

## WHAT TO DO if....

- I would like to receive an original application form for a Charter:  
Please note that the application forms as well as all documents related to it are to be downloaded from the web site: [Call 2013](#)
- I do not have a Charter, but I would like to apply for it. Could you please, send me the username and password?  
Once you start to fill in the application for the Call 2013 the system itself will generate for you a username and password and will send them to the e-mail address you indicate in the application.
- I have done a mistake while fulfilling my on-line application and would like to cancel it:  
Please give the reference number of your application and explain your problem to the EUC helpdesk: [EACEA-EUC@ec.europa.eu](mailto:EACEA-EUC@ec.europa.eu)
- I am a holder of a EUC and would like to enlarge my activities; should I apply for an EUCX or a EUCP would be enough? I am a holder of a EUCP and would like to enlarge my activities; should I apply for an EUCX or a EUC would be enough?  
An EUCX Charter equals to EUC + EUCP.  
Therefore if you have an EUCP and if you fulfill the requirements of an EUC you will be granted with an EUCX; and if you have an EUC and if you fulfill the requirements of an EUCP you will be granted with an EUCX.  
If you already hold a Charter, EUC or EUCP, and if you use the login and password sent to you at the date of the start of the new Call 2013, the system should automatically disallow your institution to apply for the Charter it already holds, and for the EUCX.  
For further details please, check the **EUC Guidelines: [EN](#), [DE](#) or [FR](#).**
- I wish to apply for a Charter, but when in the application form, I'm only allowed to create an EUC or EUCP Charter:  
It means your institution already holds a EUC or EUCP Charter and the system automatically eliminates inappropriate possibilities to apply.
- I am an EUC or EUCP holder however this year I have still got a password and login. Does it mean that I have to apply again to keep my Charter?  
You keep the Charter you have until the academic year 2013-2014. We have sent you a login and a password in case you would like to apply for another type of Charter with the view to enlarge your activities, and to hold an EUCX.
- I used to have an EUC or EUCP in 2007 or 2008, which has expired after 1 year, but I would like to apply for the Charter again. Which username and password should I use?  
If the contact information of the legal representative and the Erasmus coordinator of your institution are still valid in the EUC database, you should have received your username and password by email, together with the information about the opening of the Call 2013.
- 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:

Nor login neither password are linked to the transitory Charter. Please make your online application Call 2013 as a new institution. Then the system will generate the new login and password and send them to your e-mail address.

- 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 a 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 can not 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 an 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-EUC@ec.europa.eu**
- I am interested in cooperation with an institution but this institution does not have a Charter  
The institution which does not hold a Charter cannot be your partner for Erasmus mobility arrangements; however in an Erasmus centralised actions, only the applicant must have a charter, the partners institutions are not obliged to have one.
- 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 following database: all Charter holders, published on this webpage:  
[http://eacea.ec.europa.eu/llp/erasmus/erasmus\\_university\\_charter\\_en.php](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 database correctly, please
  - fill in the **Template for Changes form**, published on this webpage: [http://eacea.ec.europa.eu/llp/erasmus/erasmus\\_university\\_charter\\_en.php](http://eacea.ec.europa.eu/llp/erasmus/erasmus_university_charter_en.php) under **Institutional Profile Changes**,
  - then attach a copy signed of the statute or the official proof of the modification to this form stamped, duly signed by the legal representative and
  - send them by post at the address below.

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

The sending address of the Charter team for postal mail is:

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

- 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-EUC@ec.europa.eu](mailto:EACEA-EUC@ec.europa.eu). You will be informed when the change has been done in the EUC database. Please inform also your National Agency.

Possible questions following a merger or a split of institution:

- Our faculty has been attached to a different university
- 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-EUC@ec.europa.eu](mailto:EACEA-EUC@ec.europa.eu)