

WHAT TO DO **if...**

1. 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 2012](#)
2. 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 here, [call 2012](#), the system itself will generate for you an username and password and will send them to the e-mail address you indicate in the application.
3. 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
4. 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 fulfil the requirements of an EUC you will be granted with an EUCX. For further details please, check the handbook: [EN](#), [FR](#) or [DE](#). Your institution may consider more appropriate to apply for a full EUCX to better present the international strategy of the institution and the synergies developed by combining the two approaches: academic mobilities and placements.
5. Do I use the same username and password to apply for another type of Charter from one EUC selection to another one – yes, after the publication of the EUC call the Charter team has sent you on 4 April 2011 by e-mail your username and password. In case you do not receive them please contact EACEA-EUC@ec.europa.eu
6. 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? - no, you keep the Charter you have. We have sent you your initial login and password in case you would like to apply for another type of Charter with the view to enlarge your activities, i.e. you would like to hold an EUCX.
7. 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? – the username and password have been sent to you on 4 April 2011 together with the information about the opening of the call 2012.
8. I have a transitional Charter and would like to apply for a new Charter, but:
 - My login and password do not work
 - I have not received neither login nor passwordNor login neither password are linked to the transitional Charter. Please make your online application [call 2012](#) 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 can not write " ä, ö, ü" characters – 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 past 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.
9. I wish to submit my request for mobility arrangements but my username and/or password do not work - you should contact your [National Agency](#) as it is your first contact point for individual mobility aspects. 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
10. We want to apply for students' mobility however we have lost our Charter – you can still make your request to your [National Agency](#) using your reference number and ID code. Send also a request to the Executive Agency for a new print of your Charter: EACEA-EUC@ec.europa.eu
11. I am interested in cooperation with institution XXX, but it does not have a Charter – the institution XXX can not be your partner for Erasmus mobility arrangements but in an Erasmus centralised actions, the contracting institution must have a charter, the partners institutions are not obliged to have one.
12. I am interested in cooperation with institution YYY, but I do not know if it has a Charter – you can check if the institution YYY has a Charter in the following database: [all Charter holders](#)

Should your technical problem persist please contact the EUC helpdesk: EACEA-EUC@ec.europa.eu