



Online Linguistic Support

Erasmus+ Support: Licence Management System for Beneficiaries User Guide 3.0

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Introduction

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

You will learn:

- How to log into the Erasmus+ OLS back-end;
- How the back-end 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-end

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

To access the login page, click the **Login** button in the upper right corner of your screen.



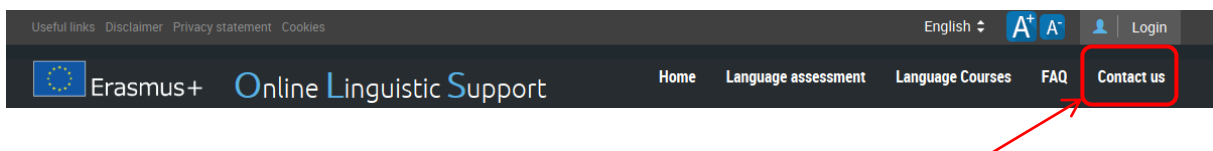
What is the Online Linguistic Support?

Erasmus+ is the new EU programme for education, training, youth and sport for the period 2014-2020. Erasmus+ offers opportunities to study, train, gain work experience or volunteer abroad and one of its strategic objectives is to strengthen linguistic skills and support language learning.

For more information on Erasmus+:

To log in, type in the Login and the Password you received by email.




In case you encounter problems, you can contact the Helpdesk by clicking the **Contact us** button on the upper right hand corner of your screen.

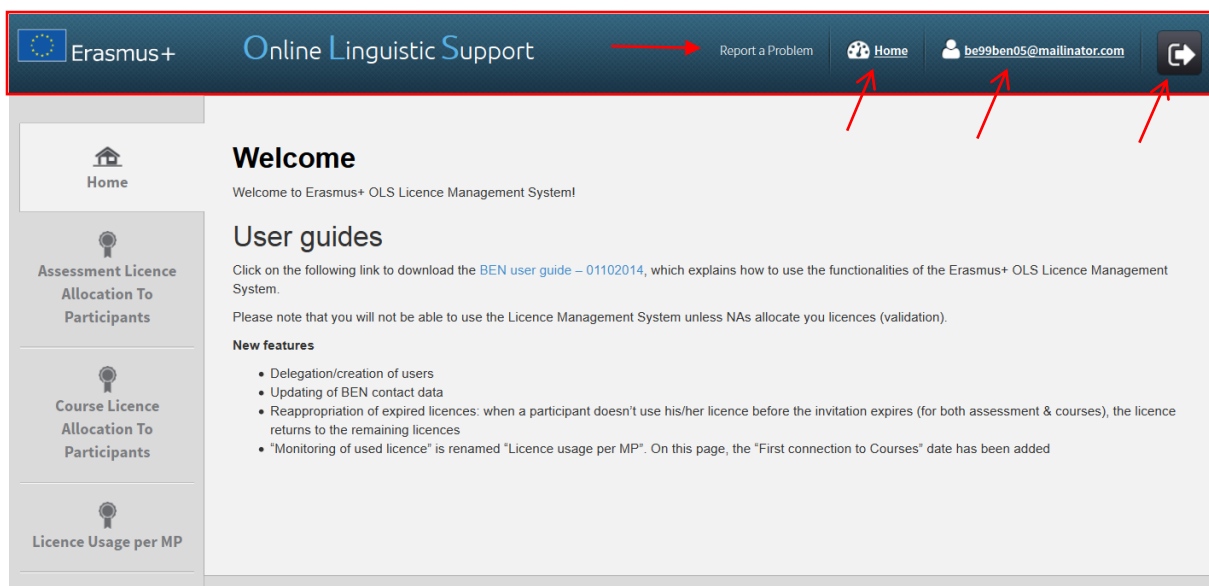


2. Structure of Erasmus+ OLS

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

On the static toolbar on the upper part of your screen you have 4 buttons:

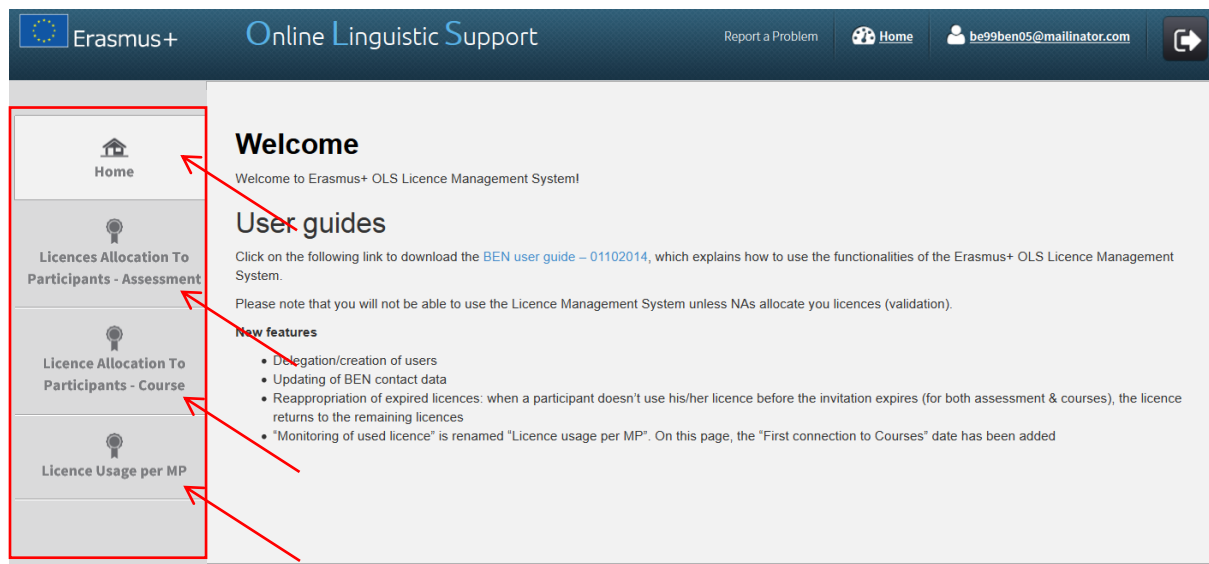
- Home button () – click on this button to go to the OLS back-end homepage
- Profile button ( be99ben05@mailinator.com) – click on this button to go to your BEN user profile page
- Report a Problem – click on the button to contact the Helpdesk for any problem
- ESC () – click on the button to close your session



On this page you find important information regarding updates, forthcoming features of the OLS and system alerts.

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

- Home (tab 1)
- Licences Allocation to Participants – Assessment (tab 2)
- Licence Allocation to Participants - Course (tab 3)
- License Usage per MP (tab 4)



Click on any tab to navigate between Home, Licences Allocation to Participants – Assessment, Licence Allocation to Participants - Course and License Usage per MP.

3. Using the Erasmus+ OLS back-end features

In this section the main functionalities of the Erasmus+ OLS back-end are explained:

- 3.1. Allocating assessment licences to participants,
- 3.2. Allocating course licences to participants,
- 3.3. Licence usage per MP
- 3.4. How to edit your profile and create additional users

3.1. How to allocate assessment 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.

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

To access the section "Licences Allocation to Participants – Assessment", from your Home screen, click on the 2nd tab (**Licences Allocation to Participants – Assessment**).

The screenshot shows the Erasmus+ Online Linguistic Support (OLS) Licence Management System interface. The top navigation bar includes the Erasmus+ logo, 'Online Linguistic Support' title, and links for 'Report a Problem', 'Home', and a user profile 'be99ben05@mailinator.com'. The main content area is titled 'Welcome' and 'User guides'. A sidebar on the left contains four menu items: 'Home', 'Licences Allocation To Participants - Assessment' (highlighted with a red box and an arrow), 'Licence Allocation To Participants - Course', and 'Licence Usage per MP'. The main content area includes a 'User guides' section with a link to a BEN user guide and a 'New features' section listing updates like user delegation, contact data updates, and licence reappropriation.

You are now accessing the Licences Allocation to Participants – Assessment page.

If your institution/organisation is part of several projects, you can find several tabs on the top of the page. By navigating through those tabs, you can access the corresponding "Licences Allocation to Participants – Assessment" page related to each of your projects.

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

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

To allocate assessment licences to the selected project participants, write, in the appropriate box, all their email addresses, separated by “;” or “,”. **N.B.:** you are requested to introduce 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, repeat the following steps, language per language.

2014-1-BE99-VT001-00010 Projects 2014-1-BE99-VT001-00011 Projects

Licences Allocation To Participants - Assessment - 2014-1-BE99-VT001-00010

Remaining assessment licences:	16
Allocated assessment licences:	5
Total Licences:	21

Add new participants
Please write here the new participants' email addresses for a given assessment language, separated by ";" or ","

Emails Validate emails Count: 0 mail

Language to test
English

Deadline to take the test
months
+1

Send assessment invitation(s) to the whole list

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.

Licences Allocation To Participants - Assessment - 2014-1-BE99-VT001-00010

Remaining assessment licences:	16
Allocated assessment licences:	5
Total Licences:	21

Add new participants
Please write here the new participants' email addresses for a given assessment language, separated by ";" or ":",

Emails **Validate emails** Count: 3 **Language to test** **Deadline to take the test**

Emails validated!

example1@domain.com, example2@domain.com, example3@domain.com

Send assessment invitation(s) to the whole list

English months +1

You are now 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 and cannot be changed afterwards.

Emails **Validate emails** Count: 3 **Language to test** **Deadline to take the test**

Emails validated!

example1@domain.com, example2@domain.com, example3@domain.com

Send assessment invitation(s) to the whole list

English

English

French

German

Dutch

Italian

Spanish

months +1

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 can only be set before the participant's departure date.

Emails **Validate emails** Count: 3 **Language to test** **Deadline to take the test**

Emails validated!
English
months

+1

Send assessment invitation(s) to the whole list

+1
 +2
 +3
 +4
 +5
 +6
 +7
 +8
 +9
 +10
 +11
 +12
 +13
 +14
 +15
 +16

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

Add new participants

Please write here the new participants' email addresses for a given assessment language, separated by ";" or ";

Emails **Validate emails** Count: 3 **Language to test** **Deadline to take the test**

Emails validated!
English
months

+1

Send assessment invitation(s) to the whole list

Invitations are then automatically sent to the participants and a message pops-up confirming the invitations were successfully sent.

Remaining assessment licences:	13
Allocated assessment licences:	8
Total Licences:	21

Add new participants

Please write here the new participants' email addresses for a given assessment language, separated by ";" or " ".

Emails Validate emails Count: 0

Language to test English

Deadline to take the test months

+1

Assessment invitation successfully sent !

Send assessment invitation(s) to the whole list

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

When participants don't take the assessment within the deadline, their access to OLS is deactivated and the licence automatically returns to your remaining assessment licences.

3.2 How to modify/cancel an invitation and reinvoke participants

When invitations are sent, they cannot be edited or modified. If you need to modify or cancel an invitation, please follow these **step-by-step instructions**.

Licences can be cancelled provided that the participant(s) haven't started the language assessment yet. Licences that have been cancelled will automatically return in your remaining assessment licences.

To cancel the invitation(s), you need to enter the email address(es) of the participant(s) that need to be cancelled in the invitation box and click on **“Validate emails”**.

Add new participants

Please write here the new participants' email addresses for a given assessment language, separated by “;” or “;”.

Validate emails Count: 0 mail

Language to test: English

Deadline to take the test: months +1

Emails: example1@domain.com, example2@domain.com

Send assessment invitation(s) to the whole list

A pop-up will appear notifying that this/these email address(es) has/have already received a language assessment licence and will ask you if you want to cancel the invitation.

Add new participants

Please write here the new participants' email addresses for a given assessment language, separated by “;” or “;”.

Validate emails Count: 0

Language to test: English

Deadline to take the test: months +1

Following email(s) already received a licence but the language assessment has not been started yet. Do you want to cancel the previous invitation(s)? (You will have to click on "Validate emails" to be able to send the new invitation(s))

example1@domain.com

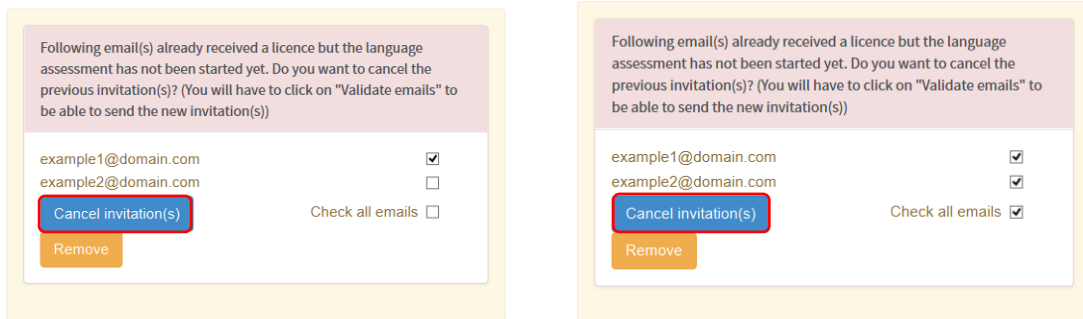
example2@domain.com

Cancel invitation(s) Check all emails

Remove

example1@domain.com, example2@domain.com

To cancel the invitation(s), click on the box next to the email address(es) to select the email addresses that need to be cancelled or click on “**check all emails**”. Click on “**Cancel invitation(s)**” in order to cancel the invitations you sent to the participant(s). The licences will automatically return in you remaining licences.



Once you have cancelled the invitation, the email address(es) concerned will disappear from the pop-up and still appear in the invitation box.

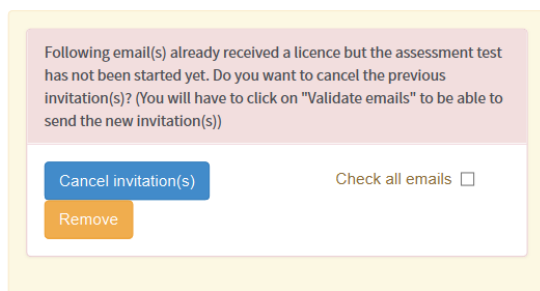
To **send a new invitation** to this/these email address(es), click on **Validate Emails** and follow the steps explained previously at section **3.1. How to allocate assessment licences to participants.**

Add new participants

Please write here the new participants' email addresses for a given assessment lan

Emails

Validate emails Count: 0

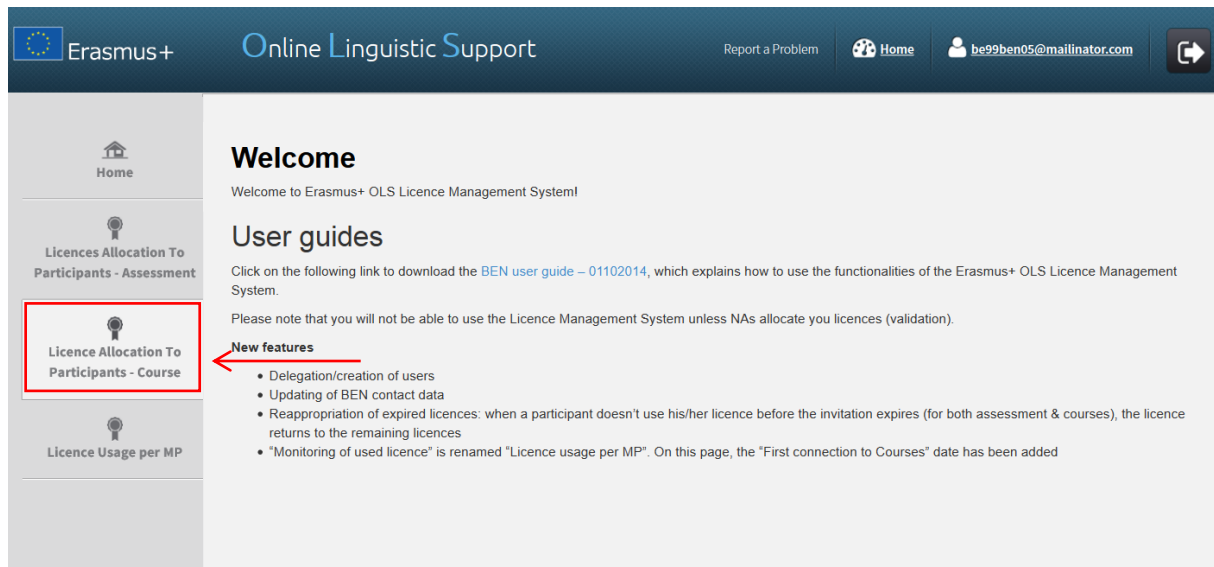


example1@domain.com,

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

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



You are now accessing the Licence Allocation to Participants - Course page.

If your institution/organisation is part of several projects, you can find several tabs on the top of the page. By navigating through those tabs, you can access the corresponding "Licence Allocation to Participants - Course" page related to each of your projects.



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

- Your BEN's **remaining number of course licences**, i.e. the number of licences currently available for allocation to your Participants;
- Your BEN's **total number of allocated course licences**, i.e. the number of licences already allocated to your participants;
- Your BEN's **number of allocated course licences, per language** (German, English, Spanish, French, Italian and Dutch);
- The **total number of assessment licences** granted to your BEN by your National Agency (NA).

Erasmus+ Online Linguistic Support

Report a Problem Home be99ben05@mailinator.com

2014-1-BE99-VT001-00010 Projects 2014-1-BE99-VT001-00011 Projects

Course Licence Allocation To Participants - 2014-1-BE99-VT001-00010

Remaining course licences: 19
 Allocated course licences: 2
 Total licences German: 0
 Total licences English: 1
 Total licences Spanish: 0
 Total licences French: 1
 Total licences Italian: 0
 Total licences Dutch: 0
 Total licences: 21

New Participants

Records per page: 10 Filter by Tested Language: All Filter by Reached Level: All Search all fields

Name	Assessment Language	Assessment 1 Result	Estimated starting date of the mobility	Period of Mobility	Select All
------	---------------------	---------------------	---	--------------------	------------

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

- Received an assessment licence
- Have completed the first assessment test
- Have not returned from their Erasmus+ mobility yet

For each of your participants the following information is available:

- Name
- Allocated Language, i.e. the language allocated to the participant for his/her tests
- First Test Result
- Estimated mobility starting date
- Mobility duration

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

New Participants


Records per page: 10 Filter by Tested Language: All Filter by Reached Level: All Search all fields

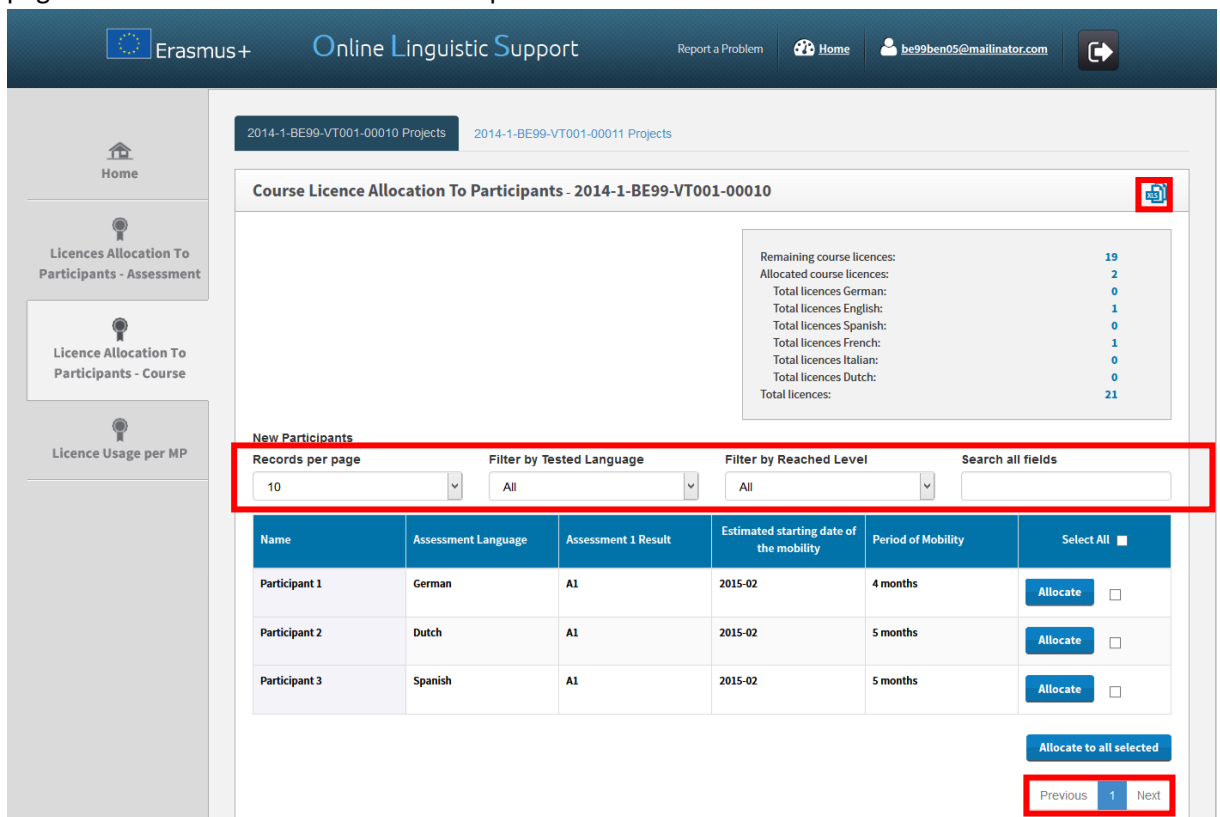
Name	Assessment Language	Assessment 1 Result	Estimated starting date of the mobility	Period of Mobility	Select All
Participant 1	German	A1	2015-02	4 months	Allocate <input type="checkbox"/>
Participant 2	Dutch	A1	2015-02	5 months	Allocate <input type="checkbox"/>
Participant 3	Spanish	A1	2015-02	5 months	Allocate <input type="checkbox"/>

Allocate to all selected

Previous 1 Next

On your screen several functions are available:

- **New Participants Records per page** scroll-down menu: by clicking on this button you can change the number of pending new project records that are shown per page;
-  : by clicking on this button you can export all information on pending new projects in an Excel file;
- **Filter by Tested 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 Reached Level** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the level achieved on the 1st assessment;
- **Search all fields** field: by using this field you can search participants by any data;
- **Previous and Next** buttons: by clicking on those buttons you can navigate in the different pages of the Licence Allocation to Participants – Course table.



The screenshot displays the 'Course Licence Allocation To Participants - 2014-1-BE99-VT001-00010' interface. It includes a sidebar with navigation options like 'Home', 'Licences Allocation To Participants - Assessment', 'Licence Allocation To Participants - Course', and 'Licence Usage per MP'. The main area shows a summary of remaining and allocated licences, a 'New Participants' section with filters for 'Records per page' (set to 10), 'Filter by Tested Language' (set to All), 'Filter by Reached Level' (set to All), and a 'Search all fields' input. Below this is a table with columns for Name, Assessment Language, Assessment 1 Result, Estimated starting date of the mobility, Period of Mobility, and Select All. The table lists three participants: Participant 1 (German, A1, 2015-02, 4 months), Participant 2 (Dutch, A1, 2015-02, 5 months), and Participant 3 (Spanish, A1, 2015-02, 5 months). Each row has an 'Allocate' button. At the bottom right, there are 'Allocate to all selected' and 'Previous 1 Next' buttons.

Name	Assessment Language	Assessment 1 Result	Estimated starting date of the mobility	Period of Mobility	Select All
Participant 1	German	A1	2015-02	4 months	Allocate <input type="checkbox"/>
Participant 2	Dutch	A1	2015-02	5 months	Allocate <input type="checkbox"/>
Participant 3	Spanish	A1	2015-02	5 months	Allocate <input type="checkbox"/>

To allocate a course licence to project participants, click on **Allocate** in the cell on the far right of the student's row. A message appears confirming the course licence has been successfully allocated.

New Participants

Records per page: 10 | Filter by Tested Language: All | Filter by Reached Level: All | Search all fields:

Name	Assessment Language	Assessment 1 Result	Estimated starting date of the mobility	Period of Mobility	Select All <input type="checkbox"/>
Participant 1	German	A1	2015-02	4 months	Allocate <input checked="" type="checkbox"/>
Participant 2	Dutch	A1	2015-02	5 months	Allocate <input type="checkbox"/>
Participant 3	Spanish	A1	2015-02	5 months	Allocate <input type="checkbox"/>

[Allocate to all selected](#)

When a participant has been allocated a course licence, the related row disappears from the Licence Allocation to Participants – Course table. Simultaneously, the participant receives his personal Login and Password to access the Erasmus+ OLS langue courses 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 students' rows. Then click on the **Allocate to all selected** button.

New Participants

Records per page: 10 | Filter by Tested Language: All | Filter by Reached Level: All | Search all fields:

Name	Assessment Language	Assessment 1 Result	Estimated starting date of the mobility	Period of Mobility	Select All <input type="checkbox"/>
Participant 1	German	A1	2015-02	4 months	Allocate <input type="checkbox"/>
Participant 2	Dutch	A1	2015-02	5 months	Allocate <input type="checkbox"/>
Participant 3	Spanish	A1	2015-02	5 months	Allocate <input type="checkbox"/>

[Allocate to all selected](#)

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.

New Participants

Records per page: 10 | Filter by Tested Language: All | Filter by Reached Level: All | Search all fields:

Name	Assessment Language	Assessment 1 Result	Estimated starting date of the mobility	Period of Mobility	Select All <input checked="" type="checkbox"/>
Participant 1	German	A1	2015-02	4 months	Allocate <input type="checkbox"/>
Participant 2	Dutch	A1	2015-02	5 months	Allocate <input type="checkbox"/>
Participant 3	Spanish	A1	2015-02	5 months	Allocate <input type="checkbox"/>

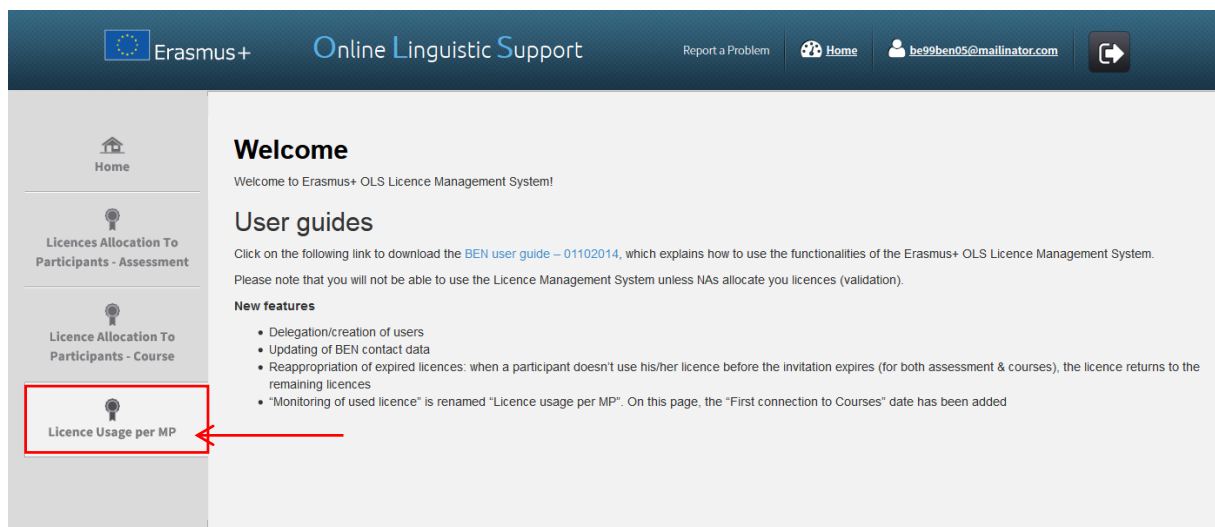
[Allocate to all selected](#)

When participants do not connect to the language courses within 30 days after receiving the invitation, their access is deactivated and the licence automatically returns to your remaining language course licences.

3.4. How to monitor the licences used by your participants

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

To access the Licence Usage per MP section, from your Home screen, click on the 4th tab (**Licence Usage per MP**).



You are now accessing the Licence Usage per MP page.

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


- “Resend invitation” / “Cancel” buttons
- First Name
- Last Name
- Email
- Assessment Invitation Date
- Invitation Expiration Date
- 1st Assessment Result
- 1st Assessment Date
- 2nd Assessment Result
- 2nd Assessment Date
- Mobility Duration
- Assigned Language
- Course Licence (allocated or not)
- Course Licence Allocation Date
- First connection to Courses

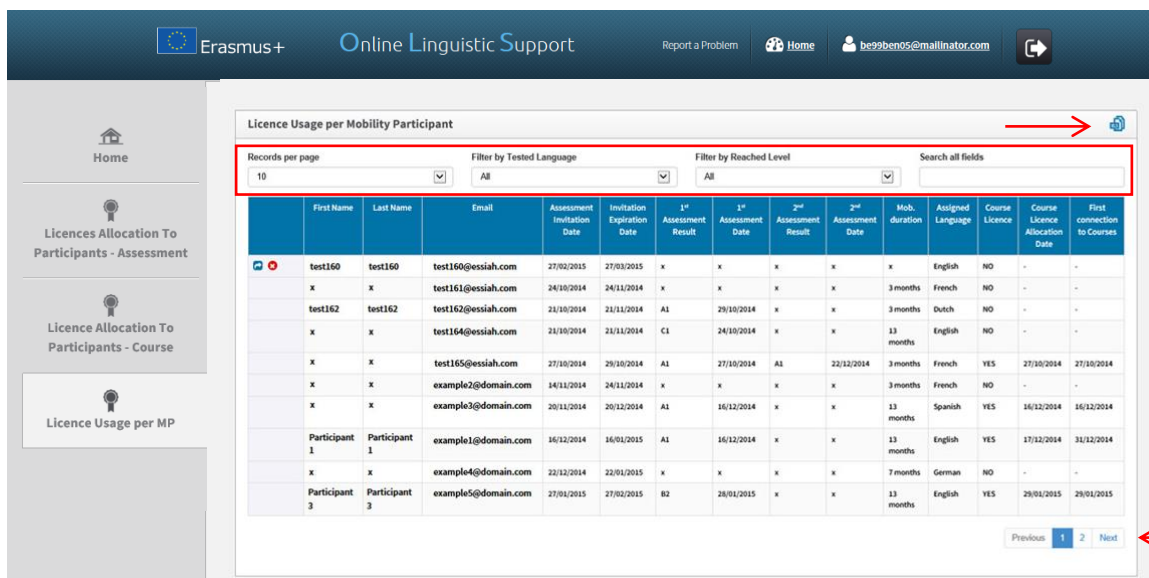
You can also sort the information by alphabetical, chronological or numerical order by clicking on a column title.

The screenshot shows the 'Licence Usage per Mobility Participant' table in the Erasmus+ Online Linguistic Support system. The table has 14 columns: First Name, Last Name, Email, Assessment Invitation Date, Invitation Expiration Date, 1st Assessment Result, 1st Assessment Date, 2nd Assessment Result, 2nd Assessment Date, Mob. duration, Assigned Language, Course Licence, Course Licence Allocation Date, and First connection to Courses. The table is filtered by 'Tested Language' (All) and 'Reached Level' (All). The table contains 10 rows of data, with the first row highlighted in red. The first row shows a participant with ID test160, first name test160, last name test160, email test160@essiah.com, assessment invitation date 27/02/2015, invitation expiration date 27/03/2015, 1st assessment result x, 1st assessment date x, 2nd assessment result x, 2nd assessment date x, mobility duration x, assigned language English, course licence NO, course licence allocation date -, and first connection to courses -.

First Name	Last Name	Email	Assessment Invitation Date	Invitation Expiration Date	1 st Assessment Result	1 st Assessment Date	2 nd Assessment Result	2 nd Assessment Date	Mob. duration	Assigned Language	Course Licence	Course Licence Allocation Date	First connection to Courses
test160	test160	test160@essiah.com	27/02/2015	27/03/2015	x	x	x	x	x	English	NO	-	-
x	x	test161@essiah.com	24/10/2014	24/11/2014	x	x	x	x	3 months	French	NO	-	-
test162	test162	test162@essiah.com	21/10/2014	21/11/2014	A1	29/10/2014	x	x	3 months	Dutch	NO	-	-
x	x	test164@essiah.com	21/10/2014	21/11/2014	C1	24/10/2014	x	x	13 months	English	NO	-	-
x	x	test165@essiah.com	27/10/2014	29/10/2014	A1	27/10/2014	A1	22/12/2014	3 months	French	YES	27/10/2014	27/10/2014
x	x	example2@domain.com	14/11/2014	24/11/2014	x	x	x	x	3 months	French	NO	-	-
x	x	example3@domain.com	20/11/2014	20/12/2014	A1	16/12/2014	x	x	13 months	Spanish	YES	16/12/2014	16/12/2014
Participant 1	Participant 1	example1@domain.com	16/12/2014	16/01/2015	A1	16/12/2014	x	x	13 months	English	YES	17/12/2014	31/12/2014
x	x	example4@domain.com	22/12/2014	22/01/2015	x	x	x	x	7 months	German	NO	-	-
Participant 3	Participant 3	example5@domain.com	27/01/2015	27/02/2015	B2	26/01/2015	x	x	13 months	English	YES	29/01/2015	29/01/2015

On your screen several functions are available:

- **Records per page** scroll-down menu: by clicking on this button you can change the number of participants' records that are shown per page;
-  : by clicking on this button you can export all information on Participant(s) in an Excel file;
- **Filter by Tested Language** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the tested language;
- **Filter by Reached Level** scroll-down menu: by clicking on this button you can filter the displayed entries, based on the level achieved in both assessments;
- **Search all fields** field: by using this field you can search participants by any data;
- **Previous and Next** buttons: by clicking on those buttons you can navigate in the different pages of the Licence Allocation to Participants – Course table.



The screenshot shows the 'Licence Usage per Mobility Participant' interface. At the top, there are navigation options: Home, Licences Allocation To Participants - Assessment, Licences Allocation To Participants - Course, and Licence Usage per MP. The main table has the following columns: First Name, Last Name, Email, Assessment Invitation Date, Invitation Expiration Date, 1st Assessment Result, 1st Assessment Date, 2nd Assessment Result, 2nd Assessment Date, Mob. duration, Assigned Language, Course Licence, Course Licence Allocation Date, and First connection to Courses. The table contains several rows of participant data. A red box highlights the filter controls: 'Records per page' (set to 10), 'Filter by Tested Language' (set to All), 'Filter by Reached Level' (set to All), and 'Search all fields'. A red arrow points to the 'Resend invitation' button (blue icon with a red 'x') in the first column of the first row. Another red arrow points to the pagination controls at the bottom right, showing 'Previous', '1', '2', and 'Next'.

3.4.1 How to resend an invitation to a participant

If you wish to resend an 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 won't be visible).

When clicking on the “Resend invitation” button, a pop-up message will appear asking you to specify a new deadline to take the test.

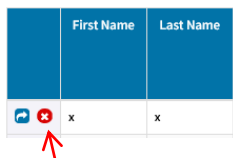
The participant will receive another invitation with the new deadline to take the test.


By default, the language to be tested will remain 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.

3.4.2 How to delete an invitation sent to a participant

If you wish to delete an invitation sent to a participant, click on the red button in the first column.

Note that this is only possible if the participant hasn't yet started the test.



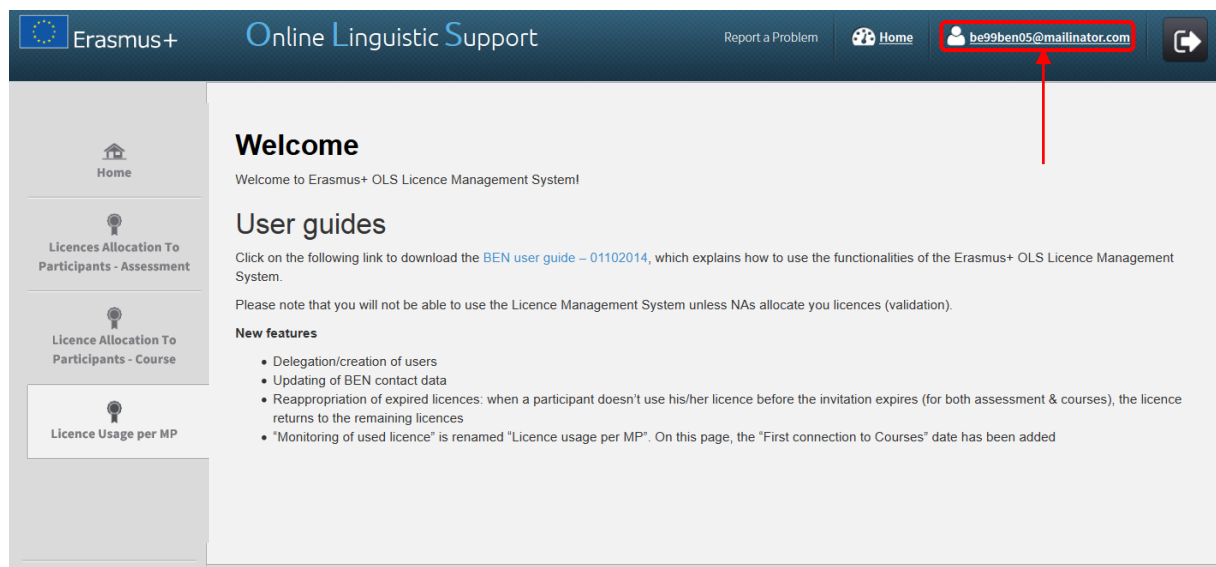
	First Name	Last Name
	x	x

A pop-up message will appear asking you to confirm that you really want to delete the invitation.

Beware that no automated notification will be sent to the participant explaining that her/his invitation has been deleted.

3.5. How to edit your profile and create additional users





If you need to edit your profile or create additional user aliases, click on the Profile button in the upper right corner of your screen.



The screenshot shows the Erasmus+ Online Linguistic Support interface. The top navigation bar includes the Erasmus+ logo, the title 'Online Linguistic Support', and a user profile dropdown menu. The user profile is currently set to 'be99ben05@mailinator.com', which is highlighted with a red box and a red arrow. Below the navigation bar, the main content area displays a 'Welcome' message, 'User guides', and 'New features' section. The 'New features' section lists several updates, including delegation/creation of users, updating of BEN contact data, and reappropriation of expired licences.

The profile page is divided into 4 parts:

- **BEN information:** includes your BEN PIC, BEN Name and Country. You cannot modify this information
- **Change BEN User information:** allows you to edit your profile information except the login
- **Creation of additional users:** allows you to create additional users (called aliases) with the same access rights as your current BEN user account
- **Additional Email for receiving notifications:** allows you to add email addresses that will be notified

 Erasmus+
Online Linguistic Support
Report a Problem
 Home
 be99ben05@mailinator.com


BEN user Profile

BEN Information

BEN PIC	<input type="text" value="8"/>
BEN Name	<input type="text" value="BEN Dummy 08"/>
Country	<input type="text" value="Kingdom of Belgium"/>

Change BEN User information

Login	<input type="text" value="be99ben05@mailinator.com"/>		
Password	<input type="text"/>	Re-type Password	<input type="text"/>
Contact Name	<input type="text" value="BE99 BEN 05"/>		
Contact Number	<input type="text" value="0"/>		

[Save Changes](#)

Creation of additional users

Login	Password	Email	Delete
test200		test200@domain.com	Delete

Previous 1 Next

[Add New Alias](#) [Save Changes](#)

Additional Email for receiving notifications

Email	Delete
No data available in table	

Previous Next

[Add New Notification Email](#) [Save Changes](#)

3.5.1 How to edit your profile

In section “Change BEN User information”, you can edit your password, contact name and contact number. 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.

3.5.2 How to create additional users

In the third part of your profile page, click on **Add New Alias** to start creating an additional user for your BEN with the exact same access rights.

Login	Password	Email	Delete
test200		test200@domain.com	Delete

Previous 1 Next

Add New Alias Save Changes

In the newly created line of the table, choose the credentials of the new BEN user account. Enter a login (may be different from the email address), a password and an email address.

Once you have entered the required data, click on **Save Changes**, on the lower left part of the page. The new created user will then appear on screen. To edit the new user credentials after creation, click on the fields you want to edit, change the field information and click on **Save Changes**.

Credentials are automatically sent to the newly created user.

Creation of additional users

Login	Password	Email	Delete
test200		test200@domain.com	Delete
test300	*****	test300@domain.com	Cancel

Previous 1 Next

Add New Alias Save Changes

3.5.3 How to delete additional users

In the third part of your profile page, click on the Delete button next to the alias user you would like to delete. The alias user will disappear from the list of additional users.

Creation of additional users

Login	Password	Email	Delete
test200		test200@domain.com	Delete
test300		test300@domain.com	Delete

Previous 1 Next

Add New Alias Save Changes

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

In the fourth part of your profile page, click on **Add New Notification Email** to add an additional email address for future notifications. In the newly created line of the table, enter the additional email address.

Additional Email for receiving notifications

Email	Delete
No data available in table	

Previous Next

Add New Notification Email Save Changes

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

Additional Email for receiving notifications

Email	Delete
No data available in table	
test600@domain.com	Cancel

Previous Next

Add New Notification Email Save Changes

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

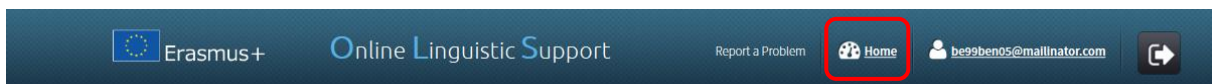
Additional Email for receiving notifications

Email	Delete
test600@domain.com	Delete

Previous 1 Next

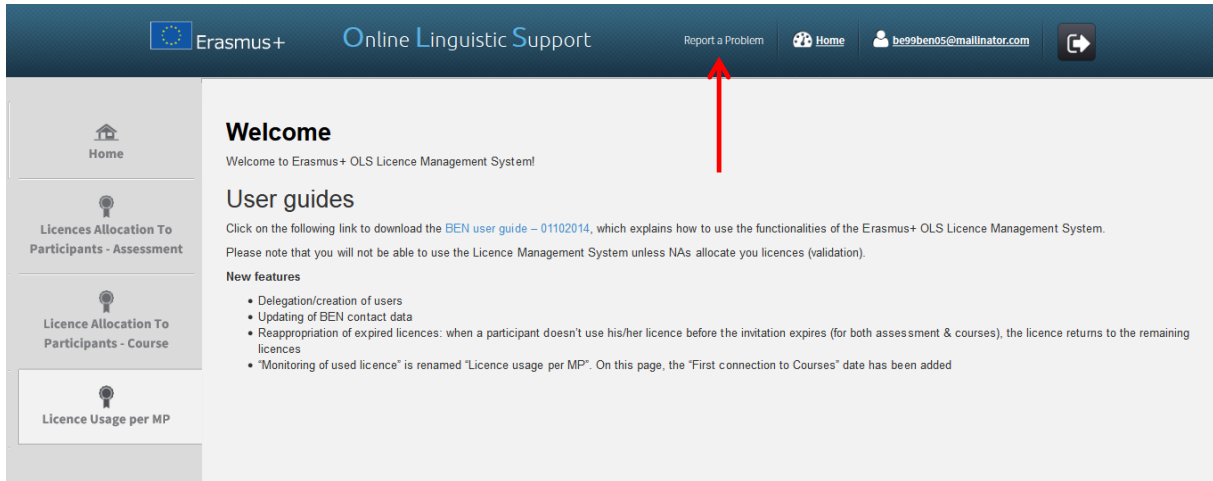
Add New Notification Email Save Changes

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



4. Helpdesk

If you encounter any problem or issue when following the instructions above, please contact the Helpdesk by clicking on the **Report a Problem** button in the header.



The screenshot displays the top navigation bar of the Erasmus+ Online Linguistic Support system. The header includes the Erasmus+ logo, the text 'Online Linguistic Support', and a 'Report a Problem' button. A red arrow points to this button. To the right of the 'Report a Problem' button are icons for 'Home', a user profile for 'be99ben05@mallinator.com', and a refresh icon. Below the header is a sidebar with navigation options: 'Home', 'Licence Allocation To Participants - Assessment', 'Licence Allocation To Participants - Course', and 'Licence Usage per MP'. The main content area features a 'Welcome' message, 'User guides' with a link to a BEN user guide, and a 'New features' section listing updates such as delegation of users, updating of BEN contact data, and reappropriation of expired licences.