



Handbook

2024

**A guide to accessing
the eTwinning Platform**

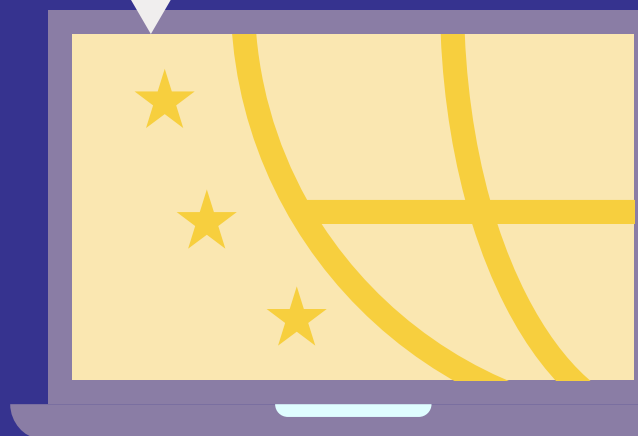


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Introduction

This handbook was created to support new users of the eTwinning platform. It aims to serve as a guide for basic tasks to enable you to navigate the platform effectively.

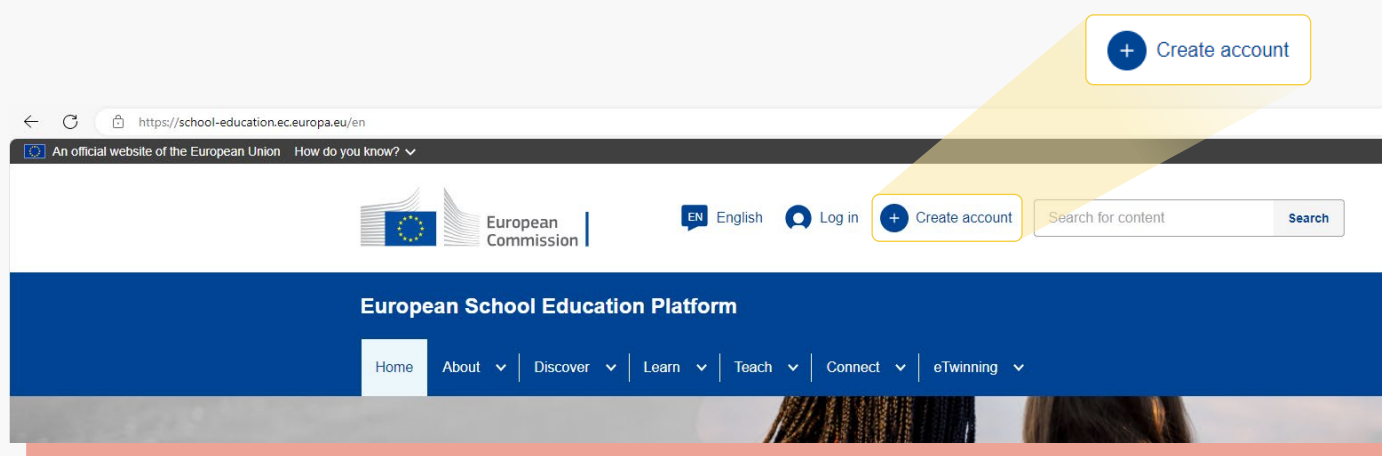
Who can participate?

The eTwinning community is open to school staff employed at all levels of national education systems: primary and secondary, as well as early childhood education and care, initial vocational education and training teacher educators in initial teacher education institutes.

Getting Started with eTwinning

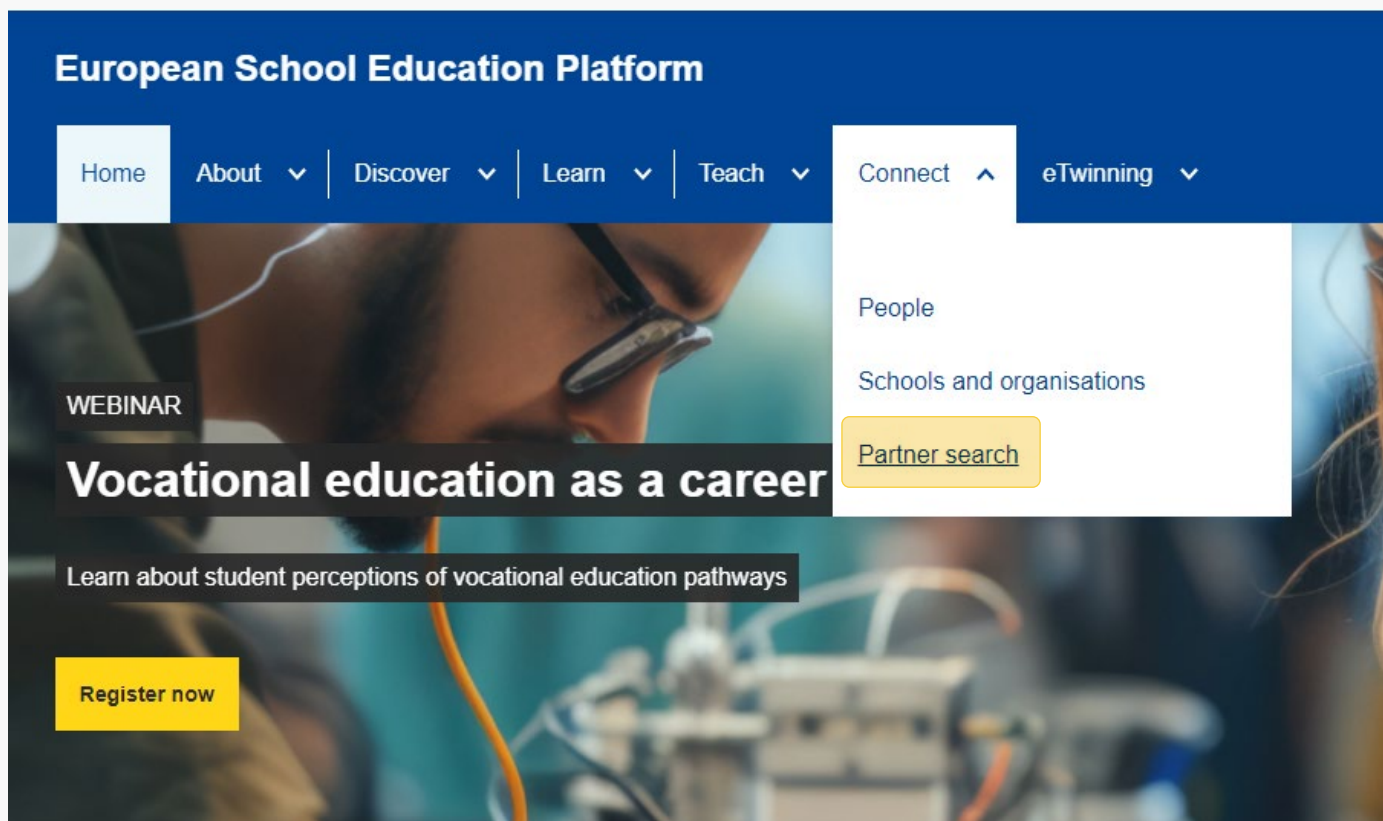
Register

1. To register for eTwinning, create an account on the [European School Education Platform \(ESEP\)](https://school-education.ec.europa.eu/en) here [Create an account](#) (europa.eu).
2. In the search bar, enter the name of your school. Select your role as **'teacher'**.
3. Once you confirm your profile by email, you will be prompted to join eTwinning.
4. Your profile will be pending while the National Support Organisation (NSO) validates your status on the platform.
5. You will receive an **email welcoming you to eTwinning once you have been validated**.



Find a Partner School for a Project

1. Go to **Connect** on ESEP and select **Partner Search**.
2. Here you can search through eTwinning project postings from educators across Europe and beyond.
3. Use the quick filters to narrow your search or **search postings** to find something specific.
4. Express your interest in joining an eTwinning project by **contacting poster**.



The screenshot displays the European School Education Platform (ESEP) website. The header is dark blue with the text "European School Education Platform" in white. Below the header is a navigation bar with the following items: "Home", "About" (with a dropdown arrow), "Discover" (with a dropdown arrow), "Learn" (with a dropdown arrow), "Teach" (with a dropdown arrow), "Connect" (with an upward arrow), and "eTwinning" (with a dropdown arrow). The "Connect" dropdown menu is open, showing three options: "People", "Schools and organisations", and "Partner search" (highlighted in a yellow box). Below the navigation bar is a large banner image of a person wearing glasses and a headset, looking at a screen. The banner contains the text "WEBINAR" in white, "Vocational education as a career" in large white font, and "Learn about student perceptions of vocational education pathways" in smaller white font. A yellow button with the text "Register now" is positioned in the bottom left corner of the banner.

Creating and Managing Projects

To begin working on an eTwinning project you can:

1. Create a new project.
2. Join an existing project.

Register your eTwinning project to gain access to a secure online workspace called the **TwinSpace**. You can then invite your students to join and collaborate with their European peers.

Before Project Registration

1. Identify a partner school to collaborate with.
2. Ensure your partner is in your eTwinning contacts list.
3. Plan your project together with your partner(s). You must agree on a title, short description of the project aims, tools you are going to use, process, results and evaluation. You will need this information when you register your project.

Project Registration

1. Log into ESEP.
2. Navigate to Projects.
3. Select Create Project and follow the steps.
4. Preview your project and select Submit.

After Project Registration

1. The co-founder of your project will receive a notification to accept your partnership.
2. Your project is now pending while it is being reviewed by the National Support Organisations of the partner schools.
3. Once the project is approved, it will become active, and the project founders will have access to the project TwinSpace.

New Project

Select school

Select the school you want to start this project from your active schools list. If your school does not appear you can add or activate it while editing your profile.

* indicates a required field

i You can select only 1 school and this school can't be changed during the duration of the project.

School *

- Select -
▼

Cancel

Next

Project Kits

Project Kits are a great resource to help structure your eTwinning projects. These are ready-made project ideas created by experienced eTwinners and eTwinning Ambassadors. Project Kits have a selection of project ideas under a certain theme which can be modified and adapted to your students' competencies. You can download Project Kits from leargas.ie/etwinning under **School Education Resources**. All kits are available to download in English and Irish.

My eTwinning

My eTwinning is your personal area where you can manage your eTwinning activities and see the latest updates from your groups, projects, and your NSO.

Here you can network, share and collaborate using customised tools:

- **Rooms** are small, ad-hoc groups that allow eTwinners to take part in video-conferencing sessions supported by a forum and a file archive.
- **Groups** are discussion forums where eTwinners can meet and discuss specific subjects, topics or other areas of interest. There are also featured groups moderated by experienced eTwinners.
- **My Projects** are used to create and manage your active projects. Here, you can check on the status of pending projects.

You can also access quick links to:

- Create a project
- Partner search

The screenshot shows the 'My eTwinning' page on the European School Education Platform. The page is titled 'My eTwinning' and is part of the 'eTwinning' section. It features a navigation menu with 'Overview', 'Rooms', 'Groups', 'My Projects', and 'Support'. The 'My eTwinning' link is highlighted. Below the navigation, there is an 'Overview' section. On the left, there are 'Quicklinks' for 'Create a project' and 'Partner Finding'. On the right, there is a 'Featured news' section with a message: 'There are no news available at the moment.'

Navigating the TwinSpace

A TwinSpace is created for a project once it is validated on the platform by all founding members' NSOs. This is a secure online workspace which can only be accessed by the members of the partnership. Use it to communicate with your partners and to document your project content.

A TwinSpace consists of

- Home
- Pages
- Materials
- Forum
- Online meetings
- Members
- Support

How to create and organise pages

To create a new page:

1. Click the **Pages** tab in the middle bar and select **Create a page**.
2. As soon as a page is created, its **Visibility** (who can see the page) and **Permissions** (who can work on the page) can be defined via the sidebar on the right side of the page.

Pages can include:

- **Content** – text, images, videos (see more below).
- **Poll** – ask for students' thoughts on a particular topic or try to find the most suitable time to plan a meeting.
- **TwinBoard** – an interactive board where you can post text, images, or embed videos.

Please note

- Pages are created by administrators who decide who can view and edit them via the boxes **Visibility and Permissions**.
- Pages are created as **drafts** by default and are only visible to administrators. To make them more widely visible use the box **Visibility**.
- If the visibility of the page is set to **Everyone on the internet**, it will be visible to everyone and also for non-registered people (it can also be visible from search engines like Google).
- Pages can be reordered via the **More options** button. Click on this icon and follow the instructions on the pages. A page can also become a subpage of another. You can have as many pages and subpages as you need, but only two levels are allowed (pages and subpages – you cannot have subpages of subpages).
- Pages cannot be deleted completely. If members do not want a page to appear in TwinSpace, the page can be archived by going to **Page options** and clicking on Archive page. Pages can be restored at any moment by administrators (**Restore page**). Only administrators can see pages once they are archived.
- Administrators can change the order of the three elements of the page (content, poll, TwinBoard) by dragging and dropping the arrows next to the type of content title.

How to upload images/files

In the editing interface of a page, users can add different types of content, which can be moved around the page and reorganised by dragging and dropping them through the small arrows on the left side.

The content types are:

- **Text content** allows you to add a box including text and images. Images can be added by dragging and dropping them into the editor or by selecting the icon Insert from **Media Library** in the editor.

How to add members

TwinSpace and Groups' content is only available to its members unless published (in the form of pages) on the internet. The member's section allows you to view, invite and manage the members of the TwinSpace/Group.

Members of a project are automatically members of its TwinSpace. Other users can be invited to the TwinSpace directly from this section, but such users will not automatically become members of the project unless they are contacts and available for an eTwinning project. A pop-up will ask if they want to add the member only to the TwinSpace or as a project member.

Administrators can:

- Invite members to the TwinSpace as teachers, pupils, and other users.
- Export pupils' details from the member's page. In case a pupil's password is forgotten, it can be reset by the teacher who invited them.
- Change member's permissions (what they can and cannot do in the TwinSpace).
- Find the member and select the dropdown that displays their role.

Roles are:

- **Administrator** – can edit and delete everything.
- **Members** – can only edit and delete their own content and their pupils' content.
- **Pupil** – can view and add comments in users' updates, add images and videos and can only view pages.
- **Pupil administrator** – They have the same permissions as pupils, but they can also add user updates and add/edit pages.
- **Expert** – can only participate in activities, including online meetings, but cannot modify the main elements of the TwinSpace or invite new members.
- **Observer** – can see content within a TwinSpace, but can edit only if given the right to edit.

All the members can see and search for the other members' profile pages and get in contact with them.

Adding pupils to the TwinSpace

Teachers can add new pupils **manually**, one by one, creating one pupil account per student. Teachers can add a pupil's first name, last name, a password (they can also use a random password generated by the platform) and choose the role they want to assign to each pupil (Pupil Administrator or Pupil).

Professional Development Opportunities

eTwinning offers a variety of Professional Development Opportunities for educators including featured groups, learning events, seminars, courses, and conferences, whether you're a seasoned eTwinner or completely new to the platform. These events are tailored to specific levels of familiarity with the platform.

Keep an eye on **Training and Events** - Leargas for updates regarding upcoming events, and ensure you sign up for the eTwinning newsletter to get updates straight to your email inbox.

Professional Development Opportunities offered through eTwinning include:

MOOC Series (Massive Open Online Course)

These are intensive online events focused on specific pedagogical themes. Led by experts, MOOCs encourage active participation and discussion among participants.

Webinars

Live online communication sessions where you can learn, chat, and discuss with fellow educators. These seminars cover various pedagogical and eTwinning-related topics and themes.

Online Courses

These address the needs of the eTwinning community in areas like online moderation, teaching and learning, and becoming an Ambassador.

Professional Development Workshops (PDWs)

PDWs are three-day events organised by hosting NSOs which focus on integrating eTwinning with a particular theme. These events are usually directed towards a specific educational sector and are funded by Léargas. eTwinning Ireland organises your accommodation and flights, however, the NSO does not provide substitute cover.

Transnational Cooperation Activities (TCAs)

TCAs enable NSOs to collaborate and share best practices across Europe, to improve the quality and impact of the Erasmus+ and eTwinning programmes.

There are three different types of TCAs:

- Training
- Thematic
- Partner-finding seminars

eTwinning Quality Labels

eTwinning Quality Labels are granted to teachers with excellent eTwinning Projects. They indicate that a project has reached a certain national and European standard.

National Quality Label (NQL)

NQLs provide recognition for teachers and students who have achieved excellence through an eTwinning project. NQLs boost motivation and are public affirmation of a school's commitment to quality and openness in European collaborative work. NQLs are awarded to teachers and their pupils for their individual work in a project based on a common evaluation framework.

Check out the [2023 NQL eBook](#).

School label

Schools which are awarded the eTwinning School label are great examples of how the whole school can benefit from eTwinning. They are active in implementing and promoting the eTwinning values and pedagogy, are a point of reference for their local community, and represent a model for other schools.



Collaboration Tools and Tips

Start with Small Connections

Begin by reaching out to a few educators or projects. Establishing these initial links can build a strong foundation for your future collaboration.

Create a Work Plan

Work with your partner(s) to develop a detailed work plan and timeline. Post it on TwinSpace and adjust it as needed to accommodate changes in schedules and different holidays and time zones.

Share Responsibilities

Assign tasks based on each partner's strengths and ensure that responsibilities are distributed fairly.

Prioritise Communication

Keep communication consistent and primarily through TwinSpace. This helps avoid confusion that can arise from using multiple channels.

Stay Organised and Connected

Keep your project organised with clear objectives and deadlines. Regular check-ins with partners are crucial for maintaining momentum. Use the online meeting function on TwinSpace to stay connected.

Involve Students

Engage students in the decision-making process for the project. Choose themes that interest your students, ensuring that the project stays engaging and meaningful. Their input can drive the project in ways that are more relevant and interesting to them.

Focus on Quality and Relevance

Review quality label guidelines early in the process of your project.

Make Your Work Visible

Share your project with colleagues, students, and professional networks. An eTwinning noticeboard is a great way to showcase your work in your school - let students take charge of managing it.

Evaluate Throughout the Project

Don't wait until the end to evaluate your project. Regular check-ins and assessments help keep things on track and allow for timely adjustments.

Troubleshooting FAQs

I can't log in to my eTwinning account.

- Ensure your account has been validated by your NSO.
- Check that you are using the correct username and password. If you've forgotten your password, use Forgot Password to reset it.

The platform is not displaying properly on my device.

- eTwinning is optimised for desktop use. If you are using a mobile device, consider switching to a desktop or laptop for full functionality.

I can't find my project partners on the platform.

- Make sure you are searching using the correct username or ID. Check if your partners have completed their profiles and are active on the platform. If you're still unable to locate them, contact eTwinning support for assistance.

I cannot add my partner as co-founder to my project

- Ensure that you are connected as contacts with your partner.
- Go to Edit Profile and ensure that you are both available for projects.

Your Username Save changes Cancel

Only eTwinners ▼ Users registered on the platform ▼

Who can comment on your posts

Only eTwinners ▼

▼ Join eTwinning

This will show other users if you are available for new projects.

Available for eTwinning project

I cannot access the TwinSpace.

- Check if your project has been approved by both your NSO and your partner(s) NSO. If everything is in order, try logging out and back in or using a different browser.

Why can't I upload files or images to the TwinSpace?

- Confirm that the file size and format meet the platform's requirements. Ensure that your browser has permissions enabled to upload files. If you are still having issues, try compressing the file or using a different browser.

How do I resolve issues with video conferencing tools on eTwinning?

- Ensure that your webcam and microphone are properly connected and enabled. Test these devices in other applications to confirm they are working. Make sure your browser has granted permissions for using these devices on the eTwinning platform.

How can I resolve issues when collaborative tools (e.g., forums, chats) are not working?

- Ensure that your browser supports these tools and that JavaScript is enabled. Try disabling any browser extensions that might be blocking content. If the problem persists, try a different browser or device.

What should I do if the eTwinning platform is down?

- Check the eTwinning social media channels or contact your NSO for information on known outages. If there's a widespread issue, it's likely being addressed by the technical team.

How do I contact support if my issue is not listed here?

- Contact your NSO directly for personalised assistance. Provide screenshots and as much detail as possible to help them address your issue quickly.



Contact

- ✉ etwinning@leargas.ie
- 🌐 <https://www.leargas.ie/etwinning/>
- 🌐 www.leargas.ie
- in www.linkedin.com/in/etwinningireland