



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL FOR HEALTH AND FOOD SAFETY

Crisis Preparedness in Food, Animals and Plants  
The Director

Brussels  
SANTE.G.4/HK/bnk(2024)3484876

**Subject: Implementation of a two-factor authentication in TRACES**

Your Excellency,

This letter is to inform you about a very important change that will be implemented as of **11 June 2024** in the European Commission's online platform TRACES to increase its security<sup>1</sup>.

As of that date, all users will need a two-factor authentication to access TRACES.

To be prepared for it and avoid any disruption of service on that date, please inform the relevant staff and operators to set up the two-factor authentication in their EU Login account as soon as possible.

To do so, users should go to <https://webgate.ec.europa.eu/cas> and log in with the username and password they use for TRACES (EU Login account).

Your staff and operators are invited to watch [this video](#) explaining the set-up of the two-factor authentication and consult the [EU Login Help page](#).

I would appreciate if you could relay this message to whom it may concern.

Yours sincerely,

*[e-signed]*  
Roser Domenech Amado

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Bernard Van Goethem

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c.c.: all EU Delegations

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<sup>1</sup> <https://webgate.ec.europa.eu/tracesnt/>

Embassies of all non-EU countries