



# **ERASMUS + EUROPEAN VOLUNTARY SERVICE Decentralized actions**

**A PRACTICAL GUIDE TO ON-LINE ENROLMENT**

**For National Agencies and Sending or Hosting Organizations**

To easily organize your Volunteers' overseas departure, MSH INTERNATIONAL has set up an on-line enrolment system dedicated to the ERASMUS+ European Voluntary Service.

You will find below all details regarding the different steps prior to the enrolment:

# 1 ACCESS TO OUR ON-LINE ENROLMENT SYSTEM

- ▶ Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- ▶ Click on the links "[European Commission](#)", "[Erasmus+: European Voluntary Service \(decentralized actions\)](#)", and "[Access the Erasmus+ insurance documents](#)"

The enrolment system is available in French, English and German.

**Erasmus+: European Voluntary Service (Decentralized actions)**

Erasmus+ is the EU Programme in the fields of education, training, youth and sport for the period 2014 -2020.

The ERASMUS+ European Voluntary Service allows young people to express their personal commitment through unpaid and full-time voluntary service for up to 12 months in a foreign country within or outside the European Union. In this way, it seeks to develop solidarity, mutual understanding and tolerance among young people, thus contributing to reinforcing social cohesion in the European Union and to promoting young people's active citizenship.

Young People within the ERASMUS+ European Voluntary Service are covered by an insurance plan specially designed to protect them during their period of voluntary activity.

MSH INTERNATIONAL is responsible for the administration of the insurance policy.

[Access the ERASMUS+ insurance documents.](#)

- 13 service offices
- 330,000 members
- 92% customer satisfaction
- 860,000 medical providers



## Contact us

### Customer services

<a href="#">Americas</a>	+1 403 539 6136
<a href="#">Europe</a>	+33 (0)1 44 20 48 16
<a href="#">MENA</a>	+971 4 365 1302
<a href="#">Asia-Pacific</a>	+86 21 6187 0591

### Sales team

<a href="#">Contact</a>	+33 (0)1 44 20 29 98
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- ♥ Participants' Pages
- ★ Employers' pages
- ⊙ European Commission
- + Join our network

## Why choose us?

- 4 regional head offices close to you

## Erasmus+

### European Voluntary Service (Decentralized actions)

#### Enroll a volunteer

Are you a National Agency or a sending or hosting organisation?  
Enroll young volunteers on-line via the enrollment website available in French, English and German.

[ENROLL A VOLUNTEER](#)

## 2 LOG IN OR CREATE A NEW ACCOUNT

- ▶ **If it's the first time you visit our ERASMUS+ on-line enrolment system:** You need to click on the link **"create a new account"** and insert the following data: Username, password (twice), e-mail address (twice).

Please note that there should be no space in the username or the password, and that the e-mail address should not have been used by any other account.

Then just click on **"create"**. You will receive a confirmation e-mail with your chosen username and password.

- ▶ **If you have already visited our ERASMUS+ on-line enrolment system:** You only need to **log in** with your username and password.
- ▶ You must create a new ERASMUS+ account even if you already have an EVS Youth in Action account.

Log In or Create a new account

ERASMUS+

Username

Password

Log In

Create an account  
Forgotten your username or password?

1 English  
2 Français  
3 Deutsch

## 3 PROJECT PASSWORD (ERASMUS+: European Voluntary Service)

- ▶ Please click on the link **"start a new enrolment"**
- ▶ Enter the password starting with **"PDE"** given to you by your National Agency and confirm.

Search

Member menu

- Home
- Enrolments
- Practical Guide
- Application
- Preferences
- Help & Support
- Log Out

Home

Number of sent form(s)	0
Number of saved form(s)	0
Number of deleted forms	0
Number of private messages	0
Number of unread messages	0

Start a new enrolment

You have chosen to start a new enrolment - please enter your Project Password.

This Project Password should have been given to you by your Sending National Agency / Coordinating Agency

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Submit Cancel

## 4 FILL IN THE ENROLMENT FORM

- ▶ Please fill in the Sections A to D, detailed on the last page of this guide. You may save the form at any time, whether it is complete or not, but you will not be able to send it until it is complete.
- ▶ When you have completed the requested information in the different sections, you can click on the link **“save the form”**. **You must carefully check the draft form to make sure that the information is correct.**
- ▶ Click on the **“send”** button. Our Enrolment Department will be notified about this new enrolment. **An automatic e-mail of confirmation will be sent to the Sending Organization, the Hosting Organization and the National Agency. Please do not use the “reply” function of your system to answer this automatic e-mail, you will not receive any answer since it will never be read.**
- ▶ Last step: Please print off the enrolment form or PDF file, fill in (by hand) section E which is the beneficiary designation for lump sum death benefit, and have the form signed by the Volunteer and the Sending Organization signatory. For legal reasons, we require the form to be sent by e-mail [indiveurope@msh-intl.com](mailto:indiveurope@msh-intl.com) to MSH INTERNATIONAL.

### The Volunteer is now enrolled!

Upon receipt of the completed form by e-mail, our Enrolment Department at MSH INTERNATIONAL will send the following documents for the attention of the Volunteer at his/her personal address in the country of origin:

- ✓ Welcome letter,
- ✓ Certificate of insurance,
- ✓ Claim form.

The Volunteer can download his/her insurance card via his/her Participant's Page at [www.msh-intl.com/global](http://www.msh-intl.com/global) / Your enrolment /Your Insurance card ID.

## 5 HELP & SUPPORT

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For any difficulty regarding the **on-line enrolment of Volunteers**, please click on the button “**Help & Support**” and proceed as follows:

- ▶ Select the type of request: Click on “**Administrative**” (for insurance purposes connected to the **on-line enrolment**) or “**Technical**” (for all issues concerning the software),
- ▶ Indicate the topic,
- ▶ Write your message.

“**Help & Support**” is used for questions related to on-line enrolment and not to claim reimbursements (in this latter case, an e-mail should be sent to our Claims administration, e-mail [indiveurope@msh-intl.com](mailto:indiveurope@msh-intl.com)).

A reply will be given to you as promptly as possible either by our Technical or our Administrative Department.

Should you need further assistance with the same problem, please use the same Help & Support ticket and do not make a new one.

## 6 SOME RECOMMENDATIONS

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- ▶ We recommend that the registration of the enrolments for the Volunteers **be made well in advance before the departure**. The Volunteers should have at their disposal when leaving their country of origin the following documents: Welcome letter, certificate of insurance and claim form (which are sent by MSH INTERNATIONAL to the Volunteers upon receipt of the request for enrolment) as well as the insurance card (downloadable via the Participant’s Page).
- ▶ Please **carefully check the address of the Volunteer** to make sure that the documents will be forwarded to the right address.
- ▶ **Please carefully fill in sections A to D of the form**. If you have any doubt, you can save the form **as a draft** by clicking on the link “**Save the form**” and check whether the information is correct. **As soon as you click on the “send” button, it is no longer possible to amend the form.**
- ▶ What happens if you have clicked on the “**send**” button and you can no longer amend the form? In this case, **you should contact our Enrolment Department** and ask for the necessary amendment at the following e-mail address [indiveurope@msh-intl.com](mailto:indiveurope@msh-intl.com) or phone tel.+ 33 (0)1 44 20 82 10.
- ▶ We wish to draw your attention to the fact that the modifications will not appear on the MSH INTERNATIONAL website due to technical reasons but will be duly taken into consideration and inserted in the MSH INTERNATIONAL internal data base.
- ▶ Please use standard letters AZERTY or QWERTY. Foreign characters may not be recognized.
- ▶ In Section D04A and D04B, please indicate the **activity dates** of the Volunteer (i.e. date of beginning and end of mission). The Volunteers benefit from an automatic two-month extension of coverage ; however, please do not add this free coverage in Sections D04A and D04B, since it is automatically added by MSH INTERNATIONAL.
- ▶ **Double enrolment** What happens if you try to enrol a Volunteer already enrolled on our website (for instance, if this Volunteer made a previous mission within the ERASMUS+ European Voluntary Service program)?

Under the terms of the Programme ERASMUS+ European Voluntary Service, a Volunteer can take part in a second EVS project if he/she has carried out a single EVS project lasting a maximum of 2 months, provided that the total duration of the combined periods of service does not exceed 12 months.

If this condition is met, Organizations will be able to enrol the Volunteers via our website. If it is not met, you will not be able to send your form.

- ▶ Please **do not give the Project “PDE” password** enabling the access to our enrolment system to the Volunteers. These passwords are strictly confidential and should only be used by the National Agencies and Sending or Hosting Organizations.  
The Volunteers have their own dedicated **Participant’s Page** on the MSH INTERNATIONAL website [www.msh-intl.com/global](http://www.msh-intl.com/global) (with their own login and password), allowing them to view their personal details, print a personalized insurance ID card, fill out and print a healthcare claim form on-line, request a direct payment agreement, check their on-line claims and reimbursement notices.

## **7** DESCRIPTION OF SECTIONS A to D (See point 4- Fill in the enrolment form)

### ▶ SECTION A : SENDING ORGANIZATION

- Name of the Sending Organization
- Address (number – street, city, postal code, country)
- Phone number
- Fax number
- Name of the Sending Organization contact
- Sending Organization contact person e-mail address
- Name of Sending Organization signatory
- Title of Sending Organization signatory

### ▶ SECTION B : NATIONAL AGENCY

- National Agency name and country
- National Agency’s e-mail address

### ▶ SECTION C : VOLUNTEER

- Volunteer’s family name
- Volunteer’s first name
- Gender
- Date of birth, place of birth (city & country)
- Nationality, Passport number
- Home address (flat number, floor), house number and street, city, postal code, country
- Phone number
- E-mail address
- Is the Volunteer eligible for benefits from any Social Security or government plan or does he have any other medical scheme in force today ?
- If yes, please describe,
- Social security number, if applicable, and country,
- Languages spoken
- Family and first name of the emergency contact in the sending country
- Phone number of the emergency contact in the sending country

## ▶ SECTION D : INSURANCE – PROJECT

- Start date
- End date
- Which kind of cover does the Volunteer need?: Complementary Cover / Full Cover / Complementary Cover first, then Full Cover\*
- Cover from / until
- End date of the complementary cover
- Name of the Hosting Organization
- Number, street
- City
- Postal code
- Country
- Phone number of the Hosting Organization
- E-mail address of the Hosting Organization
- Name of contact person in the Hosting Organization.

### **\*Selection of Complementary Cover/Full cover/Complementary Cover first then Full Cover:**

Every EVS Volunteer must:

- Hold a European health Insurance Card,
- Be enrolled in the EVS insurance which complements the coverage by the European Health Insurance card and/or national social security systems.

The volunteers who are not eligible for the European Health Insurance card shall be entitled to receive a full coverage through the EVS insurance provided by the European Commission.

### **European Health Insurance Card:**

If applicable, it is strongly recommended that young volunteers taking part in the ERASMUS+ projects are in possession of a European Health Insurance Card. This is a free card that gives access to medically necessary, state-provided healthcare during a temporary stay in any of the 28 EU countries, Iceland, Liechtenstein, Norway and Switzerland, under the same conditions and at the same cost (free in some countries) as people insured in that country. More information on the card and on how to obtain it is available at <http://ec.europa.eu/social/main.jsp?catId=559>

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