



Animal &  
Plant Health  
Agency

# Export Health Certificates (EHC) Online

## Guidance for Exporters to Manage System Access

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EHC Online - Guidance for Exporters to Manage System Access

The Animal and Plant Health Agency (APHA) is an executive agency of the Department for Environment, Food & Rural Affairs, and also works on behalf of the Scottish Government and Welsh Government.

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## EHC Online overview

Export Health Certificates (EHC) Online is the new digital platform allowing for the application, certification and dispatch of Export Health Certificates. EHC Online has been developed by Defra and APHA and in time this service will fully replace the current system. This guidance has been created to support Exporters to register onto the system.

## Accessing EHC Online

EHC Online system can be accessed using any web browser. Google or Google Chrome are the optimum browsers for this service. The following [link](#) can be used to download Google Chrome.

## Creating an account

There is a two-step registration process for EHC Online; the first requires a Government Gateway account, and the second is a Defra-specific account – both of which are set up online.

## Accessing the Government Gateway – Changes to external users from 1 April 2020

To keep personal data secure and to update our technology, Government Gateway will soon be upgraded.

For members of the public or external organisations, some older computer operating systems and internet browsers will not work with the new security measures in the upgrade.

From 1 April 2020, external users will no longer be able to access their Government Gateway account on Windows XP and Windows Vista or Internet Explorer 6 and 7. Other older operating systems and browsers may also be affected.

External users can still sign in to services through Government Gateway using more modern operating systems and browsers.

## Government Gateway account

A Government Gateway account allows users to access various national and online government services safely and securely. You might have created a Government Gateway account for a different government service, this will not impact your account creation with the Department for Environment, Food and Rural Affairs (Defra).

If you have created an account with Defra previously, please check as this may prevent you from creating a new account. You will then have to retrieve your Government Gateway user ID that is associated with Defra.

If you already have an existing Government Gateway account which doesn't currently have your email address, or a recovery word set up, you will be asked to do this the first time that you sign in using them.

## Government Gateway Accreditation Process

When you first log into the EHC Online you will be met with the Government Gateway sign in screen.

If you already have your Government Gateway credentials, enter them (they are universal for all Defra services using Government Gateway), if you don't, follow the accreditation process by selecting **Create sign in details**.

Create your Sign in details by filling in your email address.

Press **Continue**.

You will receive a code to the email account you specified in the form above.

You will need to keep your Government Gateway ID, as every time you need to log on to EHC Online you will need to sign in through the Government Gateway using this code.

Enter the code details as provided in the email you receive, then select **Confirm**. If you have not received an email, check your spam folders then if necessary, follow the '**I have not got the email**' link.

A screen will be displayed stating that your email address has been confirmed.

Select **Continue**.

Enter your full name into the field provided, then press **Continue**.

You will then be prompted to **Create a password** that must fulfil the following criteria:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Confirm the password on the screen, then select **Continue**.

Select **Continue** on the page prompting you to **Set up a recovery for you sign in details**.

Enter your recovery word in the field provided. It must fulfil the following criteria:

- be between 6 and 12 characters
- not contain spaces or special characters
- not contain numbers

Select **Continue** to receive your Government Gateway user ID.

Select **Continue** to receive an e-mail with your Government Gateway account details.

You have now successfully created a Government Gateway account. At this point you may **Sign out** or continue with the following steps to enrol for the Exporter Service.

## Defra account

If you have previously signed out upon creating a Government Gateway account, you will need to sign in using your Government Gateway user ID and Password previously created.

If you work as part of an organisation that already has a Defra account set up on Government Gateway (where your organisation is already using another Defra service), it is important to know who the administrator for that account is. The Defra account administrator in your organisation will need to approve your access to enable you to gain access to EHC Online.

On the **Your Defra account** page displayed, confirm you have read and accept the Terms and Conditions and cookie settings by ticking the boxes.

Then select **Continue**.

You will then be asked what type of account you want to create. You can select either **A business or organisation** or **An individual** depending upon your registration needs. Select **A business or organisation** if you represent a business or organisation that wants to use this service (including sole traders and charities) and you have permission to create an account for them. Select **An individual** if you want to use this service for your own personal use.

### For A BUSINESS OR ORGANISATION account

Select **A business or organisation** then click **Continue**. You will then be asked to select the type of business or organisation you own or represent. Select one of the following options:

- Sole trader
- Limited company
- Public limited company
- Limited liability partnership
- Organisation that is not registered in the UK
- Charity

Select **Continue**.

Complete the requested details, taking each section in turn.

If you select **Limited company**, **Public limited company** or **Limited liability partnership**, you will need to provide your Companies House number (which should be on your Certificate of Incorporation). Part of the verification process will check these details with Companies House. If your data from Companies House does not retrieve during the verification process you will need to ensure your details registered with [Companies House](#) are up to date before continuing with your registration.

Sole Traders, Charities and businesses not registered in the UK are not registered with Companies House, so if you select one of those options you won't be asked for that information.

For Local Authorities, Government Departments and the Armed Forces, please choose 'Sole Trader' as business type.

For Charities, you will need to enter the following information:

- Select which country the charity is registered in:
  - England
  - Scotland
  - Wales
- Your registered charity number
- Charity name
- Use the postcode lookup to find your charities address then select the address
- Telephone number
- Email address.



When you have finished completing this information, each section will be marked as **COMPLETED**.

You must then select **Check your answers** which will take you to a page displaying your answers. From this page you can **Change** any of the answers you have entered.

If there is a reCAPTCHA verification box at the bottom of the page, you will need to tick the **I'm not a robot** box within the reCAPTCHA before you can select **Continue**.

Select **Continue** when complete, this will commit your answers.

Check the **I confirm to agree to the Terms and Conditions** tick box, then select **Continue**.

You will then be taken the Exporter Service where you can **Start a new application**, **Manage account** or **Sign out**.

## For AN INDIVIDUAL account

Select **An individual** and then **Continue**.

Fill in the requested details, taking each section in turn. When you have finished completing this information, each section will be marked as **COMPLETED**.

You must then select **Check your answers** which will take you to a page displaying your answers. From this page you can **Change** any of the answers you have entered.

If there is a reCAPTCHA verification box at the bottom of the page, you will need to tick the **I'm not a robot** box within the reCAPTCHA before you can select **Continue**.

Select **Continue** when complete, this will commit your answers.

Check the **I confirm to agree to the Terms and Conditions** tick box, then select **Continue**.

You will then be taken the Exporter Service where you can **Start a new application**, **Manage account** or **Sign out**.

## Reset Login Details

If you have forgotten your password, click on the hyperlink **I have forgotten my password**.

Enter your Government Gateway user ID and email address then click **Continue**.

You will then have to enter specific characters from your recovery word and click **Continue**.

You will then be redirected to the screen to create a new password.

Enter and confirm your new password and click **Continue**. You will be redirected to the **Password changed** screen where you can **Sign in** with your new password.

If at any point you are unable to remember your Government Gateway credentials, click on recover **Government Gateway ID**. You will be prompted to search for your Government Gateway ID in your emails. If you cannot find the email containing your Government Gateway ID select **No, recover my user ID** and click continue.

Enter your email address associated with your Government Gateway User ID and click continue. You will be sent a verification code by email.

Enter the verification code and click confirm.

You will then be prompted to answer further security questions, click continue. Answer the questions and click continue. You will then be sent a Government Gateway ID by email.

If you are unable to recover your Government Gateway ID you should contact the APHA Service Desk to reset your ID on 0330 041 6999.

If you have forgotten a combination of two or more of your login credentials you should contact the APHA Service Desk to reset your account on 0330 041 6999:

This could be a combination of your:

- password and Government Gateway user ID
- recovery word and password
- recovery word and Government Gateway user ID
- password, recovery word and Government Gateway user ID.

## Changes to your Email Address

If you no longer have access to the email address you registered for Defra services with you will have to go on to Government Gateway to update your email address. When you have updated your email address the next time you sign in it will automatically be updated on Defra services.

## Accessing the Exporter Service

You can access the Exporter Service, EHC Online, via Form Finder or via your Defra Account page.

## Access the Exporter Service via Form Finder

Go to Form Finder at <https://www.gov.uk/export-health-certificates> and search for the EHC you require.

The EHC page will feature a green button to **Apply Online** where a digital application is possible. Note that not all certificates will feature this 'Apply Online' option initially, but please check back regularly or 'Subscribe to feed' to be kept up to date.

When redirected, enter your Government Gateway user ID and password and click on **Sign In**. You will then be invited to submit your EHC or you can click **Export Applications** at the top of the page to go to your dashboard.

## Access the Exporter Service via your Defra Account

Go to your Defra account <https://www.access.service.gov.uk/login/signin/creds> and enter your Government Gateway User ID and Password.

Click on **Exporter Service** and you will enter your Exporter Dashboard and you can begin a new Application via **Start a new application**, review status of your applications, **Edit**, **Delete** or **Clone** applications.

## Manage your account

Your Defra account shows the different accounts and services you have access to. You may have access to more than one account and more than one service depending on the type of work you do.

## Account Management Roles

For each account you have an account role. This differs from account to account according to the permissions you are given.

Note: your account role is different to the role you might have with any one service.

## Admin

As an Admin, you are the super user for your organisation and have access to the account dashboard where you are able to execute actions such as inviting other users in your organisation to the service, assigning users service roles and managing the organisations details. Being an Admin does not affect your access to a service.

If you created the account, you are automatically given the role Admin.

If an Admin for the account invites you to join they might also give you an Admin role, according to what they need you to do.

It is recommended that each account has more than one Admin so that if one Admin is absent then another has the appropriate access to be able to make any account changes.

## Standard User

As a standard user you are not able to access the account dashboard, a standard user can only be given access to a service which will be indicated on Your Defra account page.

## The Account Dashboard (Admin users only)

As an Admin, to access the account dashboard select **Manage account** on Your Defra account page. This takes you to the account dashboard for your organisation.

The account dashboard is where you manage everything to do with the specific account.

It shows the number of users who are Team Members (for example employees) or Intermediaries (3rd parties/agents etc.). These users, which include yourself, have been invited to the account and you are able to manage their access to the services you have registered this account for.

It shows the number of organisations that are related to the account with links to manage them.

At the bottom of the dashboard there are links for the services that the account is registered with. Clicking on these links will take you to the service.

Within the account dashboard you can do the following

- Manage users access to an account
- Manage organisation details
- Manage Related Organisations

## Invite a Team Member to work on your account

Navigate to Your Defra Account management dashboard and click **Manage** next to the account you want to add the new team member to. Once the user has registered, you will be able to assign them access to the service.

When you are redirected to the account dashboard, click on **Add a team member**.

Enter the email address of who you would like to invite and click **Continue**.

You will be notified that an invitation has been sent to the user and that they must respond to it within 30 days before it expires, click on **Continue**.

You will be informed by email when the user has registered so that you can decide their account role and choose which service to give them access to.

## Invite an intermediary / 3<sup>rd</sup> party / agent to work with you on your account

Navigate to Your Defra Account management dashboard and click **Manage** next to the account you want to add the new team member to. When you are redirected to the account dashboard, click on **Add an intermediary**.

Enter the email address of who you would like to invite and click **Continue**.

You will be notified that an invitation has been sent to the user and that they must respond to it within 30 days before it expires, click on **Continue**.

You will be informed by email when the user has registered so that you can decide their account role and choose which service to give them access to.

## Grant account and service access for the first time (Admin Only)

When you have invited a user to gain access to Defra services on your behalf, for them to be able to access the online services fully you will have to grant them an account role and service role. This can be done via two routes: via a link in the email notification that is sent to you and the other through the users profile page.

### Granting account role and service role via email link

When they have completed the registration journey, you will receive an email notification, click on the link that says **Give this person access to use online services**.

Please note that managing team access is a two-step process. When the account Administrator receives the notification that the user has been registered it is important that the Administrator assigns the user an account role. Without taking this action the user will not be able to take any actions within EHC Online.

You will then be redirected to that user's page where you will then have to click **Give account access**.

You are then asked to choose whether you want that team member to have admin or standard user access. Choose **Admin** if you want this person to be able to view and edit the information the service holds about your organisation, as well as manage other

people's access to services. Choose **Standard user** if you want this person to have no account responsibilities and only be able to perform the tasks you choose within a specific service.

Note: If the user you have invited is an intermediary, they are only allowed to be granted a standard user account role.

Click **Continue** and you will then be shown a list of service roles that you can assign to that user. (If your organisation has only signed up to the Exporter Service then you will only see one). The service roles that are presented are service specific. You will need to select an option, even if there is only one option available. Then click **Continue**.

You will then be notified that access has successfully been granted and that the user will be notified via email of their new access. Click **Continue** to return to the user's account page to view if the role appears on their account.

## Granting account and service access via Team Member's profile page

Navigate to Your Defra Account management dashboard and click **Manage account** next to the account which has a user who needs an account role and service role granted.

When redirected to the account dashboard, click on **Manage team access**.

When redirected, click on the name of the team member whose needs an account role and service role granted.

You will then be redirected to that user's page where you will have to click **Give account access**.

You are then asked to choose whether you want that team member to have admin or standard user access as per the journey referred to above following the email link. You can also choose what the person can do in the service as previously.

## Change and remove user access (Admin Only)

As an admin user, within your account page you can select **Manage Account** and then **Manage team access** (as per above), where you will be able to enter each team member's account and change user type from Admin to Standard by clicking **Change account role** or **Remove user** as required. Please note: a user will still be able to access their EHC Online account until their access has been removed if they have left your Organisation or no longer need access to EHC Online. Admin users should ensure they manage the user accounts within their Organisation accordingly.

If the admin user intends to leave the organisation, then they will need to ensure that at least one other team member has Administrator access. To remove an admin user's access another team member with Administrator access will need to select **Remover user**. If the user has admin access and you use **Remove Access** then the admin will still have access to the account dashboard.

If you leave the organisation and have not given admin user access to another team member, no admin tasks can be performed on your organisations account.

## Manage organisation details

You can view the details that we hold for the organisation related to a specific account.

Navigate to Your Defra Account management dashboard and click **Manage account** next to the account of which you want to view the organisation's details.

Select **Manage your organisation**.

You can make changes to organisation details such as:

- Organisation Name
- Organisation Address
- Organisation Phone number

### Limited company, Public limited company & Limited liability partnership

To change the details for these account types the details must be updated on Companies House as that is where the organisation details come from. Once the changes have been made you can then contact the APHA Service Desk on 0330 041 6999. They will then be able to make the changes for you to reflect changes that were made on Companies House.

### Individual, Sole Trader, a Non-UK Organisation & Charity

To update the details for these account types then you will have to ring the APHA Service Desk on 0330 041 6999 who will be able to make the changes for you.

## Related organisation accounts (parent/child)

Some organisational structures are such that one or more parts of the business operate separately to the main business but are perhaps not considered legal entities in their own right. These organisations can be considered children to the parent organisation, for example a branch of a large supermarket chain or an Only Rep overseas organisation.

In these cases, the business might want to separate the management of the child organisations from the parent. This can be achieved by adding a **Related organisation**

**account.** In doing so these organisations are fully independent, with their own Team Members, Intermediaries and Services.

Only the account admin who created the related organisation is inherited from parent to child. There must be at least one account admin who is common between parent and child at all times.

## Add a related organisation account

Navigate to the Defra management dashboard and click **Manage account** next to the account you want to add a related organisation to. Then select **Manage your organisation**. On the Organisation details page, select the **Related organisations** tab.

Then select **Add a related organisation**. You will be invited to enter the organisations details. Initially the account does not have any registered services (regardless of what services have been registered to the parent). You can register for a service by selecting one of the service links and following the process.

## Accessing a related Organisation from Your Defra account

If you have access to the parent account (as an Admin or Standard user) the related organisations (children of the parent) are listed underneath and pre-fixed with a chevron (>).

If you do not have access to the parent account, the Related Organisation account will appear by itself as per a normal account.

## Registering an account with a new service

An account can have one or more services registered to it depending on the type of work that you do. You will need to be an Admin for that account in order to register new services.

To register an account with a new service, navigate to Your Defra Account management dashboard and click **Manage account** next to the account you want to register the service with.

You will be taken to the account dashboard, where you click on the **Register services** link.

If your account has multiple account admins, it is possible that the account has already been registered for a service, but you do not have access to it. In this case you would see a screen containing a list of **Services already registered to this account**.



# Troubleshooting

<p>I have tried to use the postcode lookup to select my address but my street address does not appear in the address lookup. How do I enter my address?</p>	<p>If your address does not appear in the list of addresses you can:</p> <ul style="list-style-type: none"><li>• Click on the link <b>I cannot find the address in the list</b></li><li>• The address will now be displayed for the selected postcode but the street name field will be empty</li><li>• You can now enter the street name and the business details section will be indicated as complete.</li></ul>
<p>Who should I contact if I am experiencing problems with creating or managing a Government Gateway or Export Service account?</p>	<p>You can contact the APHA Service Desk if you are experiencing problems with Government Gateway or Export Service account creation or management on 0330 041 6999.</p>