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Europass User Support

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Europass User Support

- Centralised around the Europass Helpdesk
- Enquiries arrive from:
 - Europe Direct Contact Center
 - National Europass Center
 - Other stakeholders (usually other Commission services)





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Europe Direct Contact Center

- Information center of the European Commission
- Provides information on all EU policies and initiatives
- Communication Officer covering all EU languages and Ukrainian

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Europe Direct Contact Center and Europass

- Enquiries (cases) arrive as phone calls and webforms
- 3 day Service Level Agreement
- Handled directly by the COs with the help of the Europass Knowledge Repository
- Consulted with the Europass Supervisor
- Escalated to the Europass Helpdesk
- 15 days to answer according to the Code of Good Conduct

Email address



Nationality



Country of residence



Preferred contact language



Alternative contact language



Is this a technical incident?

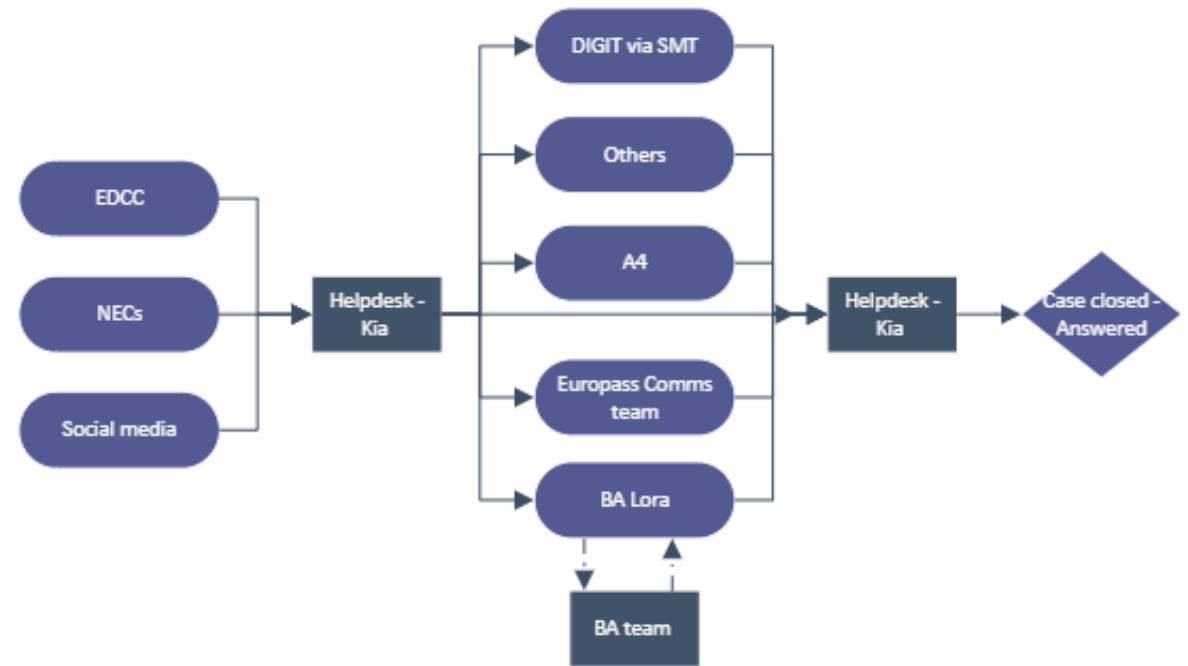
Enquiry

National Europass Centers (You)

- Can forward the case to EDCC via the internal webform available on the [Wiki](#)
- Can write general questions to : EC-EUROPASS-SUPPORT@ec.europa.eu
- Reporting bugs, improvements etc.

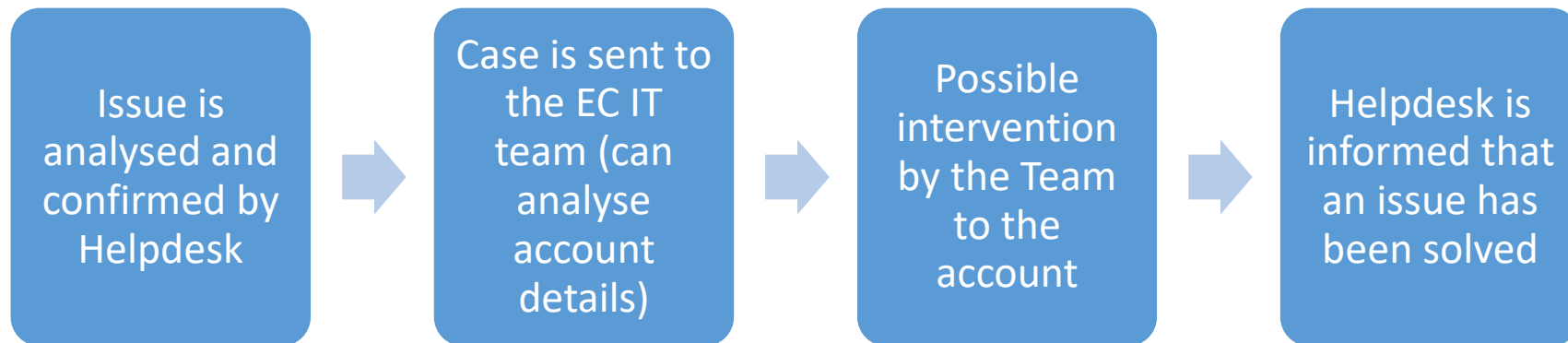
The Europass Helpdesk: what happens?

- Internal ticketing system
- Most enquiries will be addressed directly
- Complicated issues will be consulted with the relevant entity
- Known bugs or improvements will be flagged as recurring and the case will be returned with the Standard Answer to the user



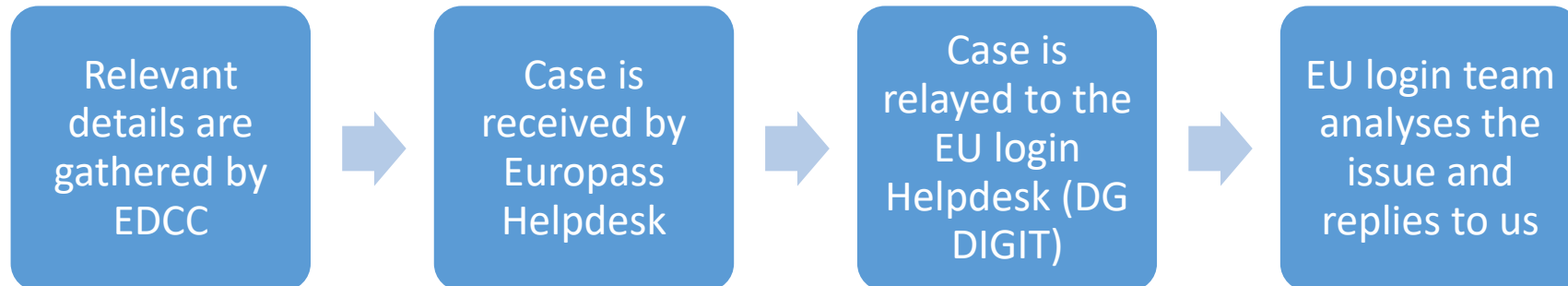
What if a user has an issue with their account?

Standard information is needed (available in the Knowledge Repository)



Issue with EU login ?

Standard information is needed (available in the Knowledge Repository)





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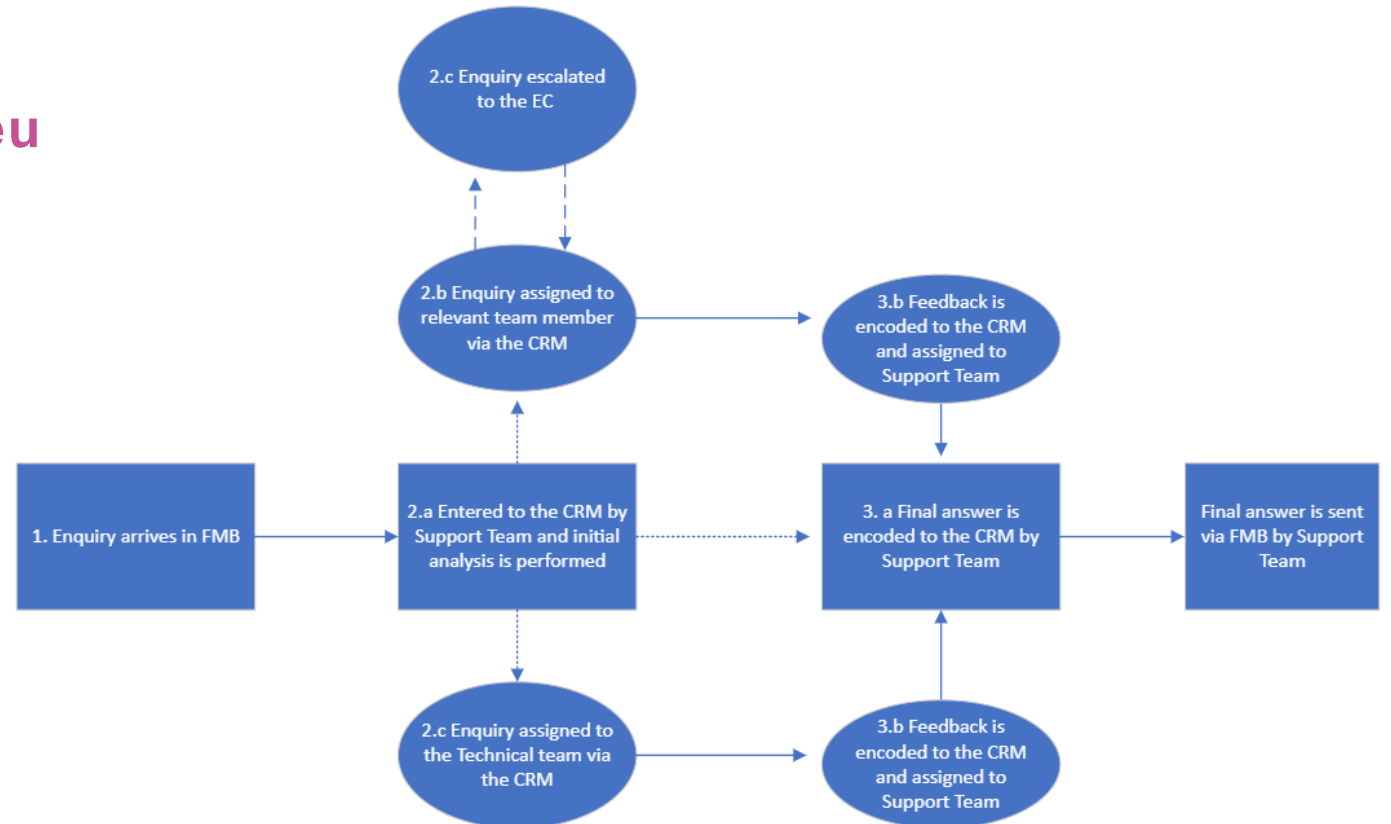
A bug/malfunction/improvement is reported

- The error is confirmed by the Helpdesk, and depending on the amount of complaints/notifications either:
 - Low importance: The BA team is notified and it is added to the list of issues
 - The comment is logged into the list of improvements /bugs to be addressed – which is used to prioritize them
 - High importance: The full team is notified – Crisis communication approach is launched

European Digital Credentials & QDR

EMPL-ELM-SUPPORT@ec.europa.eu

- One contact point for all
- One point to report





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Thank You

Questions and Answers

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