Manual
Datum
2024-06-26

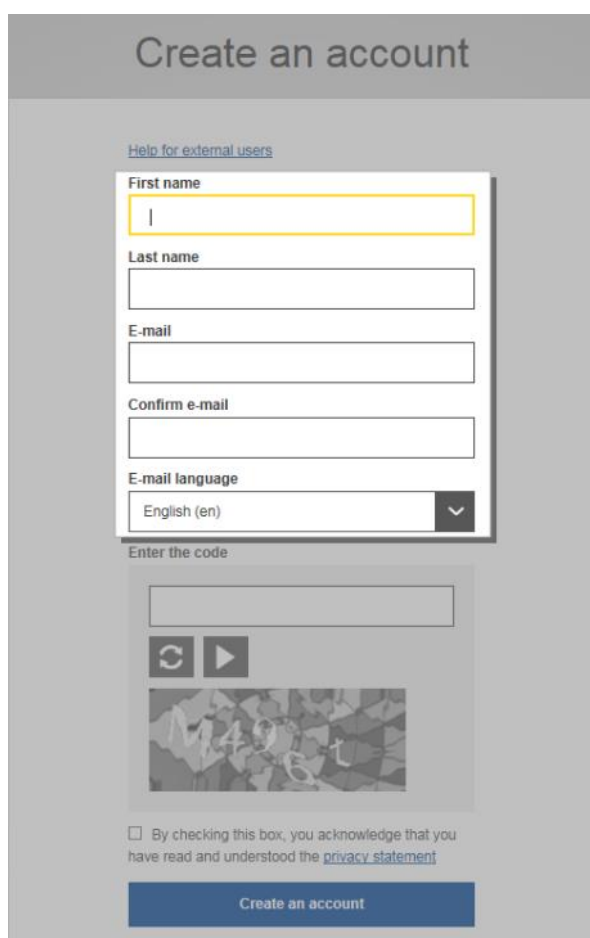# How to create an EU login with two-factor authentication and get access to TRACES

Introduction

Import of fresh fruit, vegetables, live plants and plant products must be registered in the EU system TRACES. Used agricultural and forestry machinery should also be registered in TRACES. To get access to TRACES, you need an EU login with two-factor authentication. Please follow the instructions below for how to set it up and how to get access to TRACES. If you already have a valid EU login with two-factor authentication, continue to "Get access to TRACES".

Create an EU login

Click on this link, select "Create an account" and fill in the information:
https://webgate.ec.europa.eu/cas/login

When you have clicked on "Create an account" an automatic e-mail will be sent to the e-mail address you have registered. Click on the enclosed link to create your password.

Set up two-factor authentication

The next step is to set up two-factor authentication. This kind of authentication means that when you log in to TRACES, you will need to log in with two different

methods: your password and with an additional method. You have the password from when you created your EU login. The other method is up to you to choose. Examples of methods to choose from are SMS to a mobile phone or the EU Login Mobile App. The text below describes how to set it up.

Click on this link and log in with your EU login password.
https://webgate.ec.europa.eu/cas
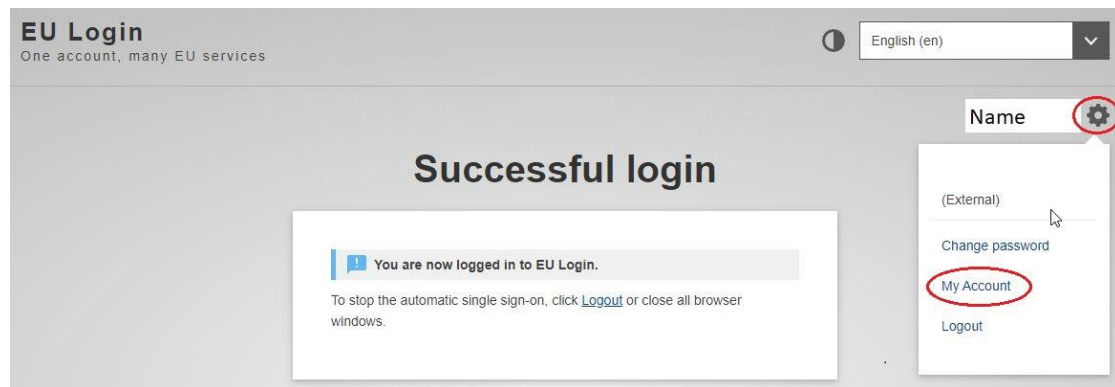
Click on the red marked symbol next to your name and then "My account".
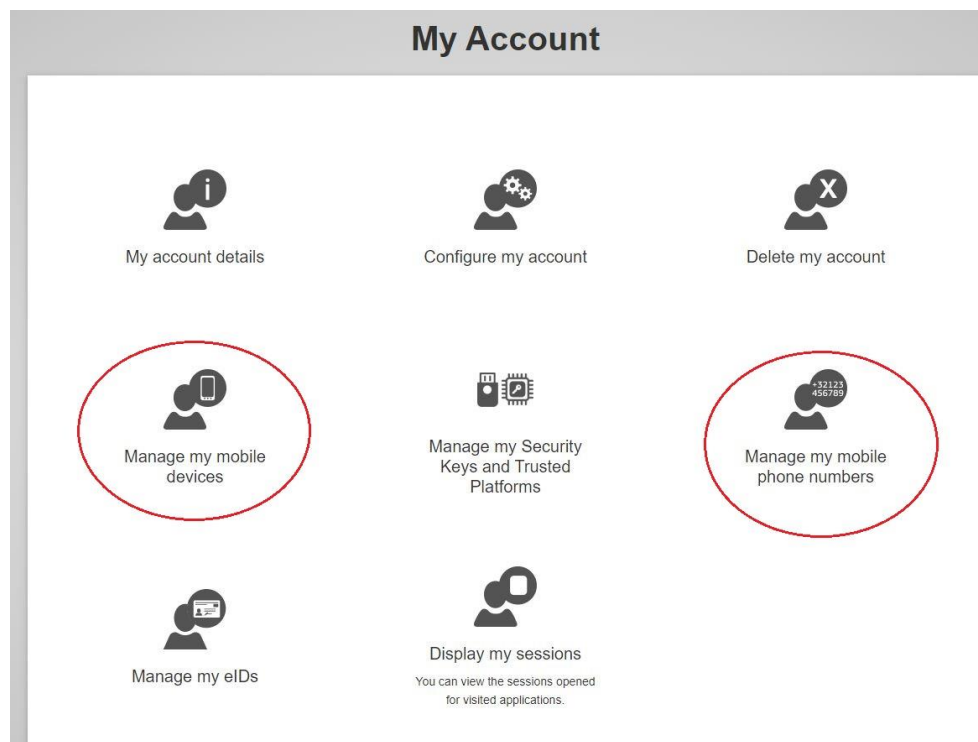
To add SMS as a method to authenticate, click on "Manage my mobile phone numbers" and then "Add a mobile phone number". Enter your mobile phone number in the "Mobile phone number" field, starting with a plus sign and with the country code. When clicking "Add", a SMS is sent to your mobile device with a code. Type the code in the "Text message challenge code" field on the computer

screen and click on "Finalise". Your mobile phone number is then successfully registered and can now be used for authenticating.

To add the EU Login Mobile App as a method to authenticate, start by downloading the app to your mobile device. Open it and tap on "Initialise". Please ensure that you accept the "Allow Notifications" option.

Then click on "Manage my mobile devices" on your computer screen, as shown above, and "Add a mobile device". Fill in the information requested. Select a PIN code composed of 4 digits. You will have to write the PIN code when you authenticate in the future, so remember it.

Click on "Submit" on your computer and "Next" in the app on your mobile device. The QR code scanner starts on your mobile device and a QR code is shown on the screen of your computer. Point the camera of your mobile device to your computer screen and scan it. Enter the PIN code you have previously chosen on your mobile device and tap "Authenticate". A message is shown on your mobile device telling you that the EU Login Mobile app is successfully registered and can be used for authenticating. Click on "Next" to be redirected to the Welcome screen. The EU Login Mobile app on your mobile device can now be used to log in to TRACES, either by PIN code or by scanning a QR code.

There are additional written instructions about how to set up two-factor authentication (EU Login tutorial) and a video showing how it is done (video). If you have questions regarding two-factor authentication, check the Help page.

Get access to TRACES

After you have created your EU login and set up two-factor authentication, go to https://webgate.ec.europa.eu/tracesnt/login and click on "Log in". If you have not logged in to your EU login, you will be redirected to a webpage asking you to do so. If you are already logged in, the information below will appear directly.

Select "Operator" as your role.

The system will redirect you to a page, which will enable you to search for your company. Select Sweden as country and write the name of your company. Then click on "Search".

The result will be shown in a table below.

If the company already exists in TRACES

If your company already exists in TRACES, it will be shown in the search results. If the company is an **importer**, one of the following should be mentioned beside the name of the company (under "Activities"):

- Professional operators referred to in Article 45 (1)(l) IMSOC (EURPO)
- Professional operators other than those referred to in Article 45 (1)(l) IMSOC (EUPO)

If the company is an **agent**, it should say "Responsible for the load" under "Activities".

Click in the box to the right of the company´s name you have chosen and then click on "Request authorisation". In the box that appears, click on "Send authorisation request".

If the company does not exist in TRACES – create a new operator

If your company does not show up in the list, you can create a new operator. Click on "Create a new operator". Fill in the boxes that are marked with yellow (see below).

Click on "Chapter" to the right. An **importer** should select:

In the box "Identifier", fill in the company´s organization number. Click on globe next to "Address" and choose the company´s address.

An **agent** should select:

In the box "Identifier", fill in the company´s organization number. Click on globe next to "Address" and choose the company´s address. Then click on "Search responsible authorities" and search for the Border Control Post (BCP) that you wish to assign (for instance Stockholm Arlanda) and that will validate the operator and your request to be linked to it. Make sure it says "Plant health" as "Competence" next to the BCP you choose.

Then you have entered all the necessary information. Click on "Create a new operator". In the box that appears, click on "Send authorisation request".

When your application has been approved, you will receive an e-mail and then you can register your consignment for import in TRACES.

Important!

If an importer does not use an agent, the importer needs to be both registered as an importer in Plant Health and as responsible for the load to be able to do an import notification (fill out a CHED-PP) in TRACES.

How to log in to TRACES with two-factor authentication

After you have been given access to TRACES, use this link to log in to the system: https://webgate.ec.europa.eu/tracesnt/login. Click on the green box "Log in" in the middle of the page. You will then be redirected to a webpage where you shall type your password to your EU login. Choose your verification method. This is the additional method you registered, besides from the password, when you set up two-factor authentication. Then click on "Sign in".

Mobile Phone + SMS
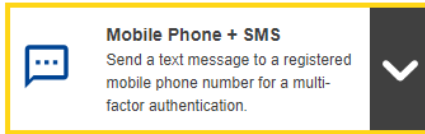
If **Mobile Phone + SMS** is your other method, enter a previously registered mobile phone number in the "Mobile phone" field, starting with a plus sign and with the country code. Then click on "Sign in". A SMS with a challenge code is sent to your mobile device. Type the challenge code in the "SMS text challenge" fields on your computer screen and click on "Sign in". The webpage on the computer screen is redirected to TRACES and you have succeeded with logging in to the system.

EU Login Mobile App Pin Code
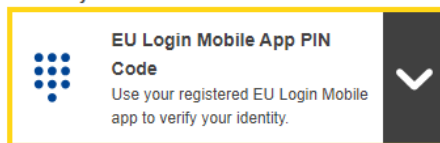
If the **EU Login Mobile App PIN code** is your other method, this is shown on your computer screen.
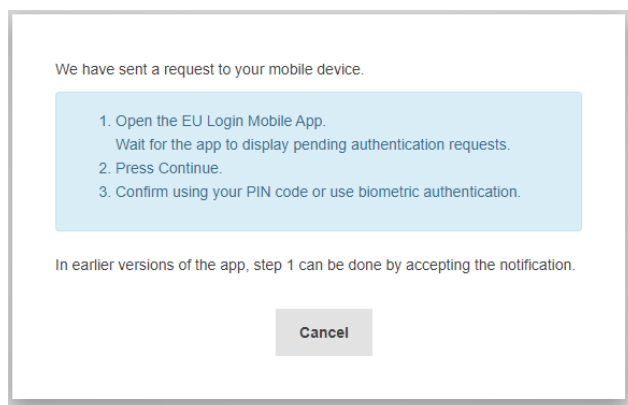
Open the EU login Mobile app. When the "Pending authentication requests" is shown in the app, click on "Continue". Enter your PIN code and click on "Authenticate". The authentication in the app is done. Click on "Continue". The webpage on the computer screen is redirected to TRACES and you have succeeded with logging in to the system.

EU Login Mobile App QR Code
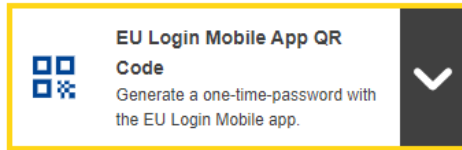
Choose your verification method

If the **EU Login Mobile App QR Code** is your other method, a QR code is displayed on the computer screen. Open the EU Login Mobile app on your mobile device. Click on "Scan QR code". The QR code scanner starts on your mobile device. Scan the QR code on your computer screen with your mobile device. The EU Login Mobile app displays a one-time password. Type this password in the "code generated by your app" field on the computer screen and click "Sign in". The webpage on the computer screen is redirected to TRACES and you have succeeded with logging in to the system.

Good to know

- If you repeat an incorrect password to your EU login five times, you will be blocked as a user. Apply for a new password.
- If you don´t use TRACES in four months your account will be deactivated.

You can find information about the privacy statement in TRACES here: https://webgate.ec.europa.eu/tracesnt/privacy-statement

If you have questions about TRACES in general, please contact SANTE-TRACES@ec.europa.eu (in English). If the questions concern CHED-PP and TRACES in connection with import of fresh fruit, vegetables, live plants, plant products and used agricultural or forestry machinery, please contact Jordbruksverket, Import- och exportkontrollenheten, (in Swedish or English) at importkontroll@jordbruksverket.se or dial 036-158350.