

AGRINFO Webinar and FAQ: Using TRACES

Published by AGRINFO on 04 Nov 2025

These AGRINFO webinars discussed how to use TRACES, the EU's online platform for animal and plant health certification

Discover how to register and use [TRACES](#) for the veterinary and plant health sectors – AGRINFO webinars September/October 2025

Update

TRACES is the European Commission's online platform for animal and plant health certification required for the importation of animals, animal products, food and feed of non-animal origin and plants into the European Union.

Three AGRINFO webinars discussed the:

- platform in general (Webinar 1)
- modules and functions for animals and animal products (Webinar 2)
- modules and functions for plants and plant products (Webinar 3).

See below for FAQs arising from the webinars, plus slides and videos.

Frequently Asked Questions

Following our TRACES webinar series, we received many insightful questions from participants.

Based on the most common questions raised during the sessions, we have compiled an **FAQ document**, available in [English](#), [French](#), [Spanish](#), and [Portuguese](#). It aims to clarify key aspects of registration, access rights, certificate creation, and TRACES functionalities, and to provide additional guidance to help you make the most of the platform.

Timeline

These webinars took place in September/October 2025.

Resources

1 How to register and use TRACES for the veterinary and plant health sectors

23 & 24 September 2025

- Step-by-step: Create a user account & operator in TRACES
- EU Login: Two-factor authentication changes
- Access rights and roles explained
- Common errors and how to solve them

Slides: [English](#), [French](#), [Spanish](#), [Portuguese](#)

Video: [English](#), [French](#), [Spanish](#), [Portuguese](#)

2 Modules and functions explained – focus on animals and animal products

30 September 2025

- Common Health Entry Document (CHED) overview
- How to access a CHED / CHED notification
- Veterinary certificates: from creation to e-signature
- TRACES Listing Management System (LMS): create, submit, and manage lists of establishments approved to export to the EU
- Common issues and time-saving tips for non-EU users

Slides: [English](#), [French](#), [Spanish](#), [Portuguese](#)

Video: [English](#), [French](#), [Spanish](#), [Portuguese](#)

3 Modules and functions explained – focus on plants and plant products

7 October 2025

- Common Health Entry Document (CHED) overview
- How to access a CHED / CHED notification
- Phytosanitary certificates: from creation to e-signature
- TRACES connection to IPPC ePhyto Hub
- QlikSense and practical functionalities for authorities

Slides: [English](#), [French](#), [Spanish](#), [Portuguese](#)

Video: [English](#), [French](#), [Spanish](#), [Portuguese](#)

Visit the [AGRINFO website](#) to view the latest AGRINFO Update newsletters and [search](#) the database.

Disclaimer: *Under no circumstances shall COLEAD be liable for any loss, damage, liability or expense incurred or suffered that is claimed to have resulted from the use of information available on this website or any link to external sites. The use of the website is at the user's sole risk and responsibility. This information platform was created and maintained with the financial support of the European Union. Its contents do not, however, reflect the views of the European Union.*