

# IdP of Last Resort Frequently Asked Questions

## Is my HEI in the ECHE Whitelist?

- You can find the list of HEIs that are in the ECHE Whitelist here:

<https://wiki.geant.org/display/SM/ECHE+Whitelist>

# I cannot find my HEI in the ECHE Whitelist

- If you have requested the inclusion of your HEI in the ECHE Whitelist and you cannot find it, it might have been removed. Check the list of removed HEIs here:  
<https://wiki.geant.org/display/SM/Removed+from+the+ECHE+Whitelist>
- If your HEI is not in the ECHE Whitelist or in the Removed list, then this means that either it has not been processed yet. The ECHE Whitelist is processed twice per year

# My HEI is in the ECHE Whitelist, but I have not received an invitation

- Check the onboarding status page: <https://wiki.geant.org/x/qgAaEw>
- There you can see when the last invitation was sent and the status

sHO	Country	Organisation Name	Last IRO Invitation On	Last IRO Invitation Status	IRO Registration
Select sHO	Select Country	Select Organisation Name	Select Last IRO	Select Last IRO Click to sort	Select IRO Regis
agrariumweltpaedagogik.ac.at	AT	Hochschule Fur Agrar- Und Umweltpadagogik	2021-08-25	Delivered	OK
amp-vienna.com	AT	International Academy Of Music And Performing Arts Vienna	2021-08-25	Delivered	MISSING
gmpu.ac.at	AT	Gustav Mahler Privatuniversität Für Musik	2021-08-25	Delivered	OK
jammusiclab.com	AT	Jam Music Lab Private University For Jazz And Popular Music Vienna	2021-08-25	Delivered	MISSING
milak.at	AT	Theresianische Militärakademie Fachhochschul-Bachelorstudiengang Militärische Führung	2021-08-25	Delivered	OK
muk.ac.at	AT	Musik Und Kunst Privatuniversität Der Stadt Wien Gmbh	2021-08-25	Delivered	MISSING

## My HEI is in the ECHE Whitelist, but I have not received an invitation

- If the column “**Last IRO Invitation Status**” is “**Delivered**”, this means that our system reports that email invitation was successfully received by your mail system
  - Check your SPAM/Junk Folder
  - Contact your IT support and ask them to make sure the emails from [myacademicid.org](http://myacademicid.org) are not blocked.
- If the column “**Last IRO Invitation Status**” is “**Invalid email address**”, this means that our system reports that the email address used to send the invitation was rejected by your mail system.
  - Check that the contact information for your HEI on ORS is correct
  - Contact your IT support and ask them to make sure the emails from [myacademicid.org](http://myacademicid.org) are not blocked.

## The contact information for HEIs has changed. Please resend the invitation

- We, GEANT, cannot update the contact information of HEIs.
- Make sure that the contact information has been updated on ORS
- Notify the DO of your NA and ask them to inform that DG EAC that the contact information has changed and that the ECHE Whitelist needs to be updated and you need to receive a new invitation
- DG EAC manages the ECHE Whitelist and will notify GEANT for the changes.

# I have registered on MyAcademicID, but I used the wrong email address

- You can change the email address on MyAcademicID at any time by following the steps described here:

<https://wiki.geant.org/x/lwCYEw>

# A student from my HEIs as applied for ESI on the IdP of Last Resort but I have not received the notification to approve their application



- This means that the student has not verified their email address yet. Until they complete the email verification process, the system does not consider the application complete and the IROs will not receive a notification about the application
- Ask the student to check their mailbox including their spam/junk folder and make sure that they have completed the step of the verification of their email address.

## I have tried to manually approve the application of a student for whom I had not received a notification and I got an error.



- This means that the student has not verified their email address yet. Until they complete the email verification process, the system does not consider the application complete and the IROs will not receive a notification about the application
- Ask the student to check their mailbox including their spam/junk folder and make sure that they have completed the step of the verification of their email address.

## I have clicked on the registration link, but I got an error

- Some email clients may wrap the registration link in two lines and when you click on the link, the link includes only the first line. Make sure that you copy the whole link from the email and paste it in your browser.