

User manual: support4youth.coe.int

Account creation and registration, access for migrated users, and setting up multiple users of the same NGO

(version 5 August 2026)

This user manual explains how to register on the new platform for the grants of the EYF and for activities in the European Youth Centres (EYC) in partnership with youth organisations (support4youth.coe.int), how to access it if your account was migrated from the previous EYF system (fej.coe.int), and how to manage multiple user accesses to an NGO profile.

The processes outlined below are provisional and apply for the first stage of the deployment of the platform. Some of the processes will be simplified in the future, users will be informed accordingly.

This user manual includes information on how to register as a new user (Part I) and as a migrated user (Part II). New users are those who are new to the platform and did not have an account in the EYF old online system (fej.coe.int) as a Validated NGO or an NGO in the status Resubmit or Rejected. Migrated users are those whose NGO was Validated or in statuses Resubmit or Rejected in the old system of the EYF. Please follow the process according to your situation, as presented below. The user manual also includes information on how the first user connected to an NGO profile can add more users to that NGO profile (Part III).

The platform is functional at the moment for EYF grants. It will be functional for the activities of the European Youth Centres in partnership with youth organisations only in 2027.

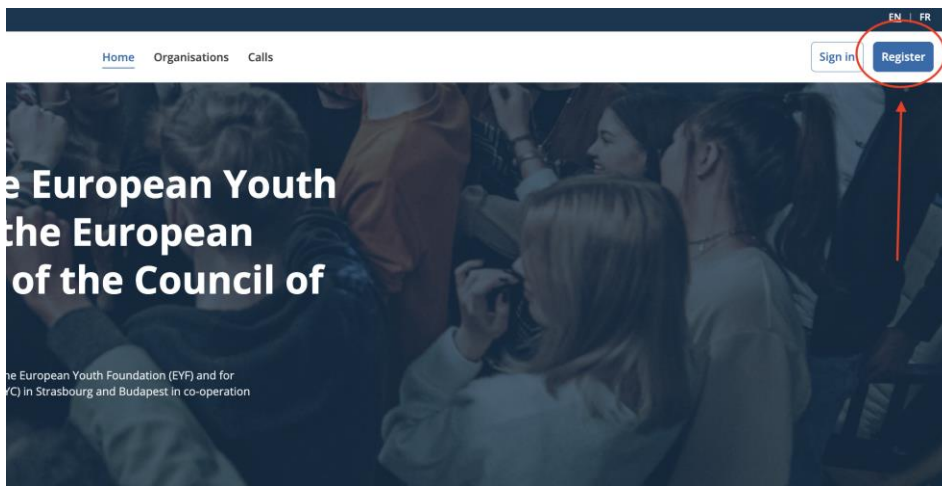
For any difficulties, contact the EYF at eyf@coe.int

I. Registering as a new user

This concerns new users who want to register their NGO on the new platform, and their NGO was not in the statuses Validated, Resubmit or Rejected in the old online system of the EYF.

Step 1 — Create your account

Go to <https://support4youth.coe.int/> and click on **Register** in the top-right corner of the page.



Fill in the registration form with your **first name**, **surname**, **date of birth**, **email address** and **phone number**, then click **Submit registration**. You can also read, at this stage, the data privacy notice that explains how your personal information is treated.

Create your account

Tell us a little about yourself to get started.

First name *

Surname *

Date of birth *

Email *

Phone *

Submit registration

Cancel

Step 2 — Set your password

After you submit the registration, you will receive **within 2 days** an email inviting you to set your password. Check your spam folder in addition to your inbox. Once you receive this email, define your password.

Votre compte a été créé

Your account has been created

Bonjour,

Hello,

Votre compte a bien été créé pour accéder aux applications restreintes du Conseil de l'Europe.

Your account has been created successfully to access the Council of Europe's restricted applications.

1. Votre identifiant : [REDACTED]
2. Votre mot de passe : cliquez sur le lien suivant pour définir ou réinitialiser votre mot de passe: [REDACTED]

1. Your login: [REDACTED]
2. Your password: click on the following link to set or reset your password: [REDACTED]

Veillez noter que votre mot de passe est valable six mois et qu'il doit être réinitialisé avant qu'il n'expire.

Please note that your password is valid for six months and must be reset before it expires.

Cet identifiant et votre mot de passe vous seront demandés pour vous connecter à nos applications restreintes.

This login and your password will be required to connect to our restricted applications.

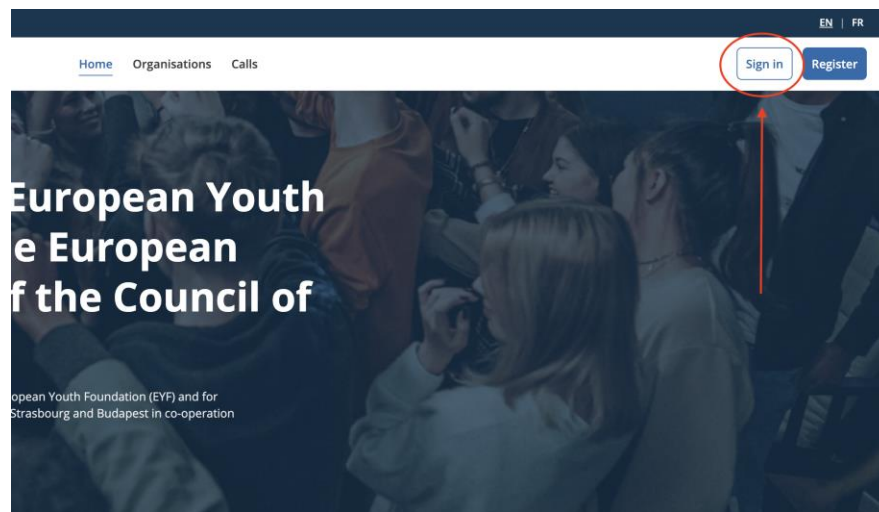
Ce courriel vous a été envoyé depuis une adresse de non-réponse, si vous avez des questions, veuillez contacter votre correspondant au Conseil de l'Europe.

This email has been sent to you from a no reply address, if you have any questions, please contact your correspondent at the Council of Europe.

www.coe.int

Step 3 — Sign in

Once you set your password, return to <https://support4youth.coe.int/> and click on **Sign in**.

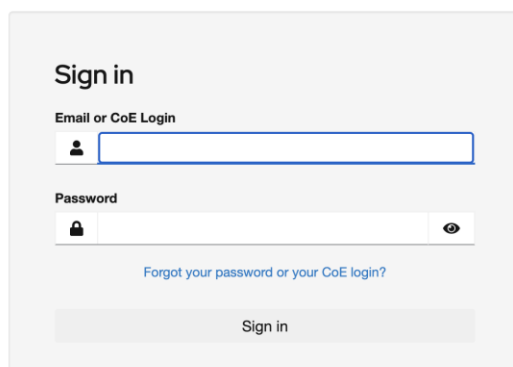


For all Youth Centres' activities, your
organisation must be able to assess your organisation's type
of registration has been validated, you can

[Register your organisation ->](#)

You will be redirected to the Council of Europe **Web authentication system**. Enter your email address and the password you defined, then click **Sign in**. You will land on the **dashboard of the platform**.

Web authentication system

A screenshot of a web authentication system sign-in form. The form is titled "Sign in" and contains two input fields: "Email or CoE Login" and "Password". The "Email or CoE Login" field has a person icon to its left. The "Password" field has a lock icon to its left and an eye icon to its right. Below the password field is a link that says "Forgot your password or your CoE login?". At the bottom of the form is a "Sign in" button.

Step 4 — Register your organisation

From the home page or your dashboard, click on **Register your organisation**. Fill in the registration form and upload the **mandatory documents**:

- Original statute of your organisation
- Translated statute of your organisation (if both are in the same file, upload the file twice)
- Proof of registration with a national public authority (notary, public registry, national court or tribunal, etc., depending on your country)
- Activity report of your organisation.

Step 5 — Assessment by the Council of Europe Secretariat

Once you submit the registration form, it will be assessed by the Council of Europe Secretariat. You may be asked questions for clarification. Based on the assessment criteria for eligible organisations (for the EYF criteria, see in the [Guide to the EYF grants](#), section “Registering with the EYF” / for EYC activities, see the calls for activities of the European Youth Centres in partnership with youth organisations), your organisation's profile will be validated or rejected. Once an NGO is validated, according to its type (local, national, sub-regional, international etc.), it can access the calls for proposals on the same platform, and if eligible, apply for them.

II. Accessing the platform as a migrated user

If your organisation was registered in the previous EYF system (as Validated, in the status of Resubmit or Rejected), your account is migrated as follows.

Step 1 — Confirm your Council of Europe account

You will receive an email about an account created in the Council of Europe system (myaccount.coe.int), inviting you to **reset your password**.



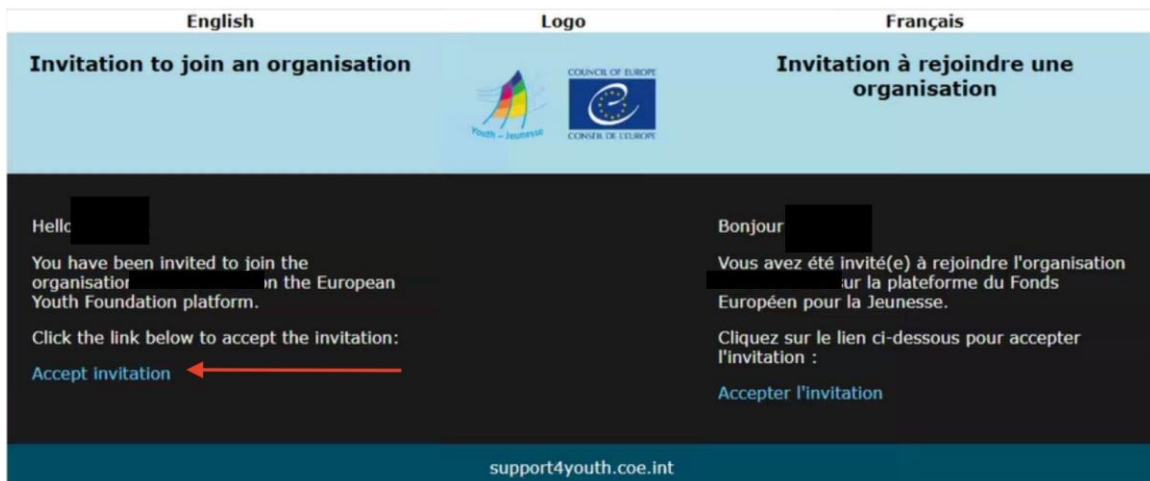
Bonjour, Votre compte a bien été créé pour accéder aux applications restreintes du Conseil de l'Europe. 1. Votre identifiant : [REDACTED] 2. Votre mot de passe : cliquez sur le lien suivant pour définir ou réinitialiser votre mot de passe : [REDACTED] <i>Veillez noter que votre mot de passe est valable six mois et qu'il doit être réinitialisé avant qu'il n'expire.</i> Cet identifiant et votre mot de passe vous seront demandés pour vous connecter à nos applications restreintes. <i>Ce courriel vous a été envoyé depuis une adresse de non-réponse, si vous avez des questions, veuillez contacter votre correspondant au Conseil de l'Europe.</i>	Hello, Your account has been created successfully to access the Council of Europe's restricted applications. 1. Your login: [REDACTED] 2. Your password: click on the following link to set or reset your password: [REDACTED] <i>Please note that your password is valid for six months and must be reset before it expires.</i> This login and your password will be required to connect to our restricted applications. <i>This email has been sent to you from a no reply address, if you have any questions, please contact your correspondent at the Council of Europe.</i>
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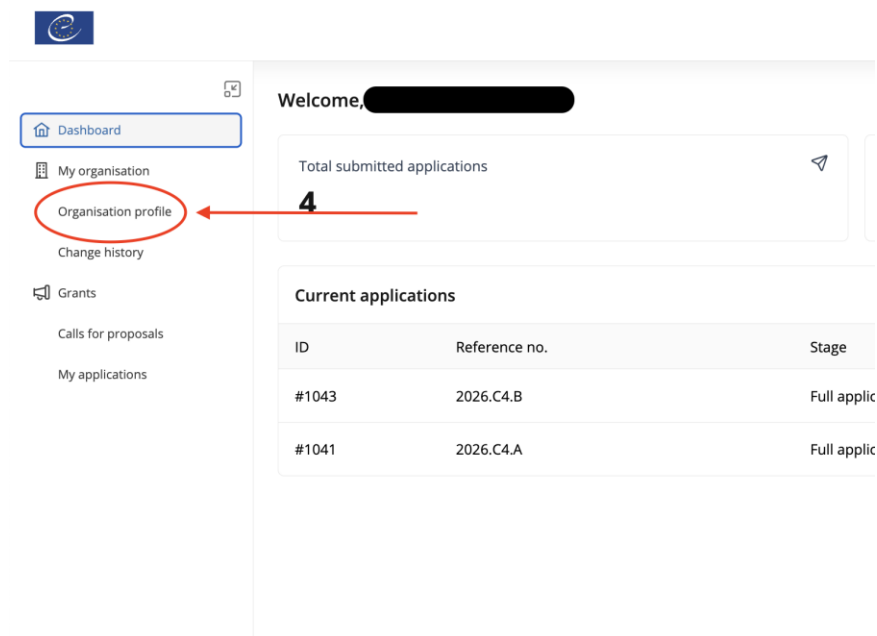
Click on the link and set your password. At this point you can sign in to the new platform, but you will **not yet see your organisation's information** — that comes with a second email.

Step 2 — Accept the invitation to join your organisation

About one day later, you will receive a second email: an **invitation to join an organisation**. Click on **Accept invitation**.



You are redirected now to the new platform, where a notification confirms that you are now an **organisation manager**. You now have access to your organisation's profile, by clicking on the left-hand menu via **My organisation → Organisation profile**.



What your organisation's status means

- **Active** — your organisation was "Validated" in the previous system. No action is needed from you at this stage.
- **Clarifications requested** — you still need to complete missing information or answer questions previously asked by the Council of Europe Secretariat. Mandatory fields are marked with an asterisk. Once you have completed the missing fields, click on **Send updates** to submit your registration form. The Secretariat will then review your answers and further handle the registration request.
- **Rejected** — this means that your organisation did not comply, when it tried to register, with the EYF registration criteria. If you consider that currently you meet the EYF registration criteria for NGOs (as presented in the [Guide to the EYF grants](#), section “Registering with the EYF”) or the criteria for holding activities in the European Youth Centres in partnership with youth organisations, please contact the Secretariat on modalities for reconsideration of your registration.

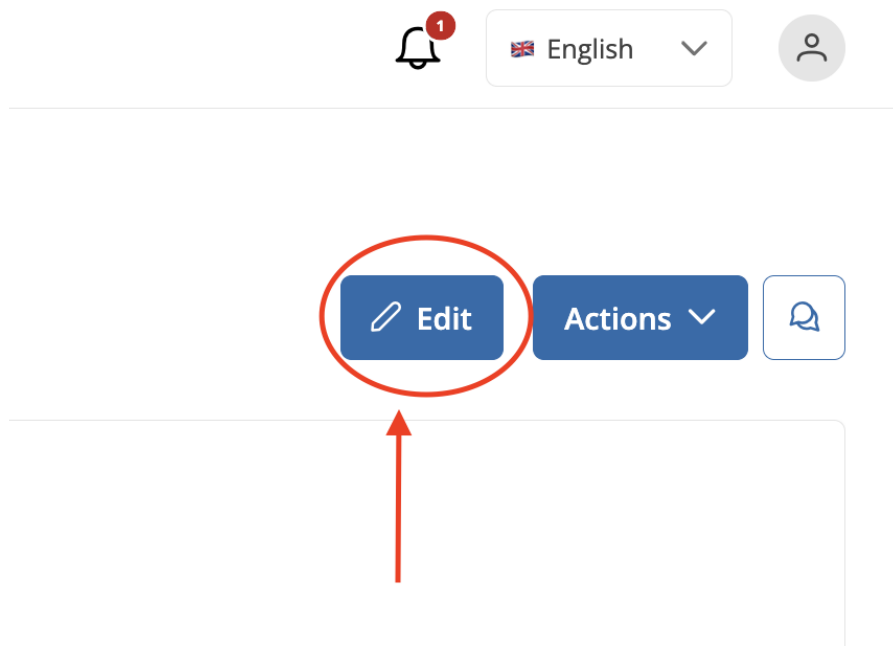
III. Setting up multiple users for the same NGO

Once an organisation manager has access to the platform, and their NGO is active, they can invite a maximum of four other people to access the organisation's profile in the “Legal representative/s” tab by adding their information. The **Legal representative/s** section of your organisation profile lists the person(s) who hold legal responsibility for your organisation (president, secretary general, treasurer, etc.) or have a coordination function in the grants.

Follow the steps below to define the legal representatives.

Step 1 — Open the profile of your organisation in edit mode

Open your **Organisation profile** and click **Edit** in the top-right corner.



Step 2 — Go to the Legal representative/s section

In the left-hand menu of the form, select **Legal representative/s**.

[← Back to My organisation](#)

Dashboard

(3022)

General information

Your organisation in brief

Head office

Legal representative/s

Mission and decision making

Information about members

Bank details

Obligatory attachments

Additional attachments

Legal representative/s

Person(s)

First name

Surname

Email

Phone

Mobile

Role/position

Step 3 — Add or modify representatives

Click on **+ Add legal representative** to add a new user, fill in the mandatory fields (first name, surname, email and role/position).

Legal representative/s
Person(s) who has legal responsibility for your organisation. Include one or two people, president, secretary general, treasurer, etc. who can take legal responsibility for grants.

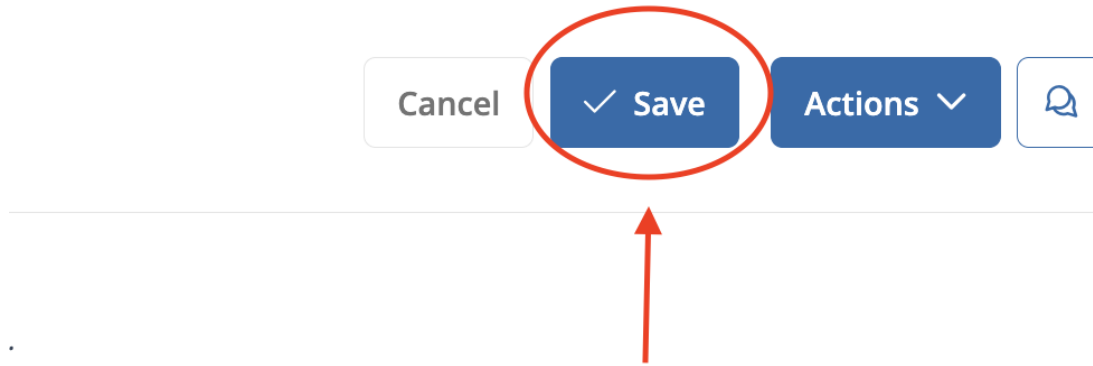
Legal representative #1

First name *	Surname *
Email *	Phone
Mobile	Role/position *

[+ Add legal representative](#)

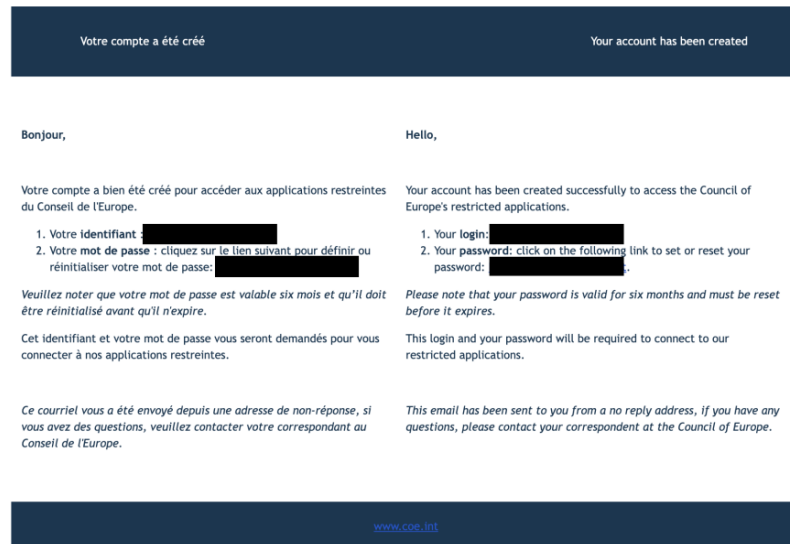
Step 4 — Save

Click **Save** in the top-right corner to confirm your changes.



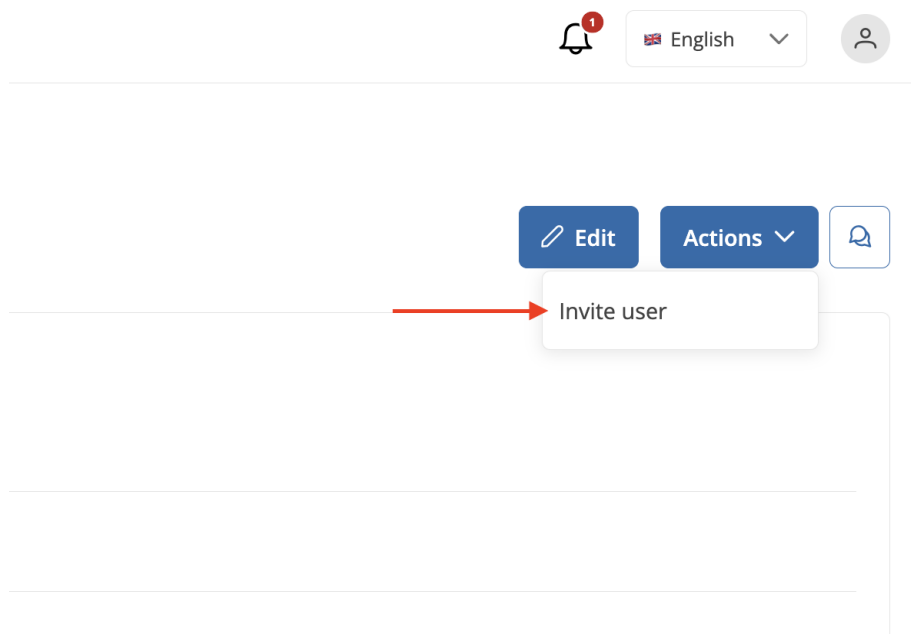
Step 5 – The added legal representative receives an email to set the password for their account

Following step 4, the added legal representative receives an email **within 2 days** inviting them to set their password. Once they receive this email, they must set their password.



Step 6 — The manager of the organisation sends the invitation to connect the new legal representative with the NGO

Once the legal representative has set their password successfully, the organisation manager must invite the new legal representative to connect to the NGO profile. The organisation manager must open the **Organisation profile**, click the **Actions** button in the top-right corner, and choose **Invite user**. There, they must enter the added legal representative's name and email address and send the invitation.



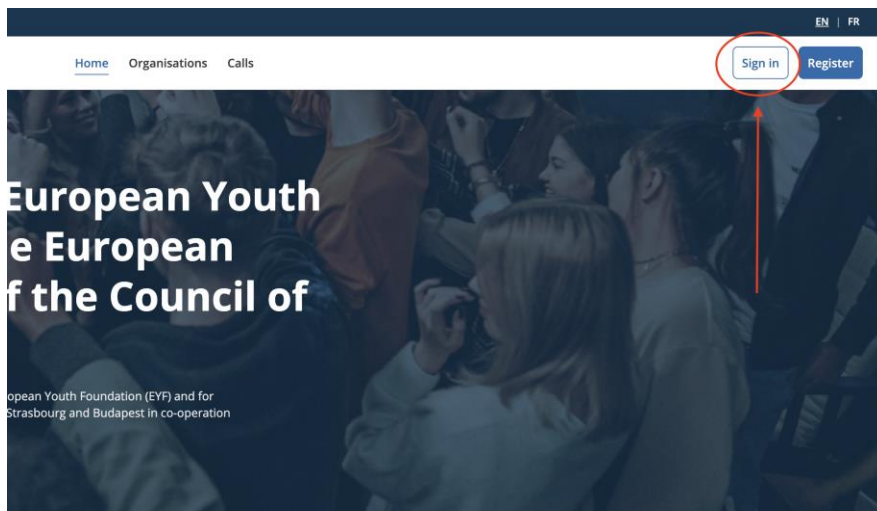
Step 7 — The invited legal representative accepts the invitation and

The invited person receives an email informing them that they were invited to the organisation's profile. They must click on **Accept invitation**.



Step 8 — The new legal representative accesses the organisation profile

The new legal representative can now go to <https://support4youth.coe.int/> and click on **Sign in**.



can Youth Centres' activities, your
able us to assess your organisation's type
gistration has been validated, you can

Register your organisation →

They can now access the organisation's profile.

All five users of the NGO have the same rights in relation to the access to the NGO profile and the submission of proposals as a response to a call for proposals.