AGRINFO Webinar and FAQ: Using TRACES

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Discover how to use TRACES, the EU's online platform for animal and plant health certification

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

Webinars held in September/October 2025

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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

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