



European Commission

TRACES

TRAdE Control and Expert System-New Technologies



EU Login Guide

TRACES New Technology

*Intended for
TRACES users*

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I. FIRST YOU NEED TO REGISTER YOURSELF ON THE EU LOGIN PAGE

This is a mandatory security layer. [Please note: in case you already have an ECAS access, it is not necessary to redo the procedure, you can go directly to step 2)]

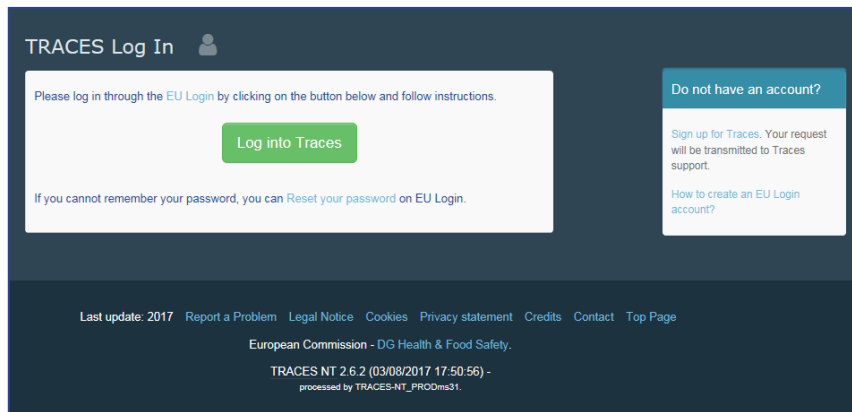
Click on the relevant link:

Production: <https://webgate.ec.europa.eu/tracesnt/login>

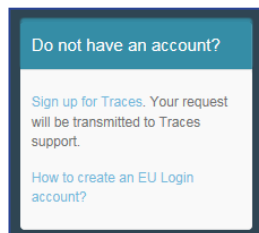
Acceptance: <https://webgate.acceptance.ec.europa.eu/tracesnt/login>

Training: <https://webgate.training.ec.europa.eu/tracesnt>

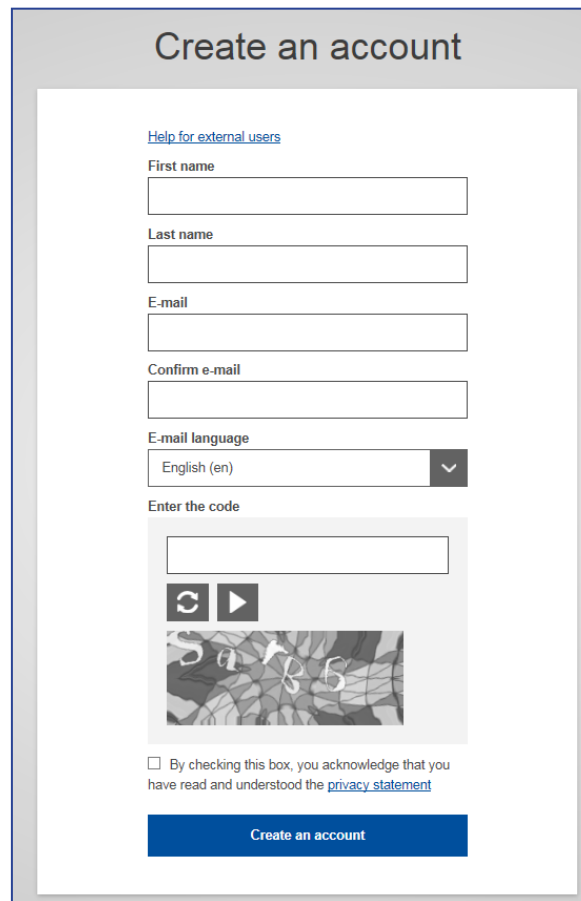
You access the TRACES NT welcome page:



Please click on the link “Sign up for TRACES”.



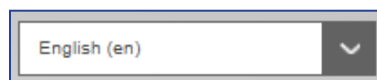
You now access the EU Login registration screen.



The screenshot shows a registration form titled "Create an account". At the top left, there is a link for "Help for external users". The form contains the following fields and elements:

- First name:** A text input field.
- Last name:** A text input field.
- E-mail:** A text input field.
- Confirm e-mail:** A text input field.
- E-mail language:** A dropdown menu currently set to "English (en)".
- Enter the code:** A section containing a text input field, a refresh button (circular arrow), and a play button (right-pointing triangle).
- Privacy statement:** A checkbox with the text "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)".
- Create an account:** A blue button at the bottom of the form.

On the top right you can choose your language:



The screenshot shows a language selection dropdown menu. The text "English (en)" is visible in the dropdown box, and a downward-pointing arrow is on the right side.

Complete all form fields.

Please keep in mind that the data you choose in the screen above will be the data that appears in a certificate when you sign it. As the certificate in TRACES NT has a legal value, it is important that you open the EU Login account in the name of a REAL PERSON, NOT a generic account as your border control post, operator's name or control body.

For the E-mail Address: You are strongly advised to choose your individual professional email address which must be used to login to TNT.

After completing all the fields, click on the "Create an account" button.

Once you have sent the request, an email will automatically be sent to you with a link to set your password. You have 90 min to click on the link (it will expire when the 90 minutes have passed).

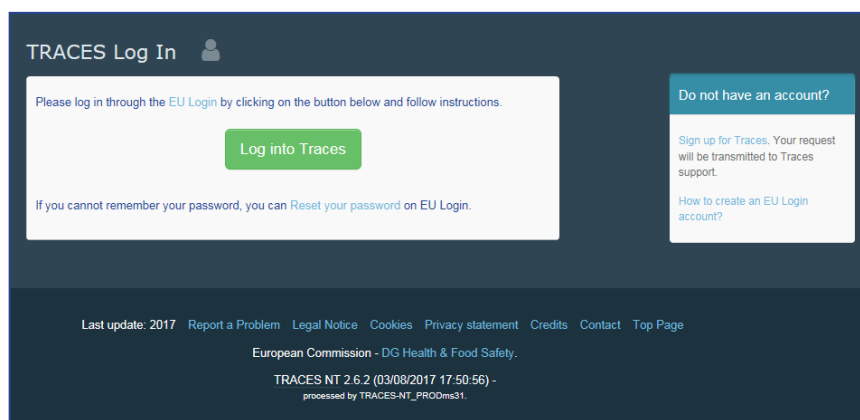
If you do not receive this automatic email, you can find help on this page: <https://webgate.ec.europa.eu/cas/contact.html>

II. SECOND STEP, REGISTER IN TRACES NT

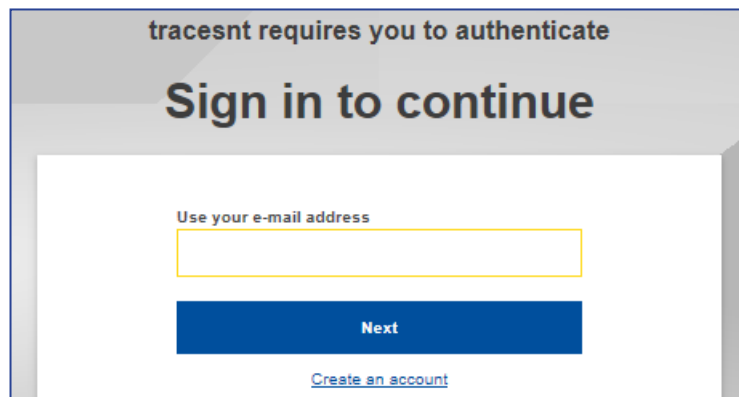
Please note: you need to follow step 2 on TRACES NT for each environment you want to use (Production, Acceptance, Training). When you request a role on one this is not automatically transferred to the other.

Return to the homepage of TRACES NT (see links above)

Then click on the green button “Login into TRACES”, you will be redirected to the EU Login access.



To log in you use the email address you selected when creating the EU Login Account:



You are now redirected to the TRACES NT welcome page. You will find links to EU Login where you can change your EU Login credentials if need be or reset your password.

II.1. SELECT YOUR ROLE

But more important, you need to select your role in TRACES. Please note that each individual can only take one kind of role. You can be Operator (Importer, consignor, first consignee, responsible for the load,...), Organic Control Body (or Control Authority) or Authority (Border Control Post, Central Competent Authority). Within your role, you can take several posts. You can for example work for two or more different operators, for two or more Border control posts.

Request authorisation

You currently do not have any role allowing you to access the application.

Please select the type of organisation you're requesting access for.

IMPORTANT: Do not request access from a new tab - this can result in duplicated access requests.

Operator

Economic operators such as *particular businesses, stores, non-profit organisations...*

Organic Control Body

Control Bodies listed in Annex III and Annex IV of Commission Regulation (EC) No 1235

Authority

Competent authority such *Customs offices, Veterinary authorities, central competent authorities, phytosanitary authorities,*

Need [help](#) to find out which kind of organisation you belong to?

Personal Information

EU Login is the place where your personal information are stored. If any of the information displayed here is wrong, you can update it there. Your information will be refreshed automatically in TRACES the next time you log in.

Full Name

Domain External

Username

Email

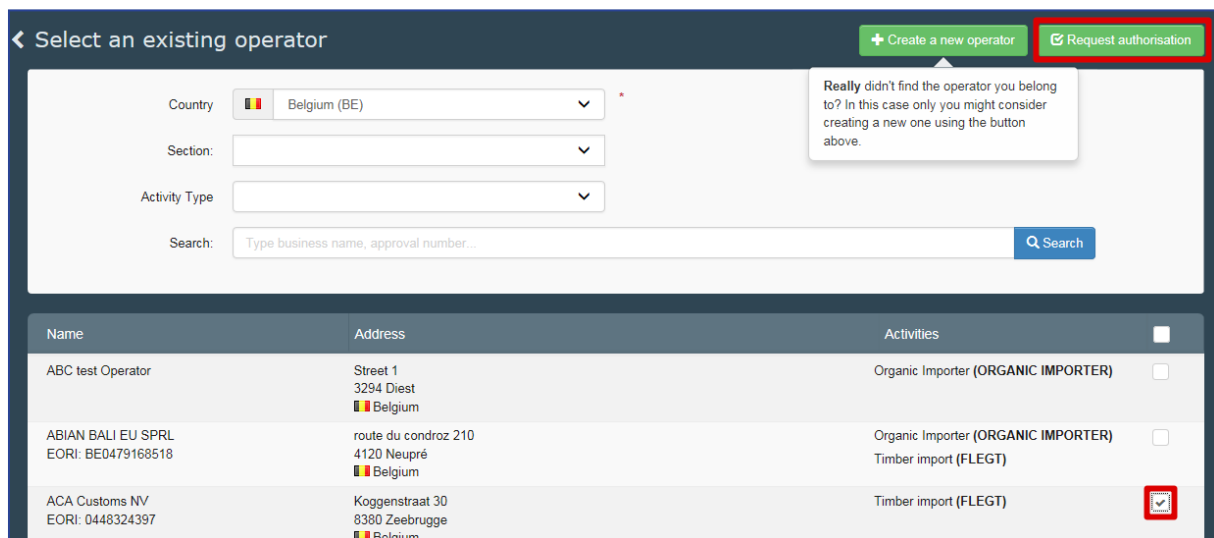
My account on EU Login

Change your Password at EU Login

Update your Information at EU Login

II.1.1. WHEN YOU CLICK ON OPERATOR

You can search by country, Section, Activity type, name of the operator, etc. Tick the box behind the operator and then the 'Request Authorisation' button to submit the request.



Country: 🇧🇪 Belgium (BE) *

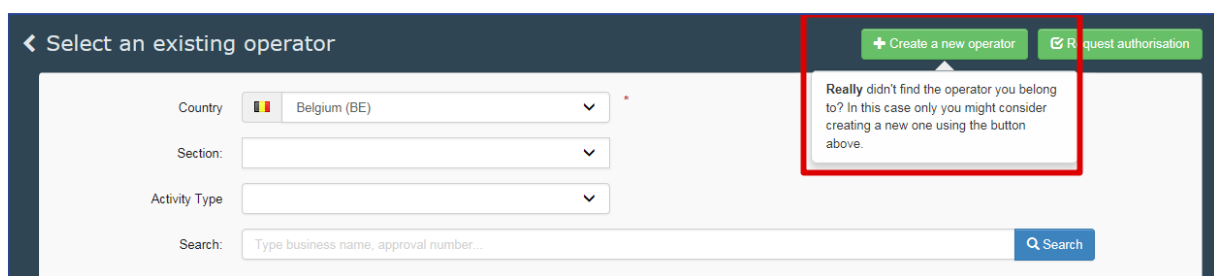
Section:

Activity Type:

Search: 🔍 Search

Name	Address	Activities	
ABC test Operator	Street 1 3294 Diest 🇧🇪 Belgium	Organic Importer (ORGANIC IMPORTER)	<input type="checkbox"/>
ABIAN BALI EU SPRL EORI: BE0479168518	route du condroz 210 4120 Neupré 🇧🇪 Belgium	Organic Importer (ORGANIC IMPORTER) Timber import (FLEGT)	<input type="checkbox"/>
ACA Customs NV EORI: 0448324397	Koggenstraat 30 8380 Zeebrugge 🇧🇪 Belgium	Timber import (FLEGT)	<input checked="" type="checkbox"/>

When you are sure that you can't find the operator you work for, you have the possibility to create it by clicking on the 'Create new Operator' button.



Country: 🇧🇪 Belgium (BE) *

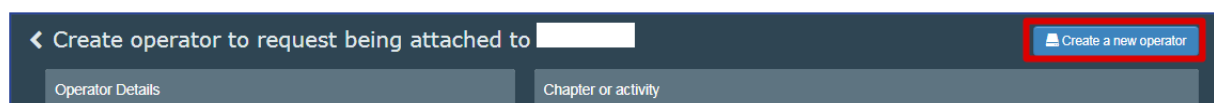
Section:

Activity Type:

Search: 🔍 Search

Complete all the information fields for which a red star (*) is present (instead of the phone number you can also choose a fax, email or website). Other fields are not mandatory, but you can provide it if you have it. The EORI number is currently only mandatory for organic importers:

When all the information is complete, click on the 'create a new operator' button on top of the entry form:



< Create operator to request being attached to

👤 Create a new operator

Operator Details | Chapter or activity

Automatically the request for creating the new operator and your request to be joined to this operator are registered in the system.

II.1.2. WHEN YOU CLICK ON AUTHORITY

You can search by Country, role or name of the authority. Tick the box behind your Authority and click on the 'Request Authorisation' button to submit the request.

Select an authority Request authorisation

Country: 🇧🇪 Belgium (BE)

Role:

Competence:

Authority Name: Search

Name	Full Address	Role	Competence	Code	Select all
Aalst Customs Authority	Wijngaardveld (Industriezone Noord V) 34A 9300 Aalst 🇧🇪 Belgium	BCP	Organic	BE0001	<input checked="" type="checkbox"/> Select
douanekantoor AALST DAE - Industriezone Noord V	Wijngaardveld 34 A 9300 Aalst 🇧🇪 Belgium	CO		BE301000	<input type="checkbox"/> Select

BCP: Border Control Post. [for COI: Takes the role of Endorsing Authority for Organic Certification (EAO)]

CCA: Central Competent Authority [for COI: Organic Production and Labelling (OPL)]

II.1.3. WHEN YOU CLICK ON ORGANIC CONTROL BODY

You can search by country and the name of your control body.

When you are in charge of certifying for a single country, you can select that country by ticking the box behind it (1). If you are certifying for all the countries that your control body certifies, tick the tick box on top of the list (2) – see the screen shot below. After selecting your role, click the request button on top of the page (3).

Select Organic Control Body 3 Request authorisation

Country: 🇧🇪 Belgium (BE)

Name: Search

Name	Address	Code	Select
CERTISYS	Av. de l'Escrime 85 Schermlaan 1150 Bruxelles (Woluwe-Saint-Pierre) 🇧🇪 Belgium	BE-BIO-01	<input type="checkbox"/> 2
QUALITY PARTNER	Rue Hayeneux 62 4040 Herstal 🇧🇪 Belgium	BE-BIO-03	<input type="checkbox"/> 1
Quality Partner	Rue Hayeneux, 62 4040 Herstal	Aquaculture products and seaweeds C Processed agricultural products for use as food D	ID-BIO-168 <input type="checkbox"/>

II.2. SEND AUTHORISATION REQUEST

When you click the request button for any role, a window pops up:

Confirm authorisation request for **FRCDG4H**

Optionally, you can provide some additional useful information.

Message

Email

Phone

You can provide additional information, email and phone number. Please click on the “Send authorisation request”
Your request will be seen in your profile:

Your Roles		
Filter status	<input checked="" type="checkbox"/> 0 Requested <input checked="" type="checkbox"/> 0 Suspended <input checked="" type="checkbox"/> 2 Valid	<input type="button" value="Request new role"/>
Authority	Perpignan Phyto test BCP FR007 66000 Perpignan France (FR)	Valid <input type="button" value="trash"/>
Authority	Roissy Charles-De-Gaulle BCP FRCDG4H 95701 Roissy Ch De Gaulle Cedex France (FR)	Valid <input type="button" value="trash"/>

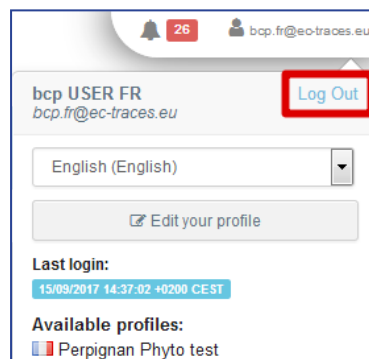
If need be, you can request additional new role(s).

If you are an operator or control body/authority, your National Authority or an Administrator inside your organization will manage (accept/reject) your request.

If you are a National Authority, the Commission or an Administrator inside your organization will manage (accept/reject) your request.

II.3. LOG OUT

On your profile page you can also set your preferences for time zone, notifications etc. Then you can log out by clicking on log out in the top right corner of your browser.



If you have any questions, please send an email to our helpdesk: SANTE-TRACES@ec.europa.eu

TRAde Control and Expert System - New Technologies (TRACES)

TRACES is a multilingual online management tool which notifies, certifies and monitors trade in animals, products of animal origin, feed and food of non-animal origin, plants, seeds, propagating material, goods of organic origin and woods.

TRACES is an e-government system, following the requirements of the EU Digital Agenda towards dematerialisation of health documents.

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Application: <https://webgate.ec.europa.eu/sanco/traces>
Website: <https://webgate.ec.europa.eu/tracesnt>
Presentation: <http://prezi.com/user/TRACES/>

TRACES Toolkit: <https://circabc.europa.eu/w/browse/ac0bd3d2-66ae-4234-b09c-a3fa9854acfd>
TRACES online help: https://webgate.ec.europa.eu/tracesnt/help/general/content/a_home/home.htm
FLEGT documentation: <https://webgate.ec.europa.eu/tracesnt/user-guide/flegt/index.html>

This information sheet is intended for TRACES users.
You can find this document and download it [here](#).