



## EASO Query Portal

### About the new EASO Query Portal

**The EASO Query Portal is a new technical solution managed by EASO to optimise user experience and the management of the EASO Query System. As an information exchange mechanism, the EASO Query System allows EU Member States and Associate Countries (EU+) to ask questions and receive replies in a short timeframe on legislation, policies and practices related to the Common European Asylum System (CEAS). The new portal, while keeping the rationale and the key steps of the query process intact, takes the process online to increase the accessibility of information, transparency and timeliness.**

Through the user-friendly automated portal, asylum and reception experts from national administrations can:

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

The EASO Query Portal offers an easy-to-navigate interface with detailed instructions and video tutorials to guide users through the functionalities.

## Thematic scope

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

- Policy
- Reception
- Exclusion
- Dublin system
- Country of origin (COI)
- Vulnerability
- Country guidance
- Asylum processes
- Resettlement and humanitarian admission
- Early warning and forecasting

## User roles

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

**Thematic Query Managers (TQMs)** comprise EASO colleagues who manage thematic queries within specific EASO networks and groups of national experts. They review and launch queries proposed by the group and network members. They may also launch EASO surveys formulated in-house. TQMs analyse replies received through a query and draft summary reports and other analytical outputs.

**Proposers and respondents** are focal points in specific EASO networks and groups of experts within national asylum and reception authorities who can propose queries and provide country input to queries of their thematic expertise through the Portal.

**Audience users** are primarily experts within national asylum and reception authorities who have ‘read-only’ access to the portal. This role is also assigned to EASO colleagues who are not directly involved managing thematic queries.

## Access

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

## Dissemination rules

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

## Methodology of the EASO Query System

Asylum and reception experts from EU+ countries can access the EASO Query Portal to consult the repository of existing query reports and ongoing query requests to identify information of their interest. If specific information is not available on the portal, experts may propose a new query to request information on asylum-related questions, including legislation, policies and practices from other EU+ countries. Query proposals are reviewed by EASO prior to being launched.

The portal can also be used to launch EASO surveys formulated in-house to support internal processes, such as the organisation of a meeting or the preparation of a document.

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

## Contact

To request access or for more information on the EASO Query Portal, please contact: [queries@easo.europa.eu](mailto:queries@easo.europa.eu)

*The EASO Query Portal was developed by the Information and Analysis Sector according to EU Regulation 439/2010 establishing a European Asylum Support Office (Article 11).*

*EASO is subject to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.*