

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

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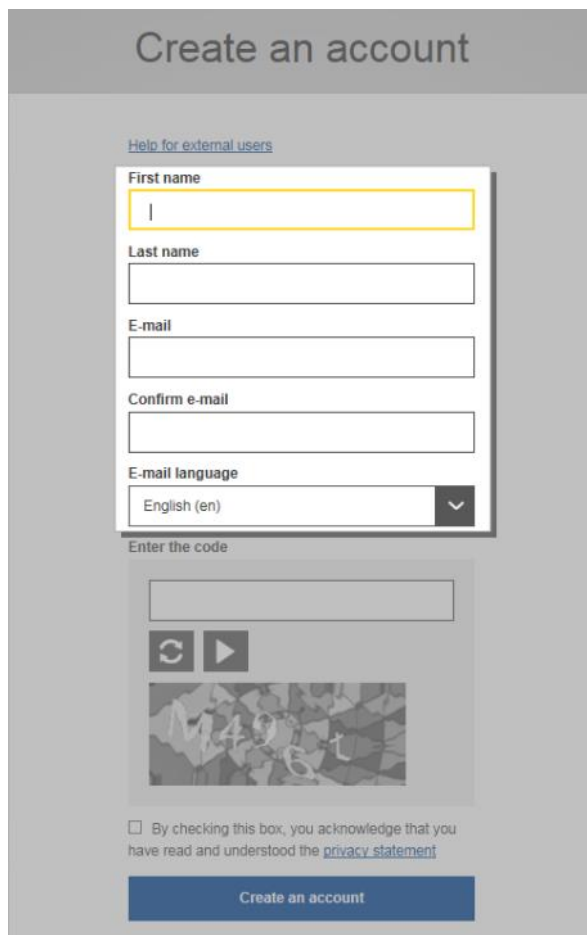
Introduction

Import of fruit, vegetables, plants, plant products, wood packaging material, wood and other items 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>



The screenshot shows a web form titled "Create an account". At the top left, there is a link "Help for external users". The form fields are: "First name" (with a yellow border and a cursor), "Last name", "E-mail", "Confirm e-mail", and "E-mail language" (a dropdown menu currently showing "English (en)"). Below these fields is a section titled "Enter the code" which includes a text input box, a refresh button (circular arrow icon), and a play button (triangle icon). Underneath is a CAPTCHA image showing a collage of letters and numbers. At the bottom, there is a checkbox with the text "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)". Below the checkbox is a blue button labeled "Create an account".

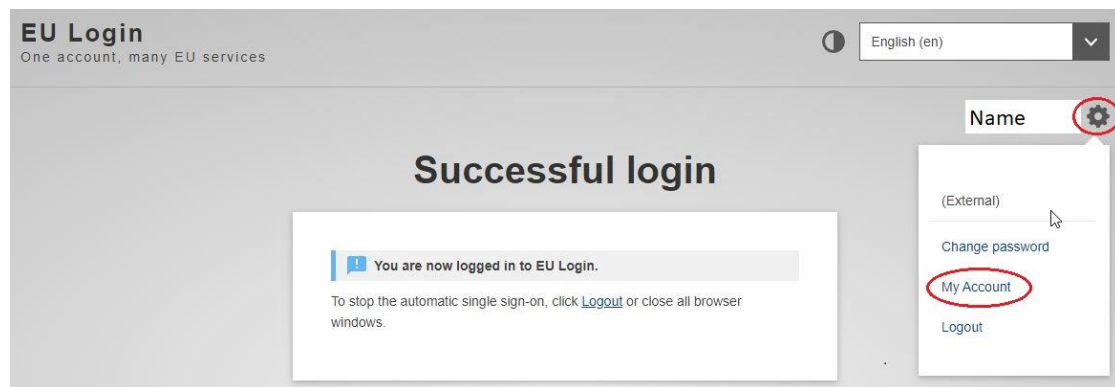
When you have clicked on "Create an account" an automatic e-mail will be sent to the e-mail address you have registered. Click on the enclosed link to create your password.

Set up two-factor authentication

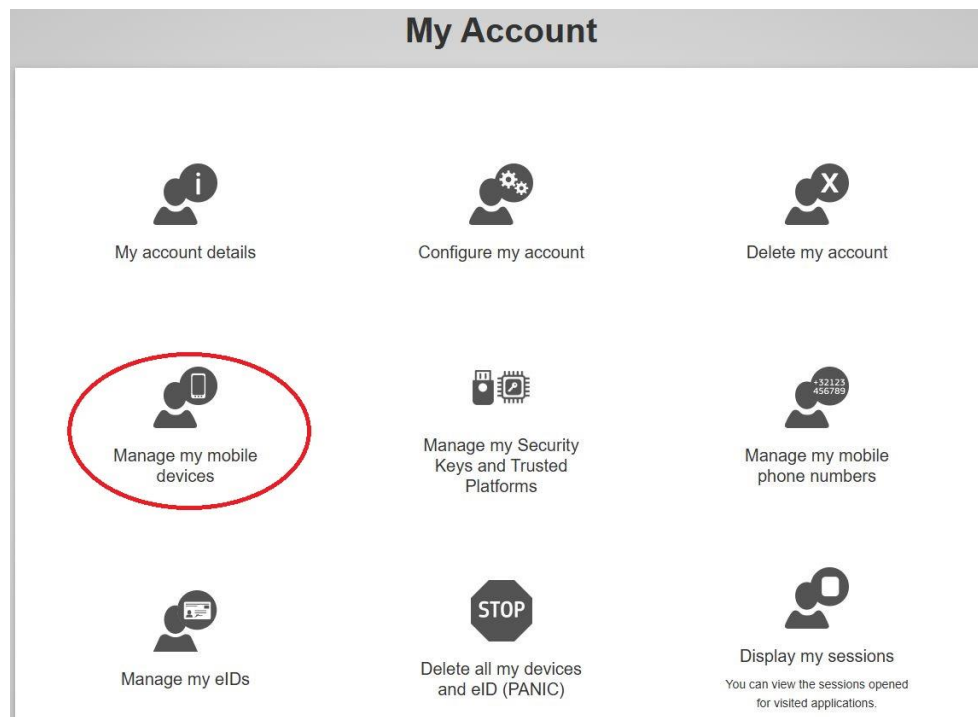
The next step is to set up two-factor authentication. This kind of authentication means that when you log in to TRACES, you will need to log in with two different methods: your password and with an additional method. You have the password from when you created your EU login. The text below describes how to add the EU Login Mobile App as a method. It is also possible to use Electronic Identification (eID). Read more about how to add Electronic Identification as a method [here](#).

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 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.

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,*

Appointed Veterinary Offices

Description

Other body

Other bodies such as translators, country administrators, customs systems (at national level)...

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

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".

← Select an existing operator Request authorisation

Country

No country selection


*

Section:

Activity Type

Search:

Type business name, approval number...

 Search

Name	Address	Activities	
Start searching with Search button.			

The result will be shown in a table below.

The screenshot shows a web interface titled "Select an existing operator". At the top right, there are two buttons: "+ Create a new operator" and "Request authorisation". Below the title, there are several input fields: "Country" (set to Sweden (SE)), "Section:", "Activity Type:", and a "Search:" field with a "Search" button. A tooltip message says: "Really didn't find the operator you belong to? In this case only you might consider creating a new one using the button above." Below the search fields is a table with columns "Name", "Address", and "Activities". The table contains two rows of placeholder boxes. The first row has a checkbox labeled "Professional operators referred to in Article 45(1)(l) IMSOC (EURPO) Valid". The second row has a checkbox labeled "Professional operators other than those referred to in Article 45(1)(l) IMSOC (EUPO) New".

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).

The screenshot shows the 'Operator Details' form. It is divided into two main sections: 'Operator Details' on the left and 'Chapter or activity' on the right. The 'Operator Details' section includes fields for Name, Country, Phone, and Email, each with a dropdown menu and a search icon. Below these is an 'Addresses' section with a '+ Add address' button and a form for Region, City, Address, and Coordinates. At the bottom is an 'Operator Identifiers' section with a '+ Add Identifier' button and a table with columns 'Type' and 'Value'. The 'Chapter or activity' section has a 'Chapter' dropdown menu. The 'City' field in the 'Addresses' section has a placeholder text 'Please provide city name, postal' and a red warning icon. The 'National Company Register' is selected in the 'Operator Identifiers' table.

Operator Details

Name *

Country *

Phone *

Email *

Addresses [+ Add address](#)

1

Operator Identifiers [+ Add Identifier](#)

Type Value

National Company Register

Chapter or activity

Chapter *

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

The screenshot shows the 'Chapter or activity' form. It has a top bar with a 'Create a new operator' button. The 'Chapter or activity' section has a 'Chapter' dropdown menu. The 'Activity' section has a 'Section' dropdown menu, an 'Activity' dropdown menu, an 'Identifier' text field, and fields for 'Valid From', 'Valid to', 'Publication date', and 'Application date'. The 'Section' dropdown menu is set to 'EU professional operators other than EU registered professiona'. The 'Activity' dropdown menu is set to 'Professional operators other than those referred to in Article 45'. The 'Valid From' and 'Valid to' fields are set to '+02:00 CEST'. The 'Publication date' and 'Application date' fields are empty. The 'Address' field in the 'Activity Address' section is empty.

[Create a new operator](#)

Chapter or activity

Chapter *

Activity

Activity details

Section *

Activity *

Identifier

Valid From

Valid to

Publication date

Application date

Activity Address

Address

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:

The screenshot shows a web form titled "Create a new operator". The form is divided into several sections:

- Chapter or activity**: Contains a dropdown menu with "Chapter" selected and "Other" as an option.
- Activity**: Contains a section titled "Activity details" with the following fields:
 - Section**: A dropdown menu with "Responsible For the Load (Freight Forwarder) (RFL)" selected.
 - Activity**: A dropdown menu with "Responsible for the load" selected.
 - Identifier**: A text input field for the company's organization number.
 - Valid From**: A date input field with a calendar icon, set to "--/--/----
 - Valid to**: A date input field with a calendar icon, set to "--/--/----
 - Publication date**: A date input field with a calendar icon.
 - Application date**: A date input field with a calendar icon.
- Activity Address**: Contains a text input field for the address and a globe icon for selecting an address.
- Assigned responsible authorities**: Contains a search bar with the text "Search responsible authorities" and a magnifying glass icon.

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.

Select responsible authorities

Search: Stockholm Arlanda

Name	Country	Address	Role	Code	Competence	
Stockholm Arlanda Airport	Sweden	Stockholm Arlanda Airport 19045 Stockholm-Arlanda	Border Control Post	SEARN	<div>Plant health</div> <div>CHED-PP <small>rw</small> ePhyto <small>rw</small></div> <div>EUROPHYT IN <small>rw</small> PHYTO <small>rw</small></div>	<input type="button" value="Select"/>
Stockholm Arlanda Airport	Sweden	Stockholm Arlanda Airport 19045 Stockholm-Arlanda	Border Control Post	SEARN	<div>Organic</div> <div>COI <small>rw</small> COI Extract <small>rw</small></div>	<input type="button" value="Select"/>

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. Then click on "Sign in". The text below describes how to use the EU Login Mobile App with pin code or QR code as your verification method.

Welcome

Email address

[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

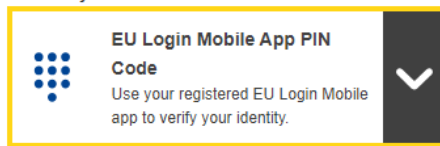
Choose your verification method

EU Login Mobile App PIN Code

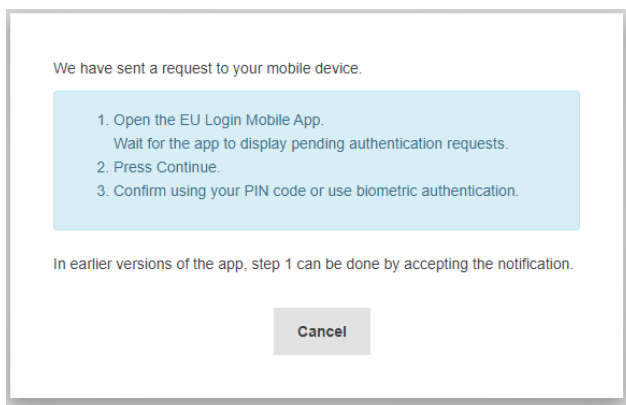
Use your registered EU Login Mobile app to verify your identity.

EU Login Mobile App Pin Code

Choose your verification method



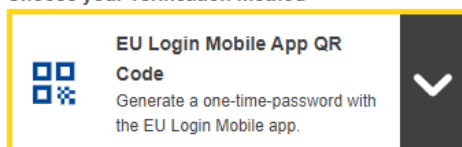
If the EU Login Mobile App PIN code is your other method, this is shown on your computer screen.



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 fruit, vegetables, plants, plant products, wood packaging material, wood and used agricultural or forestry machinery, please contact the Swedish Board of Agriculture, Import and Export Control Unit, (in Swedish or English) at importkontroll@jordbruksverket.se or dial +4636-158350.