

Questions and Answers

In 2022, the European Commission's School Education Gateway and eTwinning platforms merged into the European School Education Platform: all the content and services are now under one roof. Find out how this affects your accounts and activities you used to carry out on the School Education Gateway and eTwinning platforms.

Updated on 8 March 2023

General questions

1. When was the initial version of the European School Education Platform launched?

The initial version (“beta”) of the European School Education Platform was released on 3 June 2022. It offers the core eTwinning functionalities for the registration of new eTwinners and for conducting projects. Iterative releases with updated and new features and content are being deployed gradually during 2022 and 2023.

2. What is the new URL of the platform? And what about the existing URLs?

The new platform is available at the URL: school-education.ec.europa.eu
The following old URLs are not accessible and are redirected to the new Platform: *www.etwinning.net*, *live.etwinning.net*, *nso.etwinning.net*

The URL *twinspace.etwinning.net* still accesses existing TwinSpaces, available in read-only mode. The URL *www.schooleducationgateway.eu* still accesses the School Education Gateway in read-only mode, until all its content is migrated to the new Platform.

3. What eTwinning functionalities are part of the initial version of the new platform?

Currently, eTwinning users have the following functionalities on the new Platform:

- [Partner-finding and Networking](#) features
- Creation of new eTwinning projects, including their TwinSpaces
- Creation of new eTwinning Groups

Registration of new users (and eTwinning projects) is possible only in the new platform.

4. What School Education Gateway features are part of the initial version of the new platform?

All the editorial content have been migrated to the new Platform. The Erasmus+ tools (on-site course catalogue and project partners’ search) are being integrated into the new Platform.

5. What is planned in the upcoming releases?

The following features are planned in upcoming releases:

- To be released in March/April 2023
 - European Quality Label
 - Feeds in the eTwinning area
 - eTwinning Rooms
 - Partner search for Erasmus+ projects
 - On-site course catalogue
 - Migration of existing eTwinning Groups to the new Platform (see later for more information)
 - Migration of existing TwinSpaces to the new Platform (see later for more information)

Registration and my account

1. How can I register on the new European School Education Platform?

Registration and login at the European School Education Platform - including eTwinning – is only possible with an EU Login account. The EU Login enables access to all the various platforms of the European Commission (i.e. Single Sign-On).

Existing users must create an EU Login account with the same email address used when registering in eTwinning or on the School Education Gateway to synchronise their old and new accounts, including migration of personal data to the new account. Learn in this [article how to create an EU Login](#).

2. I had an eTwinning or School Education Gateway account. Can I use it to login to the new European School Education Platform?

You will not be able to access the European School Education Platform with your old eTwinning or School Education Gateway account. To access the new platform you have to use an EU Login account linked to the same email used in the old platform. Please see above “How can I register on the new platform”.

3. I have an EU Login account with a different email address compared to the eTwinning platform or the School Education Gateway. What should I do?

It is important that the email address on your EU Login account is the same as your account on the eTwinning platform, or School Education Gateway platform if you don't have an eTwinning account. This will allow you to synchronise the accounts and enable your profile data (name, surname, school, contacts, projects, etc.) to be migrated to the new platform.

Please do the following:

- Login to your [EU Login account here](#).

- Change the email address on your EU Login account to be the same one as you had on eTwinning or School Education Gateway.
- Go to the European School Education Platform and click “Create account” and then “Register on this platform with EU Login”.
- After the registration on the new platform, you can go back to your EU Login account and change the email address related to it if you wish.

4. I don't remember which email address I used when I registered to the old platform. Where can I find this information?

This information is no longer available.

5. Will my user profile be migrated to the new platform?

Yes, if you use the same email address for your EU Login account when registering on the new platform as used in eTwinning or on School Education Gateway, your user profile will be migrated to the new platform. This includes your personal information, and any organisations you might be linked to. Some data related to your previous activities on the platform will not be migrated or migrated only in a cumulative approach (see the other Q&A). Please note that if you have both an eTwinning and a School Education Gateway account, only the data from your eTwinning account will be migrated.

Important: you can register on the European School Education Platform with the email used in eTwinning and School Education Gateway also after these platforms are discontinued.

6. I already logged in to the new platform but my email addresses on the old and the new platform didn't match. Now my data is not migrated. Can I fix this by changing still my email address of my EU Login account?

If you have completed the registration at the new platform, it will not be possible to retrieve the account data from the old platforms by later changing the email address on EU Login. In this situation, please contact your NSO through the Support area.

School Education Gateway and Teacher Academy

1. I published courses on the School Education Gateway's course catalogue. Will they be migrated to the new platform?

No, the courses that you published on the School Education Gateway will not be migrated to the new platform.

2. Will the listings of mobility opportunities and strategic partnerships be migrated to the new platform?

No, any mobility opportunities or strategic partnership requests that have been created will not be migrated to the new platform. However, these listings are still available in read-only mode on the

School Education Gateway until the final closure of the old platform. This gives you the time to copy and save any text you might want to save.

3. Will I have access to my School Education Gateway / Teacher Academy course badges & certificates on the new platform?

No, badges and certificates you earned on the School Education Gateway will not be migrated to the new platform. However, your course badges & certificates and webinar certificates will stay available in your School Education Gateway profile until the closure of the old platform. This gives you the time to download your PDF certificates, and you can export your course badges to Badgr. [More information about School Education Gateway certification.](#)

4. In the new platform, where can I find online professional development (online courses and webinars)?

All professional development activities are accessible via the "[Professional Development](#)" section of the new platform. Online professional development activities will take place on the European Commission's EU Academy platform.

5. Can I access the online courses that I previously attended on the School Education Gateway also on the new platform?

No, online courses previously available on the School Education Gateway will not be migrated to the new platform. Since user login has been disabled on the School Education Gateway, it is no longer possible to access the old courses.

6. Can I access the teaching materials, articles, and tutorials currently on the School Education Gateway also on the new platform?

All content (including teaching materials, articles, and tutorials) which was available on the School Education Gateway has been migrated to the new Platform, and can be found in the [Insights section](#).

7. Will the European Toolkit for Schools be part of the new platform?

All resources and other materials from the European Toolkit for Schools will be migrated to the new platform. Its "packaging", structure, and inherit navigation will remain available in an adequate way compatible with the new platform. It will become available in thematic area dedicated to 'Inclusion' as part of the School & System Development section of the website. The developed concept for packaging and navigation will equally allow for the embedding of future toolkits on the European School Education Platform.

8. I have used the European Toolkit for Schools' self-assessment tool and questionnaire. Will the result PDFs in my profile be migrated to the new platform?

No, the results from the self-assessment or the questionnaire will not be migrated.

9. As a School Education Gateway user, I have many items in my profile's favourites (courses, mobility opportunities, articles). Will they be migrated?

No, the items that you favourited will not be migrated. The links will become obsolete after the School Education Gateway platform closes.

10. I'm subscribed for the School Education Gateway newsletter. Will I still be receiving it?

The School Education Gateway newsletter has been discontinued. The new newsletter is available to all registered users of the European School Education Platform. Please login and go to your account settings to make sure you are subscribed to it. .
