

## 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:

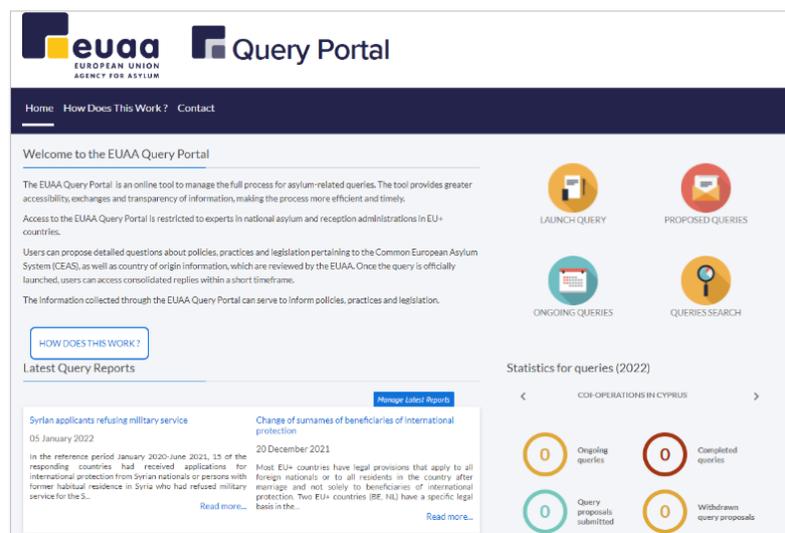
- View all queries disseminated through the EUAA Query System;
- Retrieve existing information collected through EUAA queries using an advanced search engine;
- Propose a query seeking detailed information from EU+ countries through a standardised form;
- Receive replies to a query in real time;
- Submit 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.

### 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 is a navigation bar with the EUAA logo and 'Query Portal' text. Below the navigation bar, there are links for 'Home', 'How Does This Work?', and 'Contact'. The main content area is divided into several sections:

- Welcome to the EUAA Query Portal:** A brief introduction to the portal's purpose and accessibility.
- Access:** A note stating that access is restricted to experts in national asylum and reception administrations in EU+ countries.
- Usage:** A note stating that users can propose detailed questions about policies, practices and legislation pertaining to the Common European Asylum System (CEAS), as well as country of origin information, which are reviewed by the EUAA. Once the query is officially launched, users can access consolidated replies within a short timeframe.
- Information:** A note stating that the information collected through the EUAA Query Portal can serve to inform policies, practices and legislation.
- Navigation:** A button labeled 'HOW DOES THIS WORK?'. Below it, there are four circular icons representing different query stages: 'LAUNCH QUERY', 'PROPOSED QUERIES', 'ONGOING QUERIES', and 'QUERIES SEARCH'.
- Latest Query Reports:** A section with a 'Manage Latest Reports' button. It displays two reports: 'Syrian applicants refusing military service' (dated 05 January 2022) and 'Change of surnames of beneficiaries of international protection' (dated 20 December 2021). Each report includes a brief summary and a 'Read more...' link.
- Statistics for queries (2022):** A section with a 'COI-OPERATIONS IN CYPRUS' header. It displays four circular gauges representing different query metrics: 'Ongoing queries', 'Completed queries', 'Query proposals submitted', and 'Withdrawn query proposals'.



## 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)
- ✓ Third country cooperation
- ✓ 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 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 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 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 and video tutorials are available in the portal to guide users on its functionalities. For more information, please contact: [queries@euaa.europa.eu](mailto:queries@euaa.europa.eu)

