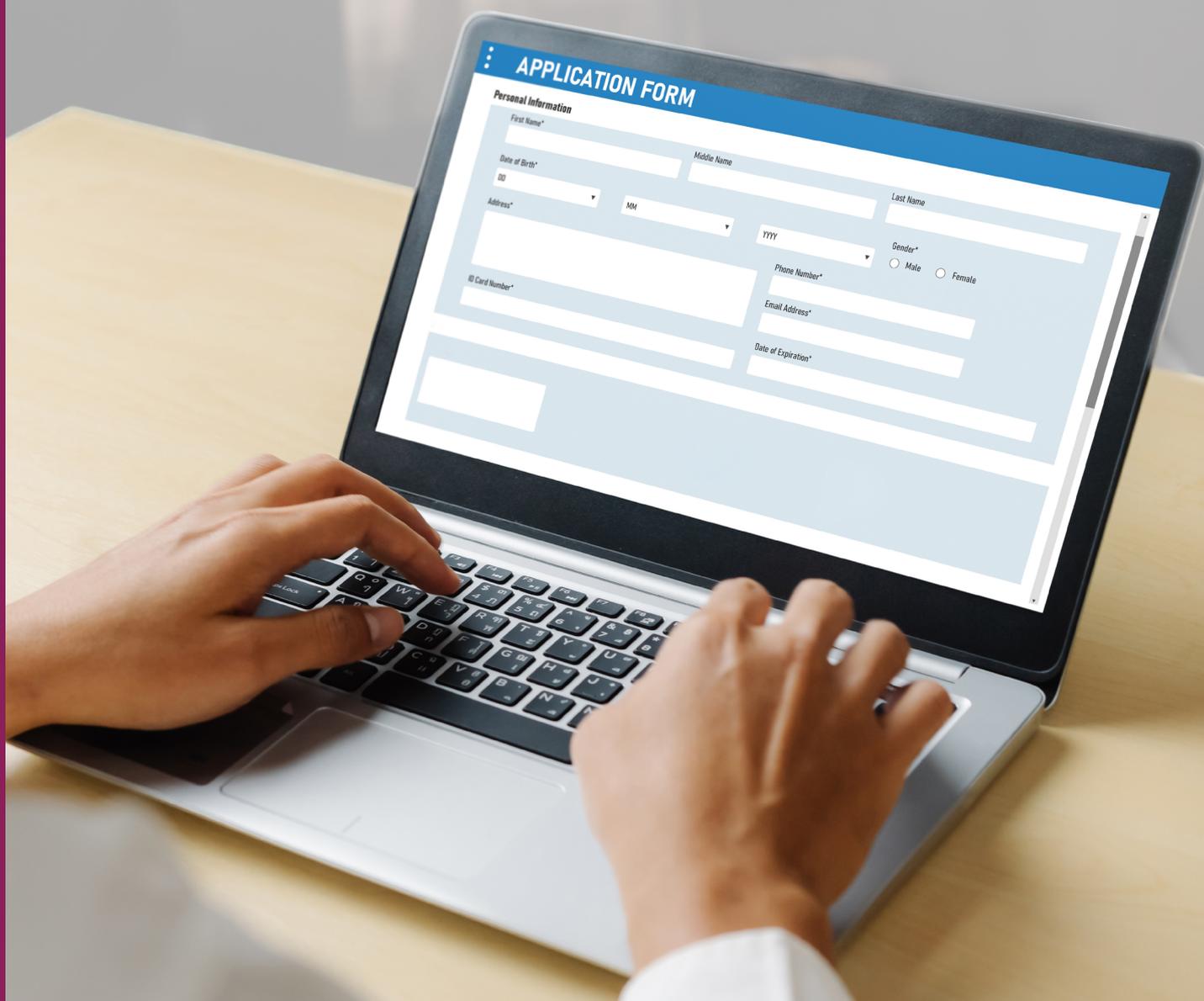


Practical guide on the registration and lodging of applications for international protection



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December 2025

On 19 January 2022, the European Asylum Support Office (EASO) became the European Union Agency for Asylum (EUAA). All references to EASO, EASO products and bodies should be understood as references to the EUAA.



Manuscript completed in November 2025

Second edition

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Luxembourg: Publications Office of the European Union, 2025

Print ISBN 978-92-9418-327-9 doi: 10.2847/2771382 BZ-01-25-070-EN-C

PDF ISBN 978-92-9418-326-2 doi: 10.2847/4974693 BZ-01-25-070-EN-N

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About the guide

Why was this guide created? The mission of the European Union Agency for Asylum (EUAA) is to facilitate and support the activities of EU Member States and the Schengen associated countries ⁽¹⁾ in the implementation of the Common European Asylum System (CEAS). In accordance with its overall aim of promoting the correct and effective implementation of the CEAS and of enabling convergence, the EUAA develops common operational standards and indicators, guidelines and practical tools.

This guide focuses on the registration and lodging stages of the procedure and presents a comprehensive overview of good practices. For the purpose of this practical guide, the registration and the lodging are understood as the stages defined respectively in Articles 27 and 28 of the asylum procedures regulation ⁽²⁾.

How was this guide developed? The first edition of this guidance was published in 2021. It was created by experts from across the EU, with valuable input from the European Commission, the United Nations High Commissioner for Refugees and the European Network on Statelessness ⁽³⁾. The development was facilitated and coordinated by the EUAA (then EASO). Before its finalisation, a consultation on the guide was carried out with all of EU Member States and the Schengen associated countries through the EUAA Asylum Processes Network.

This (second) edition integrates the relevant provisions of the reformed pieces of legislation of the new Pact on Migration and Asylum ⁽⁴⁾. The EUAA practical guides, tools and judicial analyses to which this practical guide refers will be progressively updated between 2025 and 2027. The updates will align these publications with the legislative instruments of the Pact on Migration and Asylum. Once published, the updated publications will also be available online at the EUAA webpages listed directly above. This second edition is applicable only from June 2026. Before this date, and for any applications for international protection lodged before this date, the guide applicable is the EASO, *Practical Guide on Registration – Lodging of applications for international protection*, December 2021, <https://euaa.europa.eu/publications/practical-guide-registration>.

The EUAA would like to extend its thanks to the members of the working group who contributed to the development of the second edition of this guide: Nagima Angermeyer, Genevieve Hennessy, Naida Pilav and Ilona Van Liedekerke.

⁽¹⁾ The 27 EU Member States and Iceland, Liechtenstein, Norway and Switzerland.

⁽²⁾ Regulation (EU) 2024/1348 of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU (OJ L, 2024/1348, 22.5.2024), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401348.

⁽³⁾ Note that the finalised guide does not necessarily reflect the positions of the United Nations High Commissioner for Refugees and the European Network on Statelessness.

⁽⁴⁾ European Commission: Directorate-General for Migration and Home Affairs, 'Pact on Migration and Asylum', European Commission website, 21 May 2024, accessed 23 January 2025, https://home-affairs.ec.europa.eu/policies/migration-and-asylum/pact-migration-and-asylum_en.

Who should use this guide? This guide is primarily intended for staff in national authorities competent for the registration and lodging of applications for international protection, including policy makers. In addition to providing structured guidance, this practical guide could also be used as a quality assessment and coaching tool by supervisors, team leaders and managers.

How does this guide relate to national legislation and practice? This is a soft convergence tool. It is not legally binding and reflects commonly agreed standards as adopted by the EUAA Management Board in December 2025.

How does this guide relate to other EUAA tools? This guide should be used in conjunction with other available practical guides and tools. In particular, the practical tools for first-contact officials ⁽⁵⁾ developed jointly by the EUAA and Frontex and the Practical Guide on Information Provision in the Asylum Procedure ⁽⁶⁾. All EUAA practical tools are publicly available online on the EUAA website: <https://euaa.europa.eu/practical-tools-and-guides>

Disclaimer

This guide was prepared without prejudice to the principle that only the Court of Justice of the European Union can give an authoritative interpretation of EU law.

⁽⁵⁾ EUAA, *Practical Tools for First-Contact Officials: Access to the Asylum Procedure*, 2023, <https://euaa.europa.eu/practical-tools-first-contact-officials-access-asylum-procedure> (update forthcoming).

⁽⁶⁾ EUAA, *Practical Guide on Information Provision in the Asylum Procedure*, December 2024, <https://euaa.europa.eu/publications/practical-guide-information-provision-asylum-procedure>.



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List of abbreviations

Abbreviation	Definition
AMMR	asylum and migration management regulation — Regulation (EU) 2024/1351 of the European Parliament and of the Council of 14 May 2024 on asylum and migration management, amending Regulations (EU) 2021/1147 and (EU) 2021/1060 and repealing Regulation (EU) No 604/2013
APR	asylum procedure regulation — Regulation (EU) 2024/1348 of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU
CEAS	Common European Asylum System
EUAA	European Union Agency for Asylum
EU	European Union
Eurodac Regulation	Regulation (EU) 2024/1358 of the European Parliament and of the Council of 14 May 2024 on the establishment of ‘Eurodac’ for the comparison of biometric data in order to effectively apply Regulations (EU) 2024/1351 and (EU) 2024/1350 of the European Parliament and of the Council and Council Directive 2001/55/EC and to identify illegally staying third-country nationals and stateless persons and on requests for the comparison with Eurodac data by Member States’ law enforcement authorities and Europol for law enforcement purposes, amending Regulations (EU) 2018/1240 and (EU) 2019/818 of the European Parliament and of the Council and repealing Regulation (EU) No 603/2013 of the European Parliament and of the Council
EU+ countries	EU Member States and the Schengen associated countries
Member States	EU Member States
Migration Statistics Regulation	Regulation (EC) 862/2007 of the European Parliament and of the Council of 11 July 2007 on Community statistics on migration and international protection and repealing Council Regulation (EEC) No 311/76 on the compilation of statistics on foreign workers and its amendment Regulation (EU) 2020/851 of the European Parliament and of the Council of 18 June 2020 amending Regulation (EC) No 862/2007 on Community statistics on migration and international protection



Abbreviation	Definition
QR	qualification regulation — Regulation (EU) 2024/1347 of the European Parliament and of the Council of 14 May 2024 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection and for the content of the protection granted, amending Council Directive 2003/109/EC and repealing Directive 2011/95/EU of the European Parliament and of the Council.
RCD 2024	Directive (EU) 2024/1346 of the European Parliament and of the Council of 14 May 2024 laying down standards for the reception of applicants for international protection
Screening Regulation	Regulation (EU) 2024/1356 of the European Parliament and of the Council of 14 May 2024 introducing the screening of third-country nationals at the external borders and amending Regulations (EC) No 767/2008, (EU) 2017/2226, (EU) 2018/1240 and (EU) 2019/817
UNHCR	United Nations High Commissioner for Refugees
VIS	Visa Information System
VIS Regulation	visa information system – Regulation (EC) No 767/2008 of the European Parliament and of the Council of 9 July 2008 concerning the Visa Information System (VIS) and the exchange of data between Member States on short-stay visas



Introduction

Registration and lodging are key phases of the procedure in many regards. First and foremost, registration ensures the protection against *refoulement* for individuals who have expressed the wish to apply for international protection. It also serves to gather essential information on the applicant's identity, documents, biometrics, family members and contact details. Following the registration, the lodging lays down the ground for the examination of the application and ensures that applications are effectively channelled into the correct examination procedure.

Reliable data collection is possible only if applicants receive the support they need. Through the identification of applicants with potential vulnerabilities, registration and lodging ensure that applicants receive the support that they need as soon as possible in order to fully participate in the asylum procedure.

This practical guide covers both the registration and the lodging which, depending on the national context, may take place at the same time. The guide aims to assist officers in their daily work to register applications for international protection and to support officers in charge of the lodging of applications. The scope of the guide does not cover registration and lodging conducted within the asylum border procedures. This topic is covered in the *EUAA Practical Guide on Asylum Border Procedure*.

This guide provides an overview of the legal framework (Chapter [1](#)) as well as the practical set-up (Chapter [2](#)) of registration and lodging procedures. Particular attention is paid to the procedural guarantees of applicants (Chapter [3](#)) and their obligations (Chapter [4](#)).

The core activities of officers involved in the registration and/or lodging of applications is to collect data on the applicant (Chapter [5](#)), identify and refer cases for responsibility determination procedures (Chapter [6](#)) as well as potential vulnerable applicants (Chapter [7](#)).

Upon the lodging, a document certifying the status as an applicant for international protection is provided to applicants (Chapter [8](#)). The presentation of the registration and lodging procedure is complemented with a section on situations that require specific attention: subsequent applications, accompanied children, unaccompanied children and adults requiring assistance (Chapter [9](#)).

Furthermore, the guide looks into the different methods that can be used during the registration/lodging stages to verify the collected data (Chapter [10](#)). The practical guide concludes with information on case file management (Chapter [11](#)) and on how registration and lodging data is used in the examination procedure (Chapter [12](#)).

Finally, the annex provides a user-friendly checklist of registration fields that are regularly requested from an applicant at registration and/or lodging.



1. Overview of the stages of the access to asylum procedure

The APR ⁽⁷⁾ refers to the following stages of access to the asylum procedure: ‘**making**’ ⁽⁸⁾, ‘**registering**’ ⁽⁹⁾ and ‘**lodging**’ ⁽¹⁰⁾ an application for international protection.

These three stages of access to the asylum procedure – making, registering and lodging of an application for international protection – do not necessarily reflect three segregated steps in the process. The APR allows the **integration of the making, registration and lodging phases into one step** ⁽¹¹⁾ as long as the general requirements are met, including the time limits for registration and effective opportunity to lodge an application. Several EU Member States and the Schengen associated countries (EU+ countries) combine the phases into a single procedural step, while others consider them as distinct stages with differing legal effects. If an applicant makes their application for the first time directly to the authorities who are responsible for the registration and lodging, the three steps may even be combined in one.

Figure 1. Stages of the access to the asylum procedure in line with the APR



1.1. Making

The concept of making an application is the act of **expressing the wish to apply** for international protection to a designated authority ⁽¹²⁾. In expressing such a wish, there is no need for the applicant to use specific words such as ‘international protection’, ‘asylum’ or ‘subsidiary protection’. What is important is the expression of fear of persecution or serious harm upon return to their country of origin. In case of doubt, the applicant should be asked

⁽⁷⁾ Regulation (EU) 2024/1348 of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU (OJ L, 2024/1348, 22.5.2024), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401348.

⁽⁸⁾ Article 26 APR.

⁽⁹⁾ Article 27 APR.

⁽¹⁰⁾ Article 28 APR.

⁽¹¹⁾ Article 28(7) APR.

⁽¹²⁾ Article 26(1) APR.





explicitly if they wish to receive international protection. Anyone who has expressed their wish to apply for international protection is considered to be an applicant with all the rights and obligations attached to this status ⁽¹³⁾.

1.1.1. Competent authorities

If the application is made to an authority not competent for registration under national law, that authority must promptly inform the competent authority for the purpose of registering the application, in order for the applicant to benefit from the material reception conditions provided in Article 19 RCD 2024 ⁽¹⁴⁾. Authorities responsible for the reception facilities must also be informed, where relevant, that an application has been made ⁽¹⁵⁾. The applicant must also be informed of which authority is responsible to register their application and where and how to lodge an application ⁽¹⁶⁾. The national authorities that are tasked with receiving applications include at least the police, immigration authorities, border guards and authorities responsible for detention facilities or reception centres ⁽¹⁷⁾.

1.1.2. Rights and obligations triggered by the ‘making’

The applicant benefits from the following guarantees from the moment the application is made.

- The applicant is allowed to **remain in the territory** of the Member State, including at the border or in transit zones, for the duration of the asylum procedure ⁽¹⁸⁾.
- The applicant is provided, as soon as possible and at the latest when the application is registered, with **information** in a language that the applicant understands or is reasonably supposed to understand ⁽¹⁹⁾ (see Section [3.2.1 Information to be provided](#)).
- The applicant should be granted access to an **interpreter** for submitting their case whenever necessary ⁽²⁰⁾.
- The applicant is allowed to communicate with the United Nations High Commissioner for Refugees (**UNHCR**) and/or any other organisation providing **legal advice or other counselling** ⁽²¹⁾.

⁽¹³⁾ Recital 27 APR.

⁽¹⁴⁾ Directive (EU) 2024/1346 of the European Parliament and of the Council of 14 May 2024 laying down standards for the reception of applicants for international protection (OJ L, 2024/1346, 22.5.2024), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401346; CJEU, judgment of 25 June 2020, *Ministerio Fiscal [Spain] v VL*, C-36/20, EU:C:2020:495, <https://curia.europa.eu/juris/document/document.jsf?text=&docid=227722&pageIndex=0&doclang=en>. A summary is available in the EUAA Case Law Database, <https://caselaw.euaa.europa.eu/pages/viewcaselaw.aspx?CaseLawID=1117>; Article 19(1) RCD; Article 27(3) APR.

⁽¹⁵⁾ Article 26(2) APR.

⁽¹⁶⁾ Article 4(4) APR.

⁽¹⁷⁾ Article 4(2) APR.

⁽¹⁸⁾ Article 10 APR; A few exceptions apply for specific types of subsequent applications (Article 56 APR), where the applicant is considered as a danger to public order or national security (Article 10(4)(c) APR), as well as, in the context of extradition, surrender or transfer (Article 10(3) and Article 10(4)(b) APR) and only for as far as the principle of *non-refoulement* is respected.

⁽¹⁹⁾ Article 8(2) APR.

⁽²⁰⁾ Article 8(3) APR.

⁽²¹⁾ Article 8(4) APR.





- As early as possible, the applicant should be assessed for the potential need of **special procedural guarantees and/or special reception needs** ⁽²²⁾ (see Section [7. Identification and referral of potential vulnerable applicants](#)).
- The applicant is provided with **material reception conditions and healthcare** that ensure an adequate standard of living, guarantee subsistence, and protect physical and mental health ⁽²³⁾.
- The abovementioned **standard of living** is also met in the specific situation of applicants with special reception needs and persons in detention ⁽²⁴⁾.
- The applicant is provided, if detention applies, with **legal guarantees**, including specific guarantees for vulnerable persons and applicants with special reception needs ⁽²⁵⁾.
- If detention applies, the applicant is granted effective access to organisations and persons providing **advice and counselling** ⁽²⁶⁾.
- The applicant is provided with the necessary **healthcare**, which must be of adequate quality and include, at a minimum, emergency care and essential treatment of illnesses, including serious mental disorders, and sexual and reproductive healthcare, which is essential in addressing a serious physical condition. Children must be provided with the same type of healthcare as children who are nationals of the EU+ country and any necessary specific treatment that started during childhood must continue to be provided after reaching adulthood. Applicants with special reception needs are provided the necessary medical or other assistance, such as necessary rehabilitation and assistive medical devices, including appropriate mental health care, where needed for medical reasons ⁽²⁷⁾.
- The applicant should be assisted, in cases of unaccompanied children, with **family tracing**, with the assistance of international or other relevant organisations where necessary, as soon as possible after the making of an application, while protecting the best interests of the child ⁽²⁸⁾.
- The principle of **family unity** is respected, where housing is provided, and with the applicant's consent ⁽²⁹⁾.

In addition to guarantees, from the moment the application is made, the applicant also has the **obligation to cooperate** with the authorities ⁽³⁰⁾.

⁽²²⁾ Articles 20(1) and (2) APR and Article 25(1) RCD 2024.

⁽²³⁾ Article 19 RCD 2024; 'Material reception conditions' is defined in Article 2(7) RCD 2024 to mean 'the reception conditions that include housing, food and personal hygiene products provided in kind, as financial allowances, in vouchers, or as a combination of the three, as well as a daily expenses allowance'.

⁽²⁴⁾ Articles 19 and 24 RCD 2024.

⁽²⁵⁾ Articles 10, 11, 12 and 13 RCD 2024.

⁽²⁶⁾ Article 30(3) APR.

⁽²⁷⁾ Article 22 RCD 2024.

⁽²⁸⁾ Article 27(10) RCD 2024.

⁽²⁹⁾ Article 14 RCD 2024.

⁽³⁰⁾ Article 9(2) APR.





Related EUAA tool

EUAA and Frontex, *Practical Tools for First-Contact Officials: Access to the Asylum Procedure*, 2023, <https://euaa.europa.eu/practical-tools-first-contact-officials-access-asylum-procedure>, (update forthcoming).

1.2. Registration

Once an applicant has made an application for international protection, the **competent authorities must register it**. EU+ countries are to designate which authorities are competent to register applications for international protection under national law ⁽³¹⁾.

The objective of this phase is to make an official record so that the applicant can be identified, effectively benefit from their rights and comply with their obligations ⁽³²⁾ (see Chapters [3. Procedural guarantees for applicants during the registration and lodging](#) and [4. Obligations](#)). Therefore, the registration should be completed as soon as possible within the time limits laid down in Article 27 APR. The competent authority must register specific information at this stage regarding the personal details of the applicant, any identity and travel documents of the applicant, details of the registration of the application and the applicant's contact details ⁽³³⁾ (see Section [5.2.1 At registration](#)).

The registration of the application for international protection triggers the start of the timeframes for the process of **determining the EU+ country responsible** for examining the application according to the AMMR ⁽³⁴⁾. When the applicant is required to lodge the application after the registration stage, the applicant should be informed about how, where and by when to lodge the application as well as the consequences of not lodging it. If the application is lodged through a specific form to be filled in by the applicant, the form is handed out upon registration or as soon as possible thereafter, with explanations on how to transmit it to the competent authority.

Access to **legal counselling, assistance and representation** is crucial for the asylum procedure as it enhances efficiency and the quality of decision making ⁽³⁵⁾. Applicants must be informed as soon as possible and at the latest when registering the application that they have the right to request free legal counselling in the administrative procedure or free legal assistance and representation in the appeal procedure ⁽³⁶⁾.

⁽³¹⁾ Article 4(3) APR.

⁽³²⁾ Article 9 APR.

⁽³³⁾ Article 27(1) APR.

⁽³⁴⁾ Article 38(1) of Regulation (EU) 2024/1351 of the European Parliament and of the Council of 14 May 2024 on asylum and migration management, amending Regulations (EU) 2021/1147 and (EU) 2021/1060 and repealing Regulation (EU) No 604/2013 (OJ L, 2024/1351, 22.5.2024), <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32024R1351&qid=1718369254909>.

⁽³⁵⁾ Recital 16 APR.

⁽³⁶⁾ Article 15(2) APR.

**Related EUAA publication**

For comprehensive guidance on legal counselling, see EUAA, *Practical Guide on Free Legal Counselling – Organisation of the provision of free legal counselling*, October 2025, <https://euaa.europa.eu/publications/practical-guide-free-legal-counselling>.

1.2.1. Time limits

The competent authorities must register an application within **5 days** from when it is made ⁽³⁷⁾.

If an application is made to an authority that is not competent to register it, the receiving authority must inform the authority competent to register the application within **3 working days**. The competent authority must then register the application within **5 days** from the moment they received the information ⁽³⁸⁾.

If there is a disproportionate number of persons making an application in the same time period, which makes the abovementioned deadlines for registering the application unfeasible, the application must be registered within **15 days** from when it was made. ⁽³⁹⁾

For applicants who are subject to screening on the ground of an unauthorized border crossing or disembarkation ⁽⁴⁰⁾, the application must be registered only after the screening has ended ⁽⁴¹⁾.

Summary of the applicable timelines:**Scenario 1: the application is made to an authority competent to register it.**

- deadline: the competent authorities have **5 days** to register the application

Scenario 2: the application is made to an authority that is not competent to register it.

- 1st deadline: That authority has **3 working days** to inform the authorities that are competent to register the application.
- 2nd deadline: The competent authority then has **5 days**, from when it received the information, to register the application

Scenario 3: Simultaneous disproportionate number of applications rendering it very difficult to respect previous time limits

- The application must be registered within **15 days**.

⁽³⁷⁾ Article 27(1) APR.

⁽³⁸⁾ Article 27(3) APR.

⁽³⁹⁾ Article 27(5) APR.

⁽⁴⁰⁾ Article 5(1) Screening Regulation.

⁽⁴¹⁾ Article 27(7) APR.



1.2.2. Competent authority

The registration of applications for international protection must be made by a designated competent authority. This can be the determining authority or other relevant authorities ⁽⁴²⁾. Every EU+ country must notify the European Commission about the authority designated, the tasks assigned to it and any changes in the designation of these authorities ⁽⁴³⁾.

The competent national authority may be supported, upon request, by competent authorities of other EU+ countries or by experts deployed by the EUAA ⁽⁴⁴⁾.

1.3. Lodging

Following the registration, the **applicant must lodge their application**. If a person refrains from lodging their application without good cause, despite having had an effective opportunity to do so, the determining authority must declare the application implicitly withdrawn ⁽⁴⁵⁾. Good cause may refer here to events independent of the applicant's will such as a hospitalisation.

The lodging completes the access to asylum procedure stage. The examination procedure of the application starts from this moment.

The applicant must submit **all the elements and documents at their disposal** ⁽⁴⁶⁾ for substantiating their application as soon as possible ⁽⁴⁷⁾. If the making, registration and lodging take place at the same time, the applicant must be allowed to submit these elements during the personal interview ⁽⁴⁸⁾. For more information on the elements and documents the applicant needs to submit during lodging, see Section [5.2.2 At lodging](#).

1.3.1. Time limits

The **applicant must lodge their application** no later than **21 days** from the registration of their application ⁽⁴⁹⁾. The authorities, for their part, are obliged to ensure that a person who made an application for international protection has an effective opportunity to lodge it as soon as possible ⁽⁵⁰⁾.

⁽⁴²⁾ Article 4(3) APR.

⁽⁴³⁾ Article 4(5) APR.

⁽⁴⁴⁾ Article 5 APR.

⁽⁴⁵⁾ Article 28(1) and 41(1)(a) APR.

⁽⁴⁶⁾ As referred to in Article 4(2) of the Regulation (EU) 2024/1347 of the European Parliament and of the Council of 14 May 2024 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection and for the content of the protection granted, amending Council Directive 2003/109/EC and repealing Directive 2011/95/EU of the European Parliament and of the Council (OJ L, 2024/1347, 22.5.2024), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401347 (the QR).

⁽⁴⁷⁾ Article 28(6) APR.

⁽⁴⁸⁾ Article 28(7) APR.

⁽⁴⁹⁾ Article 28(1) APR.

⁽⁵⁰⁾ Article 28(1) APR.





In the case of a transfer ⁽⁵¹⁾, the application must be lodged within 21 days from the moment the applicant identified themselves to the competent authorities of the EU+ country responsible ⁽⁵²⁾.

In the event of a disproportionate number of applications within the same period, making it unfeasible to meet the deadline of 21 days after registration, the lodging must take place no later than 2 months after registration ⁽⁵³⁾.

1.3.2. Competent authority

The application must be lodged with the national competent authority. If this is not the determining authority, the competent authority must promptly inform the determining authority that an application has been lodged ⁽⁵⁴⁾.

1.3.3. Modalities

Lodging should, in principle, take place **in person** at a designated date, place and, if communicated, time. However, if provided in national law, it can be considered that the application was lodged in person, if the competent authority verifies the physical presence of the applicant in the territory of the Member State either at the time of registration or at the time of the lodging ⁽⁵⁵⁾.

If the application is lodged in person at a designated place after the registration, it is recommended to put a system in place to manage appointments, which allows the administration at the time of registration to inform the applicant in writing about the exact place and time the application can be lodged. To ensure that the lodging effectively takes place 'as soon as possible', it is also recommended to put a monitoring system in place to track the time-lapse between the registration of the application and its lodging.

If this is provided for in national law, lodging an application through filling in a **form** is also possible, including where the applicant cannot be present in person due to enduring serious circumstances beyond their control, such as imprisonment or long-term hospitalisation. If the application is lodged through a form to be filled in, the form is made available to the applicant upon registration or as soon as possible thereafter. The form is handed to the applicant, or if an electronic form, the applicant is informed on how to access it. The applicant also receives explanations on how to transmit it to the competent authority and on the 21-day time limit for it. When the application is submitted within this time limit and the competent authority considers the relevant conditions have been met, the application is considered to have been lodged and the time limit for examination starts to run from the date the form is received by the competent authority ⁽⁵⁶⁾.

⁽⁵¹⁾ In accordance with Article 46 AMMR.

⁽⁵²⁾ Article 28(2) APR.

⁽⁵³⁾ Article 28(5) APR.

⁽⁵⁴⁾ Article 28(1) APR.

⁽⁵⁵⁾ Article 28(3) APR.

⁽⁵⁶⁾ Article 28(4) APR.





Key points to remember

- Access to asylum procedures consists of three stages: ‘making’, ‘registering’ and ‘lodging’ of the application for international protection.
- The ‘making’ of an application triggers the rights and obligations of an applicant for international protection, including the right to remain in the country.
- The ‘registration’ makes an official record of the applicant’s intent to seek international protection, thus noting down that the applicant is an applicant for international protection.
- The ‘lodging’ of the application completes the stage of access to asylum procedure and from this moment the examination procedure starts.
- Depending on national set-up, the three stages can take place separately, but they do not necessarily represent separate process steps, as they can be integrated into one or two steps.



2. Registration and lodging organisational set-up

2.1. Facilities and premises

The facilities established for registration and lodging play an important role in the efficiency of the procedure for both the applicants and the staff. Depending on the number of new arrivals, EU+ countries may decide to set up multiple offices within their territory or even mobile units to address immediate needs.

When choosing a site for registration and/or lodging purposes, the competent authorities should consider the specific registration and lodging needs and the number of people simultaneously using the facilities. To identify the best available site for this purpose, states should take into account, among other elements, the accessibility for persons with disabilities, the size of the premises to accommodate a large number of persons, a sufficient number of seats in the waiting area, adequate ventilation or climate control system, easy access to separate sanitation facilities for women and men and separate child-friendly play areas.

The facility needs to be easily accessible by public transportation, while it can be located in the same building as other related national administration offices. EU+ countries have recently started to integrate the initial reception and the registration and/or lodging functions in arrival centres.

The site design needs to allow for a smooth registration/lodging process in terms of security, including clear signs on the areas restricted to staff and an effective queue management system. It also needs to allow confidential discussions to be conducted in private.

2.2. Security

Registration/lodging staff should be familiar with the security procedures that apply within the office. The staff should also be aware of the potential security risks that may concern themselves and others. Such security risks may include, for example, acts or threats of violence, self-harm, health hazards or fire outbreaks. The registration/lodging facility should have first aid equipment and at least one staff member with first aid skills.

Security and safety have a direct impact on the quality of the registration/lodging procedures. Inadequate or inappropriate security procedures may render applicants reluctant to approach the registration offices. Moreover, inadequate security procedures may impede registration activities.

Security is ensured not only through security procedures but also by quality registration procedures. Fair and transparent procedures foster trust and mitigate tension. Information provision, which includes responding to the applicant's concerns, plays a key role in the security strategy, as it prevents misunderstandings and addresses issues or frustration in a timely manner.





Good practices

The security measures listed below as good practices are not exhaustive, moreover they intend to prevent or address security issues directly related to the registration/lodging activities, not the common hazards.

Training of staff

Staff involved in registration/lodging procedures receive training on how to apply security measures and how to react appropriately in case of incidents.

The training includes communication techniques to prevent, address and de-escalate security incidents.

Basic security measures

Entrance

- The registration/lodging office has two distinct entrances, an entrance for staff only and an entrance for applicants.
- Measures for crowd control and the orderly entry of individuals are in place at the entrance for applicants.

Inside the office

- There are measures regulating the movement of applicants in the registration/lodging office are in place, clearly distinguishing:
 - areas to which applicants have access;
 - areas where escort is required;
 - areas to which applicants do not have access.
- The waiting area is separated from the registration/lodging space.
- The movement of applicants within the registration/lodging office is organised by establishing direct routes from the entrance to the reception desk, the waiting area, the registration/lodging room and the exit.
- The setup of the reception area and the registration/lodging room should allow the staff to be able to exit easily at all times. For example, in registration/lodging rooms the staff sit with the exit door behind them.

Responding to security incidents

- Measures are in place allowing registration/lodging staff to alert security staff in the event of an incident (e.g. alert buttons in registration/lodging rooms).
- Procedures are in place for applicants and staff to report security incidents to the responsible officer.
- Procedures for the monitoring, analysis and further improvement of the security set-up are in place.

Exit

- Once the applicant has completed the formality for which they came to the office, the responsible officer should ensure that the applicant exits the office.
- The exit for the applicants is distinct from the entrance.



Key points to remember

- Registration/lodging facilities and premises need to be designed to accommodate the specific needs of the registration procedure, such as the number of new arrivals, accessibility for persons with disabilities, gender-sensitive and child-friendly arrangements and accessibility by public transportation.
- Safety and security considerations directly affect the quality of the registration/lodging process. Potential challenges can be mitigated through awareness of potential security risks and standard operating procedures as well as through fair and transparent registration/lodging procedure.



3. Procedural guarantees for applicants during the registration and lodging

3.1. Confidentiality

The right to confidentiality needs to be guaranteed for applicants for international protection (Article 7 APR). Confidentiality is a principle that applies to all stages of the asylum procedure. Applicants cannot be expected to disclose details about their fear of persecution or serious harm if confidentiality cannot be ensured. The principle of confidentiality also applies to the information obtained during the registration and lodging stages.

The registration and lodging facilities and procedures should permit applicants to provide documents and personal information under conditions that do not undermine the right to privacy and confidentiality.

Authorities involved in the registration and the lodging must ensure that no information is disclosed to the alleged actors of persecution or serious harm (Article 7(2) APR). Registration authorities should not obtain any information from the alleged actors of persecution or serious harm in a manner that would jeopardise the physical integrity of the applicant or that of their dependants, or the liberty and security of their relatives still living in the country of origin.

If interpretation services are needed during the registration and/or the lodging, the interpreter should also be bound by the principle of confidentiality.

Applicants should be informed of their right to confidentiality in the asylum procedure during the registration and the lodging.



Good practice

The following practical measure can be appropriate to preserve confidentiality during the registration and/or lodging.

- Avoid calling the applicant by name in the presence of other persons or posting names in waiting areas. Alternative methods can be used when communicating with or about applicants in reception/waiting areas, such as assigning ad hoc numbers and coloured tokens.

Specific issue: requests by a family member for information about an applicant

A request made by a family member for information about an applicant should be handled with utmost caution.

Such situations may arise in different ways during the registration and/or the lodging. For example, someone may ask the registration and/or lodging authority to confirm whether one



of their family members has registered and/or lodged an application. Someone may also ask the authority to be put in contact with their family member, who they know has applied for international protection.

In accordance with the principle of confidentiality, no information should be disclosed to anyone, unless the family member in question has given their consent in writing. This includes information on whether the family member has indeed applied for international protection or not.

It is good practice to ask the requesting person for their details and alleged relationship to the family member. If it turns out the family member has indeed lodged an application, they are asked whether they agree to be put in contact with the requesting person. The requesting person should be contacted only if the family member has given their consent.

3.2. Information provision

The right to information is one of the core guarantees provided by the APR.

It is essential that the applicant is provided with information to ensure a fair and effective asylum procedure. The applicant should know their rights and obligations and understand the different stages of the procedure to present their claim as completely as possible and to comply with their obligations. This is in the interests of both the applicant and of the national administration.

Informing the applicant is all the more important given that prior to approaching the registration office, they often have little knowledge of the asylum procedure. This could mean that they receive false or conflicting information from third parties.

Article 8(2) APR lays down a list of mandatory information topics to be provided to the applicant. Moreover, this article further stipulates that the information must be provided by means of 'information leaflets' developed by the EUAA. A generic information leaflet was developed, as well as specific information leaflets tailored to certain profiles of applicants:

- a **generic information leaflet**; to be given to all applicants, unless they fall within one of the following categories:
 - the applicant is a child;
 - the applicant submits a subsequent application;
 - the applicant is an adult with cognitive impairment;
- information material for **unaccompanied children**;
- an information leaflet for applicants submitting a **subsequent application**;
- information material for **children aged between 13 and 17 years**;
- information material for **children aged 12 and under** and for **applicants with cognitive impairments**;
- information material on the AMMR.



3.2.1. Information to be provided to the applicant

In accordance with Article 8(2) APR, the applicants must be informed, at least, of the following:

- the right to lodge an individual application;
- the time limits and stages of the procedure to be followed;
- the rights and obligations during the procedure, including those laid down in the AMMR;
- the possible consequences of not complying with obligations and not cooperating with the authorities, particularly regarding the explicit or implicit withdrawal of an application;
- the right to free legal counselling for the lodging of the individual application and to legal assistance and representation at all stages of the procedure;
- how they can fulfil the obligation to submit the elements as referred to in Article 4 QR;

At the end of the examination phase, the applicant must be informed of the decision of the determining authority.

Further detail on the content of each information can be found in the ‘information leaflets’, as well as in the EUAA, *Practical Guide on Information Provision in the Asylum Procedure*, December 2024, <https://euaa.europa.eu/publications/practical-guide-information-provision-asylum-procedure>.

3.2.2. How should information be provided?

Mandatory information leaflet

The APR stipulates that the required information should be provided to applicants by means of the leaflet developed by the EUAA.

Moreover, specific leaflets were also developed for children, unaccompanied children and applicants who live with cognitive impairments.

These information leaflets were developed by the EUAA and are customised by the Member States with national-specific information.

Information should be provided to children in a child-friendly manner and with the involvement of the representative or the person designated to safeguard their best interests and general well-being (in accordance with Article 23(2)(a) APR).

The leaflets should be provided either physically or electronically, and, if necessary, orally.

The information needs to be provided in a language that the applicant understands or is reasonably supposed to understand, which can be another language other than their mother tongue.



It is good practice to complement the leaflet with oral explanations. This is particularly important given the various degrees of literacy of applicants and allows you to adapt the information to the particular circumstances of the applicant.

It is important to ensure that the applicant has understood all information they have been provided. If in doubt as to whether the applicant understood, it is good practice to make the applicant repeat, or summarise, in their own words, the information that was perhaps not understood.

Dissemination of information

In addition to providing information via the mandatory leaflet, general information can be made available in places where it can be easily accessed by applicants and other stakeholders. Information about the registration and lodging should always be available, taking into account the principal languages and varying degrees of literacy and education of applicants.

Dissemination methods may include different mediums such as posters with illustrations, information leaflets, videos, mobile applications and dedicated websites. Websites and mobile apps can make the information more accessible to applicants, as they can access it directly on their phones. The added advantage for the administration is that the information can be directly updated in digital media format.

3.2.3. When should information be provided to applicants?

The APR stipulates that EU+ countries should deliver information to applicants in time to enable them to exercise the rights and to comply with the obligations under the APR and **at the latest when the application is registered** ⁽⁵⁷⁾.

3.2.4. Who provides the information?

The responsibility to provide information lies on the determining authority or, where applicable, other competent authorities or organisations specifically tasked by EU+ countries for that purpose ⁽⁵⁸⁾.

‘Other competent authorities’ may include reception authorities or social welfare services.

The ‘organisations specifically tasked by EU+ countries may consist of civil society organisations. In some countries, civil society organisations have a formal partnership with the authorities to provide information. In this context, coordination is needed to ensure the information that is provided to the applicant is consistent and up-to-date.

⁽⁵⁷⁾ Article 8(2) APR.

⁽⁵⁸⁾ Article 8(2) APR.



3.2.5. Confirmation of receipt of information by the applicant

The applicant must be given the opportunity to confirm that they received the information. Such confirmation must be documented in the applicant's file. If the applicant refuses to confirm that they received the information, a note of this is to be entered in the file.

3.2.6. Responding to questions from the applicant

Following the provision of information, applicants should be allowed to ask questions about registration, lodging and more generally about international protection and the asylum procedure.

This is particularly important as it allows the applicant to clarify any doubts they may have, as well as providing the opportunity to dispel any rumours or false information the applicant may have heard or received. When providing answers, it is important to provide only information about which you are certain and refer the applicant to other colleagues and/or authorities for questions that you are unsure about.

3.3. Provision of the services of an interpreter

Interpreting services should be provided during the registering and lodging of an application, if appropriate communication cannot be otherwise ensured. Interpretation is free of charge for the applicant, as it should be paid from public funds. Interpreting services should also be provided for applicants who are in a detention facility, in prison or at a border crossing point, including transit zones at the external borders.



Related EUAA publication

For further guidance on interpretation in asylum procedure, see EUAA–Intergovernmental Consultations on Migration, Asylum and Refugees, *Practical Guide on Interpretation in the Asylum Procedure*, February 2024, <https://euaa.europa.eu/interpretation-asylum-procedure>.

At the registration stage, the planning of the provision of interpretation services can be a challenge. Indeed, registration is an early stage of the asylum procedure and the language(s) spoken by the applicant may not yet be known. Possible ways to address this issue include:

- always having interpreters available for the most encountered languages, either in person or via remote interpretation; and/or
- using a translation software, as registration sessions are not extensive and are instead mainly intended to collect basic information from the applicant.



3.4. Legal counselling and/or assistance and representation

Applicants have the right to free legal counselling for the lodging of their application ⁽⁵⁹⁾. In addition, depending on the national context, they may have the right to free legal assistance and representation during the registration and lodging ⁽⁶⁰⁾.



Related EUAA publication

For further guidance on legal counselling, see EUAA, *Practical Guide on Free Legal Counselling – Organisation of the provision of free legal counselling*, October 2025, <https://euaa.europa.eu/publications/practical-guide-free-legal-counselling>.

3.5. Opportunity to communicate with UNHCR

As soon as possible after the making and before the deadline for lodging an application, applicants must be provided the opportunity to communicate with the UNHCR, or its implementing partners, or with any other organisation providing legal advice or other counselling to applicants, in accordance with national law.

UNHCR must have access to applicants, including those in reception centres, in detention, at the border and in transit zones ⁽⁶¹⁾.



Key points to remember

- The APR guarantees applicants a right of confidentiality throughout the asylum procedure.
- Moreover, the applicant enjoys a number of other procedural guarantees during the access to procedure, namely the right to information, the right to the services of an interpreter, the possibility to communicate with UNHCR and the right to access legal counselling and/or assistance and representation.
- The right to information is one of the core guarantees provided to applicants for international protection, which is essential to ensure fair and effective asylum procedure:
 - information should be delivered to the applicant in time to enable them to exercise their rights and to comply with their obligations;
 - the information should be given to applicants by means of the leaflets developed by the EUAA and customised at national level;

⁽⁵⁹⁾ Article 16 APR.

⁽⁶⁰⁾ Article 15(3) APR.

⁽⁶¹⁾ Article 6(1)(a) APR.





- at a minimum, information is provided on what is meant by international protection, the procedure to follow at registration and during the examination procedure, the applicant's rights and obligations and the timeframe for the examination procedure;
- information is to be tailored to the age and/or level of understanding of the applicant, taking into consideration the applicant's individual circumstances;
- information is to be made accessible to applicants by disseminating information via different channels, format and languages.





4. Obligations

The applicant is required to follow the laws of the Member State in which they are present.

The applicant should also remain in the area required by the authorities and to report to the authorities when requested to do so.

It is the applicant's obligation to fully cooperate with the authorities. It is in their best interests to communicate with them and meet their requests. When requested, applicants should provide or agree to the following.

- Provide their personal details.
- Provide their ID documents, and if they do not have them, explain why.
- Provide documents in their possession relevant to the examination of their application
- Agree to have their fingerprints taken and to be photographed.
- Lodge their application at a designated date and place and remain available during the procedure.
- Agree to be searched along with their items, if the authorities so request. A search will only occur when necessary and justified. The authorities will give the reasons for the search.

The applicant is expected to remain available to the authorities and to keep their appointments. They must appear before the authorities in person whenever requested. They are required to attend all appointments whenever notified by the authorities. They must appear at the place and on the day indicated. If the applicant cannot attend an appointment for a serious reason, they should immediately inform the authorities.

The applicant should provide correct contact details. Indeed, the authorities must be able to reach the applicant at their place of residence or address, by telephone or email. It is important that the authorities have the applicant's current address and contact information, so that they can be contacted whenever needed. If the address, email or telephone number have changed, the applicant should inform the authorities as soon as possible.

Finally, the applicant should submit all information and documents that support their application. If they have identity documents, they are obliged to present them as soon as possible. They are also obliged to submit any other information and documents that may help the authorities to determine the country responsible for the examination of the application. These documents can be, for example, a passport, a wedding certificate, family book, military ID card, evidence of employment, card of membership in a political party, certificates, court and police reports, photographs, medical or psychological documentation.

The applicant does not need to submit documents that only contain general information about their country of origin.



The applicant should submit all information and documents as soon as possible, when lodging their application. If they do not have the documents immediately available, they must submit them as soon as they become available.

It is mandatory that, where possible, the applicant presents original documents. Applicants must not destroy or dispose of any identity documents. They must not withhold any relevant information or documents and never submit false information or documents with an intention to mislead the authorities.



Key points to remember

- The applicant is required to follow the laws of the Member State in which they are present.
- The applicant should remain in the area required by the authorities and to report to the authorities when requested to do so.
- The applicant has the obligation to fully cooperate with the authorities. This includes providing or agreeing to the following:
 - provide their personal details;
 - provide their ID documents as well as any documents in their possession relevant to the examination of their application;
 - agree to have their fingerprints taken and to be photographed;
 - lodge their application at a designated date and place and remain available during the procedure;
 - agree to be searched along with their items, if the authorities so request;
 - remain available to the authorities and to keep their appointments;
 - provide correct contact details in order for the authorities to be able to reach them at their place of residence or address, by telephone or email;
 - submit all information and documents that support their application.



5. Information collection

The APR provides the list of information that should be collected during the registration ⁽⁶²⁾ and the information to be collected during the lodging ⁽⁶³⁾.

5.1. Aim and scope of information collection

The data collected at registration and lodging serves different purposes. Depending on the national set-up, the collected data can be used for the following reasons.

- Help determine or verify the applicant's identity and nationality by recording personal information, biometric data and information related to identity documents.
- Help the asylum authority to prepare for the personal interview. For the asylum authority to be as prepared as possible for the personal interview, it is paramount to have gathered beforehand (i.e. during the registration and lodging), reliable personal data and a solid overview of the applicant's profile, background and family links as well as, for lodging, the grounds for requesting international protection. This will also allow the case to be allocated to the most appropriate case officer, as some may be specifically trained in or specialised to examine specific types of applications.
- Inform the asylum authority about the type of asylum claim, which allows the application to be channelled to the appropriate procedure at the beginning of asylum process. This could be channelling it to the regular, prioritised, accelerated or admissibility procedures.
- Identify potential cases for responsibility determination procedure in a timely manner, which enables their quick referral to the competent unit.
- Identify vulnerable applicants to refer them to specialised units and/or organisations as needed.

The registration and lodging are intended to **gather and record precise and reliable data**.

The officers responsible for the registration and/or lodging have the duty to assist the applicant in clarifying any discrepancies or unclear statements. This means being proactive to help the applicant provide clear, complete and accurate data. However, the registration and lodging are **not intended to assess the credibility** of the data provided by the applicant. The credibility assessment is conducted at a later stage by the competent authority or unit, generally at the examination stage.

However, if there is evidence (e.g. ID documents) that contradicts the information provided by the applicant, it is good practice that the officer presents the contradiction to the applicant and notes down the explanations. Such evidence contradicting the information provided by the applicant may come from the consultation of European databases (e.g. VIS or Eurodac).

⁽⁶²⁾ Article 27(1) APR.

⁽⁶³⁾ Article 28(6) APR.





Moreover, some national authorities have set up specialised units to verify the credibility or reliability of specific data, such as age assessment or the verification of identity documents.

Even when the data provided by the applicant seems very unlikely, it should nevertheless be recorded as it is presented. Such observation(s) can be flagged in a factual and objective manner and/or the concern can be referred to the competent unit or authority. For example, an adult applicant claims to be the national of a certain country and to have always lived there before travelling to the EU. However, the applicant seems not to have any knowledge of that country. In this case, the officer should first verify if there are any misunderstandings or uncertainties with the applicant. If the applicant insists that they are a national of that country, the officer should record the nationality claimed by the applicant. However, depending on the national context, the officer may also flag this doubt. When flagging any doubts in writing, observations should be recorded in a neutral and objective manner.

The same practices may apply if an applicant presents documents that appear fraudulent. The officer should register these documents and may ask questions about them, for example, when and how the applicant obtained the documents. The officer may also flag their observations on the document and potentially refer the documents to the authority or unit responsible for examining the authenticity of documents. Similarly, if it appears that the applicant provided contradictory information to information obtained, for example, from European databases, the officer should record the information as claimed by the applicant and may ask questions to clarify the contradictions and flag their observations.

Accuracy and efficiency are pivotal in the registration procedure. The collected data needs to be correct and reliable, so that the case officer conducting the personal interview can build further on the basic personal data gathered at the registration and lodging stages and does not need to repeat the questions. Correct and reliable data is also important to channel the application from the start to the correct examination process (e.g. responsibility determination procedure, accelerated and prioritised procedures, referral for vulnerability, etc.).

Accuracy involves taking the time to verify the correct spelling of names, writing down what the applicant says, noting down dates in the calendar used by the applicant next to the date transposed into the Gregorian (Western) calendar and verifying the completeness of the information and the correct understanding of the applicant's statements.

The registration and lodging can be conducted efficiently by informing the applicant about what is expected from them and what is not and by a well-structured data collection process.

5.2. Information to be collected

The extent of information gathered at the registration and/or lodging may vary greatly from one EU+ country to another. Collecting more data at registration and lodging can facilitate channelling later the case to the correct procedure, such as regular, border or accelerated examination procedure; or where relevant in the correct examination track, such as a track for the admissibility examination.





5.2.1. At registration

Article 27(1) APR lists the information that should be collected and recorded during the registration ⁽⁶⁴⁾.

For applicants who have undergone the screening process (within the meaning of the Screening Regulation ⁽⁶⁵⁾), this information (or some of it) may have already been collected during the screening ⁽⁶⁶⁾ and the registration information can thus be collected from the screening form. If the applicant, however, provides information that is different to what is included in the screening form, this should also be registered.

Moreover, if the registration is conducted by the determining authority (or another authority assisting it for the purpose of the examination of applications), additional information necessary for the examination can be collected during the registration ⁽⁶⁷⁾.

- (a) Collect the applicant's biodata, including the:
- name;
 - date and place of birth;
 - gender;
 - nationalities or the fact that the applicant is stateless or indications of statelessness;
 - family members ⁽⁶⁸⁾;
 - for cases of children, note if they have siblings or relatives ⁽⁶⁹⁾ present in the Member State;
 - other personal details of the applicant relevant for the procedure for international protection and for the determination of the Member State responsible.
- (b) Collect the applicant's documents, including:
- the type, number and period of validity of any identity or travel document;
 - the country that issued that document;
 - other documents provided by the applicant that the competent authority deems relevant for the purposes of identifying the applicant, for the procedure for international protection and for the determination of the Member State responsible.
- (c) Collect additional information, including the:
- date of the application;
 - place where the application was made;
 - authority to which the application was made;
 - applicant's location, place of residence or address;
 - where available, a telephone number and an email address where the applicant can be reached;

⁽⁶⁴⁾ Article 27 APR.

⁽⁶⁵⁾ Regulation (EU) 2024/1356 of the European Parliament and of the Council of 14 May 2024 introducing the screening of third-country nationals at the external borders and amending Regulations (EC) No 767/2008, (EU) 2017/2226, (EU) 2018/1240 and (EU) 2019/817 (OJ L, 2024/1356, 22.5.2024), <https://eur-lex.europa.eu/eli/reg/2024/1356/oj>.

⁽⁶⁶⁾ Article 17 Screening Regulation.

⁽⁶⁷⁾ Article 27(4) APR.

⁽⁶⁸⁾ As defined in Article 2(8) AMMR.

⁽⁶⁹⁾ Article 2(9) AMMR.





- if the applicant claims not to have a nationality, this fact is to be clearly registered pending the determination of whether the individual is stateless.

If (a) and (b) have already been obtained before the making, these should not be requested again. However, the officer may seek confirmation from the applicant that such information is correct.

5.2.2. At lodging

During the lodging, the applicant must submit as soon as possible all the elements and documents at their disposal needed for **substantiating their application**.

These elements include:

- the applicant's statements; and
- all documentation at the applicant's disposal regarding:
 - the applicant's reasons for applying for international protection;
 - the applicant's age;
 - the applicant's background, including that of relevant family members and other relatives;
 - the applicant's identity;
 - the applicant's nationality or nationalities;
 - the applicant's country or countries and place or places of previous residence;
 - any previous application(s) for international protection;
 - the result of any resettlement or humanitarian admission procedure relating to the applicant as defined by the Union Resettlement and Humanitarian Admission Framework (resettlement regulation) ⁽⁷⁰⁾;
 - the applicant's travel routes; and
 - the applicant's travel documents.

An applicant is allowed to submit additional elements until a decision is made at first instance. However, depending on the national set-up, specific deadlines to submit such additional elements may apply ⁽⁷¹⁾.

Moreover, if the registration and lodging take place at the same time, applicants are allowed to submit all the elements and documents listed above during their personal interview ⁽⁷²⁾.

⁽⁷⁰⁾ Regulation (EU) 2024/1350 of the European Parliament and of the Council of 14 May 2024 establishing a Union Resettlement and Humanitarian Admission Framework, and amending Regulation (EU) 2021/1147, (OJ L, 2024/1350, 22.5.2024), <https://eur-lex.europa.eu/eli/reg/2024/1350/oj/eng>.

⁽⁷¹⁾ Article 28(7) APR.

⁽⁷²⁾ Article 28(7) APR.





5.3. Information collection process

Information that is to be collected from the applicant comes in different forms: statements (oral and written), documents and biometrics. This section describes good practices on how to collect such information.

5.3.1. Collecting the applicant's statements

The required data can be collected in-person during a registration/lodging session.

The APR provides that, in principle, the lodging should be completed in person ⁽⁷³⁾ and by derogation, the lodging can however be completed by means of a form ⁽⁷⁴⁾.

An in-person meeting can be organised for the registration, for the lodging or for both steps.

It is hence very likely that in most cases, an in-person meeting will be organised with the applicant for the registration and/or the lodging.

As these are the first steps of the asylum procedure, it is important for the responsible officer to approach the registration/lodging of the application with a neutral attitude to enhance cooperation and establish an atmosphere of trust and provide information that is correct.

At the beginning of the registration/lodging, the officer should explain the purpose and context of these steps to the applicant. It is recommended that the applicant has already received information about the asylum procedure before the registration/lodging. This information could be complemented by clear and non-technical oral explanations at the beginning of the registration/lodging. The officer should always confirm whether the applicant has understood the provided information and allow them to ask further questions related to the asylum procedure. If interpretation is needed, the officer should ensure the mutual understanding between the interpreter and the applicant.

As the registration/lodging forms the basis for the personal interview, it is important to collect reliable data so that the same questions do not need to be repeated at the beginning of the personal interview.

As previously mentioned, it is important to record what the applicant says even if it may appear inconsistent or unlikely and to ask for clarifications if something the applicant says appears unclear. Questions should be as simple as possible and the applicant should be given an opportunity to comment on the registration/lodging form.

As a good practice, regular communication could be conducted between the registration and the determining authorities to enable the exchange of feedback on how the registration and lodging processes could feed into the personal interview.

⁽⁷³⁾ Article 28(3) APR.

⁽⁷⁴⁾ Article 28(4) APR.





Good practice

Once the collection of data is concluded and the registration/lodging form is finalised, the data is checked and verified by the applicant with the assistance of an interpreter. This allows for corrections or additions and for any discrepancies to be clarified.

This will ensure that the output of the registration and lodging is reliable. It will avoid unnecessary misunderstandings and confusion later in the asylum procedure, improve the efficacy of the preparation of the personal interview and reduce the need to revisit basic questions during the personal interview.

After the provided data is confirmed, the applicant may be asked to sign the registration and/or lodging form. This should be then uploaded in the applicant's file and stored in the physical file, depending on the national set-up, along with any other relevant document submitted during the procedure.

Nb. Depending on national practice, a separate registration/lodging form is required for each family member, including children, even when the application is made as a family.

At the end of the registration/lodging, the officer should provide information about the next steps and the potential timeframe for the examination procedure.

At the end of the lodging, the officer should provide information on how the applicant will be contacted for a personal interview and, if possible, an estimated time when the personal interview will take place.



Good practice

The self-registration system developed by the Norwegian Directorate of Immigration is a good practice that complements the in-person registration and allows applicants for international protection to pre-register their personal data in the national database in a controlled environment. The tool has been developed to tackle potential large-scale influxes of applications for international protection by helping authorities to register people arriving 'en masse' without blocking significant interpretation and other human resources. This helps avoid the typical bottleneck at the initial stage of the asylum procedure.

The tool is based on a software that works on computers, tablets and potentially in the future on mobile phones. The applicant follows guidance on the screen explaining their rights and obligations regarding the registration process in 16 languages that cover 90% of the mother tongues spoken by applicants arriving in Norway. Firstly, the applicant fills in their personal data, travel route and family information on a virtual keyboard that is adapted to the used language. The applicant also takes their own picture by using the software. Finally, the applicant reviews the data they have provided before submitting the registration form electronically, after which a unique case number is automatically generated. After



completing the self-registration form, the applicant further identifies themselves by submitting their identity documents and providing fingerprints to the authorities in person.

The self-registration system can be used for case profiling to effectively channel applications to the appropriate examination procedures directly at the beginning of the asylum process. This is a scalable option, which means it can function as a contingency measure to ensure lodging the asylum claim within the deadlines provided by the legislation while saving significant amount of human resources. Self-registration is also seen as an opportunity to make the applicant more active in contributing to their application process.

The [Annex](#) gives an extensive overview of the data that can be collected during registration and/or lodging phase.



Related EUAA publication

EASO, *Practical Guide on Personal Interview*, 2014,
<https://euaa.europa.eu/publications/practical-guide-personal-interview>

The guide provides a structured interview method that can also be beneficial for registration to a certain extent. The following sections are considered particularly relevant to the registration stage.

- Section 2. ‘Opening the interview’ provides methods for opening the interview in a way that establishes an atmosphere of trust, welcomes the applicant and provides information.
- Section 3. ‘Conducting the interview’ provides methods to manage the interview situation and your own attitude to enhance cooperation as well as advising how to apply different types of interview questions and seize opportunities to clarify any inconsistencies
- Section 5. ‘Closing the interview’ proposes ways to close the interview, provide information on next stages of the examination procedure and allow the applicant to comment the interview report.

5.3.2. Collecting the documentation at the disposal of the applicant

The applicant is to be encouraged to provide all documents in their possession to the authorities to determine or verify identity and nationality, to establish the personal circumstances and background of the applicant and to substantiate the application for international protection. Such documents include identity documents and travel documents (ID card, passport), family documents (such as family booklet, birth certificates, death certificates, marriage certificates), documents related to residence and travel routes and any documentary evidence that could support the asylum claim (such as membership card to a claimed political or civil society organisation or a warrant of arrest).

The applicant is asked to hand in their original documents as they provide proof of the identity or background or potentially provide stronger evidence to substantiate the asylum claim than copies. In the absence of original documents, the applicant may have copies available. If the



applicant is only able to provide copies, the responsible officer should explore further the reason the originals are not available and how the applicant was able to obtain copies.

The officer could take note of the documents that have not been provided by the applicant, particularly travel and identity documents. The officer should ask for an explanation for the missing documents and further explore whether the applicant has ever possessed any identification documents. If the applicant holds identity documents, the officer should explore where the documents are located and if it would be possible to deliver them to the asylum authority. If the applicant does not possess any form of identity documents, the officer should ask for the reason and how the applicant managed to travel outside of the country of origin and to reach the EU+ country without them.

The officer should encourage the applicant to obtain any missing documents if this is feasible considering the circumstances. The officer should, however, make it very clear that it is not expected from the applicant to expose themselves or any other person to risk by attempting to obtain documents, including by contacting the authorities of the country of origin if this would entail a risk.



Good practice

To encourage applicants to submit identity documents, the Swedish Migration Agency has introduced 'ID assignments' for applicants who do not manage to clarify their identity during the lodging process. The assignments are individualised for each applicant and establish a task to obtain additional documentation that can substantiate or clarify the applicant's identity or country of origin.

If the applicant does not submit documents to clarify their identity within the given time limit, the Swedish Migration Agency assesses whether this shortcoming occurs for reasons that are beyond the control of the applicant. If not, it may decide to reduce the daily expenses allowance.

All documents should be duly registered by making copies of each and noting down any technical information, including the submission date, document title, document type and if the document is an original or a copy. Other standard elements to record concerning a document are the date of issue or the issuing authority. It is good practice to ask the applicant what they intend to demonstrate by presenting any specific document.

It is common for applicants to submit scanned or digital documents that have been emailed to them. Scanned and digital documents should be considered similarly to copies of documents.

If an applicant wants to present many documents, it is recommended to run through them with the applicant and to assist them in removing documents that are manifestly irrelevant for the asylum procedure. The key question to ask the applicant is what they intend to demonstrate with any specific document they present.



Documents in a foreign language that are considered relevant for the examination of applications must be translated. The determining authority is responsible for assessing which documents are relevant for the examination and thus should be translated. The translation is ensured by the authorities or by other organisations but paid for using public funds ⁽⁷⁵⁾, except in the case of subsequent applications, for which the applicant may be made responsible for the translation of documents.

Relevant documents would include identity documents and the most essential elements of the documents, taking into consideration what the applicant intends to demonstrate with the documents.

In general, it is good practice to ensure that the (essential and/or essential parts of the) documents are translated by the determining authority prior to the personal interview. This will enable the case officer to better prepare the interview and prepare any questions to pose to the applicant about any possible inconsistencies between the statements and the documents during the interview.

Other documents not deemed relevant by the determining authority may be translated by the applicant at their own cost.

For more information on how the authenticity of a document can be verified and how this can be connected to the registration process, see further explanations under Section [10.4 Verification of documents](#).

5.4. Collecting the applicant's biometric data

Upon making the application (for applicants at border crossing points) ⁽⁷⁶⁾ or upon registration (for all other applicants ⁽⁷⁷⁾), the biometric data, i.e. the fingerprint data and facial image must be collected of all applicants aged at least six years and older ⁽⁷⁸⁾. This data must then be transmitted, together with the data laid down in Article 17 Eurodac Regulation, to the Eurodac database within 72 hours.

Depending on the national set-up, additional types of biometric data can be collected, such as an iris scan or voice recording. The applicant's voice is often recorded to determine the dialect and/or region of socialisation and not to identify the applicant *per se*. As all biometric

⁽⁷⁵⁾ Article 34(4) APR.

⁽⁷⁶⁾ Article 15(1)(b) of Regulation (EU) 2024/1358 of the European Parliament and of the Council of 14 May 2024 on the establishment of 'Eurodac' for the comparison of biometric data in order to effectively apply Regulations (EU) 2024/1351 and (EU) 2024/1350 of the European Parliament and of the Council and Council Directive 2001/55/EC and to identify illegally staying third-country nationals and stateless persons and on requests for the comparison with Eurodac data by Member States' law enforcement authorities and Europol for law enforcement purposes, amending Regulations (EU) 2018/1240 and (EU) 2019/818 of the European Parliament and of the Council and repealing Regulation (EU) No 603/2013 of the European Parliament and of the Council (OJ L, 2024/1358, 22.5.2024), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401358%20http://data.europa.eu/eli/reg/2024/1358/oj (Eurodac Regulation).

⁽⁷⁷⁾ Article 15(1)(a) Eurodac Regulation.

⁽⁷⁸⁾ Article 15 and Article 17(1) Eurodac Regulation.



systems have their weaknesses, a good practice can be to use a multi-model approach, based on the collection of different biometrics.

Given the technical nature of taking and recording biometric data, it is conducted by specialised units or authorities in most EU+ countries.

For the purposes of this practical guide, it is useful to mention that biometric data is used in the context of the Eurodac system to support the asylum system (e.g. to determine the Member State responsible under the AMMR). A person may be registered in Eurodac in various categories depending on the status of the person (e.g. applicant or illegal stayer) and several of these categories for asylum purposes: applicants, persons disembarked following a search and rescue operation, persons apprehended in connection with an irregular crossing of the external border, persons staying illegally in a Member State or resettled persons. It needs to be clarified that some of these categories are registered also for other purposes, such as the management of migration or supporting the implementation of the resettlement regulation but these elements are not relevant for this guide therefore, they will not be developed further.

For more information on biometric collection and the Eurodac system, see Section [10.1 Eurodac](#).

Fingerprints can also be compared in the Visa Information System (VIS) database. VIS is a system for decisions related to applications for short-term visas to visit or transit through the Schengen Area. The system includes information on short-term visa applications to Schengen countries. National asylum authorities may consult the database to determine the EU+ country responsible for the examination of an application and it can also be consulted for identification purposes.

For more information on fingerprint collection and the VIS system, see Section [10.2 Visa Information System](#).

5.5. Collecting personal details

There are several hurdles that risk rendering the data collected incomplete or imprecise. These could be language barriers, cultural norms and the age of the applicant (i.e. if the applicant is a child or elderly). The officer should assist the applicant to clarify their statements and ensure that the provided data is complete and accurate.

This section provides guidance, examples of good practice and tips on practical issues that may be encountered when collecting and recording information during the registration and/or lodging stage. In addition to these general tips, it is also highly recommended that authorities provide national guidance to ensure consistency in recording personal information and to take into consideration specific practices in the country of origin.



5.5.1. Name of the applicant

If the applicant presents a passport or related identity document, the applicant's name should be recorded as it is displayed in the document. In the absence of a passport and depending on a country of origin, other sources for name composition and spelling could include, for example, national identity documents and birth certificates. If the applicant does not have any identity documents, the name should be recorded as it is presented by the applicant. In case there is national policy regarding possible differences with the applicant's registered name in national databases and how to deal with such cases, the registration officer should also take that into account.

It is recommended that national administrations provide country of origin specific guidance on how to record the applicant's name to ensure consistency in name composition and spelling. The guidance can indicate per country of origin a hierarchy of the different type of identity documents. Typical name compositions and spellings vary between countries of origin. In several countries in Central Asia, the Middle East and parts of Africa, names traditionally consist of a first name that is given at birth and a family name that is composed firstly of the father's name and, secondly, the grandfather's name. For names traditionally composed of several parts, the instructions can indicate which part should be considered as first name and which as surname in the registration/lodging form.

The applicant has more than one name

Applicants may have more than one name for several reasons. In some countries, the name recorded in a passport or other identity documents, which is the official name, may differ from the traditional name. For example, the father's name and grandfather's name is traditionally used as the family name, while in the passport the tribe name is noted down under family name. Thus, the applicant may have two names that are used in everyday functions and for official purposes.

The applicant may be identified under different names in official databases or the applicant may themselves provide different names under which they are known in the country of origin. The applicant may have used a false name on purpose or may have illegally used someone else's identity. The additional names should in these cases be recorded as *alias* names.

In the same vein, variations of the name in the way they are spelled, transposed or recorded in different identity documents could be recorded as an *alias* name, to be able to retrieve the person in the database later when only one of the identity documents is available. The applicant's views also need to be heard on potential reasons causing discrepancies, after which the officer should record the explanations provided by the applicant in the registration form and flag any inconsistencies to the determining authority.



The applicant's name is written in an alphabet other than Latin alphabet, such as Arabic, Cyrillic, Persian or Amharic alphabet. How should it be transliterated?

Transliteration is a process of writing a name in a different alphabet to that in which the name was originally spelled. As there are no standardised ways of transliterating words to Latin alphabet for all languages, some letters, characters or phonetic sounds may take different forms depending on the language that is used when transliterating a word. For example, the phonetic sound /u/ would be transliterated as 'ou' in French, 'oo' in English and 'u' in German.

A good example of how transliteration can be regulated could consist of the following steps.

1. Record the transliterated name as it appears on the applicant's passport.
2. If the applicant does not hold a passport, record the transliterated name as it appears on their other official documents.
3. If the applicant does not have any official documents stating their name in Latin alphabet, refer to existing national transliteration guidance.
4. In the absence of official transliteration guidance, and only if the applicant is proficient enough in written communication in a language which uses the Latin alphabet, ask the applicant to provide a transliteration of their name.
5. If the applicant is unable to provide a transliteration of their name, refer to the services of an interpreter. In any case, keep a record of the way the name is spelled in the original language as a reference point.



Good practice

The translation tool is used by the Federal Office for Migration and Refugees of Germany to transliterate names that are written in Arabic alphabets to Latin letters. The applicants use the Arabic keyboard to type their name into the tool and the system transliterates this name to Latin letters. The tool is used at early stages of the asylum procedure, including during registration of an application for international protection, when the applicant's name is recorded in the individual case file. The tool also includes additional features that support the examination of the applicant's origin.

5.5.2. Date and place of birth

To ensure consistency in registering data on the place of birth, it is good practice to systematically record the place at the same level (village/municipal/sub-district). Moreover, it is a good practice to also record the province, region or governorate to which the place of birth belongs is identified. Consistent spelling of locations could be introduced by providing country of origin specific lists of regions, provinces or governorates and/or the main locations.



The applicant does not know their date of birth

If the applicant states that they do not know their date of birth, further explore what the applicant does know about the date of birth, including knowledge of the year, time of the year and/or month when they were born.

For children or applicants who are about to reach the age of majority, it is important when determining a complete date of birth to always take the last possible date of the period in which it can be reasonably estimated that the applicant was born. For example, if the applicant knows their month of birth, the last day of the month is marked as an estimated day of birth. If the applicant knows the time of the year or season of birth, the last day of this yearly quarter is marked. If the applicant only knows the year they were born, the last day of this year is marked. The last day of the period is chosen so that a child will not be treated as an adult while they may still be a child.

In some EU+ countries, when the exact date of birth is unknown, an estimated date of birth is established that includes a day and month, because this helps them to conduct essential matters with authorities and service providers. Safeguards should be in place specifying that it is only an estimated date and to ensure that it does not lead to creating a false identity.

Documents provided by the applicant may provide an indication to help estimate their age or date of birth. The date or year of birth or an age range can be further estimated by conducting an interview based on temporal points of reference, for example asking the applicant if they have any memories of some important events that occurred in their country. The officer should work towards a common agreement with the applicant.

It is important to ensure that the applicant understands which date is finally noted down as estimated year of birth and to explain that this can be corrected in the future when the applicant can later on present identity documentation from their country of origin. When an estimated date of birth is created, it is recommended to mark clearly in the form and/or database that the date is an estimation, with an explanation on how the date was determined.

In general, it is preferable not to mark the applicant's date of birth as 'unknown', as it is important to indicate to which age group the applicant belongs, such as child, adolescent, young adult, adult or elderly.

A different calendar is used in the applicant's country to indicate the date of birth

Some countries use calendars other than the Gregorian calendar systems, specifically the Persian calendar is used in Afghanistan and Iran, the Ethiopian calendar in Ethiopia and Eritrea or the Vikram Samvat calendar used in Nepal and in several states of India. Islamic and Hebrew calendars are used for religious purposes, while Arab countries and Israel use the Gregorian calendar for civil purposes. The Chinese calendar also governs the dates of important holidays, while Chinese civil administration relies on the Gregorian calendar.

It is recommended to ask the applicant to provide the date of birth in the calendar that is used in the country of origin. The date of birth is noted in the registration form both as a calendar



date used in the country of origin and as a Gregorian calendar date. This applies as well to other dates that are used during the registration process, such as the date of departure from the country of origin.

If the applicant's exact date of birth is unknown, the estimated date of birth is also determined by using the calendar used in the country of origin, for example, by using months, seasons and years as they are indicated in this calendar.

Several examples of calendar converters can be found online on the following websites:

- Persian calendar converter: http://www.iranchamber.com/calendar/converter/iranian_calendar_converter.php
- Ethiopian calendar converter: <https://planetcalc.com/8504/>
- Nepali calendar converter: <https://ramropatro.com/date-converter>

The applicant provides a place of birth that is difficult to locate in a country of origin

If the applicant states that they are born in a place that is difficult to identify or locate inside the country of origin, the officer can further explore this with questions related, for example, to the part of the country, province/governorate, cities, municipalities and well-known places close to the place of birth.



Good practice

It is good practice to open an online map service that has been vetted by the country-of-origin information unit, to locate the place of birth on a map during the registration, in addition to registering the place of residence in the country or origin. Sometimes the most commonly used map services, such as Google Maps, do not include specific locations in several typical countries of origin.

Good examples of specialised map services can be found online on the following websites:

- OpenStreetMap is an interactive open-source map: <https://www.openstreetmap.org/>
- WeGo is a satellite imaginary map: <https://wego.here.com/>

Place or country of birth unknown

If the applicant knows their country of birth but not the exact place of birth, the officer can seek additional information by asking questions that start from the bigger and moving to the smaller geographical areas, while exploring from where the applicant has received this information. Examples are explained below.

The country of birth is defined as the country of residence of the mother at the time of the birth or, if not known, the country in which the birth took place (Article 2(e) Migration Statistics



Regulation ⁽⁷⁹⁾). Thus, the applicant can be asked where their mother has lived at different stages of her life, if the place of birth remains unknown or uncertain.

If uncertainties remain around the place of birth, it is good practice to explore where the applicant's parents and other family members are from as well as where they currently live. This will give a more complete picture of the family origins and current situation, for example, related to a potential history of displacement.

If the country of birth is unknown, it should be recorded as 'unknown'. The officer should gather data on the reasons why the applicant does not know their country of birth and record their comments on the registration form/in the database.

5.5.3. Family composition

Family composition should never be taken for granted. Each of the relations needs to be verified. For example, if a couple presents themselves with one or more children, it should be verified individually if the man and woman are the biological father and mother of each child.

The applicant is polygamous. Which wife should be recorded as the applicant's wife?

In some societies, a person can be legally married to more than one person at the same time, while the national legislation in EU+ countries allows marriage to only one person at a time. Polygamy, or being married to more than one person at a time, is also considered a crime in several EU+ countries, which does not leave room to recognise more than one spouse as legally married partners. Thus, in situations of polygamy, only one spouse can be considered as a legally married partner.

EU+ countries have varying practices to determine who would be considered the legal partner in polygamous marriages under national law. Some EU+ countries consider the first married partner, while others consider the partner who arrived first in the country as the legal partner.

Depending on the national definition of the legally married spouse, the officer can record either the spouse who married the applicant first or arrived in the country first as the legal partner in the registration/lodging form. If more than one spouse arrived in the country at the same time, the spouse(s) who are not determined the legally married partner should make a separate application for international protection.

Other spouses than the legally married partner will also be recorded in a specific section in the registration form, specifying their personal details and the date of marriage.

⁽⁷⁹⁾ Regulation (EC) 862/2007 of the European Parliament and of the Council of 11 July 2007 on Community statistics on migration and international protection and repealing Council Regulation (EEC) No 311/76 on the compilation of statistics on foreign workers, (OJ L 199 31.7.2007), <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A02007R0862-20200712>; and its amendment Regulation (EU) 2020/851 of the European Parliament and of the Council of 18 June 2020 amending Regulation (EC) No 862/2007 on Community statistics on migration and international protection (OJ L 198, 22.6.2020), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2020.198.01.0001.01.ENG.





The applicant says they are married or divorced but the marriage or divorce was not pronounced by an authority

Many marriages take place in accordance with traditional customs or religious practices, in the presence of a traditional or religious leader, without always being legally certified by the state. Other couples may cohabit without legal marriage or a traditional or religious marriage having taken place. The latter form of cohabitation may in some countries be legally certified.

Whether the marriage or divorce is legally certified is governed by the law of the country where the applicant has domicile or, if the applicant has no domicile, by the law of the country where the applicant has residence. Thus, rights attached to the marital status that were acquired previously by the applicant are to be respected as long as the rights are recognised and in compliance with the formalities required by the law of the host country (Article 12 Refugee Convention ⁽⁸⁰⁾).

The officer can record the applicant's statements regarding their marriage or divorce, including that the marriage or divorce was not pronounced by an authority. The officer can further ask what the applicant means by saying they are married or divorced and for what reason this has not been pronounced by an authority.

The adult applicant has a foster or adopted child without any legal or customary decision (e.g. the applicant says they have always taken care of the child)

It is important to verify the connections and links between the child and adult(s) to ensure that the relationship is in the best interests of the child. The officer should ask the applicant for the basis of the adoption and/or foster care arrangement and the situation that resulted in taking care of the child. The officer should also observe who accompanies the child, such as a family with several children, a couple, a single parent or an elderly person as well as the gender of the child and accompanying adult(s) and record their observations in the registration/lodging form.

If the adoption and/or foster care arrangement is based on a customary or an unofficial decision, the officer should refer the child to authorities responsible for appointing a guardian. The officer should also refer the child to the child protection authorities responsible for conducting the best interests of the child assessment. This is to determine the suitability and willingness of the accompanying adult(s) as potential caregiver(s) to the child and the well-being of the child with the accompanying adult(s).

If there are no signs of abuse or neglect, the child does not need to be separated from the accompanying adult(s) in reception while the best interests of the child assessment is being conducted and the decision is being made.

The officer should register the child separately from the accompanying adult(s), while the cases should be linked with the cases of accompanying adult(s) and children. Depending on

⁽⁸⁰⁾ UN General Assembly, Convention Relating to the Status of Refugees, 28 July 1951, United Nations, Treaty Series, vol. 189, UNTS p. 137, <https://www.refworld.org/docid/3be01b964.html>.





national practice, the officer should consider conducting the registration/lodging in the presence of the appointed professional guardian.

If the child and the accompanying adult(s) indicate that family tracing would be needed, you should refer the child to the family tracing procedure.



Related EUAA publications

For comprehensive guidance on family tracing, see EUAA, *Practical Guide Family Tracing – Part I. Principles and practices on family tracing in the EU+ and third countries*, second edition, April 2025, <https://euaa.europa.eu/publications/practical-guide-family-tracing-part-i-principles-practices> and EUAA, *Practical Guide Family Tracing – Part II. Tracing and identifying family members under the asylum and migration management regulation*, second edition, April 2025, <https://euaa.europa.eu/publications/practical-guide-family-tracing-part-ii-tracing-AMMR>.

5.5.4. Nationality

Nationality or citizenship is defined as the particular legal bond between an individual and their country, acquired by birth or naturalisation, whether by declaration, choice, marriage or other means according to national legislation⁽⁸¹⁾. Nationality is a key notion for international protection, as it is towards the country or countries of nationality that the assessment for the need of international protection takes place. If the applicant is stateless, the assessment takes place in relation to the country of former habitual residence. Many applicants do not possess documentation proving their nationality and therefore it is necessary to establish the nationality in other ways.

National guidance as to when a nationality can be considered as ‘established’ (despite the absence of documentary proof) can differ as well as the methods used to establish the nationality of an applicant. Methods include a nationality interview, document authentication, verification of the background of the applicant or a language assessment. These are often carried out by specialised staff or units or by case officers responsible for the personal interview. The information collected by the registration officer should offer reliable indications on the nationality of the applicant. As a good practice, the officer may flag any uncertainties and/or possible indicators of statelessness.

The applicant has or may have multiple nationalities

The applicant may have multiple nationalities and all claimed nationalities should be recorded. It is good practice to systematically ask all applicants if they have more than one nationality, as applicants may not spontaneously bring it forward. It is recommended to have a national protocol for cases where the applicant holds more than one nationality to determine under which nationality the applicant will be listed for statistical purposes. In the absence of such rules, it is recommended to record that most recently acquired nationality as the ‘main’

⁽⁸¹⁾ Article 2(d) Migration Statistics Regulation.



citizenship for statistical purposes. Information on other nationalities should also be included in the applicant's file.

The applicant does not know or is uncertain about their nationality

The applicant may be unsure about their nationality. In the absence of identity documentation that state the applicant's nationality, the officer should ask further questions to establish the applicant's claimed nationality or explore possible indications of statelessness. The purpose of these questions is not to assess the credibility of claimed nationality, but to **identify the existence of doubts that could be flagged to the determining authority**.

If the applicant's responses do not dispel uncertainties, the officer can flag their observations to the relevant authority.

It is recommended that the officer records the applicant's nationality as 'claimed/presumed nationality' in the registration/lodging form if the nationality remains uncertain. If the applicant claims to be stateless but does not have any official documentation, the officer should also record the information as 'claimed/presumed stateless'. If the applicant holds documents verifying that they are stateless, the officer should record the nationality as 'stateless'.

To avoid that applications are channelled through the wrong procedure and to enable the proper preparation of the personal interview, it is important to identify uncertainties related to nationality and indications related to statelessness early in the asylum process and record them systematically at the registration phase. It is recommended to keep all nationalities that are recorded at any stage of the asylum procedure in the version history of the applicant's file.

The applicant claims not to have a nationality

If an applicant claims not to have a nationality, this claim should be clearly recorded at the registration stage, pending the determination of whether the individual is stateless.



Related EUAA publication

For comprehensive guidance on nationality, see EUAA, *Practical Guide on Nationality – Concepts related to nationality and statelessness in the context of international protection*, March 2025, <https://euaa.europa.eu/publications/practical-guide-nationality-concepts-related-nationality-and-statelessness-context-international-protection>.



5.5.5. Statelessness

What is statelessness and why is it important?

The 1954 Convention relating to the Status of Stateless Persons defines a stateless person as ‘a person who is not considered as a national by any State under the operation of its law’⁽⁸²⁾. This definition is binding for all contracting countries and the notion ‘under the operation of its law’ should be read broadly to encompass not just legislation, but also ministerial decrees, regulations, orders, case law and, where appropriate, customary practice⁽⁸³⁾.

Statelessness arises in a variety of contexts, either in migratory or non-migratory situations and can be caused by several factors. These include discrimination in nationality laws and practice (related, for example, to race, religion or gender), gaps in nationality laws, state succession or among expatriates and/or their children who might lose their nationality without having acquired the nationality of a country of habitual residence.

The right to nationality is a basic human right. Beyond being deprived of a nationality, statelessness persons are often confronted with other forms of discrimination and human rights violations, which can be both a cause and a consequence of displacement. Though most stateless people remain in their country of birth / habitual residence, some leave and seek protection in other countries. In the latter case, a stateless person may qualify for international protection status as a refugee or a beneficiary of subsidiary protection in accordance with the QR.

When a stateless person is recognised as a person in need of international protection, it is important to address the person’s statelessness. There may be instances where refugee status or subsidiary protection ceases without the person having acquired a nationality. In this case, the person will still be in need of protection as a stateless person. Moreover, the statelessness of a beneficiary of international protection may have consequences for them and their children. For example, the children of stateless beneficiaries of international protection, who are born in a host country and who do not acquire any other nationality, are entitled under international law (and the nationality laws of many EU+ countries) to the nationality of the country in which they are born⁽⁸⁴⁾.

Indications of statelessness

Statelessness may not always be easy to identify. Stateless persons seldom have ‘proof’ of being stateless or might not be sure if they are stateless or aware that they may be at risk of

⁽⁸²⁾ UN, Convention Relating to the Status of Refugees, 189 UNTS 150, 28 July 1951 (entry into force: 22 April 1954) (1951 Refugee Convention); Protocol Relating to the Status of Refugees, 606 UNTS 267, 31 January 1967 (entry into force: 4 October 1967), <https://www.unhcr.org/media/1951-refugee-convention-and-1967-protocol-relating-status-refugees>, referred to in EU asylum legislation as ‘the Geneva Convention’.

⁽⁸³⁾ UNHCR, Guidelines on Statelessness No 1: The definition of “Stateless Person” in Article 1(1) of the 1954 Convention relating to the Status of Stateless Persons, HCR/GS/12/01 Date: 20 February 2012, paragraph 15, <https://www.refworld.org/docid/4f4371b82.html>.

⁽⁸⁴⁾ UNHCR, 1961 Convention on the Reduction of Statelessness, 20 February 2012, HCR/GS/12/01, https://www.unhcr.org/ibelong/wp-content/uploads/1961-Convention-on-the-reduction-of-Statelessness_ENG.pdf; Council of Europe, European Convention on Nationality, Strasbourg, European Treaty Series No. 166, 6.11.1997, <https://rm.coe.int/168007f2c8>.





becoming stateless upon return. Persons at risk of statelessness may include, depending on the situation in the country of origin, persons from border regions where a lack of civil registration may lead to confusion as to whether they are nationals of one state or another; minorities and those who have perceived or actual ties with another state; nomadic populations; and populations with complex histories of displacement where difficulty providing nationality of a country of origin may occur as a result of generations of descendants having been abroad.

In the European context, commonly encountered profiles of people that are possibly stateless include:

- Palestinians from countries in the Middle East and North Africa;
- Kurdish populations from Syria and Iraq;
- Bidoon from Kuwait and Iraq;
- Rohingya from Myanmar;
- Somalis from Ethiopia.

Moreover, the fact of being uncertain about one's own nationality during the registration or lodging may be an indicator that the applicant might be at risk of being stateless.

Registration and/or lodging of stateless persons and persons at risk of being stateless

It is of paramount importance to identify stateless persons as early as possible to grant them the protection they need due to their statelessness. The statelessness of applicants may as well be essential when assessing the need for international protection.

At registration and/or lodging, it is vital to collect information and detect possible cases of statelessness. The officer should collect information about the nationality or nationalities, lack of nationality, place of birth and country of birth for every applicant. If the applicant is uncertain about their nationality, this should be flagged and the countries of former habitual residence ⁽⁸⁵⁾ should be recorded.

For families, it is important to collect this data for **each family member**, i.e. for both parents and children. This information will be relevant for any subsequent determination of whether a person is recognised as a national by any state under the operation of its law. The collection of personal data for each family member is also important as some children can be stateless while their parents hold a nationality. For example, there are 25 states around the world at the time of publication in which a woman cannot pass on her nationality to her children on the same basis as men due to gender discrimination in the law. This could mean their children are

⁽⁸⁵⁾ The condition that a stateless person be 'habitually resident' or 'residing' indicates that the person resides in a country on an ongoing and stable basis. 'Habitual residence' is to be understood as stable, factual residence. This covers those stateless persons who have been granted permanent residence, and also applies to individuals without a residence permit who are settled in a country, having been there for a number of years, who have an expectation of on-going residence there. UNHCR, *Handbook on Protection of Stateless Persons*, Geneva 2014, paragraph 139, <https://www.unhcr.org/protection/statelessness/53b698ab9/handbook-protection-stateless-persons.html>.





stateless if the father does not recognise the child, is unknown, deceased, not with his family or is stateless himself ⁽⁸⁶⁾.

Some people will present themselves as stateless, and in some cases, there may be objective information available to confirm this (for example, they belong to a well-documented stateless minority population, hold documentation confirming their statelessness, or hold proof of deprivation or loss of their nationality). When there is such objective information available that confirms the applicant as stateless, their nationality should be recorded as **'stateless'**, (or as **'claimed/presumed stateless'** if in national legislation a formal procedure by another authority or court needs to assess and confirm the statelessness first or if the applicant presents as stateless without any official documentation). Their country of habitual residence should also be noted.

In other cases, individuals may be unaware or unsure of their nationality status. In such cases, the fact that the person **may be stateless**, or is **at risk of statelessness**, should also be clearly recorded in the individual registration form as presumed stateless, as well as the country or countries of former habitual residence, to facilitate follow-up and referral to a dedicated statelessness determination procedure. It is not appropriate to **determine** a person's statelessness at the registration or lodging stage. Statelessness determination requires time and can be complex and challenging and may require extensive enquiries with state authorities in countries with which an individual has relevant links. It should only be carried out by a competent decision-making authority at an appropriate point in time following the final assessment of an asylum claim.

The country of former habitual residence is a country where the applicant has resided, whether lawfully or unlawfully. It is usually different to countries of mere transit. The length of stay and how recent the stay was constitute important elements. An applicant may also have several countries of former habitual residence. It may not be easy to determine the country of former habitual residence, therefore it is recommended that all countries of previous stay, which were not merely transit countries, are listed from most recent to oldest.

To help identify if a person **may be stateless** or **is at risk of statelessness** and to record the correct information, further questions can be asked at registration and/or lodging to support the examination procedure, especially if the applicant is not sure about their nationality.

Below is a non-exhaustive list of questions that, along with any relevant documentation, can help to identify stateless applicants if they are unsure about their nationality.

Nationality status

- What do you consider to be your nationality?
- Did you previously hold any or another nationality?
- What are the nationalities of your parents?

⁽⁸⁶⁾ These are the Bahamas, Bahrain, Barbados, Brunei, Burundi, Eswatini, Iran, Iraq, Jordan, Kiribati, Kuwait, Lebanon, Liberia, Libya, Malaysia, Mauritania, Nepal, Oman, Qatar, Saudi Arabia, Somalia, Sudan, Syria, Togo and the United Arab Emirates.





- Please explain why you are unsure of your nationality.
- Have you ever had any identity documents, such as passport, national card or registration card?
 - Have you ever tried to gain an identity document of any country?
 - If you needed to provide a document to the authorities of who you are, what kind of document would you show or try to obtain?

Place of birth

- Where were you born?
- Was your birth registered?
- Do you have a birth certificate?
- Where were your parents born?

Country of former habitual residence

- In which countries did you live before arriving in Europe?
 - When did you live in each of these places?
 - What was the reason for moving to that country?
 - Were you registered with the authorities in that country?
 - Did you hold a residence permit?
 - What kind of accommodation did you live in?
 - With whom did you live in that country?
 - What were your means of income in that country?
 - Did you or any of your family members go to school in that country?
 - In the case of a marriage or birth in that country, were you able to register the marriage or birth in that country?
 - Did you do any other activities in that country?

5.6. Modalities under which the applicant can change the data previously provided

Personal data can be changed in most EU+ countries under specific conditions after lodging is completed. Some countries require the applicant to provide an authentic personal document to change personal data, while others allow changes under other terms, including the applicant's own notification.

It is recommended that national administrations provide guidance under what conditions the applicant can change data provided at the lodging stage.

It is recommended to differentiate between substantial changes to personal details and minor edits that can be attributable to human error. Examples of human error in the registration and





lodging stages include spelling mistakes, dates of birth that were factually given as a calendar date other than Gregorian calendar or places of birth that hold the same name but are located in a different administrative district in the country of origin. It is considered good practice that any changes that have been made to personal details can be accessed in the database, including information on when changes were made, by whom and on what basis.

Personal details that can be considered substantially different from those that were provided by the applicant, external databases and other reliable sources can be recorded as alias details. Alias details include any names or other personal details by which the applicant is known, including maiden names or names used in unofficial functions. It is considered good practice to have a specific alias field in the database to allow the search engine to search for current names, alias names and the name history concurrently.



Key points to remember

- The aim and scope of information during the registration and lodging stages is to gather from applicants and record precise and reliable information by assisting them in clarifying any uncertain statements. The aim is not to assess the credibility of the data gathered.
- Data are collected for several purposes, including to help verify the applicant's identity and nationality, help the asylum authority to prepare for the personal interview, identify special procedural and/or reception needs and identify potential AMMR cases.
- Data collected from the applicant consist of:
 - the applicant's statements;
 - documents at the disposal of the applicant;
 - the applicant's biometric data.
- Documentary evidence can verify an applicant's identity and nationality, establish their personal circumstances and substantiate their applications for international protection. Applicants should be encouraged to submit all of the evidence in their possession.
- Biometric data are often collected by specialised personnel due to their technical nature.
- The personal details of the applicant need to be registered accurately, with attention paid to collecting complete data on topics that are detailed in the national practice or guidance.



6. Identification and referral to responsibility determination procedures

The identification of potential AMMR cases as soon as possible in the asylum procedure is essential to refer them to appropriate examination procedure. In some EU+ countries, the registration officer's role includes identifying potential AMMR cases and referring them to appropriate authorities.

Overview of the responsibility determination procedure

The AMMR establishes the criteria and mechanisms for determining the Member State or one of the four associated countries (Iceland, Liechtenstein, Norway, Switzerland) responsible for examining an application for international protection. The regulation provides a mechanism to ensure that an application for international protection will be examined and will only be examined by one EU+ country.

Competent authority for the responsibility determination procedure.

Every EU+ country has a specific competent authority responsible for conducting the responsibility determination procedure according to the AMMR.

While the responsibility determination procedure is conducted by a specific unit (previously referred to as the 'Dublin unit'), all authorities involved in the asylum process are tasked with identifying potential AMMR cases and referring them to that specific unit.

Mechanism for determining the responsible EU+ country

Once the application is registered, the time limits to determine the EU+ country responsible for examining the application start to run ⁽⁸⁷⁾. If the determining Member State considers that another EU+ country is responsible for examining the application based on the hierarchy of criteria laid down in the AMMR, a take charge request is submitted to this Member State within two months, or within one month if the request is based on a Eurodac hit pursuant to Articles 22 and 24 Eurodac Regulation, or a VIS hit with the recorded data pursuant to Article 21 VIS Regulation ⁽⁸⁸⁾, or within two weeks if the applicant is detained ⁽⁸⁹⁾. Failure to send the take charge request within these deadlines means that the responsibility lies with the Member State where the first application was registered.

The requested Member State must reply within one month of receiving the request, or within two weeks if the request is based on a Eurodac hit pursuant to Articles 22 and 24 Eurodac III regulation, or a VIS hit with recorded data pursuant to Article 21 VIS Regulation. Not replying

⁽⁸⁷⁾ Article 38(1) AMMR.

⁽⁸⁸⁾ Regulation (EC) No 767/2008 of the European Parliament and of the Council of 9 July 2008 concerning the Visa Information System (VIS) and the exchange of data between Member States on short-stay visas (VIS Regulation) (OJ L 218, 13.8.2008), <https://eur-lex.europa.eu/eli/reg/2008/767/oj/eng>; Article 39(1) AMMR.

⁽⁸⁹⁾ Article 45 AMMR.



within the deadlines mentioned above, by means of a reply setting out substantiated reasons, is tantamount to accepting the request.

If a Eurodac hit result indicates that another Member State has been determined as responsible for examining the application for international protection, or admitted them under a national resettlement scheme, a take back notification must be made within two weeks of the Eurodac hit. Failure to make this notification within the two-week deadline does not affect the obligation of the other EU+ country to take back the person. The notified Member State must confirm that it is responsible within two weeks, unless the notification was made based on an incorrect indication in Eurodac or if its responsibility ceased. Failure to respond within two weeks is tantamount to confirming the receipt of the notification. The two other cases where the take back notification procedures apply are laid down in Articles 38(4) and (5) AMMR.

If the requested EU+ country accepts the request to take charge, or confirms the notification to take back, a transfer decision must be made and the person will be transferred to that country, and that country will examine the application for international protection.

Identification of potential AMMR cases

During the registration procedure, there are a set of elements that can indicate a potential AMMR case. These indicators are related to the different criteria of the AMMR. The timely identification of these indicators and the referral to the responsible unit are important as each case would require further investigation and proceedings from the responsible unit to determine which is the responsible EU+ country.

When registering an application for international protection, it is important to pay special attention to any of the following indicators, to be able to identify a potential AMMR case:

- the person is an unaccompanied child who has family members, siblings or relatives in other EU+ countries;
- the person (adult) has family members in the EU+ countries;
- the person was issued a visa or residence document by another EU+ country;
- the person has obtained a diploma or qualification issued by an educational establishment established in another EU+ country;
- the person previously entered another EU+ country;
- the person applied for international protection in another EU+ country.

You may gain relevant information through the registration of data or during the recording of fingerprints or facial image, when a search in the Eurodac or VIS database is conducted. It is possible that the relevant information is found in or confirmed by documents submitted by the applicant. You should proactively take into consideration the following sources of information.

- **Statements by the applicant**, indicating family members in another EU+ country, diplomas or qualifications by educational establishments in another EU+ country, or entry or stay in another EU+ country.





- **Eurodac** search result. A hit attests that there is a match of biometric data recorded in the database in different categories of persons or requests, including previous applications of international protection, irregular crossings of the border of an EU+ country, illegal stay in the territory of an EU+ country, temporary protection beneficiaries, admission procedures under the Resettlement and Humanitarian Admission Framework and disembarkations after a search and rescue operation ⁽⁹⁰⁾.
- **VIS-database** search result. As laid out in Chapter [10. Verification of the information collected during registration and lodging](#), the VIS enables competent authorities to see if an applicant was issued, refused, annulled, revoked or extended a visa in other EU+ countries. When a visa was issued by another EU+ country, this could be relevant when determining the responsibility for the application.
- **Documents.** Any document that the person has in their possession might be relevant in the responsibility determination process ⁽⁹¹⁾. Important documents to be taken into consideration are, inter alia:
 - ID document/passport;
 - birth certificate;
 - marriage certificate;
 - family booklet/register;
 - driver's licence;
 - visas (issued or expired) to other EU+ countries;
 - residence permit in other EU+ countries;
 - residence authorisation in other EU+ countries;
 - diplomas or qualifications by educational establishments of an EU+ country;
 - entry and/or exit stamps (even if in a forged or falsified passport);
 - other, see also the list of proof and circumstantial evidence in Annex I of Commission Implementation Regulation 2025/2055 ⁽⁹²⁾.

In some cases, indicators may not be clear or evident. Even in cases of insufficient information, it might be possible that the applicant's case is an AMMR case and it may be important to refer the case to the responsible unit.

⁽⁹⁰⁾ Article 37(4) AMMR.

⁽⁹¹⁾ EASO, *Practical Guide on the Implementation of the Dublin III Regulation: Personal interview and evidence assessment*, October 2019, <https://euaa.europa.eu/publications/practical-guide-implementation-dublin-iii-regulation>, p. 21.

⁽⁹²⁾ Commission Implementing Regulation (EU) 2025/2055 of 2 October 2025 laying down rules for the application of Regulation (EU) 2024/1351 of the European Parliament and of the Council, as regards asylum and migration management and repealing Commission Regulation (EC) No 1560/2003 (OJ L, 2025/2055, 12.11.2025), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202502055.





Related EUAA publication

For comprehensive guidance on the responsibility determination procedure and its practical application, see EASO, *Practical guide on the implementation of the Dublin III Regulation: personal interview and evidence assessment*, October 2019, <https://euaa.europa.eu/publications/practical-guide-implementation-dublin-iii-regulation>. A second edition of the guide based on the AMMR provisions is planned for the future.



Related EUAA publication

For comprehensive guidance on the responsibility determination procedure and its practical application, see EUAA, *Guidance on the AMMR – Operational standards and indicators*, forthcoming.

Referral of potential AMMR cases

Once information that relates to any connection of a person to another EU+ state surfaces, it is important to immediately refer the case to the responsible unit. The responsible unit will proceed with the person's file, carry out the necessary checks, investigate further and conduct the responsibility determination. Even when there is uncertainty about the indications, the case file should be referred to the responsible unit as soon as possible.

Remember that your role is to look for indicators that another Member State may be responsible and refer the case file of the applicant to the responsible unit. Your role is of utmost importance for this procedure.



Good practice

It is good practice to have clear national guidelines and standard operating procedures that allow the quick identification and referral of AMMR cases to the responsible unit within the administration. This is of particular importance given the very short deadlines in the AMMR for the responsibility determination procedure.

Having a dedicated referral function within the administration can also play a role in ensuring that the correct cases are referred to the responsibility determination procedure which can contribute to speeding up all procedures and reducing administrative burdens.

The role of registration officer

In relation to the responsibility determination procedure, your role is to the following.

- **Be aware of and actively look for indicators that the responsibility determination procedure may be applicable** to identify applicants for international protection who might fall under the responsibility determination procedure;



- **Provide basic information to the applicant** ⁽⁹³⁾ on the criteria used to determine the EU+ country responsible for examining an application for international protection, for them to understand the need to provide any information that could help make this determination, as well as their obligations ⁽⁹⁴⁾ and the consequences of non-compliance ⁽⁹⁵⁾. In particular, it is important to emphasize to the applicant that they should not abscond, and that absconding may result in the reduction or loss of reception conditions. Moreover, it is important for the authority to provide this information as Member States are only allowed to apply the consequences (such as reduced material reception conditions) if the applicant was informed of their obligations and the consequence of not complying with them.

This information should be provided through, at a minimum, the **common information material** and the family tracing forms developed by the EUAA.

- **Refer relevant cases without delay to the responsible unit.**

It is important for you to have sufficient understanding of the below to be able to undertake the abovementioned tasks.

- The AMMR.
- The indicators to look out for when assessing if the AMMR regulation could be applicable.
- The definitions of family members and relatives in relation to the responsibility determination procedure.
- Whom to contact for more information or to initiate a possible responsibility determination procedure. It is good practice that the competent authority responsible for AMMR cases has a dedicated telephone number and/or helpdesk that staff from the asylum, migration, law enforcement or other relevant authorities can contact.
- How to refer the file (to the responsible unit) for further assessment.



Related EUAA publication

The EUAA developed the EUAA, *Family Tracing Form – Adult*, April 2025, <https://euaa.europa.eu/publications/family-tracing-form-adult> and EUAA, *Family Tracing Form – Child*, April 2025, <https://euaa.europa.eu/publications/family-tracing-form-child> as mandated by Article 22(1) AMMR, as well as the common information materials on the AMMR, as mandated by Article 20(1) AMMR. These information materials are customised by the Member States with national-specific information. Ask your supervisor where you can find these leaflets.

⁽⁹³⁾ In accordance with Article 8(7) APR, there are information provision leaflets that can be handed out to applicants.

⁽⁹⁴⁾ Article 17 AMMR.

⁽⁹⁵⁾ Article 18 AMMR.



Related EUAA tool

EUAA has a **training module on the identification of potential AMMR cases**. During the registration or lodging of the application, registration officers might come across a potential AMMR case. In these situations, it is important to refer these cases to the responsible unit in a timely manner. To better identify and recognise AMMR cases, the EUAA training module is available to help officers determine how to proceed with those cases and refer those to the responsible unit.



Key points to remember

- The AMMR sets out a mechanism to ensure that an application for international protection will be examined by only one EU+ country. It establishes the criteria to assess if the application could fall under the responsibility determination procedure.
- During the registration and lodging, the competent authority personnel should actively look for indications in the applicant's statements, supporting documents or information available in different databases for any elements related to the criteria presented in the AMMR.
- The applicant should be provided with basic information on the AMMR criteria, notably through the **common information material** ⁽⁹⁶⁾ and the family tracing **forms** ⁽⁹⁷⁾ developed by the EUAA, to help them provide any relevant information as well as their obligations and the consequences of non-compliance.
- Cases of applicants that could potentially fall under the responsibility determination procedure – even when the indicators are not clear or evident – should be referred to the responsible unit as quickly as possible. This is because the responsibility determination procedure needs to be conducted within short time limits at the beginning of asylum procedure.

⁽⁹⁶⁾ Article 20(2) AMMR.

⁽⁹⁷⁾ The EUAA developed the EUAA, *Family Tracing Form – Adult*, April 2025, <https://euaa.europa.eu/publications/family-tracing-form-adult> and EUAA, *Family Tracing Form – Child*, April 2025, <https://euaa.europa.eu/publications/family-tracing-form-child> as mandated by Article 22(1) AMMR.

7. Identification and referral of potential vulnerable applicants

Identification of potential vulnerable applicants as soon as possible in the asylum procedure is essential in order to provide them with the support they need. The registration officer's role includes identifying potentially vulnerable applicants and referring them to appropriate stakeholders.

Legal definitions and concepts

Due to personal circumstances, some applicants may have a limited ability to benefit from their rights or to fulfil their obligations.

The APR ⁽⁹⁸⁾ lays down safeguards for applicants in need of **special procedural guarantees**, i.e. applicants whose individual circumstances affect them in such a way that their ability to take part in the asylum procedure is affected or compromised.

In addition, the RCD 2024 ⁽⁹⁹⁾ provides safeguards for applicants with **special reception needs**, in relation to the social, material or medical sphere.

Special needs, whether procedural or reception-related, may be due to a range of factors and the APR and the RCD 2024 do not provide an exhaustive list of what should be considered as a vulnerability.

⁽⁹⁸⁾ Article 3(14) APR: “Applicant in need of special procedural guarantees” means an applicant whose ability to benefit from the rights and comply with the obligations provided for in this Regulation is limited due to individual circumstances, such as specific vulnerabilities”;

recital 17: Certain applicants may be in need of special procedural guarantees due, inter alia, to their age, gender, sexual orientation, gender identity, disability, serious physical or mental illness or disorders, including when these are a consequence of torture, rape or other serious forms of psychological, physical, sexual or gender-based violence. It is necessary to assess whether any individual applicant is in need of special procedural guarantees.

recital 20: Applicants who are identified as being in need of special procedural guarantees should be provided with adequate support in order to create the conditions necessary for the genuine and effective access to procedures. Where it is not possible to provide adequate support in the framework of an accelerated examination procedure or of a border procedure, an applicant in need of special procedural guarantees should be exempted from those procedures.

⁽⁹⁹⁾ Article 2(14) RCD: “applicant with special reception needs” means an applicant who is in need of special conditions or guarantees in order to benefit from the rights and comply with the obligations”;

Article 24 RCD: Member States shall take into account the specific situation of applicants with special reception needs. Member States shall take into consideration the fact that certain applicants such as those falling within any of the following categories, are more likely to have special reception needs: (a) minors, (b) unaccompanied minors; (c) persons with disabilities; (d) elderly persons; (e) pregnant women; (f) lesbian, gay, bisexual, trans and intersex persons; (g) single parents with minor children; (h) victims of trafficking in human beings; (i) persons with serious illnesses; (j) persons with mental disorders including post-traumatic stress disorder; (k) persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence, for example victims of gender-based violence, of female genital mutilation, of child or forced marriage, or violence committed with a sexual, gender, racist or religious motive.



While special procedural and reception needs are interrelated, they are not identical. For example, an illiterate man may have special needs in the context of asylum procedure but may not be considered vulnerable in the same way in terms of reception needs.

Identifying vulnerable applicants in the asylum procedure

Applicants with special procedural and/or reception needs can be identified at any stage of the asylum procedure. However, it is important that they are identified as early as possible to ensure that all needs are properly addressed.

As one of the first officials to interact with the applicant, the role of the staff responsible for the registration or lodging is crucial.

The APR ⁽¹⁰⁰⁾ and the RCD 2024 ⁽¹⁰¹⁾ provide specific rules regarding the vulnerability identification and assessment as follows:

- (d) competent authorities must, as early as possible after the making, individually assess whether the applicant has special procedural and/or reception needs;
- (e) the assessment of each category of vulnerability (special procedural needs and special reception needs) can be conducted concurrently or separately, and it does not need to take the form of an administrative procedure;
- (f) the assessment of special reception needs and special procedural needs should be concluded within 30 days of the making;
- (g) The assessment may require the assistance of an interpreter.

The vulnerability assessment of applicants who have undergone the screening process (within the meaning of the Screening Regulation), will build on the preliminary vulnerability check conducted during the screening process ⁽¹⁰²⁾.

In the vulnerability assessment, the examples of vulnerable groups listed in the APR and RCD 2024 are to be taken into consideration. It should be noted that this list is not exhaustive. The type of vulnerability and individual circumstances of the applicant determine what special guarantees need to be put in place.

The identification of vulnerabilities should be a continuous process that should begin as soon as possible and continue throughout all the stages of the asylum pathway. Vulnerability indications can be detected through:

- direct interaction with persons;
- observation of their visible signs (e.g. behavioural signs or visible signs of violent experiences);
- the applicant's own statements or those of their relatives or close friends or other persons in contact with the individual;

⁽¹⁰⁰⁾ Article 20 APR.

⁽¹⁰¹⁾ Article 25 RCD 2024.

⁽¹⁰²⁾ Article 12(3) Screening Regulation.





- the information provided by other professionals (medical diagnosis, previous psychosocial report, knowledge of an ongoing investigation, etc.);
- documentation available in the file or in the possession of the applicant;
- in other available databases;
- activities that can lead to identification such as individual interviews, group discussions, information sessions, etc.

In cases where many people are arriving on a regular basis (e.g. at disembarkation, at the borders), the conditions to conduct an adequate identification or an assessment must be met while taking into account the circumstances of the situation.

The applicant may also present underlying vulnerabilities (such as former traumatic experiences), which may only be detected during a more in-depth interview. If any referral is needed for a specialised assessment and/or support, this should be provided during the first steps of the asylum procedure.

There are several reasons why an applicant with special needs may not bring such experiences forward themselves directly. They may be unaware that they belong to a vulnerable group or that relevant assistance can be provided. They may feel uncomfortable sharing specific needs or feel generally at risk. There may also be other factors, such as age, gender, stress, physical and mental health as well as environmental circumstances that can influence the applicant's ability to express themselves. Additionally, potential differences in language, culture and life experiences, may create barriers in communication between the officer and the applicant.

In relation to vulnerable applicants, the following tasks should be conducted during the registration and lodging:

1. identifying applicants with special procedural and/or special reception needs (see Section [7.1. Identify indications of special procedural and/or reception needs](#));
2. providing immediate support, (see Section [7.2. Immediate support](#));
3. referring vulnerable applicant for further assessment and/or support if needed (see Section [7.3. Referral and follow-up actions](#)).

To undertake the abovementioned tasks, the responsible staff carrying out registration and lodging activities should have received training to enable them to detect signs that an applicant has special reception and/or procedural needs ⁽¹⁰³⁾. They should have knowledge of the following aspects:

- appropriate knowledge of vulnerabilities and special needs;
- knowledge of national mechanisms, methods, measures and steps to identify vulnerable applicants, such as internal protocols, guidelines, checklists for the screening, where applicable;

⁽¹⁰³⁾ Article 25(2)(a) RCD 2024 and Article 20(5) APR.





- knowledge of national referral mechanisms and procedures, including specialised child protection services, UNHCR and other organisations providing legal advice or counselling to applicants;
- basic knowledge about how to communicate with vulnerable applicants, including adapting language according to the specific needs, allowing more time for communication, taking on a communication style that is empathetic, culturally sensitive and gender-sensitive and observing one's own body language to express openness and calmness.

During the registration and lodging it is important to create an environment of trust where indications of special needs may be easier to identify. The following factors can contribute to creating such an environment:

- appropriate and sensitive communication style, for example by addressing the applicant using their preferred ('you') pronoun;
- sensitivity to each individual situation;
- easily understandable language;
- information provision about what is expected from the applicant;
- strict confidentiality, particularly around family members who may not be aware of the vulnerability;
- encouragement of the applicant to provide an account of events at their own pace without interruptions;
- appropriate and open-ended questions.

7.1. Identify indications of special procedural and/or reception needs

The APR ⁽¹⁰⁴⁾ and the RCD 2024 ⁽¹⁰⁵⁾ provide that the identification of special procedural and reception needs must be initiated based on:

- visible signs;
- the applicant's statements or behaviour;
- any relevant documents; and
- where applicable, the statements of the parents, the adult responsible or the representative of the applicant.

For applicants who have undergone the screening, the identification builds on the preliminary vulnerability check conducted during the screening.

⁽¹⁰⁴⁾ Article 20(2) APR.

⁽¹⁰⁵⁾ Article 25(1) RCD 2024.





The staff carrying out the registration and lodging should proactively observe and examine the applicant's statements and documents to identify potential special needs. Applicants may not spontaneously come forward to express their needs.

Observation is an important method to detect potentially vulnerable applicants. It requires you to keep your eyes and ears open, to obtain as much information as possible and to take note of it ⁽¹⁰⁶⁾.

Observation of physical appearance

Age. Verify the person's age if it's unclear. In cases of children, observe if they are accompanied by adults or travelling alone.

Health. Assess the person's physical condition, including mobility and any visible injuries or signs of illness. Is the individual able to move unaided? Are they showing signs of fatigue or dehydration? If the person is pregnant or a nursing mother, note this too.

Behavioural observations

Pay attention to how the individual behaves. Are they withdrawn or showing signs of anxiety, anger or aggression? Do they appear uncoordinated or easily distracted?

Take note if the person seems under the control of someone else, or if they are behaving in a manner inconsistent with their age or situation.

Emotional state

Look for signs of emotional distress such as sadness, fear, or confusion. Does the person seem disoriented or unaware of time and place? Do they appear overly joyful or detached despite potentially traumatic experiences?

Listening for concerns and unspoken information

It is important to listen for any signs of fear, shame, or reluctance to share details, as this may signal the need for further support or referral to specialised services.

Observing needs

Take note of any visible needs such as inadequate clothing or poor hygiene, keeping in mind the circumstances of the person's arrival.

Observe if the person seems to belong to a specific ethnic or religious group, or if they identify as having a particular sexual orientation or gender identity, which could point to specific vulnerabilities.

Be aware that special needs may be immediately visible but they can also manifest themselves later during the examination phase. While physical appearance may indicate certain special needs and the applicant may submit documents that detail particular needs, it is important to be aware that special needs may come across indirectly when communicating with the applicant. For example, the applicant may express indications of special needs

⁽¹⁰⁶⁾ EUAA and Frontex, *Practical Guide on Access to the Asylum Procedure*, 2023, p. 7, <https://euaa.europa.eu/practical-tools-first-contact-officials-access-asylum-procedure> (update forthcoming).





indirectly in their statements due to fear or shame (such as experiences of serious forms of violence or gender-related special needs).

Difficulties in communicating or following the thought process of the applicant may indicate vulnerabilities (such as mental disorders or intellectual disabilities). The behaviour or emotions expressed by the applicant may also convey indications of special needs (such as experiences of serious forms of violence or mental disorders).

Identification of special needs requires knowledge of what kind of cues may indicate vulnerability. It is important to recognise various signs and behaviours that could indicate specific risks or needs.

For individuals who have experienced **trauma or sexual violence**, the officer should look for signs such as anxiety, avoidance, low mood or emotional numbness. These individuals may also experience flashbacks, nightmares or paranoia. Physical symptoms such as generalised weakness, abdominal discomfort, headaches, or other psychosomatic signs are common. Emotional responses such as mistrust, fear, shame, guilt or difficulty recalling traumatic events can also indicate past trauma. It is essential to be aware that individuals presenting these signs may be suffering from Post-Traumatic Stress Disorder, which can manifest both emotionally and physically.

In the case of individuals who have experienced **gender-based violence**, the officer may notice self-destructive behaviours, such as cutting or sudden shifts in mood, including increased irritability or anger. Other signs of gender-based violence can include withdrawal from others, excessive fear or being overly anxious. Physical indications, such as bruises, difficulty walking, broken bones or other visible injuries, should also be taken into account. For women, the officer should observe for signs of pregnancy, nausea or fatigue, and consider any health concerns related to unwanted pregnancies or infections. Additionally, excessive crying, bed-wetting or sleep disturbances are common symptoms in those affected by gender-based violence.

Victims of trafficking may display specific characteristics that can be indicative of their exploitation. They may not have control over their personal belongings, such as money or travel documents and might show visible injuries resulting from assault or control. It is important to note any work-related injuries, particularly those caused by unsafe working conditions. Victims of trafficking may also have tattoos or other marks that signify ownership by their exploiters. Health concerns like sexually transmitted diseases or gynaecological issues can also be present. Further signs include limited knowledge of the area they are staying in, especially if they have been in the host country for a prolonged period without seeking protection. Additionally, trafficked individuals may have limited language skills, often only able to speak in terms related to their exploitation.

For **children**, the officer should be aware of signs that they may be victims of trafficking or other risks. A child traveling alone, without a guardian or parent is generally at higher risk and this may indicate an increased vulnerability. Additionally, if a child is carrying a phone with contacts that may be associated with exploitative activities, or if they are traveling in groups with non-relatives, these can be red flags.





Children who seem fearful, intimidated or unable to contact their parents or caregivers should also be closely observed. In some cases, children may show signs of being influenced by or under the control of adults who are not their parents or guardians and their relationship should be assessed for any inconsistencies or suspicious behaviours.

The EUAA tool for the Identification of Persons with Special Needs (the IPSN tool) ⁽¹⁰⁷⁾ provides a list of indications to observe during the registration process that are grouped as follows:

- age
- sex
- gender identity and sexual orientation
- family status
- physical indications
- psychosocial indications
- environmental indications.

Each group provides more specific indications relating for example to the applicant's behaviour, attitude, thought processes, relations to other people and physical appearance.

To link indications to specific special needs, the IPSN tool suggests specific needs to which each indicator can be related. The categories of special needs include:

- accompanied children;
- unaccompanied children;
- disabled people;
- elderly people;
- pregnant women;
- single parents with children;
- victims of human trafficking;
- persons with serious illnesses;
- persons with mental disorders;
- persons who have been subject to torture, rape or other serious forms of psychological, physical or sexual violence;
- lesbian, gay, bisexual, transgender and intersex;
- people with gender-related special needs.

The staff carrying out registration and lodging may, depending on the extent of their responsibility, refer an applicant to the appropriate medical practitioner or psychologist or to another professional, for advice on the applicant's need for special procedural guarantees, or for assessing the applicant's psychological and physical state, where there are indications that their mental or physical health could affect their reception needs ⁽¹⁰⁸⁾. In addition, the

⁽¹⁰⁷⁾ EUAA, Tool for the Identification of Persons with Special Needs, available at <https://ipsn.euaa.europa.eu/>.

⁽¹⁰⁸⁾ Article 20(4) APR and Article 25(2)(c) RCD 2024.





necessary medical and psychological treatment and care should be provided to applicants who were victims of torture and violence ⁽¹⁰⁹⁾. The referral is subject to the applicant's consent, wherever required under national law and practice.

The advice and/or assessment must be taken into account when deciding on the type of special procedural guarantees or special reception support to be provided to the applicant.



Related EUAA tool

The EUAA *Tool for the Identification of Persons with Special Needs* is available at <https://ipsn.euaa.europa.eu/>. The primary objective of the tool is to facilitate the timely identification of persons with special procedural and/or reception needs. The tool can be used at any stage of the asylum procedure, including registration and lodging of applications for international protection. It is a practical support tool for officials involved in the asylum procedure and reception and does not presuppose expert knowledge in medicine, psychology or other subjects outside the asylum procedure.

7.2. Immediate support

When any special need is identified at the registration and/or lodging phase, the staff carrying out the registration and/or lodging should immediately change their communication style by adapting the language and pace appropriately. Concretely, there may be a need to slow the pace, repeat the provided information, explain information with different words to ensure understanding. Short breaks can be introduced when needed.

Where possible, the registration/lodging should be scheduled with a specialised officer if indications of a specific vulnerabilities have been identified or are visible at an early stage. In addition, consideration may be given to assigning an officer and/or interpreter of a gender that the applicant feels most comfortable with. Changes to the officer or interpreter can also be made if needed to better respond to the applicant's needs. Where needed, appropriate logistical arrangements can be made to ensure that the location for registration and lodging is accessible to the applicant according to their particular special needs. A suitable room for the registration and lodging that ensures confidentiality and is free from disturbances should be arranged. If applicable, arrangements to accommodate the presence of additional persons should be made.

It is important to reassure the applicant during the registration and lodging that all statements, supporting documents and other data collected to support the application are treated with confidentiality. The principle of confidentiality should be observed carefully in all communication related to the applicant's file, including with the applicant's potential family members who may not be aware of the applicant's special needs.

⁽¹⁰⁹⁾ Article 28 RCD 2024.





Making applicants aware of this right is essential to foster trust and to create a safe environment for the disclosure of sensitive information or specific needs. This is particularly important for applicants who may have experienced exploitation, trafficking or other forms of abuse, as awareness of confidentiality protections can encourage them to share relevant information necessary for the proper assessment of their application.

It is essential to provide information to the applicant in a manner that takes into consideration their special needs, which may include considering their ability to hear, see or comprehend as well as taking into account their age, gender and cultural background. The officer's communication style, as well as information provision materials and available communication tools should be adapted to the special needs of the applicant.

More information on providing immediate support to unaccompanied children is provided under in Section [9.3 Unaccompanied children](#).

7.3. Referral and follow-up actions

If an applicant with special procedural or reception needs has been identified, the registration/lodging officer should refer the applicant for further assessment and/or support.

Before referring an applicant to external services or stakeholders for further assessment or support, it is important to obtain the applicant's consent in accordance with national law and practice. The applicant should be clearly informed about the purpose of the referral, the type of information that will be shared, and with whom. Consent should be provided voluntarily, without any pressure, and recorded in the applicant's file according to national procedures.

While in urgent cases where immediate referral is necessary to protect the life, health or the safety of the applicant or others, the referral will proceed in line with national child protection or emergency protocols, ensuring that the applicant's dignity and confidentiality are respected.

The type of support that is provided can include a wide range of measures, depending on the identified vulnerability and national set-up.

The following actions should be taken when an applicant has been identified to have special needs.

1. Record the special need(s), including any signs of vulnerability, in the applicant's personal file, according to national practice. Communicate this information to the relevant stakeholders to provide the necessary guarantees and support.

It is good practice for asylum and reception authorities to share with each other any observations related to the applicant's vulnerability. This should, however, be appropriately framed to ensure that the information is objective and neutral as well as that the applicant's confidentiality and privacy is respected.

2. Depending on the national set-up and the special needs of the applicant, consider the following actions related to information provision, referral to assistance and flagging relevant information to the determining authority.





To the applicant

- Provide information on applicable assistance, including legal aid, relevant support groups, medical support, services available for disabled persons and other specialised services
- Confirm that the person knows how to access services if they are referred to them.

To the determining authority

- Flag any special needs that have been observed by providing details on the indications of vulnerability and any supporting documentation related to these needs.
- Flag that the initiation of further vulnerability assessment might be needed to provide appropriate support to the applicant during the asylum procedure.
- Flag the potential need for procedural adjustments, such as extended time limits, special arrangements for the personal interview and/or the need for expert support.
- Flag the potential need to prioritise the examination procedure.
- Flag the potential consideration not applying border/accelerated procedure in case adequate support cannot be provided.

To the reception authorities or stakeholders

- Flag that the initiation of further vulnerability assessment might be needed to provide appropriate support to the applicant regarding reception conditions
- Flag considerations related to the family unity and/or specific needs of the applicant to relevant stakeholders to ensure appropriate accommodation, if applicable.

To the authority responsible or service provider

- Refer the applicant to the available assistance, if needed and agreed to by the applicant.
 - If applicable, make arrangements to refer the applicant to the National Referral Mechanism for victims of human trafficking by observing strictly the national guidelines.
 - Flag the need to appoint a representative for cases of intellectual disabilities or other health-related condition, such as serious mental illness, if applicable.
3. Applicants with serious health concerns (including serious mental health problems), pregnant/nursing women, victims of trafficking at immediate risk, unaccompanied and separated children require special attention and need to be referred for follow-up immediately.
- **Immediate safety concerns.** Contact law enforcement authorities immediately for cases of acute concerns that the applicant may harm themselves or be a danger to people around them, including to their family members.
 - **Acute medical needs.** Call an ambulance immediately in case there are acute needs related to the physical or mental health of the applicant.



- **Acute child protection needs.** Contact law enforcement authorities immediately in case of acute concerns related to the wellbeing of a child.
- **Particular safety concerns of victims of human trafficking.** Contact law enforcement authorities immediately in case of any concerns about the safety of the applicant to ensure protection and possibly to apprehend the trafficker.

Consider providing logistical support to the applicant to facilitate the immediate next steps taken after registration and/or lodging, including arranging a secure space to wait for the relevant authorities to arrive, private space to receive urgent medical support or transportation.



Key points to remember

- The registration / lodging stages are crucial for identifying applicants with special procedural and/or reception needs as early as possible. This is in order to ensure that applicants are provided with adequate support so that they can enjoy their rights and comply with their obligations.
- The officer should proactively observe indications of special needs based on the statements and supporting documents provided by the applicant. The officer should ensure to further explore indirect indications related to, for example, the applicant's behaviour, emotions or thought processes.
- The applicant with special needs should be provided with immediate support during the registration and/or lodging to make it easier for the applicant to present the relevant information. Methods to do this include adapting the communication style to the situation, providing reassurance on confidentiality, providing information in a manner that considers special needs, making necessary logistical arrangements and scheduling the registration with specialised officer.

Where applicable, indications of special needs should be recorded in the applicant's file, this information should be communicated to relevant stakeholders, information should be provided to the applicant on relevant available assistance and finally, the applicant should be referred to support or to further assessment of special needs.



8. Documents provided to the applicant

The applicant must be provided with documents by the competent authority both at the stage of **registration** as well as at the stage of **lodging**. The documents certify the person's **status as an applicant for international protection** and serve as a temporary certificate to reside in the territory of the EU+ country, while their application is being examined. In addition, they assert the applicant's access to the rights afforded to applicants for international protection. The documents do not need to certify the identity of the applicant but they are considered sufficient for the purpose of identifying themselves to national authorities.

The document issued upon lodging includes more detailed information than the one issued upon registration. If during the registration stage it is possible to directly provide the document issued upon lodging, there is no need to provide the document issued upon registration ⁽¹¹⁰⁾.

If the applicant is in **detention** or **imprisoned**, it is not needed to issue any documents for the duration of detention or imprisonment. However, if the applicant is released, they must be provided with the documents issued upon registration and upon lodging. If the document issued upon registration is provided to the applicant when they are released, the document issued upon lodging must be provided as soon as possible ⁽¹¹¹⁾.

For **accompanied children**, the documents issued upon registration and upon lodging to one of the parents or the responsible adult can also cover the child, if that is appropriate ⁽¹¹²⁾.

8.1. Document provided upon registration

Upon registration, the applicant must be provided with a document which indicates:

- the applicant's name;
- date of registration of the application; and
- that an application for international protection has been made and registered ⁽¹¹³⁾.

In the case of a transfer ⁽¹¹⁴⁾, such document is provided when the applicant identifies themselves and it indicates:

- the applicant's name;
- date of registration of the application;
- that an application is made and registered; and
- that the applicant is being transferred.

⁽¹¹⁰⁾ Article 29(2) APR.

⁽¹¹¹⁾ Article 29(5) APR.

⁽¹¹²⁾ Article 29(6) APR.

⁽¹¹³⁾ Article 29(1) APR.

⁽¹¹⁴⁾ Article 46 AMMR.



The document provided upon registration is valid until the document upon lodging is issued ⁽¹¹⁵⁾.

8.2. Document provided upon lodging

A document must be provided to the applicant as soon as possible after the lodging of the application.

8.2.1. Document details

Information to be included in the document

In accordance with Article 29 APR, the document should include at least the following information:

- the applicant's:
 - name;
 - date of birth;
 - place of birth;
 - gender;
 - nationalities or, if applicable, an indication of statelessness;
 - facial image; and
 - signature;
- the issuing authority;
- date of issue;
- place of issue;
- period of validity of the document;
- the status of the individual as an applicant;
- a statement that the applicant has the right to remain on the territory of the Member State for the purpose of having the application examined;
- indication of whether the applicant is free to move within all or part of the territory of the Member State;
- a statement that it is not a travel document and that the applicant is not allowed to travel without authorisation to another Member State;
- date of registration of the application.

Additional information that could be included in the document

According to national legislation and practice, the document could also include:

- individual registration number and/or case number;
- place of residence and contact details in the host country;
- date of arrival;
- a unique serial document number;
- identity documents in the applicant's possession;
- information about the family or children;
- language of the procedure or the need for interpretation in a certain language;
- information on work authorisation.

⁽¹¹⁵⁾ Article 29(1) APR.



To prevent document forgery, it is recommended that each card **bears visible and specific security features**. To help the applicant and service providers to be fully aware of the applicant's rights and the benefits to which they are entitled, it is a good practice to add information on the applicant's entitlements and benefits to the document.



Good practice

Have a scheduling system in place that allows the applicant to be informed about the date of their appointment for the personal interview at the end of the lodging phase. The date, time and place of their appointment can be provided in writing, together with the document or applicant's card.

This practice makes the asylum procedure more transparent and predictable for the applicant and helps to maintain a 'link' between the applicant and the asylum authority, in the sense that an applicant does not leave the office without knowing the date of the next stage. It will also avoid problems with the invitation for the personal interview, if this is sent at a later date.

As registration, lodging and examination of an application can be administered by different authorities, scheduling a personal interview at the lodging stage may not always be feasible. As an alternative to scheduling a precise time for the personal interview, an approximate period could be provided to the applicant as to when the personal interview is expected to take place, based on estimates provided by the determining authority. In any case, it is of utmost importance that the information provided is reliable to maintain the applicant's trust in the asylum procedure.

8.2.2. Validity of the document

The period of validity of the document issued upon lodging is **up to 12 months** or until the applicant is **transferred** in accordance with the AMMR. The period of validity indicated in the document though may not cover the entire examination period. When the document is issued by the responsible Member State, its validity must be **renewed** for as long as the applicant has the right to remain on the territory. However, the validity of the document does not allow the applicant to remain on the territory, if that right has been terminated or suspended. ⁽¹⁶⁾

Applicants need to be informed about the importance and means of renewing the document. The authorities need to put in place the necessary measures so that the applicant can easily renew the document. No disproportionate administrative requirements for the renewal should be imposed so that any limitations in the validity of the document does not negatively affect or add additional steps in accessing certain rights while the asylum procedure is pending. Depending on the national set-up, the following could be considered.

- The period of validity could be adapted according to the concrete circumstances of the examination process. This could be, for example, adaptation to relocation timelines within the scope of the AMMR, the accelerated examination procedures or to the time

⁽¹⁶⁾ Article 29(9) APR.



expected to receive a decision on international protection in the regular examination procedure, without prejudice to the maximum 12-month period of validity according to the APR.

- The renewal of the document offers an occasion to be in contact with the applicant. It can offer an opportunity for the applicant to update the address and contact information and ask any questions related to the procedure.
- The time to renew the document could be used as an indicator to detect if the applicant has potentially absconded.

8.3. Information provision on the document

When the applicant is provided with a document certifying their status, they should be informed about the:

- importance of keeping the document on their person at all times;
- steps to be followed if the document is damaged or lost and the obligation to still attend the personal interview on the date and time communicated;
- consequences of failing to renew the document, according to national practice.



Key points to remember

- Each applicant should be provided with a document as soon as possible at the moment their application is registered and when it is lodged.
- The document certifies the applicant's status as an applicant for international protection and testifies that they are allowed to remain in the territory of the EU+ country, while their application is being examined.
- The applicant needs to be provided with a valid document for the entire examination period. According to national practice, the document may be provided only for a certain period after which the applicant needs to renew it.
- Information should be provided to the applicant about their obligation to keep the document on their person at all times, the validity period of the document and the consequences of potentially failing to renew the document if this is required.



9. Registration of special cases

9.1. Subsequent applications



Article 3(19) APR

'Subsequent application' means a further application for international protection made in any Member State after a final decision has been taken on a previous application, including cases in which the application has been rejected as explicitly or implicitly withdrawn.

Identifying a subsequent application

When registering an application for international protection, it is important to always consult:

- the national database, to determine if the applicant previously lodged an application in this same EU+ country;
- the Eurodac database, to determine whether the applicant submitted a previous application in another EU+ country.

Depending on the results of the searches in the national database and the Eurodac database, the following courses of action should be taken.

1. The national database indicates that the applicant previously lodged an application in this same EU+ country and the procedure is still pending.

The application should be considered as a further representation and not a subsequent application⁽¹⁷⁾. The further representation should nevertheless be recorded. The applicant is informed in writing that the application is not a subsequent application. All the information and documents submitted with the further representation are included in the existing case file. The further representation would then be examined in substance as part of the pending application.

2. The national database indicates that the applicant previously lodged an application in this same EU+ country and received a final decision.

The new application should be registered and lodged as a subsequent application.

3. The national database indicates that the applicant did not previously register or lodge an application in this EU+ country.

The application should be registered and lodged as a first application (provided that there is also no hit in Eurodac).

⁽¹⁷⁾ Article 55(1) APR.





4. The Eurodac search indicates that the applicant did not previously register or lodge an application in another EU+ country.

The application should be registered and lodged as a first application (provided that there is no hit in the national database).

5. The Eurodac search indicates that the applicant previously applied for international protection in another EU+ country.

For clarity, the country where the applicant reapplied is designated as ‘country A’, whereas the country where the applicant previously applied as ‘country B’.

If a final decision was made, the application is lodged in country A as a subsequent application. If no final decision was made, the application will be lodged in country A as a further representation. The person should be transferred to the responsible Member State for the continuation of the procedure, with the submitted elements constituting further representation in the ongoing examination.

Information on subsequent applications

If the application is a subsequent application, information should be provided to the applicant on the specific procedures that apply to subsequent applications as well as the applicant’s rights and obligations. The responsible officer should inform the applicant by means of the leaflet developed by the EUAA.

The leaflet should be provided either physically or electronically, and, if necessary, orally.

The information needs to be provided in a language that the applicant understands or is reasonably supposed to understand, which can be another language other than their mother tongue.

It is important to ensure that the applicant understood all information that they were provided. If in doubt as to whether the applicant understood, it is good practice to make the applicant repeat or summarise, in their own words, the information that was perhaps not understood.

It is good practice to complement the leaflet with oral explanations. This is particularly important given the various degrees of literacy of applicants and allows for adapting the information to the particular circumstances of the applicant. Taking into consideration the specific features of the preliminary examination procedure, the applicant should be informed about the following:

- what is a subsequent application (it is not another chance to appeal against the previous decision but an opportunity to present relevant new elements);
- type of examination procedure to be followed (including the preliminary examination);
- what is meant by new elements or findings;
- how, where and by when to submit the new elements and documents;
- that the applicant needs to provide detailed information on why the new elements were not submitted earlier and how, if applicable, the new elements relate to a previous application(s);





- possibility of not having a new personal interview, according to national law;
- if possible, timeframe for the examination procedure, according to national practice.

Interpretation can be provided during the registration and may be used to translate any forms used for the submission of new elements to a subsequent application if a personal interview will not be organised.

Lodging a subsequent application

It is advisable to use a lodging form that is specifically designed for subsequent applications, in which the applicant is asked to submit the new elements that serve as the basis of the claim and any updates with regards to the personal data. Specific fields could include information based on which the preliminary examination is conducted, including the new elements not included in the previous application(s), how these elements relate to the earlier asylum claim(s), if applicable, and potentially the reason these elements were not mentioned before.

For more information on questions that can be asked during lodging in relation to the asylum claim, see the [Annex](#).

Particularly challenging are situations in which a subsequent application is made during the return process, especially where those applications are made merely to delay or frustrate an ongoing removal process. In all these cases, the determining authority needs to be consulted. It is therefore good practice to create direct communication lines between the authorities responsible for the removal, the authorities responsible for the registration and the determining authority. This will allow referral of any subsequent applications made directly before the return decision is enforced and to allow for an immediate processing of the preliminary examination.



Related EUAA publication

EASO, *Practical Guide on Subsequent Applications*, December 2021, <https://euaa.europa.eu/publications/practical-guide-subsequent-applications> (update forthcoming).

The guide provides tools to examine subsequent applications, including aspects that need to be taken into consideration during the making, registering and lodging subsequent applications. The guide explains what constitutes a subsequent application and what are meant by 'new elements' that can be submitted to support the subsequent application. It further explains the special procedural rules related to the preliminary examination of subsequent applications and explores specific situations in which a subsequent application could be submitted.



9.2. Applications on behalf of accompanied children

Accompanied children have the **right to lodge an application in their own name**, if they have **legal capacity** according to national law. If they do not have legal capacity, a parent or another adult responsible for them ⁽¹¹⁸⁾, such as a legal caregiver or child protection services, must lodge an application **on their behalf** ⁽¹¹⁹⁾

When an accompanied child **does not have legal capacity** according to national law, and if they are **present** when their parent or another adult responsible for them makes or lodges an application for international protection, it is also considered that the making or lodging is also **on behalf of the child**. This may also apply to children who are born or present during the administrative procedure ⁽¹²⁰⁾. In this case, it is recommended to fill in a separate form for the child and include a reference linking the child's form to the form of their parent or adult responsible for them. The child must be present for the lodging of an application on their behalf, except if the child is unable or unfit to attend for justified reasons or if national law allows for the lodging of an application on behalf of the child using a form ⁽¹²¹⁾.

The lodging of applications of accompanied children must be guided by the principle of the **best interests of the child**, which should remain a primary consideration for national authorities ⁽¹²²⁾.

Since the child is inherently vulnerable, it is very important that you are particularly sensitive to any indications of special procedural or reception needs. Attention should be paid to accompanied children, including where there are indications that the reported parents may not in reality be the child's parents. Fear in the presence of adults officially reported as parents could be an indication of being trafficked or other types of abuse. It is important to take into consideration the possibility that the child has been subjected to other forms of psychological, physical or sexual violence, including female genital mutilation/cutting. In such cases, the special needs of the child must be addressed and appropriate support provided.

9.3. Unaccompanied children

Definition

An **unaccompanied child** is a child who arrives in the territory of the EU+ country unaccompanied by an adult responsible for them, whether by law or by practice of the EU+ country concerned and for as long as they are not effectively taken into the care of such an adult. It also includes a child who is left unaccompanied after the child has entered the territory ⁽¹²³⁾.

⁽¹¹⁸⁾ Meaning by law or practice of the Member State concerned.

⁽¹¹⁹⁾ Article 32(1) APR.

⁽¹²⁰⁾ Article 32(2) APR.

⁽¹²¹⁾ Article 32(3) APR.

⁽¹²²⁾ Article 22(1) APR.

⁽¹²³⁾ Article 2(7) APR and Article 2(5) RCD 2024.



Both the APR and the RCD 2024 lay out specific guarantees to ensure that the unaccompanied child can benefit from their rights and comply with their obligations in the asylum context ⁽¹²⁴⁾.

Measures should be taken as soon as possible to ensure that a **representative** is appointed by a competent body to assist and represent the unaccompanied child in the asylum procedure to ensure the best interests of the child and to exercise legal capacity for the child, where necessary, including when a child is found to be unaccompanied at any moment of the asylum procedure. An unaccompanied child should be appointed a representative no later than **15 working days** from the making of an application ⁽¹²⁵⁾. In the event of a disproportionate number of applications made by unaccompanied children or other exceptional situations, the time limit to appoint a representative may be extended by 10 working days ⁽¹²⁶⁾.

The appointment of a qualified representative is to ensure that the best interest of the child is fully considered, including legal, social, medical and psychological needs of the child, throughout the asylum procedure and until a durable solution is found for the child. In addition to the appointment of a representative, the child has the right to legal counselling and representation. The representative needs to be appointed by the authorities ‘as soon as possible’. To consider the child’s best interests from the early stages of the asylum procedure, it is important that the representative is present during the registration and lodging of the application and may even lodge the application on behalf of the child, where applicable. In some EU+ countries, the presence of the representative (or the person acting as the representative) is a pre-requisite for the lodging of the application ⁽¹²⁷⁾.

The representative’s tasks include the below, among others, and where applicable ⁽¹²⁸⁾:

- providing relevant information to the unaccompanied child regarding the asylum procedure;
- assisting in the age assessment procedure;
- assisting with the registration of the application;
- assisting with the lodging of the application or lodging the application on behalf of the unaccompanied child;
- assisting with the preparation of and attending the personal interview, while also informing the child of the purpose, the consequences and ways to prepare;
- providing information and assistance in procedures relevant to responsibility determination according to the AMMR and procedures relevant to the collection of biometric data according to the Eurodac Regulation.

⁽¹²⁴⁾ Article 23 APR and Article 27 RCD 2024.

⁽¹²⁵⁾ Article 23(2)(b) APR.

⁽¹²⁶⁾ Article 23(3) APR.

⁽¹²⁷⁾ EASO, *Report on asylum procedures for children*, 2019, <https://euaa.europa.eu/publications/report-asylum-procedures-children>.

⁽¹²⁸⁾ Article 23(8) APR.





Related EUAA publication

For the role of the representative in the AMMR procedures, see EUAA, *Guidance on the AMMR – Operational standards and indicators*, forthcoming.

Until a representative is appointed, **a person with the necessary skills and expertise to assist the child** to safeguard their best interests and general well-being can provisionally act as a representative. This person can be the same as the representative eventually appointed ⁽¹²⁹⁾.

If a representative has not been appointed, this person may also be authorised to assist the unaccompanied child with the registration and lodging of the application or to lodge the application on the child's behalf, where applicable ⁽¹³⁰⁾. This person must be **informed** by the competent authority about relevant facts, procedural steps and time limits regarding the application of the child and have access to the child's file. The same applies for the child's representative ⁽¹³¹⁾. The unaccompanied child must be informed immediately by the competent authority, in a child-friendly way and in a language they understand about the appointment of a (provisional) representative and about the possibility, if needed, to lodge a complaint against them in a safe and confidential manner ⁽¹³²⁾.

The competent authority must inform the determining authority and, where applicable, the competent authority for registering the application that the child has been appointed a representative ⁽¹³³⁾.

Though the child arrived unaccompanied, they may have family members already present in another EU+ country. It should therefore be considered if the child already has family members, siblings or other relatives who can take care of the child who are legally present in another EU+ country. If this is the case, the family tracing procedure should start and the AMMR may be applicable, provided that any family members, siblings or relatives of the unaccompanied child in other Member States are identified, and the transfer is in the best interests of the child. The child may also have been separated from their family members while travelling to the EU+ country and those family members may still be arriving to the territory of the EU+ countries.

The rights of unaccompanied children in the asylum context

The registration officer has a central role in the early realisation of the child's rights by identifying children and their specific needs.

Rights governing the overall asylum context

- Primary consideration of the best interests of the child in any actions related to children, including actions by public authorities and private institutions (Article 22(1))

⁽¹²⁹⁾ Article 23(2) APR.

⁽¹³⁰⁾ Article 23(7) APR.

⁽¹³¹⁾ Article 23(5)(c) APR.

⁽¹³²⁾ Article 23(5)(a) APR.

⁽¹³³⁾ Article 23(5)(b) APR.



APR, Article 20(5) QR, Article 26(1) RCD 2024, Article 24(2) Charter of Fundamental Rights of the EU ⁽¹³⁴⁾ and Article 3(1) UN Convention on the Rights of the Child ⁽¹³⁵⁾).

- Free expression of views and consideration of these views according to the age and maturity of the child in matters that concern them (Article 26(2)(d) RCD 2024, Article 24(1) Charter of Fundamental Rights and Article 12 UN Convention on the Rights of the Child).

Rights related to the examination procedure

- Appointment of a legal representation/guardian as soon as possible (Article 23(2) APR).
- Identification and assessment of the need for special procedural guarantees for the children (Articles 20 and 21 APR).
- Possibility of prioritisation of the examination of applications for asylum by unaccompanied children (Article 34(5)(b) APR).
- Tracing of family members and family reunification, including consideration that family members may be present in the Member States at the time of arrival (Article 33(7) QR and Article 26(2)(a) RCD 2024).

Rights related to reception conditions

- Assessment of special reception needs of the unaccompanied child within 30 days of the making of the application (Article 25(1) RCD 2024).
- Consideration of security and safety, particularly where there is a risk of any kind of violence or exploitation, including being a victim of trafficking (Article 26(2)(c) RCD 2024).
- Access to rehabilitation services and appropriate mental health services for victims of any form of abuse, neglect, exploitation, torture or cruel, inhuman and degrading treatment, or who have suffered from armed conflicts (Article 26(4) RCD 2024).
- Protection and care necessary for the well-being and social development of the child, taking into particular consideration the background of the child (Article 26(2)(b) RCD 2024, Article 24(1) Charter of Fundamental Rights and Article 3(2) UN Convention on the Rights of the Child).
- Regarding accommodation, unaccompanied children should be placed either:
 - with adult relatives;
 - with a foster family; or
 - in accommodation centres suitable for children.

Changes of residence should be limited to a minimum and, as far as possible, siblings should be kept together, if it is in the best interests of the child concerned.

⁽¹³⁴⁾ EU, Charter of Fundamental Rights of the European Union, 26 October 2012, 2012/C 326/02, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A12012P%2FTXT>.

⁽¹³⁵⁾ UN General Assembly, Convention on the Rights of the Child, United Nations, Treaty Series, vol. 1577, p. 3, 20 November 1989, <https://www.refworld.org/legal/agreements/unqa/1989/en/18815>.



Access to leisure activities, including open-air activities within the housing premises and accommodation centres where the child is accommodated.

Unaccompanied children aged 16 and over may be placed in accommodation centres for adult applicants, if it is in their best interests (Article 27(9) RCD).

If they are placed in detention, unaccompanied children must be accommodated in facilities adapted to the housing of unaccompanied children, with staff qualified to safeguard the rights of unaccompanied children (Article 13(3) AMMR).

- Same access to education and healthcare as nationals and under similar conditions (Article 16 and 22(2) RCD 2024).

Indications for identifying an applicant as a child

The following elements can be relevant to identify an applicant as a child.

Documents (such identification documents) may be presented by the applicant, put forward by another person on behalf of the applicant or collected by authorities from service providers and other authorities.

The **statements** by the applicant, self-declaration on age and family relations, and statements by other persons. Any other person (such as family members, teachers, social workers, staff at the accommodation centre) may provide information about the age, other family members and additional special needs of the applicant.

The officer's **observations** could be relevant in identifying children. Caution should be exercised when your observations do not correspond to potential evidence provided in the applicant's case (including the statements of the applicant). The applicant may claim to be an adult (for example, in situations of marriage or trafficking) even though they are children. If the officer identifies such concerns, they should flag this or explore elements related to the applicant's age further according to national practice.

Common **databases**, for example the Schengen Information System (SIS), Eurodac, VIS or Interpol's Stolen and Lost Travel Documents could contain information on the applicant's age.

Other evidence (such as photos) may provide an indication of the applicant's age. It is important to record all documents that the applicant provides to substantiate their application. Some documents (such as school records, vaccination cards, other medical records) may provide an indication of an estimated age of the applicant even though they may not include any direct reference to the age.

Age assessment (if claimed age is in doubt)

Age assessment is the process by which authorities seek to estimate the chronological age or range of age of a person to establish whether an individual is a child or an adult.

Age assessment should not be conducted as a routine practice. It should only be carried out where doubt arises because of statements by the applicant, available documentary evidence or other relevant indications. Age assessment should be conducted taking into account the best interests of the child.

**Related EUAA publication**

For comprehensive guidance on age assessment, see EUAA, *Practical Guide on Age Assessment (third edition)*, forthcoming.

Identifying a child as unaccompanied

A child can be identified as ‘unaccompanied’ based on their own statements.

However, in certain cases, and particularly in cases of human trafficking, a child may also be unaccompanied although presented as being accompanied.

In case of doubt as to the nature of the relationship between the child and the adults officially presented as parents or caregivers, the quality, authenticity and durability of the relationship should be carefully assessed. This assessment can involve separately interviewing the child and the adults on the child’s living environment in the country of origin or in which the child grew up. Depending on the age and level of maturity of the child the interview could include questions such as the school attended, the colour of their bedroom, their favourite toys, etc.

**Related EUAA publications**

For comprehensive guidance on family tracing, see EUAA, *Practical Guide Family Tracing – Part I. Principles and practices on family tracing in the EU+ and third countries*, second edition, April 2025, <https://euaa.europa.eu/publications/practical-guide-family-tracing-part-i-principles-practices> and EUAA, *Practical Guide Family Tracing – Part II. Tracing and identifying family members under the asylum and migration management regulation*, second edition, April 2025, <https://euaa.europa.eu/publications/practical-guide-family-tracing-part-ii-tracing-AMMR>.

**Related EUAA publication**

For comprehensive guidance on the best interests of the child considerations, see EUAA, *Practical Guide Best Interests of the Child in Asylum Procedures (second edition)*, forthcoming.

**Related EUAA tools**

The animations on age assessment complement the practical guide on age assessment.

The animation Age Assessment for Practitioners is intended for reception and asylum officials, migration and law enforcement officers, social workers, radiologists, paediatricians, public prosecutors and other stakeholders. It presents in an easy-to-understand way the key elements of the guidance and the necessary safeguards to ensure a right compliant and reliable age assessment. The animation is available on the EUAA YouTube channel here: <https://www.youtube.com/watch?v=gXq1bMRDVwc>.

The animation Age Assessment for Children informs children and youths about what to expect when asked to undergo an age assessment. The animation is available on the EUAA YouTube channel here: <https://www.youtube.com/watch?v=wLe8DdsPZvw>.

Authorities working with unaccompanied children need to have appropriate training concerning the specific needs of children. It is good practice to have a sufficient number of specialised registration officers to conduct the registration and lodging of applications for unaccompanied children.

The following measures are important for cases of unaccompanied children.

- Provide information to the child and representative on the asylum procedure and available support.

Information needs to be provided in a child-friendly manner, taking into consideration the maturity of the child ⁽¹³⁶⁾.

- Provide information as soon as possible and at the latest during registration on how to access available legal counselling, according to the national set-up.
- Invite the child to provide their views to any matters that concern them.
- Flag the need for special procedural guarantees to the determining authority.

Next to the fact that the child is unaccompanied, flag any other special procedural needs that you notice, such as indications of mental health issues or traumatic events in the past. Record your observations in the registration form and flag them to the determining authority.

- Refer for the assessment of special reception needs.

Ensure that the child is accommodated in an appropriate facility. Appropriate facilities could include staying with an adult relative or foster family or staying in an accommodation centre with special provisions for children or other accommodation suitable for children. If you identify other vulnerabilities in addition to being an unaccompanied child, for example, indications of health or mental health issues or traumatic events in the past, refer the applicant for an assessment / monitoring of special reception needs ⁽¹³⁷⁾.

- Take note of any family members of the child present in any EU+ countries.

Consider that the unaccompanied child may have family members or relatives already present in the country or another EU+ country. Similarly, consider the possibility that the child was separated from their family members when travelling. Record these considerations in the applicant's file and flag them to the determining and reception authorities. Make sure to flag these considerations to the responsible national unit for responsibility determination, if the unit is not part of the determining authority.

- Refer to family tracing procedures, if applicable.

While the personal details of family members or relatives are recorded, it is important to also ask for their contact details and current address for family tracing purposes. If

⁽¹³⁶⁾ For more information on providing information to children, refer to the Council of Europe, *How to convey child-friendly information to children in migration: A Handbook for frontline professionals*, December 2018, <https://rm.coe.int/how-to-convey-child-friendly-information-to-children-in-migration-a-ha/1680902f91>.

⁽¹³⁷⁾ For more information, refer to the EASO, *Guidance on Reception Conditions for Unaccompanied Children: Operational standards and indicators*, December 2018, <https://euaa.europa.eu/publications/guidance-reception-conditions-unaccompanied-children>.



the child provides these details, this can be flagged to the determining authority and/or reception authority, according to national practice ⁽¹³⁸⁾.

- Observe any considerations requiring immediate referral.

Refer any acute needs, such as serious health conditions, or immediate safety considerations, such as situations of trafficking, to services that are provided directly after the registration using means of referral according to national practice.

9.4. Adults requiring assistance

In principle, adult applicants should lodge their application themselves.

However, some adult applicants may be unable to exercise legal capacity. Legal capacity is the ability of a person to take legally valid decisions and to enter into binding contractual relations ⁽¹³⁹⁾.

The inability to exercise legal capacity can be due to a variety of reasons, for example:

- elderly applicants affected by age-related illnesses (e.g. Alzheimer's disease); or
- adults of any age who live with physical or mental disabilities, an impairment or insufficiency of their personal faculties.

Applicants unable to exercise legal capacity are unable to protect their interests and personal affairs. The inability to exercise legal capacity can be temporary or permanent, total or partial.

Such applicants (hereinafter 'dependent adults') require assistance to exercise legal capacity. The assistance is provided by an adult responsible for them either by law or national practice. The applicable rules in terms of who can be the adult responsible vary among Member States.

The responsible adult may lodge the application on behalf of the dependent adult ⁽¹⁴⁰⁾. The dependent adult should nevertheless be present for the lodging, except if they are unable or unfit to be present or if the national law provides that the application can be lodged by means of a form.

⁽¹³⁸⁾ For more information on family tracing, refer to the EUAA, *Practical Guide Family Tracing – Part I. Principles and practices on family tracing in the EU+ and third countries*, second edition, April 2025, <https://euaa.europa.eu/publications/practical-guide-family-tracing-part-i-principles-practices> and EUAA, *Practical Guide Family Tracing – Part II. Tracing and identifying family members under the asylum and migration management regulation*, second edition, April 2025, <https://euaa.europa.eu/publications/practical-guide-family-tracing-part-ii-tracing-AMMR>.

⁽¹³⁹⁾ European Union Agency for Fundamental Rights, *Legal capacity of persons with intellectual disabilities and persons with mental health problems*, 3 October 2013, https://fra.europa.eu/sites/default/files/legal-capacity-intellectual-disabilities-mental-health-problems-factsheet-en_0.pdf.

⁽¹⁴⁰⁾ Article 31 APR.





Key points to remember

Subsequent applications

- The national database should be consulted to determine if an earlier application has been made by the applicant before lodging a new application.
- The Eurodac should be consulted to determine whether the applicant previously applied in another EU+ country.
- The main focus of a subsequent application is the new elements. Data should be collected from the applicant on the new elements that were not included in the previous application(s) and the reasons these elements were not presented before.
- Information should be provided to the applicant on what a subsequent application is and on new elements, the procedure to follow, how to submit new elements to support the application during the preliminary examination and potential limitations to their rights during the procedure.

Applications on behalf of accompanied children

- Accompanied children have the right to lodge an application in their own name, if they have legal capacity according to national law.
- If they do not have legal capacity, a parent or another adult responsible for them, such as a legal caregiver or child protection services, must lodge an application on their behalf.
- The lodging of applications of accompanied children must be guided by the **best interests of the child**, which remains a primary consideration for national authorities ⁽¹⁴¹⁾.

Unaccompanied children

- An unaccompanied child is a child who arrives in the territory of the EU+ country unaccompanied by an adult responsible for them whether by law or by practice of the EU+ country concerned and for as long as they are not effectively taken into the care of such a person. It also includes a child who is left unaccompanied after they have entered the territory.
- Specific guarantees apply to ensure that the unaccompanied child can access their rights and comply with their obligations.
- A representative should be appointed as soon as possible and no later than 15 working days from the making of the application by a competent authority to assist and represent the child in the asylum procedure to ensure the best interests of the child and to exercise legal capacity for the child.
- Until a representative is appointed, a person with the necessary skills and expertise to assist the child to safeguard their best interests and general well-being and act as a representative, where applicable, must be appointed as soon as possible. This person can be the same as the representative eventually appointed.
- It is very important to be particularly sensitive to any additional indications of special needs.

⁽¹⁴¹⁾ Article 22(1) APR.



- The applicant can be identified as a child based on the analysis of available evidence (documents, statements). If substantial doubts arise as to the claimed age, an age assessment can be conducted.
- The following measures are important for cases of unaccompanied children:
 - provide information to the child and representative on the asylum procedure and available support;
 - provide information on how to access available legal counselling, according to the national set-up;
 - invite the child to provide their views on any matters that concern them;
 - flag the need for special procedural guarantees to the determining authority;
 - refer to the assessment of special reception needs;
 - take note of any family members of the child present in any of the EU+ countries;
 - refer for family tracing procedures, if applicable;
 - observe and flag any considerations requiring immediate referral.

Adults requiring assistance

- Applicants unable to exercise legal capacity require assistance from an adult who responsible for them, either by law or national practice.
- The applicable rules in terms of who can be the adult responsible vary among Member States.
- The responsible adult may lodge the application on behalf of the dependent adult. In principle the dependent adult should nevertheless be present for the lodging.



10. Verification of the information collected during registration and lodging

Chapter [5. Information collection](#) presents the type of data that should be collected through the statements (oral and written) and documents provided by the applicant during the registration procedure.

This chapter focuses on the different databases and tools that can be consulted and used during the registration and lodging procedure to verify the collected data. This is done with a view to verifying the identity of the applicant and their travel route, among other data. Some types of verification may be carried out by the officer conducting registration or responsible for the lodging, while for others the file will have to be referred to a specialised unit or authority.

For applicants who undergo screening, the following databases will be consulted: Eurodac, SIS, VIS, the Entry/Exit System (EES), the European Travel Information and Authorization System (ETIAS), the European Criminal Records Information System – Third Country Nationals (ECRIS-TCN), as well as, possibly, Interpol, Europol and national databases. Whether the consultation of these databases results in a hit will be indicated in the screening form that is to be completed during the screening ⁽¹⁴²⁾. The screening form is transmitted to the authorities responsible for registering applications ⁽¹⁴³⁾. The registration authority will thus be informed whether there was a ‘hit’ in these databases ⁽¹⁴⁴⁾.

10.1. Eurodac

Eurodac is the EU’s centralised biometric database (the information it contains is not however limited to biometric data, established by the Eurodac Regulation. This database is designed to support the asylum system, including assisting with:

- the determination of which Member State is responsible for examining an application for international protection;
- the control of irregular immigration to the EU;
- the detection of secondary movements within the EU and with the identification of illegally staying third-country nationals and stateless persons;
- the application of other legislative instruments such as the resettlement regulation, the VIS and ETIAS Regulations and the temporary protection directive ⁽¹⁴⁵⁾;

⁽¹⁴²⁾ Article 17(1)(h) Screening Regulation.

⁽¹⁴³⁾ Article 17(3) in conjunction with 18(2) Screening Regulation.

⁽¹⁴⁴⁾ Article 17(3) in conjunction with 18(2) Screening Regulation.

⁽¹⁴⁵⁾ Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection in the event of a mass influx of displaced persons and on measures promoting a balance of efforts between Member States in receiving such persons and bearing the consequences thereof (OJ L 212, 7.8.2001), <https://eur-lex.europa.eu/eli/dir/2001/55/oj/eng>.



- the protection of children and support efforts to detect, investigate and prevent terrorism and serious crime.

The following data of all applicants aged at least 6 years and older should be collected ⁽¹⁴⁶⁾ and transmitted to Eurodac as soon as possible and no later than 72 hours either upon the making (for persons applying at border crossing points) or upon registration (for all other applicants) ⁽¹⁴⁷⁾:

- biometric data:
 - fingerprint data;
 - a facial image;
- the date on which the biometric data were taken;
- personal details:
 - surname(s) and forename(s), name(s) at birth and previously used names and any aliases, which may be entered separately;
 - nationality(ies);
 - date of birth;
 - place of birth;
 - sex;
- documents (where available):
 - the type and number of identity or travel document, the three-letter code of the issuing country and the expiry date of that document;
 - a scanned colour copy of an identity or travel document along with an indication of its authenticity or, where unavailable, another document which facilitates the identification of the third-country national or stateless person along with an indication of its authenticity;
- details of the application for international protection and the transmission to Eurodac:
 - place and date of the application for international protection;
 - the reference number used by the Member State transmitting data to Eurodac;
 - the date on which the data were transmitted to Eurodac;
 - operator user ID.
- other information if applicable:
 - information on Member State responsibility (including shifts of responsibility) and AMMR transfers;
 - information on Member State of relocation;
 - a security flag in certain cases clearly circumscribed by Eurodac;
 - the fact a visa has been issued;

⁽¹⁴⁶⁾ Article 15 and Article 17(1) Eurodac Regulation.

⁽¹⁴⁷⁾ Article 15(1) Eurodac Regulation.



- the fact that that an application has been rejected and the person does not have a right to remain anymore;
- the fact that a negative decision issued in the border procedure has become final;
- the fact that assistance for voluntary return and reintegration has been granted.

A person is registered in Eurodac as many times as they change status and/or Member State. Therefore, a person may appear registered several times in the database in various categories (e.g. person disembarked following a search a rescue operation, applicant, person apprehended in connection with an irregular crossing of the external border etc).

As a rule, when the dataset ⁽¹⁴⁸⁾ of a person is sent to Eurodac for registration, that dataset is compared against all the other datasets, regardless of their category ⁽¹⁴⁹⁾; any hit with previously registered datasets is returned together with all the data included in those datasets. In other terms, when a Member State registers a person, the system makes it possible to determine if that person has already applied for international protection or has been apprehended in another EU+ country in connection with the irregular crossing of an external border or has been disembarked following a search and rescue operation or has been found to be staying illegally in a Member State, etc.

Technically speaking, biometric data transmitted by a Member State is compared automatically with the biometric data already stored in Eurodac and transmitted either by the same Member State or by the other Member States. A comparison of facial image data only is carried out in case fingerprint comparison is not possible.

The EU+ countries enjoy complete discretion when it comes to designating the authorities that should register a person in Eurodac, depending on the category (e.g. for applicants it could be the asylum authorities, for persons apprehended in connection with an irregular crossing of the external border it could be the border guards). The regulation does not lay down any rules on these aspects. The only rule concerns the fact that there should be only one national access point from a Member State to Eurodac. It does not matter how many authorities are authorised to register persons in Eurodac; the information they collect should be transmitted to the database via one single national access point ⁽¹⁵⁰⁾.

10.2. Visa Information System

The VIS was established by Council Decision in 2004 ⁽¹⁵¹⁾ and is governed by the VIS Regulation. It consists of a central IT information system and of a communication infrastructure that links this central system to the national systems of Schengen countries. It processes data

⁽¹⁴⁸⁾ A dataset of a person contains the following: fingerprints, facial image alphanumeric data, scanned colour copy of IT/travel document

⁽¹⁴⁹⁾ A specific regime entailing a limited comparison (only against certain categories) exists for resettlement purposes.

⁽¹⁵⁰⁾ Article 3(4) Eurodac Regulation.

⁽¹⁵¹⁾ Council Decision of 8 June 2004 establishing the Visa Information System (VIS), 2004/512/EC (OJ L 213/5, 15.6.2004), <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32004D0512&from=EN>.



and decisions relating to applications for short-stay visas to visit or transit through the Schengen Area, allowing Schengen countries to exchange visa data. Data on long-stay visas or on any visas to the non-Schengen EU countries (i.e. Ireland and Cyprus) is not available. The VIS Regulation further defines the responsibilities and the rules for the exchange of visa data.

The objectives of VIS

The VIS serves to:

- facilitate faster and more accurate checks of visas by border guards and the identification of persons found with no or fraudulent documents within the Schengen territory;
- facilitate the fight against abuses and prevent 'visa shopping' (i.e. the practice of making further visa applications to other EU countries when a first application has been rejected);
- facilitate the determination of the EU+ country that is responsible for the examination of an application for international protection and the examination process of the application itself;
- contribute to the prevention of threats to the internal security of the EU+ countries.

Data available in VIS

The system contains data and decisions relating to applications for short-stay visas in the Schengen Area.

VIS contains the following categories of data:

- alphanumeric data on:
 - the applicant and on visas requested, issued, refused, annulled, revoked or extended,
 - the applicant for a long-stay visa or a residence permit and on long-stay visas and residence permits requested, issued, refused, withdrawn, revoked, annulled, extended or renewed.
- photographs;
- fingerprint data;
- scans of the biographic data page of the travel document;
- links to previous applications registered and links to the application files of the persons with whom the applicant is travelling (if the applicant is travelling in a group).

The determining authority can consult specific data stored in VIS. The type of data that can be consulted differs depending on whether the purpose is to determine the EU+ country responsible for examining an application, or whether it is responsible itself for examining the application.





Consulting data in VIS for the purpose of determining the EU+ country responsible for examining an application for international protection ⁽¹⁵²⁾.

If the search indicates that a visa was issued with an expiry date of no more than 6 months before the date of the application, and/or a visa extended to an expiry date of no more than 6 months before the date of the application, the following data can be consulted:

- the application number;
- the authority that issued or extended the visa, and whether the authority issued it on behalf of another EU+ country;
- the applicant's basic biodata (surname, first name, date of birth, sex, place of birth, current nationality and nationality at birth);
- the type and number of the travel document or documents and the three-letter code of the issuing country of the travel document or documents;
- the type of visa;
- the period of validity of the visa;
- the duration of the intended stay;
- photographs;
- the basic biodata of the linked application files on the spouse and children.

Consulting data in VIS for the purpose of examining an application for international protection ⁽¹⁵³⁾.

If the search indicates that a visa issued is recorded in the VIS, the following data can be consulted:

- the application number;
- the applicant's basic biodata (surname, first name, date of birth, sex, place of birth, current nationality and nationality at birth);
- the type and number of the travel document or documents and the three-letter code of the issuing country of the travel document or documents;
- the date of expiry of the validity of the travel document or documents, the authority which issued the travel document and its date of issue;
- photographs;
- the data entered in respect of any visa issued, annulled, revoked, or whose validity is extended;
- the basic biodata of the linked application files on the spouse and children.

⁽¹⁵²⁾ Article 21 VIS Regulation.

⁽¹⁵³⁾ Article 22 VIS Regulation.





How could information available in the VIS database be used during the registration procedure?

Competent asylum authorities have access to search the VIS fingerprint data for the purpose of examining an application for international protection and determining the EU+ country responsible for examining an application.

The search is primarily carried out by comparing the fingerprint data that is collected from a person who applied for international protection with the fingerprint data of the persons who applied for a visa. Thus, it is possible to perform matching of fingerprint data for identification and verification purposes. If the applicant's fingerprints cannot be used or the search with the fingerprints fails, the search can also be carried out with the following data:

- surname or surname at birth, first name(s), sex, date, place and country of birth;
- current nationality or nationality at birth;
- type and number of the travel document, issuing authority, issuing date and expiry dates.

In addition to the identification of the person, VIS can help to establish potential previous travel to Schengen countries, to gather information on the visa obtained (the issuing authority, visa type, period of validity, duration of intended stay, etc.), to identify documents used to request the visa or identify potential accompanying family members. It is, therefore, considered good practice to carry out a VIS search before the lodging of the application is finalised in order to access data related to potential visa applications.

In the context of determining the EU+ country responsible for the examination of the application, data recorded in VIS may indicate that another EU+ country could be responsible for the examination of the application if the visa was issued or extended by a certain Schengen country. If the visa application was refused, annulled or revoked by a certain Schengen country, this may also indicate potential ties to this EU+ country that could be explored further in the context of AMMR.

A travel document or passport is required when applying for a visa and travelling to the Schengen area with a visa. The VIS database includes information on the passport number, validity and expiry date. If the applicant states at registration that they were never in the possession of a passport but information in the VIS database indicates that they handed over a passport during a visa application, you should ask further questions for clarification.

The VIS database links the fingerprint data collected for visa applications to personal details that are verified by an identity document. It may happen that an applicant obtains a visa and travels legally to a certain country, but then applies for international protection in the same, or another, country under another name. If personal information included in the VIS database does not match the data the applicant gave during the lodging and registration, the applicant reasons for the discrepancies need to be heard.

The VIS database may provide information on previous travel to the Schengen area or indicate a stay in the area before making an application for international protection. This





information together with passport entry and potential exit stamps help to determine if an applicant has applied for international protection as soon as possible after arriving in the country. Information on previous stays in the Schengen area may also be relevant to the examination of the application.

A digital photograph is also collected when applying for a visa. Attention could be paid to the applicant's appearance in the photograph, because in certain circumstances, for example in potential situations of human trafficking, registration data may be falsified. It can also happen that a child tries to register as an adult during the visa application in order to be able to travel as an adult to the Schengen territory.

10.3. Schengen Information System

The SIS, established by Regulations (EU) 2018/1860⁽¹⁵⁴⁾, 2018/1861⁽¹⁵⁵⁾ and 2018/1862⁽¹⁵⁶⁾ is a large-scale information system supporting external border control, migration management and law enforcement cooperation between the Member States and member countries of the Schengen Agreement.

As there are no internal borders between Schengen countries in Europe, SIS compensates for border controls and is the most successful cooperation tool for border, immigration, police, customs and judicial authorities in the EU and the Schengen associated countries.

The data contained in SIS is provided by the responsible competent national authorities and is referred to as 'alerts'. Alerts are intended to enable authorities to identify a person or object and act accordingly.

⁽¹⁵⁴⁾ Regulation (EU) 2018/1860 of the European Parliament and of the Council of 28 November 2018 on the use of the Schengen Information System for the return of illegally staying third-country nationals (OJ L 312, 7.12.2018), <https://eur-lex.europa.eu/eli/reg/2018/1860/oj/eng>.

⁽¹⁵⁵⁾ Regulation (EU) 2018/1861 of the European Parliament and of the Council of 28 November 2018 on the establishment, operation and use of the Schengen Information System (SIS) in the field of border checks, and amending the Convention implementing the Schengen Agreement, and amending and repealing Regulation (EC) No 1987/2006 (OJ L 312, 7.12.2018), <https://eur-lex.europa.eu/eli/reg/2018/1861/oj/eng>.

⁽¹⁵⁶⁾ Regulation (EU) 2018/1862 of the European Parliament and of the Council of 28 November 2018 on the establishment, operation and use of the Schengen Information System (SIS) in the field of police cooperation and judicial cooperation in criminal matters, amending and repealing Council Decision 2007/533/JHA, and repealing Regulation (EC) No 1986/2006 of the European Parliament and of the Council and Commission Decision 2010/261/EU (OJ L 312, 7.12.2018), <https://eur-lex.europa.eu/eli/reg/2018/1862/oj/eng>.





Competent national authorities ⁽¹⁵⁷⁾, such as the police and border guards, are able to enter and consult alerts on people and objects in SIS ⁽¹⁵⁸⁾. These people and objects can be located anywhere within the EU and the Schengen area during border, police or other lawful checks.

Alerts entered into SIS relate to the following cases.

- **Return decisions:** alerts in respect of third-country nationals subject to return decisions issued by the Schengen associated countries.
- **Refusal of entry or stay:** alerts covering third-country nationals who are not entitled to enter into or stay in the Schengen Area.
- **Persons wanted for arrest:** alerts for people for whom a European Arrest Warrant or Extradition Request (Liechtenstein and Switzerland) has been issued.
- **Missing persons:** alerts to find missing persons, including children, and to place them under protection if lawful and necessary.
- **Children at risk of being abducted by their own parents, relatives or guardians:** alerts to prevent such children from being abducted or going missing
- **Vulnerable persons whose travel must be prevented:** alerts to protect vulnerable people (adults or children) from being taken unlawfully abroad or to prevent them from travelling without the necessary authorisations.
- **Persons sought to assist with a judicial procedure:** alerts to find out the place of residence or domicile of people sought to assist with criminal judicial procedures (e.g. witnesses).
- **Persons and objects for discreet, inquiry or specific checks:** alerts to obtain information on people or related objects for the purposes of prosecuting criminal offences and for the prevention of threats to public or national security.
- **Unknown wanted persons:** alerts containing only finger marks and palm marks belonging to a perpetrator of an offence discovered at the scenes of terrorist offences or other serious crimes under investigation. They are issued for the purposes of identifying the perpetrator under national law.
- **Objects for seizure or use as evidence in criminal procedures:** alerts on objects (e.g. vehicles, travel documents, number plates and industrial equipment) being sought for seizure or use as evidence in criminal proceedings. Alerts on travel documents may also be issued specifically for preventing travel by the person who holds them.

The access of asylum authorities to the information is dependent on the national setup.

⁽¹⁵⁷⁾ European Union, List of competent authorities which are authorised to search directly the data contained in the Schengen Information System pursuant to Article 41(8) of Regulation (EU) 2018/1861 of the European Parliament and of the Council on the establishment, operation and use of the Schengen Information System (SIS) in the field of border checks and Article 56(7) of Regulation (EU) 2018/1862 of the European Parliament and the Council on the establishment, operation and use of the Schengen Information System (SIS) in the field of police cooperation and judicial cooperation in criminal matters (OJ C 85, 7.3.2023), https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.C_.2023.085.01.0001.01.ENG.

⁽¹⁵⁸⁾ European Commission, Migration and Home Affairs, 'Alerts and data in SIS', European Commission webpage, accessed 10 November 2025, https://home-affairs.ec.europa.eu/policies/schengen/schengen-information-system/alerts-and-data-sis_en.



Generally, it is the immigration authorities in the Member States that are entrusted with making decisions related to the entry and stay of third-country nationals on their national territory. In this capacity, immigration authorities have full access to the SIS ⁽¹⁵⁹⁾. In most Member States, staff of immigration authorities do not have law enforcement powers and are, consequently, not empowered to take all the actions requested in alerts (e.g. to arrest a person in the case of a hit on an alert for arrest) but need to request assistance from the police authorities to follow up on hits. It is important that national procedures are in place to ensure smooth cooperation.

The information contained in SIS is highly relevant for asylum authorities at the registration and lodging stages for a wide variety of reasons, for example to verify the applicant's identity, travel route or potential security issues. It is therefore essential that the SIS is also checked during the security check of the applicant. In addition to checking the SIS with the name and possibly date of birth (alphanumeric data) if technically possible, checks should also be carried out with fingerprints in order to identify persons with no documents or false documents or persons suspected of having committed a serious offence. It is also crucial to search the SIS with the document data (including the document number) as the SIS includes issued identity documents, such as passports, identity cards, residence permits, travel documents and driving licences which have been stolen, misappropriated, lost or invalidated or purport to be such a document but are false.

10.4. Verification of documents

During the registration procedure, the applicant is asked to hand over documents in their possession, such as identity and nationality documentation as well as other types of documents that can be relevant to the asylum claim. These could include professional documents, court or arrest warrants, membership card of a political party card and military booklet.

The officer's role is to collect and record ⁽¹⁶⁰⁾ the information and documents submitted by the applicant. In case of any doubt with the authenticity of the documents provided, it is good to flag this in the file.

It may be relevant to have the conclusions of a document's authenticity assessment before the start of the examination phase. It is good practice to put in place a referral mechanism at the registration and/or lodging stages through which submitted documents can be sent to a specialised unit or authority (e.g. the police) responsible for examining the authenticity of the documents. Depending on the national set-up, the referral mechanism could be applied systematically to all submitted documents or limited to certain types of documents (e.g. identity and nationality documents or documents with safety characteristics) or to documents for which, at first sight, doubts arise as to their authenticity.

⁽¹⁵⁹⁾ Those authorities have access to the SIS insofar as authorities performing the checks are not 'determining authorities' as defined in point (f) of Article 2 of Directive 2013/32/EU of the European Parliament and of the Council and, where relevant, providing advice in accordance with Council Regulation (EC) No 377/2004.

⁽¹⁶⁰⁾ For more detailed information on how to collect and record documents submitted by the applicant, refer to Chapter [5. Information collection](#).



Documents are assessed by specialised personnel through a technical investigation to see if the documents are genuine. This type of investigation can, for example, consist of a comparison with reference documents in a document database or a forensic document examination.

When the conclusion is that the applicant handed over a false or falsified document, the applicant will have to be heard about the results. Depending on the conditions laid down in the national legislation, it may not be possible to give a false or falsified document back to the applicant. The presentation of falsified documents does not always in itself mean that the applicant is trying to abuse the asylum procedure. An applicant may have used falsified documents to flee their country of origin using a people smuggler or otherwise, or they may be misinformed about the need to present certain documents to the asylum authorities. Hearing the applicant about the outcome of the document verification, which can take place during the personal interview, is therefore essential.

10.5. Police records

In the context of the asylum procedure, both national police and Interpol records can be an important source of information on several counts. Indeed, if an applicant's name is present in a police record, the police file may provide useful information not only regarding their criminal records but potentially also on different aspects of their identity and previous residence. In the context of asylum procedure, police records can be a source of information on the travel route, the entry point into the EU and presence in a certain country at a certain moment.

It is good practice to run newly registered applications through national or international police records (e.g. Interpol).

The consultation of police records is highly regulated and only competent national authorities have access to them. If the police authority is involved in the registration and/or lodging stage, the security check could be done during the step of their involvement. If, on the contrary, the police authority is not involved, a referral mechanism could be put in place allowing for the registration and/or lodging authority to refer applications. This will also allow these authorities to check whether the applicant is present in the police records.

Depending on the national set-up, the security check could be applied to all newly registered and/or lodged applications, or only to specifically defined applications, based on a set of criteria (such as applications of individuals from certain country of origin or types of claims).

10.6. Verifying family links

At the registration and lodging stages, it may be necessary to verify the applicant's claimed family composition. The verification may concern family members accompanying the applicant during the registration/lodging or persons who are not with the applicant at the time of the registration/lodging.



The latter case could arise where a newly registered applicant invokes a family link with a person who has applied for international protection in the past and/or with a person who was granted international protection.



Related EUAA publication

For information regarding verifying family links for the purpose of determining the Member State responsible, see EUAA, *Guidance on the AMMR – Operational standards and indicators*, forthcoming.

Family links can be verified using different methods.

- Collecting detailed data on the applicant's family members.
This data should be collected using the family tracing forms ⁽¹⁶¹⁾ developed by the EUAA, in application of Article 22(1) AMMR. This data collection includes collecting from the applicant the essential personal details of each family member, such as name, date and place of birth, current occupation, marital status, date and place of marriage, names of parents and siblings, etc., as well as the current whereabouts, if known, and the context of their separation. The information can later be cross-checked with the information provided by the family members concerned in their respective applications. This once again shows the importance of reliable and complete data collection at the time of registration.
- Obtaining and examining all documents related to family composition, including birth and marriage certificates and potential family booklets.
- Collecting data on previous cohabitation with each family member and when the family members lived together.
- Depending on the context and in situations of substantial doubt, set up a DNA test.
Depending on the national practice, a DNA test may be used to verify family links, for example, in situations in which there are uncertainties related to the family link. Uncertainties can arise from divergent statements or evidence provided by third parties, a lack of documentary or other evidence that supports the existence of the family link or indications related human trafficking in the context of claimed family links. EU+ countries may verify family links by conducting DNA tests in addition to collecting data through interviews and documentary evidence. DNA testing can be considered proportional if there are no less restrictive means available to establish family links, such as documentary evidence. It is also recommendable that the authorities bear the costs of DNA tests or does not set disproportional fees for DNA testing that would create obstacles to access the rights of applicants.

⁽¹⁶¹⁾ EUAA, *Family Tracing Form – Adult*, April 2025, <https://euaa.europa.eu/publications/family-tracing-form-adult> and EUAA, *Family Tracing Form – Child*, April 2025, <https://euaa.europa.eu/publications/family-tracing-form-child>.



10.7. Open-source intelligence

The digital footprint of all individuals including applicants for international protection is constantly increasing. This makes the use of open-source intelligence (OSINT) more important with time.

Through social media in particular, users create online communities to share information, ideas, personal messages or other content online. The communication often takes place through websites for social networking or microblogging, such as Facebook, X (ex-Twitter), Instagram and platforms dedicated to blogs.

Social media is widely used across the world. Depending on the social media network and the individual use, the posted information can be available only to a smaller group of selected people or be publicly accessible. An applicant may have posted information on social media on a wide variety of topics. Such information may be relevant and useful for verifying information about the applicant.

It is good practice to ask applicants during the registration and/or lodging phase whether they use social media and/or have personal websites or blogs. However, access to social media is also limited to the extent that such disclosures do not infringe the applicant's right to privacy. For example, unless the national law provides otherwise for specific purposes and under defined conditions, an applicant should not be obliged, or be made to feel obliged, to provide their social media account password or to give access to information that is secured by a password.

Information found on social media should be used with utmost caution as it is particularly difficult, if ever possible, to assess the reliability of such information.

The authenticity of different aspects of the information found on social media can be difficult to establish. This includes the source or identity of the author (people using nicknames, or falsely using the identity of somebody else), the date of the information (which is different from the date of posting of the information) or the content itself, as content in social media is often unregulated and less likely to have had any editorial control like what exists in 'conventional' media sources.

10.8. Language analysis and indication

The analysis of the language spoken, but also written, by the applicant is a method for helping to establish their nationality, region or ethnic origin⁽¹⁶²⁾. In most cases, the analysis of the applicant's speech is conducted to determine whether it shows the characteristics expected of a person who grew up or socialised in a particular place of origin.

⁽¹⁶²⁾ Language analysis for the determination of origin (LADO) as defined in the European Migration Network, [EMN glossary](#), version 7.0, July 2020.





Language analysis should be conducted by a trained and qualified linguist, i.e. a professional who has received training and possesses an expertise in language analysis and not just by someone who is a native speaker of the language in question ⁽¹⁶³⁾. The linguist's role in the asylum procedure is governed by the principles of confidentiality and impartiality.

Language analysis requires reliable data such as an audio recording of sufficient length and quality. The language analysis consists of an examination of the accent, grammar, vocabulary and loanwords in the applicant's speech.

Language analysis is a cost and resource intensive process. The decision on whether to conduct a language analysis can be made based on individual elements, for example, in case of doubts on elements of the applicant's claimed identity (country of origin, place of habitual residence) or more systematically based on a pre-defined set of criteria (e.g. for applicants who claim to be from a particular country of origin).

Caution should be exercised when drawing conclusions from the language analysis. Indeed, citizenship and nationality ⁽¹⁶⁴⁾ are legal titles, which are not necessarily connected with the language(s) spoken by a national. For example, an applicant who lived all of their life outside their country of nationality may not have any knowledge of the language of that country or may have a foreign accent when speaking the language of their country of nationality.

Hence, the outcome of a language analysis should always be used in conjunction with other indicators and in light of the applicant's statements. The language analysis report can be used as an indicator for further verifying the information provided by the applicant (such as their country of origin, background, places where they claim to have lived, place of schooling).

Apart from the fully-fledged language analysis, there are other methods that are more limited in scope and are often referred to as 'language indication'. The language indication is a short verification from a linguist and/or native speaker to see if there are any doubts or contra-indications that the applicant may not be speaking the language from the region which they say they come from. Recently methods have been developed to use artificial intelligence where the computer can indicate, with a certain level of certainty, where the spoken language may originate from.

When the outcome of the language indication states that there are doubts about the origin of the applicant it can be considered to initiate a full language analysis. A language indication can be useful when an applicant has no documents or comes from a country in which fraudulent identity documents can be easily obtained on the black market. A language indication takes less time because the analyst does not have to write a full report but can just indicate that the applicant either is or is most likely not from the country of origin as stated. The language indication is, therefore, not more than what the word says, an 'indication', and cannot serve as a sole basis of questioning the credibility of the applicant's statement on their origin. However, the applicant could be asked questions regarding any inconsistencies

⁽¹⁶³⁾ International Journal of Speech Language and the Law, [Guidelines for the use of language analysis in relation to questions of national origin in refugee cases](#), 2004, p. 2.

⁽¹⁶⁴⁾ Article 2(d) Migration Statistics Regulation defines nationality as 'the particular legal bond between an individual and their State, acquired by birth or naturalisation, whether by declaration, choice, marriage or other means according to national legislation'.





between the statements and language indication, where the applicant's background is further explored. While language indication is used mainly as a referral tool, language analysis reports are considered as evidence by authorities and courts.



Key points to remember

- Eurodac constitutes an EU-wide database containing fingerprints from third-country nationals who have applied for international protection in other EU+ countries or who have been apprehended due to irregular crossing of EU external borders. This information may help determining the country responsible for the examination of the application.
- The VIS is a central information system for decisions related to applications for short-term visas to visit or transit the Schengen Area or long-stay visas and residence permits, which can be used for verifying previous stay in the Schengen countries, determining what country is responsible for the examination of the application and support the examination of the claim itself.
- OSINT may provide openly accessible information that may help verifying statements provided by the applicant. This information should be treated with caution due to the difficulty to determine its reliability.
- Language analysis or indication is conducted based on an audio recording that can help establishing the nationality, region or ethnic origin of the applicant.



11. Case file management

After the information collection is completed, all information concerning the application is forwarded to the determining authority in a timely manner to ensure that they have all the relevant information at their disposal. Thus, an electronic and/or physical case file is compiled to include the personal details of the applicant, copies of documents provided by the applicant and biometric data. The file can also include the competent authority's observations that need to be flagged to the determining authority and other authorities. Information on any referrals that have been made are also to be included in the file. It is recommended to have a case file management system in place that allows any piece of information to be correctly linked to the case file.

Each applicant is assigned an individual registration number, while each case can have a separate number assigned to them. After this, the application is linked and/or connected to other relevant cases.

Individual registration number

No later than this stage, each applicant should be assigned **an individual and unique registration number**. It is recommended that once this number is assigned, the applicant keeps the same registration number for all procedures related to international protection or applications for other residence permits. This will allow the determining authority to easily find and access all the information that is relevant for one specific applicant, such as information on previous applications or family reunification procedures.

Cases

In addition to the individual registration number, it is a good practice to designate an individual **case number** for each application for international protection. Often, members of the same (nuclear) family, who have applied together for asylum, are attributed the same case number. This will help to ensure that their applications are assessed together. It is advisable that applications of family members ⁽¹⁶⁵⁾ that arrived later, but still prior to the decision being made on the application of the family members who were already in the country, are merged into the same case.

Linked cases

Other members of the family, such as adult children and grandparents, are not assigned the same case number as their case is examined on their own individual circumstances. However, it is important for the determining authority to take into consideration the relation between these applicants, their shared background and possible connections in their asylum claims and thus to link such cases. It is important for the preparation of the personal interview to have an overview of all the linked cases.

⁽¹⁶⁵⁾ Article 2(8) AMMR.



It can be a good practice to connect cases that have similarities beyond family members, such as applicants who fled their country of origin together to escape the same risk for persecution or serious harm.

It is interesting to note that case numbers are often composed in a way to include cues on the asylum procedure, such as the year of the application, the location the application is lodged, links between applications or the occurrence of subsequent applications, etc.

Referral needs

If there is an indication that the applicant belongs to a vulnerable group or needs special procedural guarantees to benefit from their rights and to comply with obligations, the officer should include any observations arising from specific procedural and reception needs in the electronic file. Similarly, if there is an indication that another EU+ country would be responsible for the examination of the application, this should be mentioned in the file.

For more information on potential indications of referral needs and procedures, refer to [Chapters 6. Identification and referral to responsibility determination procedures](#) and [7. Identification and referral of potential vulnerable applicants](#).

Compilation of statistical information

Registration and lodging are the cornerstones of the asylum procedure. It provides the applicant with initial protection and access to rights and benefits. It also provides the asylum administration with a unique and verifiable record of the applicant and with the basic information that is needed to channel the application from the start to the correct sub-procedure.

The collected information can furthermore be used for statistical purposes to have an overview of the situation of asylum over a certain period, at the level of EU+ countries, national or regional level. Based on the information, the asylum procedure can be properly monitored with regards to the following areas.

- **Demographics.** Country and region of origin, language spoken, sex, age, gender, flight patterns and travel routes, health issues.
- **Asylum Claims.** Asylum profiles, special procedural guarantees/vulnerabilities.
- **Processing times.** Entry to registration/lodging, duration of registration/lodging, time lapse until the personal interview.
- **Types of procedures.** Subsequent applications, responsibility determination, accelerated.
- **Trends or aspects.** These might not be directly asylum-related, such as methods used by trafficking networks or types of forged documents.

The compilation of registration and lodging information permits the determining authority to have an overview of the pending caseload at the start of the examination stage. Registration and lodging information includes the number of cases awaiting a personal interview per country of origin, gender, profile of applicant, type of claim, language spoken, type of



vulnerability, or type of procedure. It also gives the number of subsequent applications and cases referred to accelerated procedure.



Key points to remember

- After information collection is completed, a case file is compiled to include all information concerning the application and the competent authority's observations that need to be flagged to the determining authority.
- In the case file management system, a unique registration number should be assigned to each applicant while a separate case number can be assigned for each application, after which you can link or connect an application with other relevant cases.



12. Importance of registration and lodging information for the examination stage

Registration and lodging information can be used for organisational and planning purposes, to channel the application to the most appropriate asylum process or workflow and to identify and anticipate resources needs.

12.1. Organisation and planning

The registration and lodging information guides the planning process for the personal interview. It indicates the time that needs to be allotted for the personal interview, which interpretation services need to be arranged, if any special guarantees need to be provided or put in place ahead of the interview and which case officers would be the most appropriate to handle the case. The assignment to a specific case officer and or interpreter is based on a variety of factors, such as the following.

- Experience of the case officer to handle applications of a certain complexity.
- Expertise of the case officer for a country or region of origin, a type of claim or a particular topic (e.g. exclusion).
- Specialisation of the case officer (and interpreter) to interview applicants with certain special needs.
- Sex of the case officer and interpreter. The case officer and the interpreter would preferably be of the same sex as the applicant, to the extent possible and if requested by the applicant (unless the determining authority has reasons to consider that the request is based on reasons not related to the applicant's difficulties to present their application).
- The connection between family members and linked cases.
- The availability of the case officer and interpreter (particularly if the interview is to be carried out in a rare language).
- Possible conflict of interest, particularly if the case officer or interpreter knows the applicant from another context.

12.2. Channelling cases

EU+ countries may introduce a channelling system, also known as triaging system, through which newly registered cases are differentiated and channelled to different tracks at the examination stage. The channelling takes place based on the information gathered during the registration phase. The aim of a channelling system is to streamline and enhance the efficiency of the examination process.





The tracks in a channelling system can be designed in various ways, depending on the caseload that is to be processed, the available resources and the strategic choices of the determining authority. A channelling system can comprise, for example, the following tracks.

- A **'prioritisation' track**. Depending on the national practice, prioritisation can be used, inter alia, in the following situations ⁽¹⁶⁶⁾:
 - based on the individual registration and lodging information, the case is likely to be well-founded;
 - the applicant has special reception needs or is in need of special procedural guarantees;
 - there are reasonable grounds to consider that the applicant is a danger to the national security or public order of the Member State;
 - it is a subsequent application;
 - the applicant has been subject to a decision to have their daily expenses allowance reduced or withdrawn because they have seriously or repeatedly breached the rules of the accommodation centre or have behaved in a violent or threatening manner in the accommodation centre or has been involved in causing public nuisance or has engaged in criminal behaviour.
- A **track for accelerated procedure** ⁽¹⁶⁷⁾. To respect the shorter timelines in the accelerated procedure a dedicated track should be anticipated to avoid that the accelerated cases would be slowed down by other 'regular' cases. The accelerated procedure must be applied:
 - when during the lodging there are no issues raised that are relevant for international protection;
 - when the applicant has made clearly inconsistent, contradictory, clearly false or obviously improbable statements, making their claim clearly unconvincing as to whether they qualify as a beneficiary of international protection;
 - when the applicant is considered to have intentionally misled the authorities by providing false information or documents or withheld them, particularly regarding their identity or nationality or has, in bad faith, destroyed or disposed of an identity or travel document to prevent the establishment of their identity or nationality;
 - when the application is made merely to delay, frustrate or prevent the enforcement of a decision for the applicant's removal from the territory;
 - for safe countries of origin;
 - when there are reasonable grounds to consider the applicant a danger to national security or public order or if they have been forcibly expelled for serious reasons of national security or public order under national law;
 - for subsequent applications that are not inadmissible;

⁽¹⁶⁶⁾ Article 34(5) APR.

⁽¹⁶⁷⁾ Article 42 APR.





- when the applicant has entered the territory or prolonged their stay unlawfully and, without good reason, has not presented themselves to the authorities or has not made an application for international protection as soon as possible;
 - when the applicant has entered the territory lawfully and without good reason has not made an application for international protection as soon as possible;
 - when for the applicant's country of origin, according to the latest available yearly Union-wide average Eurostat data, the recognition rate by the determining authorities is 20% or lower, unless a significant change has occurred in the country of origin since the publication of the relevant data or unless the applicant belongs to a category of persons for which the 20 % or lower recognition rate cannot be considered representative for their protection needs.
- **A track dedicated to a specific caseload of a certain country of origin.** This practice can be implemented when, for example, that caseload is important in terms of number of cases, and/or the office has specialised staff for that caseload.
 - **A track dedicated to the admissibility procedure** ⁽¹⁶⁸⁾. This can be implemented for example for applicants who already received international protection in another Member State, when applying the first country of asylum or safe third country concepts, when an application is made only after seven days from the issuance of a return decision, or for subsequent applications.

Registration and lodging information is key for the development and implementation of a channelling system.

The analysis of compiled registration and lodging information is a starting point to decide whether, in light of the current and forecasted caseload, the introduction of a channelling system can improve the efficiency of the examination stage.

Moreover, the continuous monitoring of registration and lodging information allows identification of the potential need to update or adapt the channelling system to respond to the newly registered caseloads.



Related EUAA publication

For comprehensive guidance on the accelerated procedure, see EUAA, *Practical Guide on the Accelerated Procedure*, forthcoming.

12.3. Identify resource needs

Country of origin information

Trends in registration and lodging information may reveal the emergence (or a sudden or rapid increase) of a new country of origin in the asylum caseload. This observation may trigger the need for the country-of-origin information unit to conduct research on this new country of origin.

⁽¹⁶⁸⁾ Article 38 APR.



Legal and policy guidance

Similarly, trends in registration and lodging information may show the emergence of a new type of claim or a new legal issue, which would trigger the need to develop country-specific guidance or doctrinal and legal guidance on the matter.

Interpretation

The appearance or a rise of a particular caseload can also trigger the need for additional interpretation services for a particular language.

Human resources

The increase of the number of applications or the increase of the number of complex cases may call for additional recruitment of case officers.

**Key points to remember**

- The analysis and breakdown of registration and lodging information allows the determining authority to efficiently prepare their short and mid-term activities such as scheduling interviews.
- To improve and streamline their processing capacity, EU+ countries may introduce a channelling system according to which, upon lodging, cases are channelled into different tracks. Registration and lodging information is key for the development and implementation of a channelling system.
- Registration and lodging information can highlight potential resource needs, for example in terms of country-of-origin information, legal or country-specific guidance, interpretation and human resources.



Annex

Registration and lodging fields

Disclaimer. This annex provides an overview of registration and lodging fields which are regularly requested from the applicant at registration and lodging. The overview includes the information that this practical guide recommends collecting at registration and lodging, information elements that need to be provided as well as indications when registration officers should flag certain elements to the attention of specialised colleagues, units or other authorities and/or refer the case. The overview does not intend to offer a standard registration and/or lodging form in particular because any such form needs to be adapted to the national context, depending on who collects which information when and for which procedures the data will be used. The overview can be used as a reference document to evaluate the registration and/or lodging forms that are used at national level.

Information that is required to be recorded by the directives and regulations of the CEAS at the early stages of the asylum procedure are **marked in bold** and annotated with footnotes, with reference to specific articles. The required information provision elements similarly required by the directives and regulations of the CEAS are **highlighted in blue** and marked with appropriate references.

Registration and lodging information

CASE DETAILS

- Registration number
- Case number
- Registration date** ⁽¹⁶⁹⁾
- Registration place** ⁽¹⁷⁰⁾
- Type of applicant (adult, unaccompanied child, dependent)** ⁽¹⁷¹⁾
- Type of application (first application, subsequent application)** ⁽¹⁷²⁾

Interpretation

- Interpretation used (when necessary)** ⁽¹⁷³⁾
 - Language for interpretation
 - Identification number of the interpreter
 - The applicant confirms that they understand the interpreter

⁽¹⁶⁹⁾ Article 38(1) and Article 51(2)(g) AMMR.

⁽¹⁷⁰⁾ Article 51(2)(f) AMMR.

⁽¹⁷¹⁾ Article 3(1)(a) Migration Statistics Regulation.

⁽¹⁷²⁾ Article 51(2)(g) AMMR.

⁽¹⁷³⁾ Article 8(3) APR.





Provided information

- Information is provided to the applicant on the time limits and the stages of the procedure to be followed ⁽¹⁷⁴⁾
- Information is provided to the applicant on their rights and obligations during asylum procedure ⁽¹⁷⁵⁾
- The applicant confirms that they understand the information that is provided to them

Contact details ⁽¹⁷⁶⁾

- Address**
- Phone number**
- Email address**
 - Information provided to the applicant how to notify about changes to their contact details ⁽¹⁷⁷⁾

Biometric data ⁽¹⁷⁸⁾

- Photograph**
- Fingerprints**
- Signature

Other details

- The applicant's presence on social media
 - Social media platform(s)
 - Additional information, such as username(s), personal websites or blogs (if applicable)

PERSONAL DETAILS

Name and gender

- Full name** ⁽¹⁷⁹⁾
 - First name(s)
 - Last name(s)
 - Maiden name (if applicable)
- Gender** ⁽¹⁸⁰⁾
 - Preferred gender suffix
- Name of father
- Name of mother

⁽¹⁷⁴⁾ Article 8(2)(b) APR.

⁽¹⁷⁵⁾ Article 8(2)(c) APR.

⁽¹⁷⁶⁾ Article 27(1)(d) APR.

⁽¹⁷⁷⁾ Article 8(2) APR.

⁽¹⁷⁸⁾ Article 15 and Article 17(1) Eurodac Regulation.

⁽¹⁷⁹⁾ Article 27(1)(a) APR.

⁽¹⁸⁰⁾ Article 27(1)(a) APR.





Date of birth

- Date of birth** ⁽¹⁸¹⁾
 - Date of birth based on the calendar used in the applicant's country of origin (if applicable)
 - Indication that the date of birth is estimate or precise
 - Reasoning how estimated date of birth was determined (if applicable)

Place of birth

- Country of birth** ⁽¹⁸²⁾
- Place of birth** ⁽¹⁸³⁾
 - Province/region/governorate
 - Village/municipality/sub-district
- Reasons the applicant does not know the place of birth (if applicable)

Nationality

- Nationality** ⁽¹⁸⁴⁾
 - Indication if the nationality is established or claimed/presumed
 - Indications of reasons the nationality is uncertain (if applicable)
- Other nationalities** ⁽¹⁸⁵⁾
- Stateless** ⁽¹⁸⁶⁾
 - Indication if the statelessness is established or claimed/presumed
 - Indications or reasons to consider that the applicant is stateless (if applicable)

Alias details

Alias refers to personal details that are substantially different from other personal details, such as maiden name(s), names used in unofficial functions or personal details registered in databases.

- First name(s)
- Last name(s)
- Date of birth
- Place of birth
- Nationality
- Additional information, such as the source of information for alias details and for what purpose the alias was used

⁽¹⁸¹⁾ Article 27(1)(a) APR.

⁽¹⁸²⁾ Article 3(1)(a)(ii) Migration Statistics Regulation and Article 51(2)(a) AMMR.

⁽¹⁸³⁾ Article 27(1)(a) APR.

⁽¹⁸⁴⁾ Article 27(1)(a) APR.

⁽¹⁸⁵⁾ Article 27(1)(a) APR.

⁽¹⁸⁶⁾ Article 27(1)(a) APR.





COUNTRIES OF PREVIOUS RESIDENCE

Previous residence refers to all countries outside the country of origin, where the applicant has intended to avail themselves of the protection or to lay down roots ⁽¹⁸⁷⁾.

- Country of previous residence** ⁽¹⁸⁸⁾
- Place of previous residence** ⁽¹⁸⁹⁾
 - Province/region/governorate
 - Village/municipality/sub-district
- Period of stay
- Reason(s) for the stay
- Residence permit in the country of previous residence
 - Residence permit type
 - Period of validity

DOCUMENTS

Identity documents

- Passport** ^{(190)*}
 - Indication that the applicant currently holds a passport / the applicant possesses a passport that they do not currently hold
 - Type**
 - Passport number**
 - Period of validity**
 - Issuing date
 - Issuing authority**
 - Issuing place
 - The passport has been withheld by the authorities for the verification of its authenticity / The applicant will try to submit the passport to the determining authority
- Other identity documents** ⁽¹⁹¹⁾

Other identity documents refer to documents other than the passport that may establish the identity of the applicant, such as national identity cards, ID-booklets, birth certificates.

 - Indication that the applicant holds other identity documents / the applicant possesses documents that they do not currently hold
 - Document type**

⁽¹⁸⁷⁾ The previous residence does not refer to occasional visit or transit of a country that is other than the applicant's country of origin.

⁽¹⁸⁸⁾ Article 4(2)(b)(vi) QR.

⁽¹⁸⁹⁾ Article 4(2)(b)(vi) QR.

⁽¹⁹⁰⁾ Article 27(1)(b) APR.

⁽¹⁹¹⁾ Article 27(1)(b) APR.





- Document number**
- Period of validity**
- Issuing authority**
- The identity document has been withheld by the authorities for the verification of its authenticity / The applicant will try to submit other identity documents to the determining authority
- No identity documents
 - Indication that the applicant has never possessed passport and/or other identity documents
 - Reasons for not having a passport or other identity documents** ⁽¹⁹²⁾

Supporting documents

Supporting documents refers to any document the applicant submits to substantiate the application for international protection, including marriage certificates, military service booklets, any other documents to substantiate the asylum claim.

- Document type** ⁽¹⁹³⁾
 - Indication that the document held by the applicant is original or copy
 - Additional information, such as the main topic of the document, issuing authority, issuing date and what the applicant wishes to demonstrate by submitting the document

BACKGROUND INFORMATION

- Ethnicity
- Religion
- Languages the applicant understands** ⁽¹⁹⁴⁾
 - Mother tongue
 - Knowledge of other languages
 - Level of knowledge
- Education, including years of attending school and/or types of schools attended
- Profession, including information on former employment

FAMILY

- Marital status (single / married / divorced / widowed)

Family members ⁽¹⁹⁵⁾

- Spouse / legal partner
 - First name(s)

⁽¹⁹²⁾ Article 9(2)(b) APR.

⁽¹⁹³⁾ Article 9(2)(f) APR.

⁽¹⁹⁴⁾ Article 8(2) APR.

⁽¹⁹⁵⁾ Article 27(1)(a) APR.





- Last name(s)
- Date of birth / age
- Place of birth
- Nationality
- Current location
- Date of marriage
- Additional information, such as details on marriage that is not legally certified

Former spouse(s) / legal partner(s)

- First name(s)
- Last name(s)
- Date of birth / age
- Place of birth
- Nationality
- Current location / date of death

If the applicant has divorced from the spouse or is married to more than one spouse:

- Date of marriage / divorce
- Additional information, such as details on marriage / divorce that is not legally certified

Children

- First name(s)
- Last name(s)
- Date of birth
- Place of birth
- Nationality
- Current location
- Mother of the child
 - First name(s)
 - Last name(s)
 - Nationality
- Farther of the child
 - First name(s)
 - Last name(s)
 - Nationality





Other family members

Other family members include the following relatives who reside in different countries or who may be deceased.

- Parent(s)
 - First name(s)
 - Last name(s)
 - Date of birth / age
 - Nationality
 - Current location / date of death
- Sibling(s)
 - First name(s)
 - Last name(s)
 - Date of birth / age
 - Nationality
 - Current location / date of death
- Other relevant family member(s)
 - First name(s)
 - Last name(s)
 - Date of birth / age
 - Nationality
 - Current location / date of death

Family members who are present in another EU+ county or countries

If any of the family members mentioned above who are present in another EU+ country, please collect the following information regarding each family member.

- Personal details of the family member (as listed above) ⁽¹⁹⁶⁾**
 - Relationship with the family member
 - Country of residence
 - Residence status
 - Contact details
 - Indication the applicant is dependent on the family member

⁽¹⁹⁶⁾ Article 51(2)(a) AMMR.





- Additional details on dependency, such as being a child, old age, disability, serious illness
- Indication that the family member is dependent on the applicant
 - Additional details on dependency, such as being a child, old age, disability, serious illness

Family tracing

If the applicant is an unaccompanied child, the contact details of parents are to be recorded. If the child has (additional) primary caretakers, their contact details and information on their relationship shall also be recorded. ⁽¹⁹⁷⁾

- Relationship with the child
 - First name(s)
 - Last name(s)
 - Address
 - Phone number

LINKED CASES

- Indication of file numbers of relatives registered in the country of asylum
- Indication of file numbers of applications which are otherwise linked to the case of the applicant (for example, applicants who fled together for the same reason)

TRAVEL ROUTE

- Travel route** ⁽¹⁹⁸⁾
 - Transportation used for travel
 - Date of leaving the country of origin
 - Date of arrival in the host state

VULNERABILITIES

Vulnerabilities refer to special procedural and/or reception needs that the applicant may have. Your role is to identify signs of vulnerability and flag them to the asylum authority, provide immediate support that is available at registration stage and refer the applicant for further assessment or support.

- Signs of vulnerability that indicate special procedural guarantees** ⁽¹⁹⁹⁾
 - Additional remarks on the signs of vulnerability, such as description of concrete indications
- The applicant is informed about available assistance that is relevant in their situation, including legal aid, psycho-social and medical support** ⁽²⁰⁰⁾

⁽¹⁹⁷⁾ The best interests of the child will need to be assessed before the tracing of their family members can start in accordance with Article 33(7) QR.

⁽¹⁹⁸⁾ Article 51(2)(d) AMMR.

⁽¹⁹⁹⁾ Article 20(1) APR.

⁽²⁰⁰⁾ Article 21 APR.





- The applicant has been referred to the following assistance (with the consent of the applicant)
- Remarks on the need for further referral(s), such as assessment of special needs, assessment of the best interest of the child, appointment of a representative (in case of indication for being an unaccompanied child, having intellectual disabilities or serious mental illness)

AMMR

- The applicant is provided with basic information on the responsibility determination procedure, including the criteria to determine what EU+ country is responsible for examination of the application for international protection ⁽²⁰¹⁾.
- The applicant is provided with basic information on fingerprint comparison in the Eurodac system ⁽²⁰²⁾.
- Eurodac result (if available).
- Schengen Information System result (if available).
- Visa Information System result (if available).

Indication of ties to another EU+ country

- Indication of residence/stay in another EU+ country** ⁽²⁰³⁾
 - Additional information on residence permit, visa or other documents issued by another EU+ country, including issuing country, document type, potential date of issue and expiry (if applicable)
- Indication of application for international protection in another EU+ country** ⁽²⁰⁴⁾
 - Additional details on the application, such as country where the application was made and the outcome (if applicable)
- The applicant is (to be) referred to the Dublin Unit (taking into consideration indication of family members' residence, the applicant's residency/stay and/or application for international protection in another EU+ country or countries)

ASYLUM CLAIM

- Short description of the reasons for applying for international protection** ⁽²⁰⁵⁾

Subsequent application

If the applicant submits a subsequent application, please additionally collect the following data.

- New elements or findings that were not submitted to the asylum authority previously (detailed description)** ⁽²⁰⁶⁾

⁽²⁰¹⁾ Article 19 AMMR.

⁽²⁰²⁾ Article 42(1) Eurodac Regulation.

⁽²⁰³⁾ Article 51(2)(d) to (e) AMMR.

⁽²⁰⁴⁾ Article 51(2)(g) AMMR.

⁽²⁰⁵⁾ Article 4(2) QR.

⁽²⁰⁶⁾ Article 55(3) APR.





- Reasons for not submitting the new elements or findings to the asylum authority earlier
- How the new elements or findings potentially relate to asylum claim(s) presented in previous application(s)
- Any other reasons to apply for international protection

ADDITIONAL INFORMATION

- Additional information relevant to the application that is not mentioned above, such as information to flag to the asylum authority, additional referrals made, indication of needs regarding the asylum procedure

CLOSING REMARKS

- Information recorded in the registration/lodging form is read back to the applicant
- The applicant confirms that the contents of the registration/lodging form correctly reflect the registration/lodging
 - Information is provided to the applicant about the next steps of the asylum procedure ⁽²⁰⁷⁾
 - Information is provided to the applicant about how they will be invited for the personal interview and about the (estimated) time of the personal interview (if available) ⁽²⁰⁸⁾

Details on persons present during lodging

- Registration officer
- Interpreter
- Legal advisor / counsellor
- Representative/guardian

Signatures

- Applicant
- Registration officer
- Interpreter
- Representative / guardian / legal advisor (if applicable)

⁽²⁰⁷⁾ Article 8(2) APR.

⁽²⁰⁸⁾ Article 8(2) APR.





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