vluhr International

STAFF MANUAL

MOBILITY-ONLINE

MASTER MIND SCHOLARSHIPS

DEADLINE FOR VALIDATION SUBMISSION OF THE APPLICATIONS: 28th April 2024

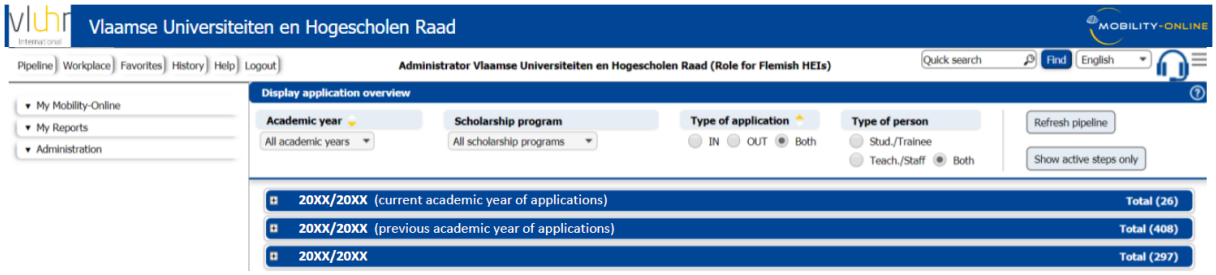
1. LOGIN

Each employee from a higher education institution in Flanders who creates applications in the Mobility-Online tool has received a login and password from the secretariat of VLUHR. If not, or if your password and/or login doesn't work, please contact the secretariat by email: mastermind@vluhr.be.

Please use this link to login in the Mobility-Online tool: www.service4mobility.com/europe/login.

2. SUBMENU'S AND WORKFLOW

When you are logged in the Mobility-Online system, the tool opens onto your personal workspace (see picture below).

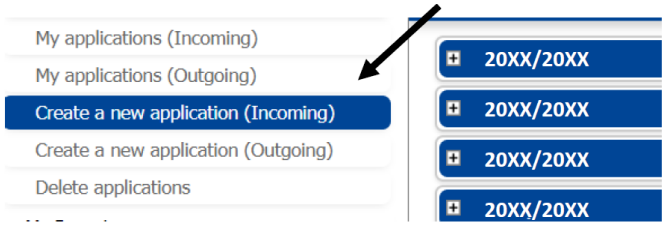


Submenus

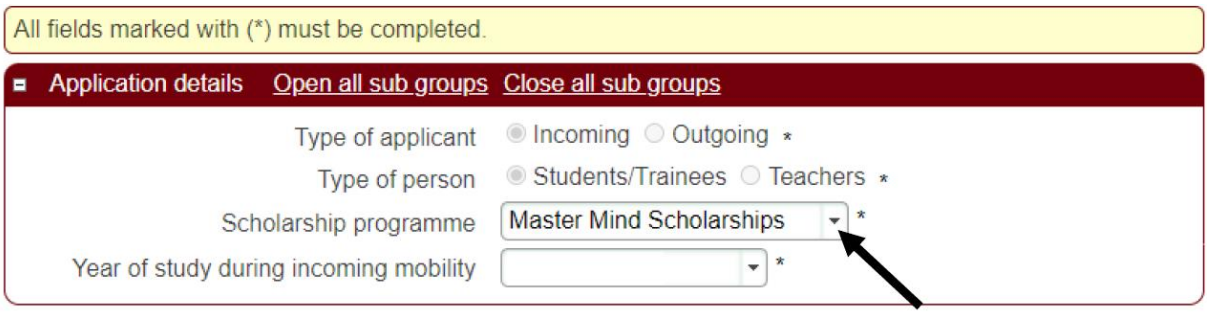
The menu on the left consists of three submenus: My Mobility-Online, My Reports and Administration:

My Mobility-Online:

The most important section here is *Create a new application*, which enables you to create a new application for an incoming or for an outgoing student:



You can choose the scholarship programme at the top of the application:



After you have created an incoming application, the student will receive an automatic email from the Mobility-Online tool asking to register. After the student has registered on Mobility-Online, they can complete the application procedure. The different steps that the student must complete are to be found in the Call of the Master Mind Scholarships and in the Mobility-Online manual of the student.

My applications Incoming gives you an overview of all the incoming applications for your institution.

In the other sections *My institution, My persons* and *My addresses*, you can change or add new information regarding your university, university of applied sciences (and arts) and your colleagues. If you want to create new contact persons for your institution, please contact the secretariat: mastermind@vluhr.be.

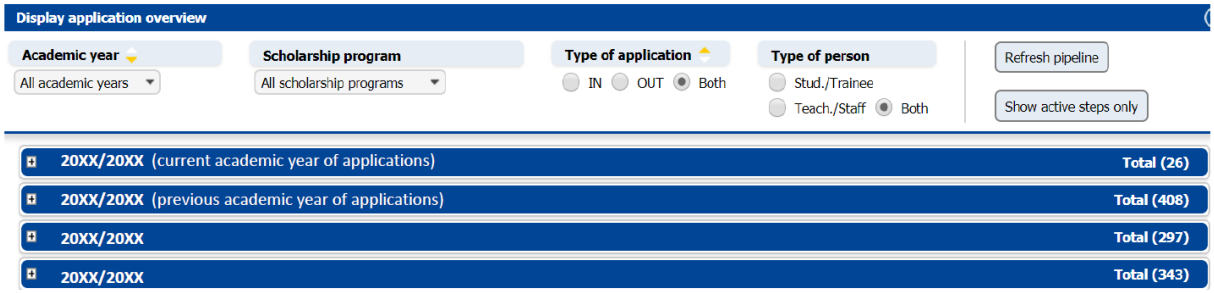
We advise you not to use the last section *Delete applications*, unless you are 100% sure that the chosen application can be deleted. When in doubt, please contact the secretariat. The secretariat can cancel an application; the application will not be appearing in your overview anymore, but will not be deleted from the Mobility-Online system.

My Reports
Download from the applicant details

Administration
Change of password

3. Application Pipeline

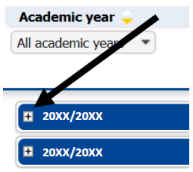
3.1. Execute a step in your workflow



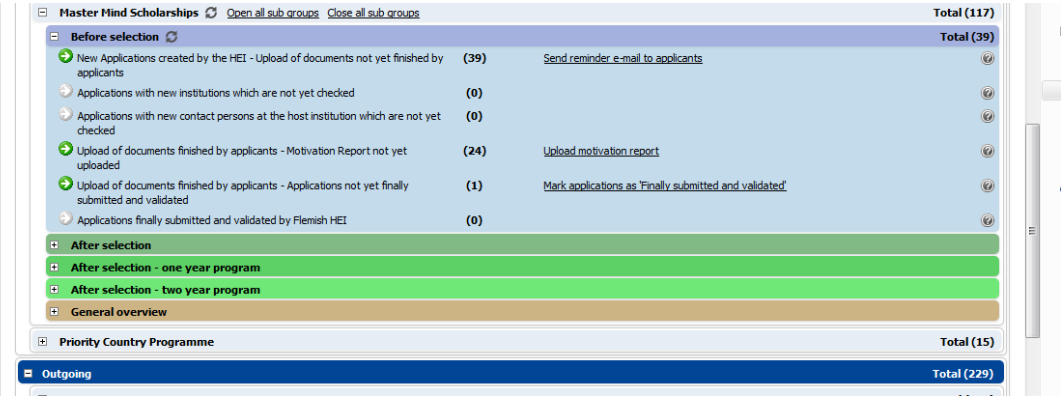
Bear in mind that you will only see the submenus of the previous academic years if there have been applications created for that specific academic year for your institution.

The applications are ordered by level 1: academic year, level 2: type of mobility (incoming or outgoing) and level 3: scholarship programme (Master Mind Scholarships, The Washington Center and Priority Country Programme).

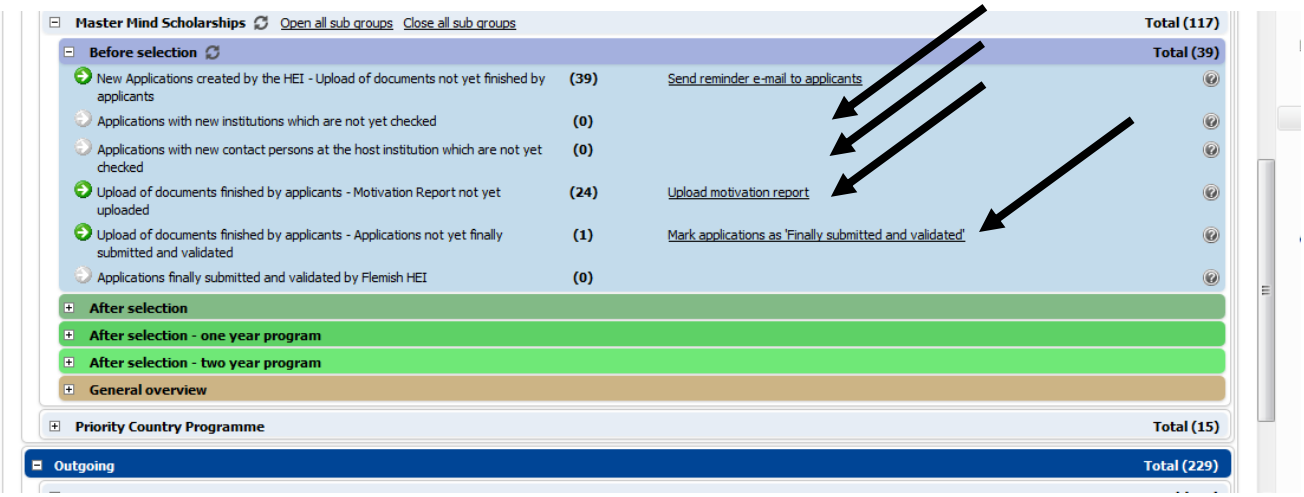
When clicking on + next to the academic year, you will see the application workflow for this programme.



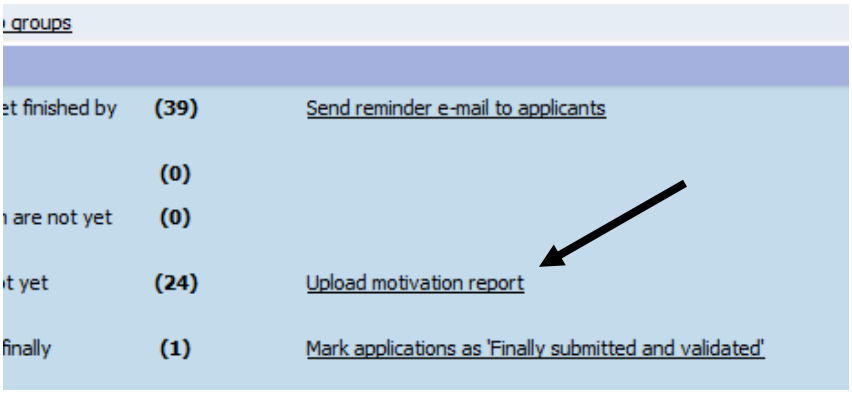
This workflow gives an overview of all actions which need to be done or have been done for this programme. The workflow below is only an example. It is possible that this differs slightly from your workflow.



Important steps for you are:



You can complete a step by clicking on the *action* in the right column.

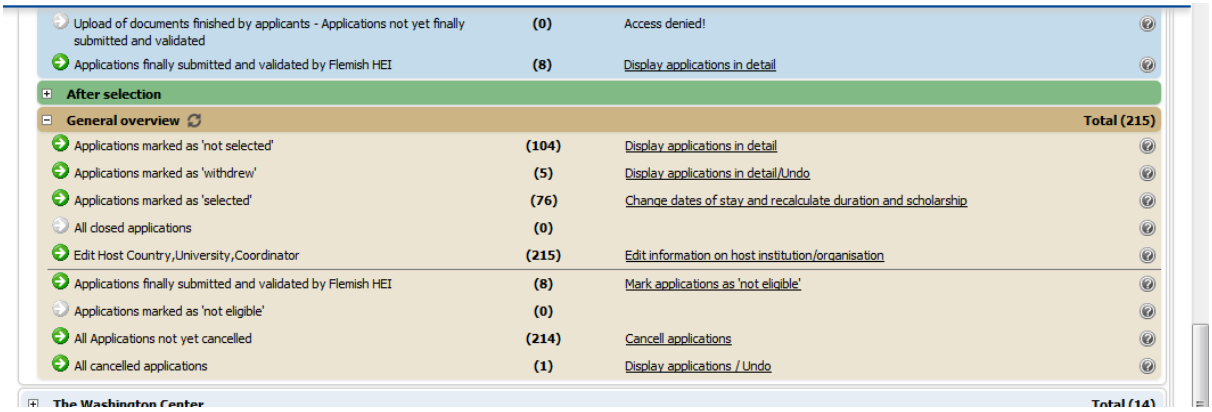


A step can be: send a reminder to the student, upload a document, check new data filled in by you or by your colleague, or validate and submit the completed application of the student.

You can also check the applications throughout the different stages of the application process:

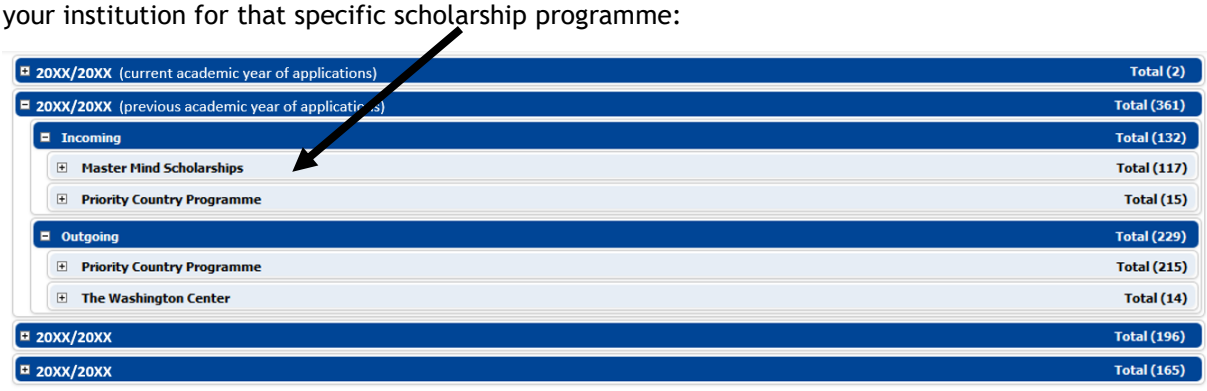
- Before selection: Display all applications finally submitted and validated by Flemish HEI
- After selection: Display all applications that have been selected
- After selection: Display all applications for which the scholarship has been paid
- General overview: Display all applications that have been marked as not selected

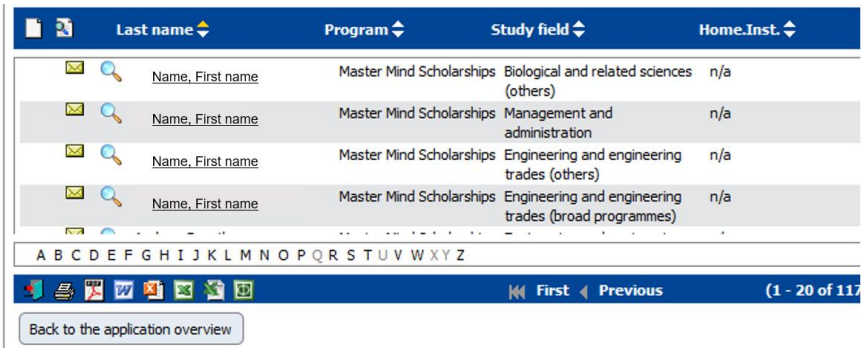
Please note that the steps in *General overview* are to be made by the secretariat of VLUHR only.



3.2. CHECK THE APPLICATION OF THE STUDENT

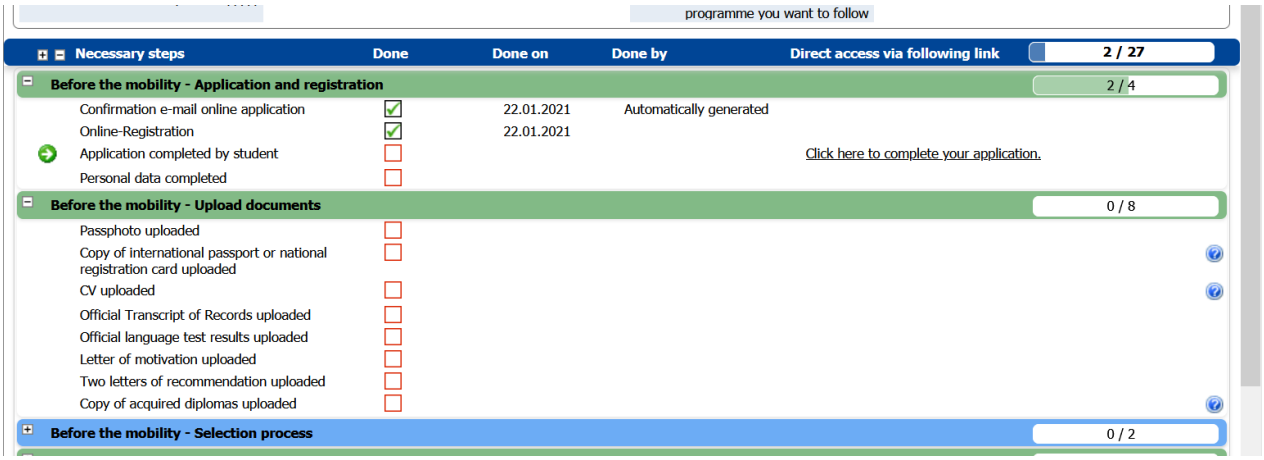
By clicking on the name of the programme, you will get an overview of all applications created by your institution for that specific scholarship programme:





There are two ways to check the application of a student:

1. By clicking on the name of the student, you will see their basic information. Relevant sections for you are: Master data, Personal details, Documents and Emails – here you see all emails that the students have already received. You can change their info if necessary by clicking on *Click here to update*. Please do not forget to click on Update to save all changed information. The section Scholarship appears after selection of the student. The section Survey – Flemish Mobility Programmes appears after the student has completed the survey in their workflow.
2. By clicking on the magnifier next to the name of the student, you see the workflow of the student.



3.3. SEND AN EMAIL TO A STUDENT

By clicking on the envelope next to the name of the student, you can send an email to the student.

The students already receive different automatic e-mails from the system of Mobility-Online:

- Confirmation of application
- Confirmation of registration
- Selection results
- Payments

Other emails are to be sent manually by clicking on this envelope.

You can always return to the home screen by clicking on *Pipeline* in the left corner.

If you have further questions, you can contact the secretariat of VLUHR by email: mastermind@vluhr.be.