



Animal &
Plant Health
Agency

Export Health Certificates (EHC) Online

Step by Step Guide for Certifiers on How to Register for an EHC Online Account

October 2020 (Version 5.0)



© Crown copyright 2018

You may re-use this information (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence v.3. To view this licence visit www.nationalarchives.gov.uk/doc/open-government-licence/version/3/ or email PSI@nationalarchives.gsi.gov.uk

This publication is available at www.gov.uk/government/publications

Any enquiries regarding this publication should be sent to us at

exports@apha.gov.uk

www.gov.uk/apha

Step by Step Guide for Certifiers on How to Register for an EHC Online Account

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.

Contents

EHC Online Overview	1
Certifier Registration Hints and Tips	1
Step by Step Guide on how to register for an EHC Online Account	3
To set up a Government Gateway Account.....	3
To set up a DEFRA Account	3

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.

The most frequently used forms are now available in the service, and you must use EHC Online to certify these certificates. APHA will no longer accept PDF applications via email, for any EHCs which are available in EHC Online.

From 1 January 2021, the process for exporting goods to the European Union (EU) will change, and exporters will need to apply for EHC's using the new EHC Online service. This means that at the end of the transition period, you will use EHC Online to certify exports from Great Britain to EU, as well as Great Britain to non-EU countries.

This guidance has been created to support Certifiers (either Official Veterinarians (OV), or Environmental Health Officers (EHO) to register onto the service to ensure you can still certify EHCs.

Certifier Registration Hints and Tips

Here are some useful hints and tips when registering for EHC Online, including pointers that you should consider during registration, as well as some useful suggestions for the things you should avoid.

1. Check first within your organisation in case it is already registered

If your organisation is already registered, your existing Organisation administrator(s) will need to invite you to register, so that you can access the EHC Online service:

- The First person to register your Organisation will be given Organisation Admin rights, this will enable them to add/remove users (team members) from your Sole Trader account
- You should wait for an email invitation from your organisation administrator, before registering for a Government Gateway account.

2. Login with your own Government Gateway credentials

EHC Online is designed for each user to have their own Government Gateway user ID and Password. You must never share your credentials with other users.

3. Register for Government Gateway with an email address to which you have full access

Whilst signing up you will need to verify your email address through the use of an activation code, this will be sent to the email address that you provide:

- The email account should be one that you manage the login details for and you can send and receive emails

- It is recommended that for the purposes of EHC Online registration you do not register your personal email address. Please use your business email address if you have one, or otherwise consider signing up for a new email account
- If you do not receive your activation code please check your spam or junk email folders.

4. **Prior to Registration: Ensure that your details are up to date on your OV Personal Training Dashboard <https://www.improve-ov.com/login/>, including your practice address.** The 'update details' link can be found on the left-hand side of your 'overview' page. If you work from more than one address, you should put additional practice details in the 'comments' box. It is important that the practice details are the same as those on any certificates you sign.

APHA will verify your business is approved to undertake certifying activities, and there will be a delay in approval if your practice address is not registered on the Improve International database:

- APHA verification process is undertaken Monday to Friday, between 8.30am and 5pm, and commit to a two working day turnaround
- When the verification process is complete, APHA will send a further email stating that your Certifier Organisation has been successfully registered. From this point, you will be able to start to certify EHCs using the EHC Online service.

5. **Select Business or Organisation when registering your Defra Account**

Once you have registered for your Government Gateway account, you will create your Defra account. It is important that you select the radio button to register as a **Business or Organisation**. Individual accounts are not relevant to the Certifier service.

6. **If you are an Official Veterinarian (OV) or Local Authority Environmental Health Officer (EHO) you must register as a sole trader**

Once you have registered for your Government Gateway account, you will create your Defra account. You will select **Business or Organisation**, and then select the **Sole Trader** radio button for the question **what type of business or organisation do you own or represent?**

- Selecting the Sole Trader option will enable you to register and set up your EHC Online account quickly and easily
- There is no impact of selecting Sole Trader if this isn't your actual business type, it simply allows you to progress without becoming linked to others in your organisation which it has been identified can create issues
- Please do not select the Limited Company, LLP, PLC or Registered Charity options
- You can invite other team members to your account by selecting add a team member on your manager account page:
 - Click the blue hyperlink **Manage Account** from the Case Management dashboard
 - Click on the blue hyperlink **Manage** next to your organisation name
 - Click the blue hyperlink **Add a Team Member**
 - Enter the email address of the user and click **Continue** to invite the user to use the service.

7. Make sure there is more than one Organisation Administrator role registered for your organisation

A user with Organisation Administrator admin role is a super user for the organisation

- They have access to the account dashboard where they are able to undertake additional actions such as inviting other users in your organisation, assigning roles, removing users and managing organisation details
- We strongly recommend that you have multiple users within your organisation that have Admin rights, so that if one admin user is absent, the second admin user has the appropriate access to be able to make any account changes.

8. Have only one Government Gateway Account for all of your Defra services

Once you have registered for your Certifier Defra Service, you can enrol into other Defra services from your manage account page, as long as you have an administrator account role.

Step by Step Guide on how to register for an EHC Online Account

To access the Export Health Certificate Online Service (EHC Online) you need a **Government Gateway Account** and a **DEFRA account** which are set-up online from the link provided. Once these have been set up you can enter your Government Gateway user ID and password and select **Sign in**

To set up a Government Gateway Account

Go to: www.gov.uk/guidance/certify-an-export-health-certificate

1. Select **Create sign in details**
2. Enter your work/business email address **Press Continue**
3. A confirmation code will be sent to the email address entered at step 2 above
4. Enter the confirmation code **Select Continue**
5. Your email address will be confirmed **Select Continue**
6. Enter your full name **Press Continue**
7. Create a password and confirm it by entering the same password again **Select Continue**
8. Set up a recovery word for your Government Gateway account **Select Continue**
9. Enter your chosen recovery word **Press Continue**
10. Your user ID is generated; it will also be sent to the registered email address; you will need this and your password each time you sign in **Press Continue**

To set up a DEFRA Account

1. Read and accept terms and conditions **Press Continue**
2. Select if you are registering as a business **Press Continue**
3. Select 'Sole Trader' **Press Continue – see note 1. below**

4. Complete each section - once all sections are filled it will say 'Completed'
 - a. Your Name (first and surname) **Press Continue**
 - b. Your contact details (phone number) **Press Continue**
 - c. Your Business details (name, address, phone number & email address) **Press Continue after each**
 - d. Security word **Press Continue**
5. Once all sections are complete **Select Check your answers**
6. Check your account information and make changes if required
 - a. Click **I am not a robot and Select Continue**
7. Enter your preferred Certifier address (the address EHCs will be posted to) **Press Continue**
8. Your registration details will now be passed to APHA for approval. Once approved (usually within 48 hours).
9. You will receive an email to confirm when your account has been approved.
10. You can now sign into your account and access EHC Online and any other Defra services you are registered for using the following link:
www.gov.uk/guidance/certify-an-export-health-certificate

Note 1. All certifiers regardless of their practice's business set-up should select the 'Sole Trader' option when presented with the 'which company type you are' question. Please do not select the Limited Company, LLP, PLC or Registered Charity options. Selecting the Sole Trader option will enable you to register and set up your EHC Online account quickly and easily. There is no impact of selecting Sole Trader if this isn't your actual business type, it simply allows you to progress without becoming linked to others in your organisation which it has been identified can create issues.