



Animal &  
Plant Health  
Agency

# Export Health Certificates (EHC) Online

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

November 2020 (Version 6.0)



© 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/](http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/) or email [PSI@nationalarchives.gsi.gov.uk](mailto:PSI@nationalarchives.gsi.gov.uk)

This publication is available at [www.gov.uk/government/publications](http://www.gov.uk/government/publications)

Any enquiries regarding this publication should be sent to us at

[exports@apha.gov.uk](mailto:exports@apha.gov.uk)

[www.gov.uk/apha](http://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 .....	4
Certifier Registration Hints and Tips .....	4
Before you commence registration.....	4
Creating a Government Gateway account .....	5
Registering your organisation.....	5
Managing Your Account.....	6
Step by Step Guide on how to register for an EHC Online Account .....	6
To set up a Government Gateway Account.....	6
To set up a DEFRA Account .....	7

# 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

### Before you commence registration

**1. Ensure that your details are up to date on Improve International database**

Check 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.

**2. Check 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, so that you can access the EHC Online service. Please contact your Organisation Administrator or if you are unable to identify them please call the APHA Service Desk on 0330 041 6999 for assistance.

**3. Organisation Administrator created accounts for other users**

Organisation administrators can invite other users with their organisation to join EHC Online.

Open your Defra management dashboard by clicking **Manage Account**.

Click **Manage** next to the EHC Online account.

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

**Enter the email address** of the user then click **Continue**.

You will be notified that the invitation has been sent, and informed that the new user's registration will expire in 30 days if not used.

Once the user has registered you will receive another notification to make you aware.

Assign the user an account role as either an Admin or Standard user by selecting **give account access**.

**Please note both steps in this process must be undertaken to grant access to a user within your organisation.**

#### **4. Check you are registering for the Certifier Service**

The APHA Service Desk have received many calls due to incorrect registrations for the wrong service. There are two different services associated to EHC Online, Certify an Export Health Certificate and Apply for an Export Health Certificate. Please ensure you register for the Certify an Export Health Certificate.

<https://www.gov.uk/guidance/certify-an-export-health-certificate>

## **Creating a Government Gateway account**

#### **5. Government Gateway Credentials**

EHC Online is designed for each user to have their own Government Gateway user ID and password. The credentials used to sign in is the responsible person for the certification. Sharing government gateway accounts may mean you are noted as the responsible Certifier. Never share Government Gateway credentials.

#### **6. Government Gateway email address must be accessible to you**

Part of the registration process requires you to validate your email address. To do this you will receive an activation code which will be sent to the email address that you provide. Please ensure this is an email address you have access to. Please remember to check both your spam and junk files if email is not received into your inbox

## **Registering your organisation**

#### **7. All Certifiers to register as a Sole Trader**

Once you have signed in or created a Government Gateway account you will register your organisation by creating a Your Defra account.

Choose a **business or organisation**

Where is your organisation registered to trade, choose **UK**

Is your organisation registered with Companies house, choose **NO**

Is this organisation a sole trader or charity, choose **Sole Trader**

Continue to enter contact details and create a security word.

**There is no impact 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 has been identified can create issues.**

## Managing Your Account

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

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.

### 9. Have only one Government Gateway Account for all 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](http://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](http://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'.**