

EUAA Query Portal

Through the [EUAA Query Portal](#) national authorities can submit questions on all aspects of the Common European Asylum System (CEAS) and receive replies in a short timeframe. The portal increases accessibility, transparency and the exchange of information between EU+ countries.

The user-friendly interface of the EUAA Query Portal allows asylum and reception experts in EU+ countries to:

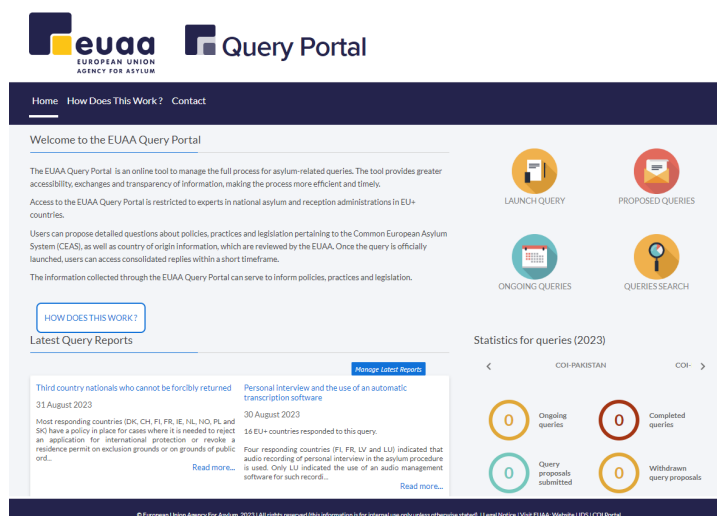
- View all queries disseminated through the EUAA Query System;
- Retrieve existing information collected through EUAA queries using an advanced search engine;
- Propose a query seeking detailed information from EU+ countries through a standardised form;
- Receive replies to a query in real time;
- Submit replies to queries and easily keep track of pending tasks; and
- Export compilations of replies and analytical reports on specific themes.

Access

The EUAA Query Portal is restricted to registered users from national asylum and reception administrations. Request access by sending an email to queries@euaa.europa.eu

Dissemination rules

Unless otherwise specified, information available on the portal and collected through EUAA queries is subject to a closed dissemination policy. The information cannot be shared outside of national asylum and reception authorities.



The screenshot shows the EUAA Query Portal interface. At the top, there are logos for EUAA and the Query Portal. Below the logos, there are navigation links: Home, How Does This Work?, and Contact. The main content area is titled "Welcome to the EUAA Query Portal" and contains several sections:

- Introduction:** A paragraph explaining the portal's purpose and accessibility.
- Access:** A paragraph stating that access is restricted to experts in national asylum and reception administrations in EU+ countries.
- Usage:** A paragraph explaining that users can propose detailed questions on policies, practices, and legislation, which are reviewed by the EUAA.
- Information:** A paragraph stating that the information collected through the portal can serve to inform policies, practices, and legislation.

Below the text, there are four circular icons representing different functions: LAUNCH QUERY, PROPOSED QUERIES, ONGOING QUERIES, and QUERIES SEARCH. To the right, there is a "Statistics for queries (2023)" section with a dropdown menu set to "COI-PAKISTAN". It displays four circular gauges: Ongoing queries (0), Completed queries (0), Query proposals submitted (0), and Withdrawn query proposals (0).

At the bottom, there is a "Latest Query Reports" section with a "Manage latest reports" button. It shows two report entries:

- Third country nationals who cannot be forcibly returned:** 31 August 2023. Most responding countries (DK, CH, FI, FR, IE, NL, NO, PL, and SK) have a policy in place for cases where it is needed to reject an application for international protection or revoke a residence permit on exclusion grounds or on grounds of public order. [Read more...](#)
- Personal interview and the use of an automatic transcription software:** 30 August 2023. 14 EU+ countries responded to this query. Four responding countries (FI, FR, LU and LU) indicated that audio recording of personal interview in the asylum procedure is used. Only LU indicated the use of an audio management software for such records. [Read more...](#)

At the very bottom, there is a small copyright notice: "© European Union Agency for Asylum, 2023. All rights reserved. This information is for internal use only unless otherwise stated. | Legal Notice | Visit EUAA Website | IOS | COI Portal"



Thematic scope

Various types of queries and surveys are managed in the Query Portal and grouped by topic or EUAA networks of experts. The query categories include:

- ✓ Policy
- ✓ Reception
- ✓ Exclusion
- ✓ Asylum processes
- ✓ Dublin system
- ✓ Resettlement and humanitarian admission
- ✓ Early Warning and Preparedness System (EPS)
- ✓ Country guidance
- ✓ Country of origin information (COI)

User roles

EUAA Query Portal users are assigned different roles depending on the functions they perform. The roles include:

Thematic Query Managers: EUAA colleagues who manage thematic queries and surveys within specific EUAA networks and groups of national experts. They review and launch queries proposed by the group and network members. They may also launch EUAA surveys formulated in-house. They analyse the replies to a query and draft summary reports and other analytical outputs.

Proposers and respondents: Focal points in specific EUAA networks within national asylum and reception authorities who can propose queries and provide responses to queries and surveys through the portal.

Audience users: Primarily experts within national asylum and reception authorities who have read-only access to the portal. This role is also assigned to EUAA colleagues who are not directly involved in managing thematic queries. Audience users are able to search closed and ongoing queries and view proposed queries.

Methodology of the EUAA Query System

Asylum and reception experts from EU+ countries can access the EUAA Query Portal to consult the repository of existing query reports and ongoing queries and surveys to consult specific information. If the information is not available, experts may propose a new query, which is reviewed by EUAA prior to being launched. The portal can also be used to launch EUAA surveys formulated in-house for the organisation of a thematic meeting or the preparation of a document.

The standard response time is generally two to four weeks. Country replies are immediately available to users and can be easily extracted individually or in a compilation. The main findings of specific topics are consolidated into summary reports and other analytical products, which may include, if relevant, additional contextual information on countries of origin and data on asylum trends.

Detailed instructions are available in the portal to guide users on its functionalities. For more information, please contact: queries@euaa.europa.eu

