

EASO Query Portal

The EASO Query Portal is a new technical solution managed by EASO to optimise user experience and the management of the EASO Query System. The easy-to-navigate interface provides detailed instructions and video tutorials to guide users on its functionalities.

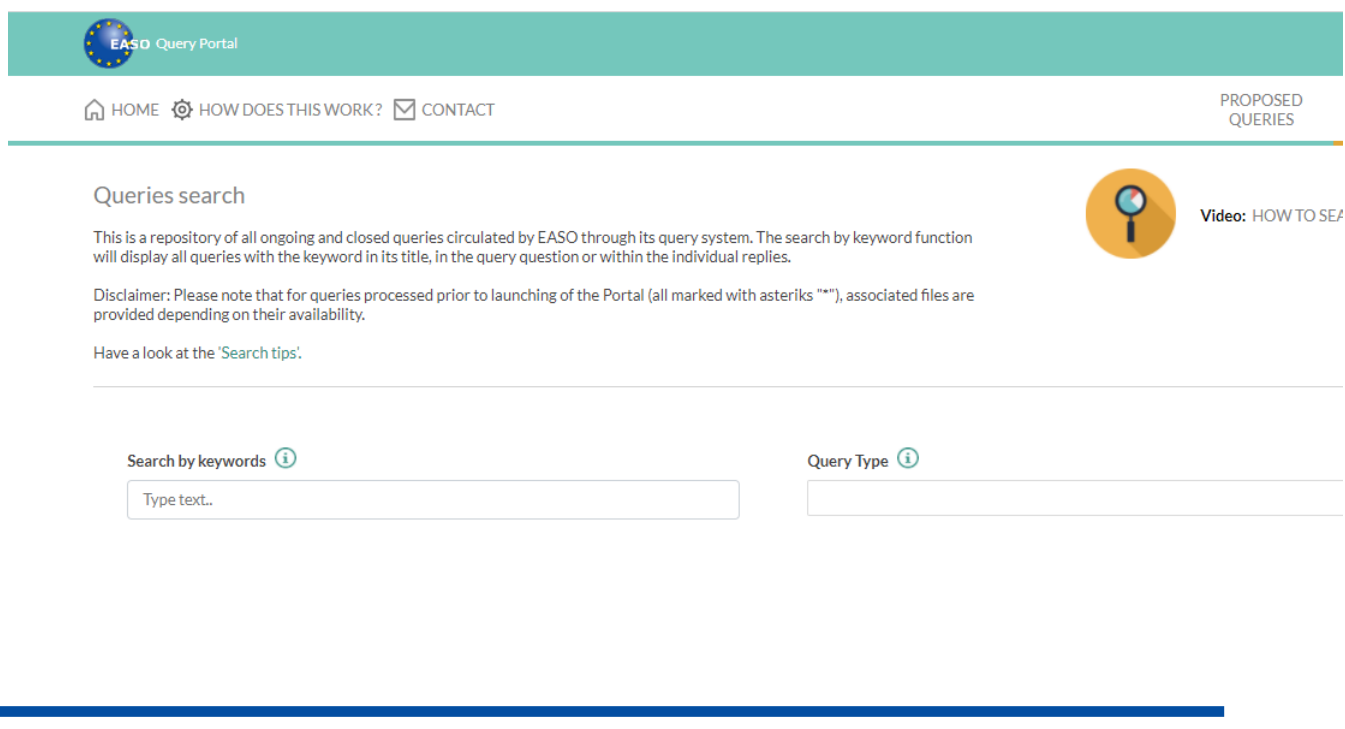
As an information exchange mechanism, the EASO Query System allows EU Member States and Associate Countries to ask questions and receive replies in a short timeframe on legislation, policies and practices related to the Common European Asylum System (CEAS). The process has been automated through the portal to increase the accessibility of information, transparency and timeliness.

Through the user-friendly EASO Query Portal, asylum and reception experts from national administrations can:

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

Access

The EASO Query Portal is restricted to registered users from national asylum and reception administrations.



The screenshot shows the EASO Query Portal interface. At the top, there is a teal header with the EASO logo and the text 'EASO Query Portal'. Below the header, there is a navigation bar with links for 'HOME', 'HOW DOES THIS WORK?', and 'CONTACT'. On the right side of the navigation bar, there is a link for 'PROPOSED QUERIES'. The main content area is titled 'Queries search' and contains a search box with the placeholder text 'Type text..'. To the right of the search box, there is a video icon and the text 'Video: HOW TO SE'. Below the search box, there is a disclaimer: 'Disclaimer: Please note that for queries processed prior to launching of the Portal (all marked with asterisks "**"), associated files are provided depending on their availability.' and a link to 'Search tips'.

Thematic scope

The EASO Query Portal manages different types of thematic queries or surveys which are circulated across various networks and groups of experts, including:

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

User roles

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

Thematic Query Managers: EASO colleagues who manage thematic queries within specific EASO networks and groups of national experts. They review and launch queries proposed by the group and network members. They may also launch EASO 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 EASO networks within national asylum and reception authorities who can propose queries and provide responses to queries 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 EASO colleagues who are not directly involved in managing thematic queries. Audience users are able to search closed and ongoing queries and view proposed queries.

Dissemination rules

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

Methodology of the EASO Query System

Asylum and reception experts from EU+ countries can access the EASO Query Portal to consult the repository of existing query reports and ongoing queries to consult specific information. If the information is not available, experts may propose a new query, which is reviewed by EASO prior to being launched. The portal can also be used to launch EASO 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.

For more information, please contact: queries@easo.europa.eu
