

Change Contact person - Declared PIC

What is the topic about?

The context of this process impacts organisations with **Declared PIC** with a self-registrant and contact person and without a Legal Entity Appointed Representative (**LEAR**). Declared PICs are assigned to organisations that go through decentralised validation done by National Agency. Declared PICs usually have one contact person with the rights to update the organisation data. In most cases the self-registrant and the contact person are the same person, unless the self-registrant registers on behalf of someone else.

Please note, that the **Contact person** in URF is not the same person as the **Preferred Contact** person indicated in the Application form. For those projects that have been selected and awarded, see how to manage contacts in the Mobility Tool [here](#).

When the contact person leaves the organisation without appointing another person, the access to update the PIC is lost. An organization can always request password reset, however this only works when the person forgets the password. If the person left the organisation, in most cases, the organisation does not have access to the email address any longer so a password reset will not help. Therefore, it is recommended for each organisation to have at least two people with access to PIC to ensure a backup.

In order to request to change the contact person that was registered in PDM/URF, a beneficiary should contact the NA, informing the full name and email of the new contact person.

There is a first step to check the organisation data, leading to two scenarios:

A) If the contact person is the same as the self-registrant, the NA proceeds with the request to update the organisation's data to the new contact person directly in PDM/URF.

B) If the contact person is different from the self-registrant, the NA will inform the self-registrant contact details to the beneficiary.

The beneficiary then contacts the self-registrant to request them to add a different contact person. The self-registrant adds in PDM/URF the new contact person, who will be from now on the person, who makes changes in the organisation's data.

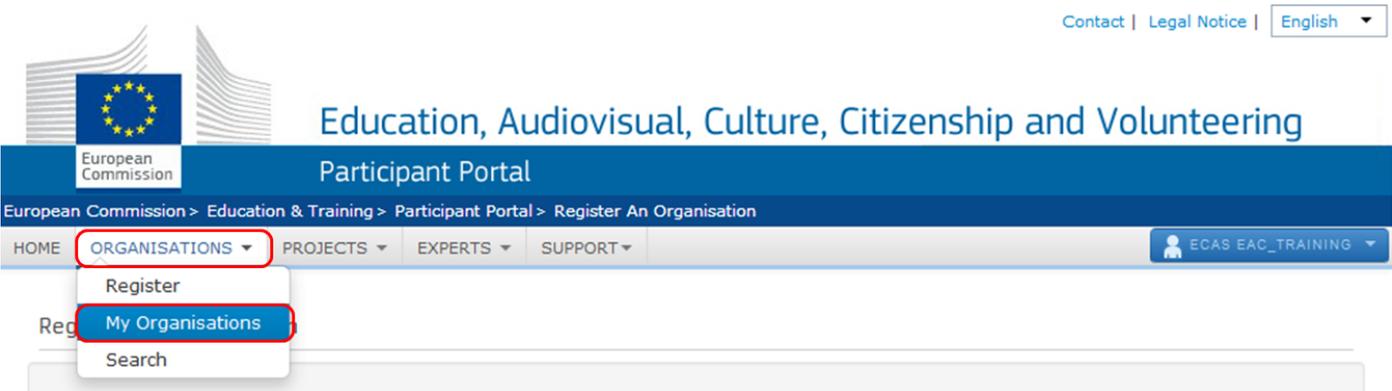
For the self-registrant to add a contact person, the self-registrant logs into the participant portal and performs the following steps.

- 1 Click on "My Organisations".
- 2 Click on "MO" icon to modify.
- 3 Change the self-registrant role to another contact person
 - 3.1 Select "No"
 - 3.2 Add in the contact details
 - 3.3 Click on "Submit changes"
 - 3.4 Confirm the changes by clicking on "Submit changes"

Steps

Click on "My Organisations".

After the organisation is registered, you can modify the organisation's details at any stage. From the **Participant's Portal** homepage, click on **My Organisations** in the **ORGANISATIONS** drop-down menu.



The screenshot shows the top navigation bar of the Participant Portal. It includes the European Commission logo, the text 'Education, Audiovisual, Culture, Citizenship and Volunteering', and 'Participant Portal'. Below this is a breadcrumb trail: 'European Commission > Education & Training > Participant Portal > Register An Organisation'. The main navigation menu has 'HOME', 'ORGANISATIONS', 'PROJECTS', 'EXPERTS', and 'SUPPORT'. The 'ORGANISATIONS' menu is open, showing 'Register', 'My Organisations', and 'Search'. The 'My Organisations' option is highlighted with a red box. In the top right corner, there are links for 'Contact', 'Legal Notice', and a language dropdown set to 'English'. A user profile icon labeled 'ECAS EAC_TRAINING' is also visible.

Click on "MO" icon to modify.

My organisations screen will open. Click on the **MO** icon in order to **Modify Organisations**.

European Commission > Education & Training > Participant Portal > My Organisations

HOME ORGANISATIONS PROJECTS EXPERTS SUPPORT ECAS EAC_TRAINING

My organisations

LEGEND VO View Organisations MO Modify Organisations

Show 10 entries Search

LEGAL NAME	PIC	VAT	STATUS	ACTION
B-Co	923119610	12345678	DECLARED	VO MO

Showing 1 to 1 of 1 entries. PREVIOUS 1 NEXT

Click on MO icon to modify!

Change the self-registrant role to another contact person

In the section **Contact information**, the self-registrant is indicated as Nina NAME. The self-registrant is indicated also as the **contact person**. This can be seen by the answer **Yes** to the question **Is Nina NAME the contact person?**. Nina NAME's contact details have been copied from EU Login (previously ECAS) to the contact details fields.

Contact information

Until the [LEAR of the organisation](#) has been validated, the Commission will use this information to contact you and send automatic e-mail notifications about the actions to do. You have the so-called [Self-Registrant role](#) on the Participant Portal.

Is Nina NAME the contact person? Yes No

Country * Finland (FI)

Title

Position in the organisation

Department

Professional e-mail * Nina.NAME@email.com

Gender * Female Male

Last name * NAME

First name * Nina

Change personal information

Use the existing organisation's address? Yes No

Street name and number * sTREET

P.O. box P.O. box

Postal code Expected format: NNNNN (12345)

City * CITY

Region/country Keski-Pohjanmaa

Use the existing organisation's phone numbers? Yes No

Main phone * +34567890345678

Fax Expected format: +CCNXXXXXXXXXXXXxBBBBB

Secondary phone Expected format: +CCNXXXXXXXXXXXXxBBBBB

Select "No"

If a different contact is to be indicated other than the self-registrant, then do this by answering **No** to the question **Is Nina NAME the contact person?**

Contact information To Submit

Until the [LEAR of the organisation](#) has been validated, the Commission will use this information to contact you and send automatic e-mail notifications about the actions to do. You have the so-called [Self-Registrant role](#) on the Participant Portal.

Is Nina NAME the contact person?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Country *	Finland (FI)
Title	Mr
Position in the organisation	Admin
Department	Department
Professional e-mail *	John@domain.com
Gender *	<input type="radio"/> Female <input checked="" type="radio"/> Male
Last name *	Field
First name *	John
Use the existing organisation's address?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Street name and number *	sTREET
P.O. box	P.O. box
Postal code	Expected format: NNNNN (12345)
City *	CITY
Region/county	Keski-Pohjanmaa
Use the existing organisation's phone numbers?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Main phone *	+34567890345678
Fax	Expected format: +CCCNXXXXXXXXXXXXxBBBBB
Secondary phone	Expected format: +CCCNXXXXXXXXXXXXxBBBBB

Add in the contact details

Fill in the details of the new contact person.

- Organisation data
- Legal Address
- Contact information **TS**

- LEAR
- Erasmus Charter
- SME

- Messages
- Documents

Submit changes

Contact information **To Submit**

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Title	Mr
Position in the organisation ⓘ	Admin
Department ⓘ	Department
Professional e-mail * ⓘ	John@domain.com
Gender *	<input type="radio"/> Female <input checked="" type="radio"/> Male
Last name *	Field
First name *	John
Use the existing organisation's address? ⓘ	<input checked="" type="radio"/> Yes <input type="radio"/> No
Street name and number * ⓘ	STREET
P.O. box ⓘ	P.O. box
Postal code ⓘ	Expected format: NNNNN (12345)
City * ⓘ	CITY
Region/country	Keski-Pohjanmaa
Use the existing organisation's phone numbers? ⓘ	<input type="radio"/> Yes <input checked="" type="radio"/> No
Main phone * ⓘ	+34567890345678
Fax ⓘ	Expected format: +CCCNXXXXXXXXXXXXXXXXxBBBBB
Secondary phone ⓘ	Expected format: +CCCNXXXXXXXXXXXXXXXXxBBBBB

Click on "Submit changes"

After all the mandatory fields have been filled in, click the **Submit changes** button on the left-hand side of the screen.

- Organisation data
- Legal Address
- Contact information **TS**

- LEAR
- Erasmus Charter
- SME

- Messages
- Documents

Submit changes

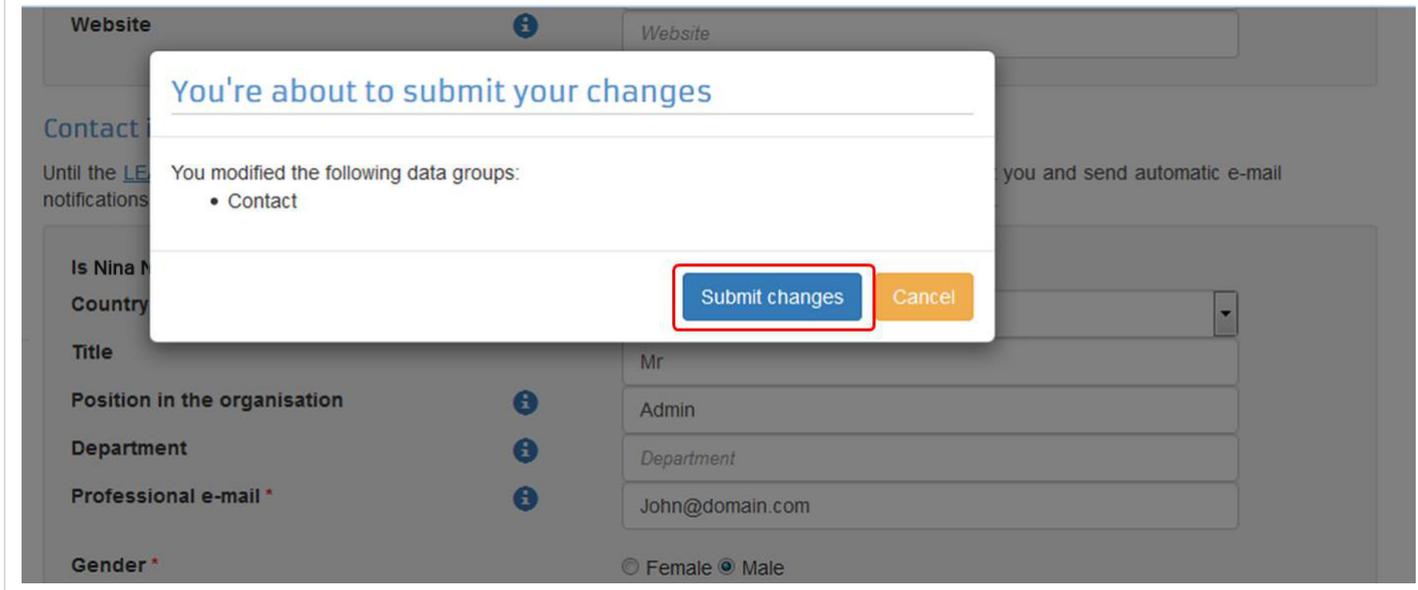
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Last name *	Field
First name *	John
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Street name and number * ⓘ	STREET
P.O. box ⓘ	P.O. box
Postal code ⓘ	Expected format: NNNNN (12345)
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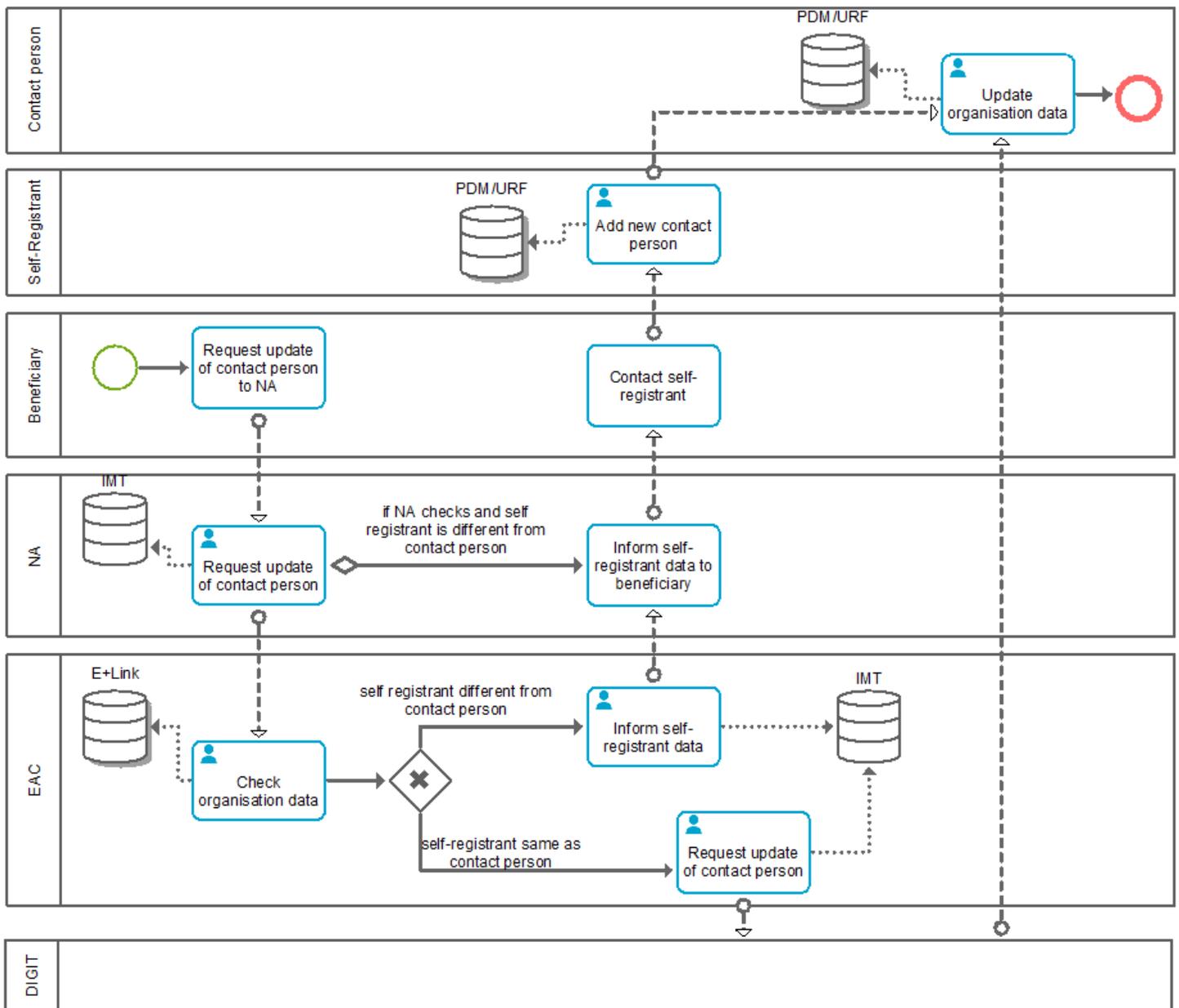
Confirm the changes by clicking on "Submit changes"

A pop-up message will appear, summarising the data groups you have modified. Confirm your changes by clicking the **Submit changes** button.



Process diagram

▼ [Click here to expand the business process...](#)



Related Articles

- Registration of organisations
- Change Contact person - Declared PIC
- Give Access to Documents - Declared PIC
- URF - Modify Organisation
- Modify Organisation - URF Centrally validated PIC
- URF - How to register an organisation
- URF - What to do if a similar organisation is found
- Case - LEAR documentation requested
- URF - How to add/remove Self-Registrants (SR) to an Organisation
- URF - How to add a document
- Change Organisation status - with HEI Accreditation
- Change Organisation due to regrouping, splitting or absorption - Without Accreditation