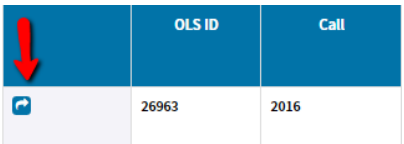
Several functions are available on your screen:

- : by clicking on this button, all information on Expired Licence(s) can be exported in an Excel file;
- ***Records per page*** scroll-down menu: by clicking on this button you can change the number of participant records that are shown per page;
- ***Filter by Call*** scroll-down menu: by clicking on this button you can filter the data by Call (All, 2014, 2015, etc.);
- ***Filter by Tested Language*** scroll-down menu: by clicking on this button you can filter the participants by tested language (All, English, French, etc.);
- ***Search all fields*** field: by using this field you can search participants on the basis of any data (one word only);
- ***Previous and Next*** buttons: by clicking on these buttons you can navigate across the different pages of the Expired Licences table.

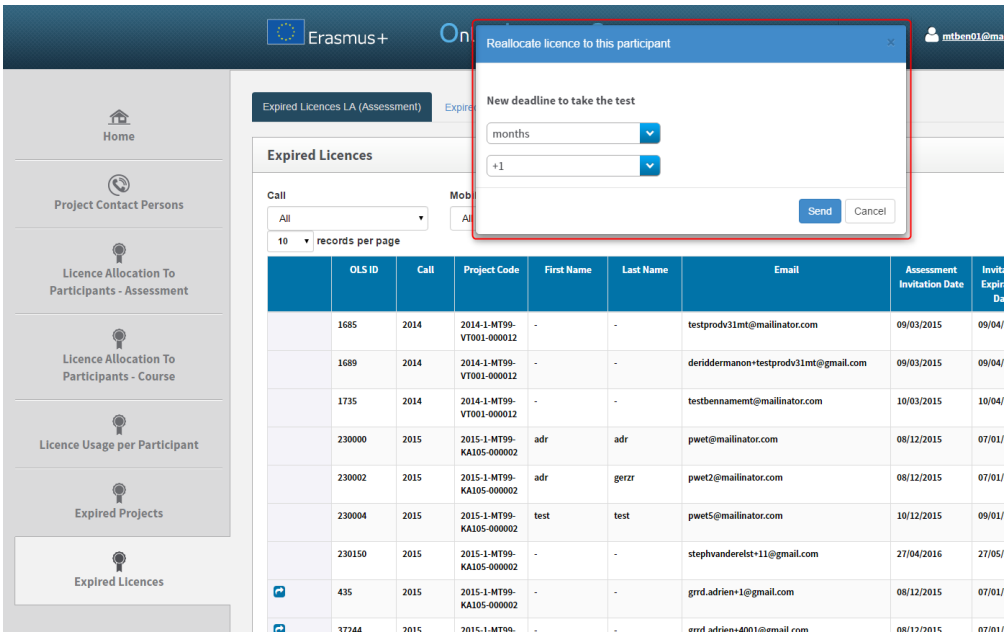
3.7.1 How to reallocate a language assessment to a participant whose licence has expired

The participants listed in this tab have missed the deadline to access the 1st language assessment and have never accessed the 1st language assessment. Therefore, the licence has expired and has been returned to you.

If you wish to resend an invitation for the language assessment to a participant, click on “Reallocate Invitation” (blue button) in the first column.



Note that when resending an invitation for the language assessment, a pop-up message appears asking you to specify a new deadline to take the test.



A pop-up message then confirms the invitation has been successfully resent to the participant.

Please note:

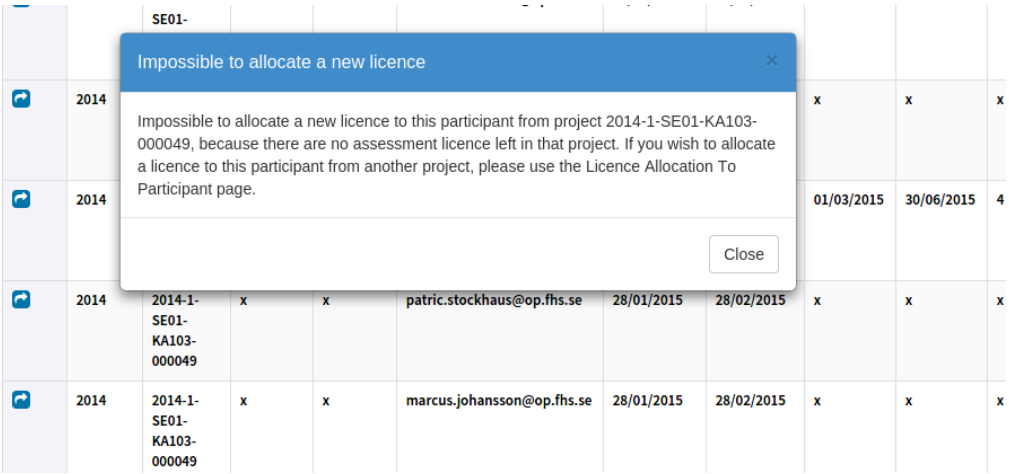
- Participants, who have started but not completed the 1st assessment within the specified deadline, are not shown in this screen. Their assessment licence is lost and these participants can only be re-invited using a new licence (see section 3.2).

- The "***Reallocate Invitation***" feature from the ***Expired Licences*** page is a shortcut to redistribute a new licence to a selected mobility participant with the same language to test and from the same project. This ***Expired Licences*** page does not allow you to change the language of an invitation. If you wish to change the language of an invitation, use the "***Licence Allocation to Participants – Assessment***" tab and select the appropriate language to test (see section 3.2).

- A participant who has been invited several times (following the expiration of its previous invitations) is listed several times. Each row corresponds to an expired invitation.

Resending an invitation from this screen has several consequences:

- A new email invitation to take the language assessment is sent to the participant.
- A new licence is being used and your stock of licences decreases in number.
- If there are no available licences left in that project, a warning message will appear.

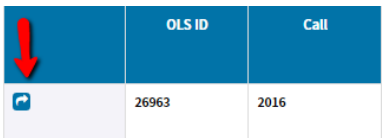


- The participant reappears on the "Licence Usage per Participant" page.
- The "***Reallocate Invitation***" button on the "Expired Licences" page disappears. If you want to re-invite the participant, there are two possibilities:
    - If the participant's new licence has not expired yet, you can resend the invitation via the "Licence Usage per Participant" tab;
    - If the participant's new licence has expired, then this participant appears on the "Expired Licences" page.

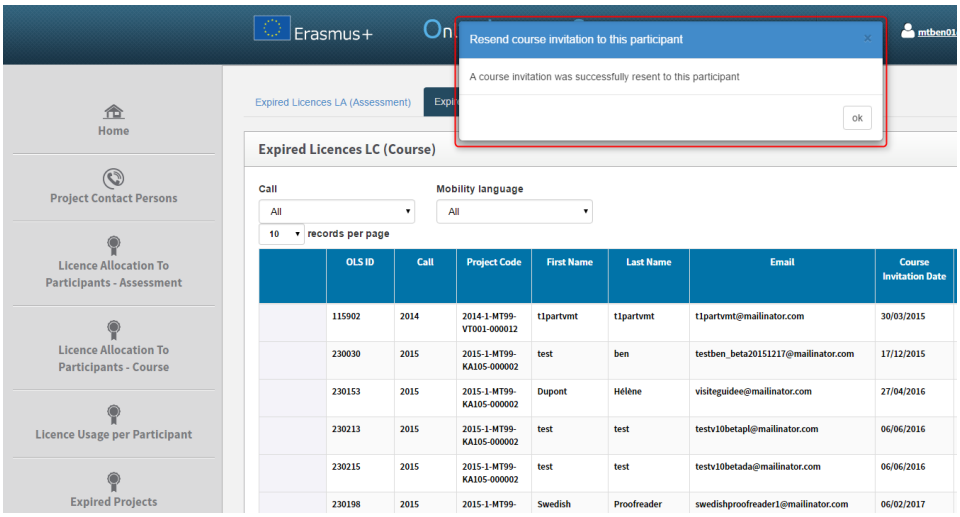
3.7.2 How to reallocate a language course to a participant whose licence has expired

First, click on the tab "***Expired Licences LC (Course)***".

If you wish to resend a language course invitation to a participant, click on "***Reallocate Invitation***" (blue button) in the first column.



A pop-up message then confirms the invitation has been successfully resent to the participant.



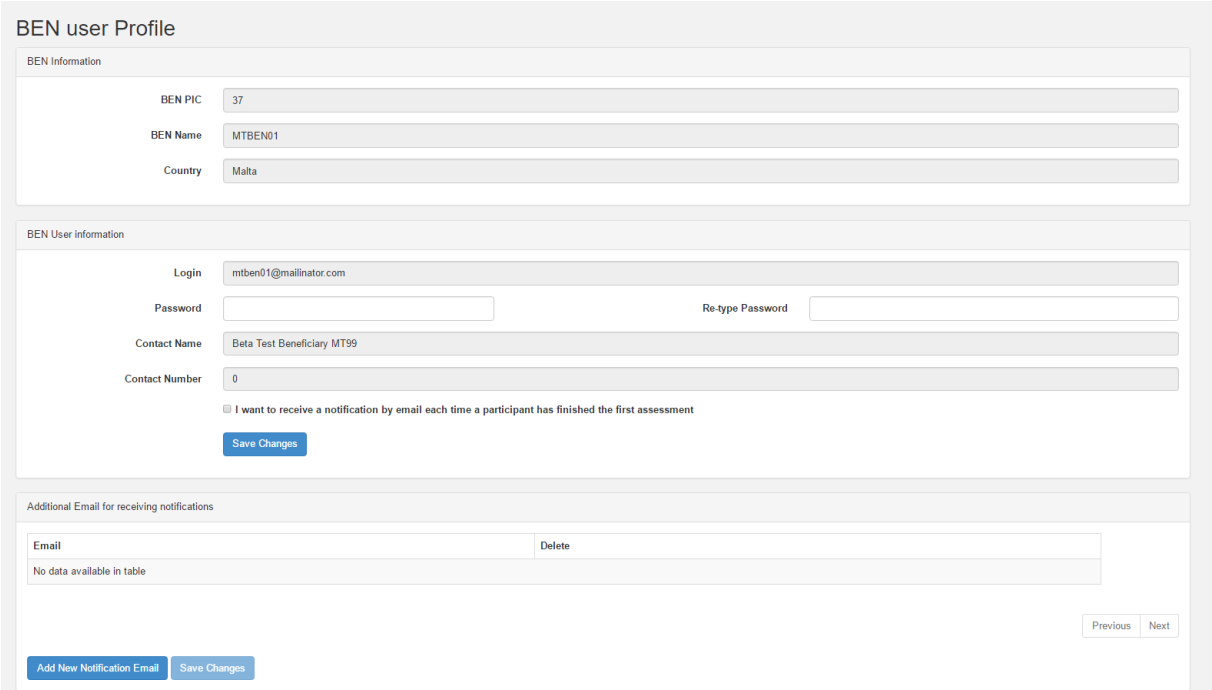
Note: The “reallocate” feature from the Expired Licences page is a shortcut to redistribute a new licence to a selected mobility participant with the same language to test and from the same project. This "Expired Licences" page does not allow you to change the language of an invitation.

3.8 How to edit your profile

If you need to edit your profile, click on the "Profile" button in the upper right corner of your screen.

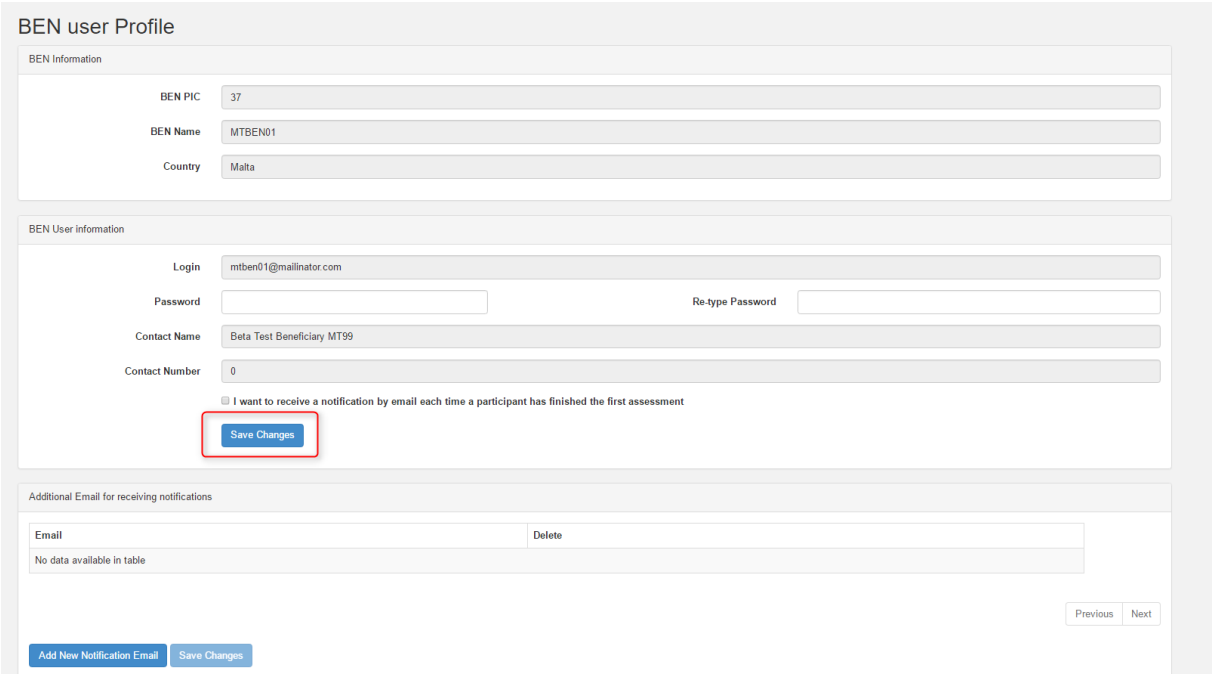
The profile page is divided into 3 parts:

- ***BEN information***: includes your BEN PIC, BEN Name and Country. You cannot modify this information.
- ***Change BEN User information***: includes your login, password, Contact Name, Contact Number and notification settings. You cannot modify this information except the password and notification settings.
- ***Additional Email for receiving notifications***: allows you to add email addresses.



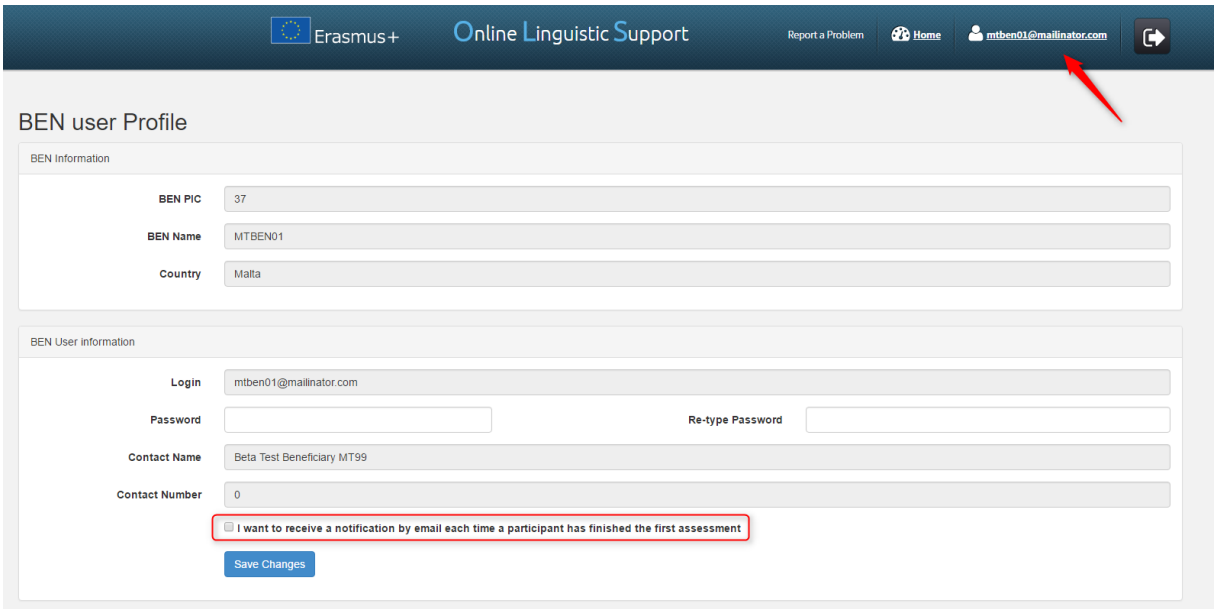
3.8.1 How to edit your profile

In section "***Change BEN User information***", you can edit your password. The contact name and contact number are not editable as they are automatically imported from EPlusLink. Once you have made the necessary changes, click on ***Save Changes***, on the lower left part of the section. A message then appears to confirm that the changes have been successfully saved.



3.8.2 How to receive a notification each time a mobility participant has completed the 1st language assessment

Should you wish to receive an email notification each time a mobility participant has completed the 1st language assessment, you can tick the box "***I want to receive a notification by email each time a participant has finished the first assessment***". Once you have made the necessary changes, click on ***Save Changes***, on the lower left-hand side of the section. A message then appears to confirm that the changes have been successfully saved.



If you tick this box, you will receive an email notification whenever a participant has completed the first language assessment. These notifications are not sent instantly, but once every hour.

Please note, this notification is sent to the main contact person, as well as to any secondary contact persons and additional email addresses linked to the profile.

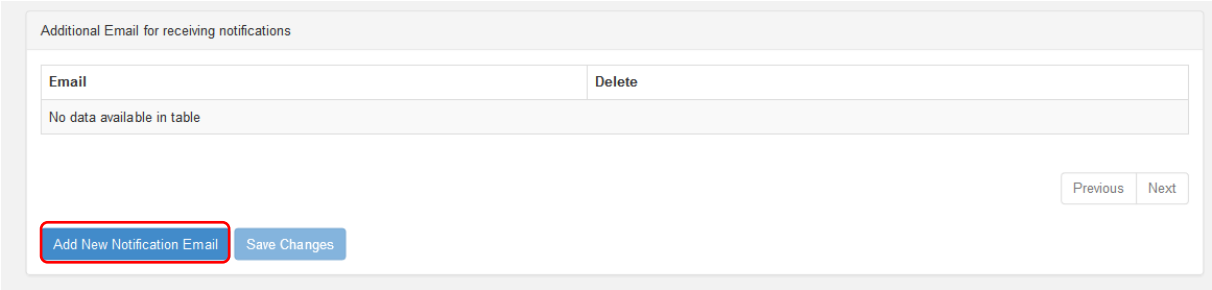
When participants do not take the assessment within the deadline, their access to OLS is deactivated and the licence automatically returns to the remaining assessment licences tab.

This functionality can be very useful if you are a VET or Youth Beneficiary and you want to be notified on completed 1st language assessments so that you can invite your mobility participants to the language course (there is no automatic language course allocation for VET and Youth, as with Higher Education Institutions).

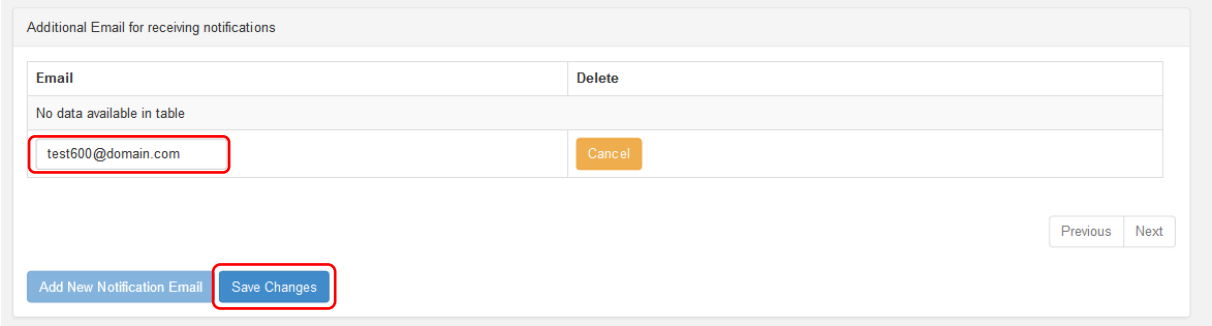
3.8.3 How to add or delete additional email addresses for future notifications

In the third part of your profile page, click on ***Add New Notification Email*** to add an additional email address for future notifications. These notifications include, among other things, the notification on project validation by the NA and the notification on completed 1st assessments (see section 3.7.2).

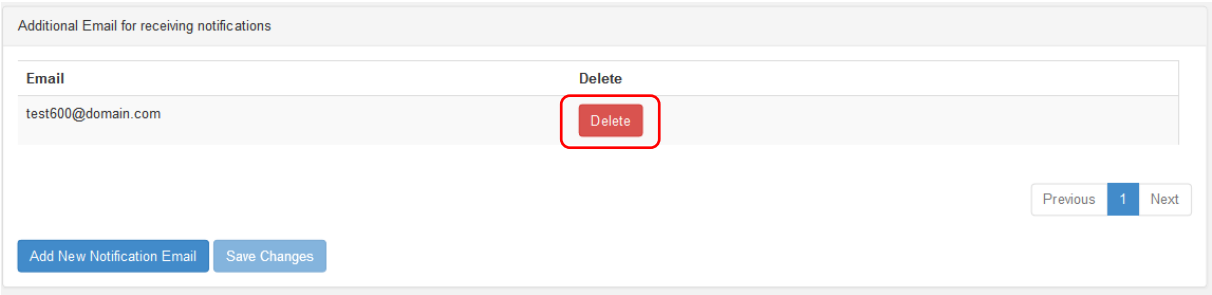
In the newly created line of the table, enter the additional email address.



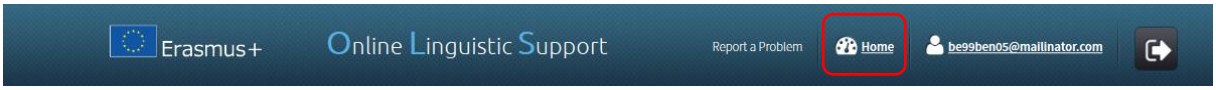
Once you have entered the required data, click on ***Save Changes*** on the lower left part of the page. The added email address then appears on the screen. To edit the address, click on it, enter the corrected email address and click on ***Save Changes***.

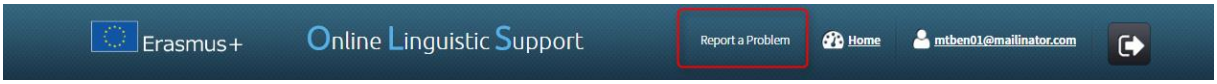


Click on the **Delete** button next to the email address you would like to delete. The email address then disappears from the list of notified email addresses.



To return from your profile to the home page of the Licence Management System, click on the **Home** button.



4. Support

If you encounter any problems or issues when following the instructions above, please contact the Support Team by clicking on the ***Report a Problem*** button in the header.