

FAQs on Desktop tools

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1. What is the eTwinning Desktop?

Each registered school has a private area on the portal, called the eTwinning Desktop. From here, you can look for partners, communicate with them and set up partnerships. You can also search for and upload learning resources.

Once a partnership is approved, schools can use their Desktop to get the eTwinning Label, access the partnership's collaborative workspace (TwinSpace) and use the Progress Card to keep track of project activities.

2. What is the Profile?

The Profile contains the information you submitted when registering. If you want to change information or your password, you can do it here.

The Profile lets you manage your partnership(s). You can also update information or delete partnerships.

3. We want to register a new teacher from our school who wants to set up a new partnership. How do we do this?

The new teacher has to register from the entry page and follow the steps given. When submitting information about the school (in the third step of the process), click on "My school is already registered" and select the school from the list given by the system. Since information on the school is already there, it need not be submitted again.

4. What is the TwinFinder?

The TwinFinder helps you find partners that match your eTwinning preferences. Based on the information you submit when registering, the TwinFinder comes up with a list of schools that best match your preferences. You can refine the search by defining specific criteria, such as language, subject, age group, use of ICT, etc. You can also search directly from the map if you are looking for a school in a specific country.

Only schools with a green bullet are available for partnerships. Add potential partners to My Candidates to save the results of your search.

Schools can get into contact with potential partners directly from the TwinFinder by sending messages or setting up chats.


5. A red button appears next to some schools in the TwinFinder. Why is that?

The red button indicates that the school is not open to additional partnerships at the moment.

6. What are My Candidates?

Use My Candidates to store schools that might be of interest to you. Here you can store search results from the TwinFinder and keep track of relevant schools. You can also set up partnerships from My Candidates.

7. How do schools register a partnership?

When you have decided to set up a partnership with another school, click on the eTwinning partnership icon  and submit information on your aims for the project.

8. Is it possible to register a partnership without having a specific project?

The only way to have the partnership approved by the National Support Service is to be as clear as possible about what you intend to do. Give as many details as you can about the project and its intended activities when you register the partnership to ensure it gets approved.

9. Where do I manage my partnership?

You manage your partnership from the Profile. Click on Manage your partnership.

10. What is the TwinSpace?

The TwinSpace is a platform that schools can use to work together on their project. All partnerships have a private TwinSpace which is available from the Desktop when the partnership gets approved by the National Support Services.

The TwinSpace offers a number of tools for collaboration and communication, including a private chat room which is open all the time, mailbox and forum. The partnership can also store materials in folders and file archives and use the platform to exchange information between teachers and pupils.

The teachers or other school staff setting up the partnership automatically become the administrators of the TwinSpace. They can invite other teachers or pupils to work in the TwinSpace and give access rights so that others can also edit and structure the TwinSpace.

11. Is there a maximum limit to the size of files uploaded to the TwinSpace?

You can upload/download files of up to 5 MB each to/from the TwinSpace.

12. How do I use the Mailbox on the Desktop?

You can use the Mailbox to send messages to schools listed in My Candidates. You can only send messages to contacts within these schools, not to external email addresses.

13. How do I use the TwinSpace mailbox?

The TwinSpace mailbox lets you communicate with other members of the TwinSpace. You can, for example, invite pupils from your partner schools to send messages to each other. Guidelines for this are available in the TwinSpace.

14. What is the eTwinning Label?

All partnerships approved by the National Support Services are granted the official eTwinning Label, which can be downloaded from the portal.

All labelled partnerships are listed on the portal. Schools and partnerships appear with a brief description of their project activities on the eTwinning Map.

15. What is the Progress Card?

The Progress Card is a way of keeping track of your project activities. The partnership enters information on progress and activities which are taking place in the project.

All projects are followed by the National Support Services in the participating countries. The Progress Card enables them to follow activities and provide pedagogical support, if need be. Feedback from the National Support Service is visible from the Progress Card page of each partnership.

16. How do I use the Chat facility?

If you want to chat with potential partners, you can book this in My Candidates. The other person will then receive an invitation to chat with you, and if they accept, you will get a notification message. If you do not get a notification message, the message may not have been read and you should follow it up.

The chat takes place in a private space and is only open to those who have been invited to join at a specific time.

17. What are the Resources?

The Resources section contains learning materials which can be shared among eTwinning schools. The materials are uploaded by schools and are not necessarily the result of an eTwinning project. You can upload learning materials, make them searchable for others and do searches yourself.

18. A school has registered a partnership with my school without my knowing. What should I do?

When somebody registers a partnership, the other school receives an email which invites them to approve the partnership. This can be done by logging on to the Desktop and following the instructions. Until the partnership is approved by the other partner, it is not valid and will not be evaluated by the National Support Service.

If you have approved a partnership by mistake, or for any other reason wish to stop a partnership, you can delete it by going to Profile / Manage your partnership.