APHA Briefing Note 31/24

Enhancements to the Certifier Portal of Export Health Certificate Online Service

Date issued: 12 September 2024, <mark>updated 18 October 2024</mark>

<mark>Amendments are highlighted in yellow.</mark>

Purpose

1. To inform Certifying Officers (Official Veterinarians (OVs) and Food Competent Certifying Officers (FCCO)) located in England, Scotland, and Wales of enhancements that are being made to the Certifier Portal on the Export Health Certificate (EHC) Online service.

Background

2. Following feedback provided by Certifying Officers, a number of enhancements have been planned to provide improvements to the Certifier Portal of the EHC Online service.

3. A list of enhancements being made to the EHC Online service, and the implementation dates can be found in the Appendix.

Further Information

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Appendix

The following enhancements to the EHC Online service and the implementation dates are:

- Admin users of the EHC Online service are now able to update the organisation email address which receives notifications of updates to applications made on EHC Online (implementation date 5 September 2024):

    o Admin users will see a new hyperlink on the certifier dashboard named 'Practice email'

    o Clicking this will take the user to another screen which will show the email address currently associated to the organisation

    o From here, users can enter the email address where notifications should be sent into the text field. Clicking save and continue will update and give the user a success message.

    o If the email address is correct and does not require to be changed, users can click the 'back' button to return to their main dashboard screen.

- Certifier users are now able to cancel multiple certificates from within the same case in a single action (Implementation date 16 October 2024):

    o This should be used for caseload management and is a way to efficiently cancel certificates that will not be used

    o To use this function, users should first navigate to 'Cases to Review' card and then the 'Case Summary' page on a case which has more than one certificate. On this screen, the user will see the addition of a 'cancel' button and just underneath it, a checkbox.

    o Clicking this checkbox will select all certificates in the case which are in an 'Open' state, i.e. a decision (Approved, Rejected, Cancelled) has not already been applied to that certificate. To manually add a certificate to the selection, users can click the checkbox next to a certificate record. To remove a certificate users can deselect the checkbox next to a certificate record.

    o Clicking the 'cancel' button with no certificates selected for cancellation will give an error message to the user which will prevent the user from proceeding until at least one certificate is selected

    o Once certificates are selected, clicking the 'cancel' button will take the user to the 'Record Decision' page. Here, the user can see the certificates which

==have been selected for cancellation. Users can click the 'back' button within the service to return to the 'Case Summary' screen to amend the selection.==

- ==To proceed with cancelling the selected certificates, users should add their name and SP or NV number as usual. Clicking the green 'Accept and submit' button at the bottom of the page will cancel all of the certificates summarised on the page.==

Further notifications of additional enhancements will be added once they are available.