European Union digital Passenger Locator Form (EUdPLF)

*User Manual*  
*(For travellers)*

[https://app.euplf.eu/](https://app.euplf.eu/)
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EUdPLF website  https://www.euplf.eu/  
EUdPLF app  https://app.euplf.eu/
1. Introduction

Passenger Locator Forms (PLFs) are used by public health authorities to facilitate contact tracing in case travellers are exposed to an infectious disease during their travel by airplane or aircraft, ship (cruise/ferry), rail, bus or automobile. Information that travellers provide in PLFs can be used by public health authorities in destination countries to rapidly contact travellers, with the goal of protecting the health of travellers’ and their contacts, as well as preventing further disease spread.

Countries that require completion of PLF are currently using paper-based passenger locator forms or have developed national online systems. In light of the COVID-19 pandemic, a web application for the EU digital Passenger Locator Form (EUDPLF) was developed to facilitate the use of PLFs during cross-border health threats. This digital format allows for easier and more rapid data collection and exchange between stakeholders, making contact tracing more effective and efficient.

All passengers traveling from all over the world to the EU via any modes of transport (air, land, cruises, and ships) can be informed through the website https://www.euplf.eu that provides useful information for passengers. The website entails a number of frequently asked questions that concern the Passenger Locator Form.
Form. It also offers access to the EUdPLF application [https://app.euplf.eu/] as well as the national PLFs (data entry forms of each member state of the European Union). Furthermore, users can be informed through some useful links regarding the organisations involved and the contact details. Finally, they have access to the privacy policy.

All the rules stated are general and each country may apply variations on them.

2. Login to the application

In the homepage of the application [https://app.euplf.eu/], the user can read some useful information regarding the application as shown in the following images. The application is available in several European languages. More languages are continuously being added.
3. Passenger

One of the user types of the EUdPLF application is the passenger. Passengers have the right to

➢ create passenger locator form(s),
➢ edit/update and
➢ view/print/download the form(s) that the user has created.
➢ Temporarily Save. There is possibility to temporarily save each page of plf. The plf is not submitted yet and cannot be considered as valid. You can edit it and click the submit button on the final step in order to be considered as valid and submitted. If this icon is displayed the plf hasn’t been submitted.
3.1 Passenger Actions

3.1.1 User Account

Access to the application is given through the use of an account. For that reason, anyone who wants to fill out a digital Passenger Locator Form should create a unique account (email/password). Passenger user account is automatically deleted after 150 days of being idle of the last login (inactive period). The steps the users should follow in order to create and account are shown in the following sections.

3.1.1.2 Create an Account

This process is necessary so that the user can create his/her own digital passenger locator form(s). The process can be easily completed by visiting the login page and then pressing “Register”. The process of creating a new user account (registration and activation) should be done only once (exception on inactive period mentioned on 3.1.1). If passengers want to edit or create a new PLF they can then use their credentials (email and password) to re-enter the EUdPLF application. As shown in the following pictures, the information that the user must fill in to create his/her account are:

- **Email**: The user should fill in a personal and unique email account. This email cannot be used for another user account on the platform.
- **Password**: The user should fill in a password that must contain at least 6 characters
- **Confirm Password**: The user should fill in the password again for confirmation
EU Digital Passenger Locator Form (dPLF)

Login

Travellers must register to the EU dPLF web application by providing a valid email address and a password. Travellers will receive a confirmation email in the email address they provided. To validate and complete the registration travellers must click on the link sent to the declared email address.

Email

Password

The password should contain at least 6 characters

Login  Register  Reset Password

EU Digital Passenger Locator Form (dPLF)

Login

Travellers must register to the EU dPLF web application by providing a valid email address and a password. The process of creating a new user account (registration and activation) should be done only once. Travellers will receive a confirmation email in the email address they provided (always check SPAM folder). To validate and complete the registration process travellers must click on the link sent to the declared email address. In case you did not receive the email click here to resend it.

The login process is simple. The user just needs to fill in the email and password associated with the account on the platform and then press Login. The login process should be done after the registration (activation of account).

In case the user has lost/forgotten his/her password, he/she can use the retrieve password process. The user should press the Reset Password button. If this email address belongs to an existing, active account, then the user will receive a notification email (always check SPAM folder) to reset his/her password.

Email

Password

The password should contain at least 6 characters

Login  Register  Reset Password

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EUdPLF website  https://www.euplf.eu/
EUdPLF app  https://app.euplf.eu/
As soon as the user fills in the information and presses the “Register” button, an account activation link is immediately emailed/sent to the email address provided by the user (see image below). The user should always check SPAM folder as well. As soon as the user presses the link the account is activated and you can then use the credentials (email and password) to login.

As part of the registration and password reset processes the platform will send you a special link in your email address. You have to click on that link within 1 hour otherwise it will expire and you will see the error message "The URL has expired." as well as instructions on how to receive a new email with a new link.

3.1.1.2 Reset Password
In case the user has lost/forgotten his/her password, he/she can use the retrieve password process. The user should press the "Reset Password" button on the login page. After pressing the button, the user is led to a new page, as shown in the image below. Users should fill in the email address used to create the account.
If this email address belongs to an existing, active account, then the user will receive an email notification to reset his/her password as shown in the picture below.

As part of the registration and password reset processes the platform will send you a special link in your email address. You have to click on that link within 1 hour otherwise it will expire and you will see the error message "The URL has expired." as well as instructions on how to receive a new email with a new link.

3.1.1.3 Login
The login process is simple. The user just needs to fill in their email and password associated with the account on the platform and then press “Login”.

EUDPLF website  https://www.euplf.eu/
EUDPLF app       https://app.euplf.eu/
3.1.1.4 Delete account

The passenger is able to delete own user account. It is a generic common setting that has been activated for all countries on the live platform. On the top right side of all pages, the user can find a navigation menu button. Pressing this button will display a menu and select “Profile” and “Account Management-Delete Account”. The passenger user account deletion does not affect the dplf(s) that remain and these will be automatically deleted according to the retention period set by each MS. A passenger that has deleted own account can create a new one with the same email.

3.1.2 Menu

On the top right side of all pages the user can find a navigation menu button. Pressing this button will display the menu with the following options:

- Home: It leads to the homepage
- My PLFs: It leads to the Service Control Panel with all the digital Passenger Locator Forms developed by the user. The duration that the PLF(s) remain stored and visible
is related with the retention period set by the final destination country indicated in each of the submitted PLF

- New PLF: The user can create a new digital PLF
- Profile: The passenger is able to delete own user account.
- Logout: It allows the user to log out from the application.

3.1.3 Destination

Once logged in, the user is redirected to the destination selection page from where he/she selects the final destination country he/she is going to visit for the completion of the PLF. On the same PLF the passenger can complete transit information but of the same transportation mode.

In case the user is travelling by airplane and the trip involves a direct flight, only the country of the final destination (since this MS uses the EUdPLF as destination country and appears on the droplist) should be selected on the Destination initial tab section (droplist). The connected flights, between departure and final destination, should be completed on the Non-Direct Flight button (bottom). The same rule applies to the other transportation modes e.g. ground, maritime.
3.1.4 Transportation Type

In this step the passenger is asked to choose the transportation type that will be used during the journey. More specifically, as shown in the image below, the options are the following:

- Ground (Bus / Train / Car / Other Vehicle)
- Aircraft
- Cruise Ship / Pleasure Craft
- Ferry Ship
Depending on what the user chooses in this step, the appropriate form and content will be displayed. The different Passenger Locator Forms, according to the selection are also presented in the following steps - sections.

At this point it is important to mention that for any type of transportation, the first step the user needs to take is to read and accept a Privacy Notice that contains some basic rules regarding the completion of the form and the provision of personal data for processing, as shown on the example in the image below.

3.1.4.1 Ground (Bus/ Train /Car-Other Vehicle)

In this case the user has chosen to travel by ground means of transport such as car/other vehicle, train or bus to enter the country. In this step, the user is asked to choose which of these three means of ground transportation will be used. Furthermore, at this point he/she is asked to choose whether he/she travels as a member of a group or with his family (common in all modes of transportation), if applies according to each MS rules.
3.1.4.2. Bus

In this case the user has chosen to travel by bus. Before starting to fill in the form, the passenger is asked to choose whether he/she travels as a member of a group or with his/her family (checkbox). The fields to be filled in are shown in the images below.
The data that the user needs to fill in are the following:

- **Bus Company**: The user fills in the name of the company that he/she has chosen to travel with.
- **Bus / Plate number**: The user fills in the bus or plate number.
• Boarding Country / Place: The user selects the country/place in which he/she is boarding and activates some of the following fields.

• Station of Boarding / City: The user selects the boarding station of the selected boarding country/place/City.

• Datetime of Departure: The field refers to the date and time of his/her departure. When the user presses this field, the popup calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.

• Seat Number: The user is asked to fill in the seat number.

• Seat Type: The user is asked to select the seat type from a set of options such as Business (First Class), Assigned Seat and Economy (Second Class).

• Point of Entry (PoE) of destination country: The user is asked to select the point of entry (e.g. border station) of his/her journey. If the user cannot find the name of the point of entry (e.g. border station) from which they will enter the destination country they should select the option “Other” and add the name of the point of entry in the next field.

• Datetime of Arrival: The field refers to the date and time of his/her arrival to the PoE. When the user presses this field, the calendar is automatically displayed, where the user is asked to choose the day and time of arrival of his/her trip.

In addition, in case their trip includes intermediate stops (after the departure and before final destination, in consistency with the data completed above), passengers should include them in the form. This rule applies to all transportation modes. In this case, the user should fill in two more fields and these are:

• Country: The user chooses the country of the intermediate stop
• Intermediate station: The user chooses the intermediate station of the trip
• Datetime of Departure: The field refers to the date and time of his/her departure. When the user presses this field, the popup calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
3.1.4.3 Train

In this case the user has chosen to travel by train. Before starting to fill in the form, the passenger is asked to choose whether he/she travels as a member of a group or with his/her family, if applies according to each MS rules. The fields to be filled in are shown in the images below.
Please select which ground transport will you be using:

- [ ] Bus
- [ ] Train

If you choose Train:
- [ ] Car / Other Vehicle

Please fill in the information with regards to your transport:

- Rail Carrier
- Train Number (Optional)
- Carriage Number (Optional)
- Boarding Country / Place
- Station of Boarding / City
- Date/time of Departure
- Seat Number (Optional)
- Coach Number (Optional)
- Seat Type (Optional)
- Point of Entry (PoE) of destination country
- Date/time of Arrival

Intermediate Stations
Please enter all the intermediate stations.

ADD INTERMEDIATE STATION

**EUdPLF website**  [https://www.euplf.eu/](https://www.euplf.eu/)

**EUdPLF app**  [https://app.euplf.eu/](https://app.euplf.eu/)
The data that the user needs to fill in are the following:

- **Rail Carrier**: The user fills in the name of the rail carrier with which he/she travels.
- **Train Number**: The user fills in the number of the train.
- **Carriage Number**: The user fills in the carriage number.
- **Boarding Country / place**: The user selects the country/place in which he/she is boarding and activates some of the following fields.
- **Station of Boarding / City**: The user selects the boarding station of the selected boarding country/place.
- **Datetime of Departure**: The field refers to the date and time of his/her departure. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
- **Seat Number and Coach Number**: The user fills in the seat and coach number.
- **Seat Type**: The user is asked to select the seat type from a set of options such as Business (First Class), Cabin (Sleeping Coach) and Economy (Second Class).
- **Point of Entry (PoE) of destination country**: The user is asked to select the point of entry (e.g. border station) of the journey. If the user cannot find the name of the point of entry (e.g. border station) from which they will enter the destination country they should select the option “Other” and add the name of the point of entry in the next field.
- **Datetime of Arrival**: The field refers to the date and time of his/her arrival to the PoE. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of arrival of his/her trip.

In addition, in case their trip includes intermediate stops, passengers should include them in the form. In this case, the user should fill in two more fields and these are:

- **Country**: The user chooses the country of the intermediate stop
- **Intermediate station**: The user chooses the intermediate station of the trip
3.1.4.4 Car / other vehicle

In this case the user has chosen to travel by car / other vehicle. The fields to be filled in are shown in the images below.

Ground Transportation Type

- Please check if you are travelling as a member of a group and / or with your family
- Please select which ground transport will you be using
  - Bus
  - Train
  - Car / Other Vehicle

Please fill in the information with regards to your transportation

Car / Other Vehicle Plate Number (Optional)

Departure Country / Place

Date/time of Departure

Point of Entry (PoE) of destination country

Date/time of Arrival in the country

Intermediate Stations

EUdPLF website  https://www.euplf.eu/
EUdPLF app https://app.euplf.eu/
The user is initially asked to indicate if he/she is traveling as a member of a group or family member. The information that the user needs to fill in is the following:

- **Car / Other Vehicle Plate Number:** The user should fill in the plate number of the car/other vehicle he/she is travelling with.

- **Departure Country / Place:** The user chooses the country from which he/she is starting the car trip.

- **Datetime of Departure:** The field refers to the date and time of his/her departure. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.

- **Point of Entry (PoE) of destination country:** The user is asked to select the point of entry (border station) of the journey. If the user cannot find the name of the point of entry (e.g. border station) from which they will enter the destination country they should select the option “Other” and add the name of the point of entry in the next field.

- **Datetime of Arrival in the country:** The field refers to the date and time of arrival to the PoE. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of arrival of his/her trip.

In addition, in case their trip includes intermediate stops, passengers should include them in the form. In this case, the user should fill in two more fields and these are:

- **Country:** The user chooses the country of the intermediate stop

- **Intermediate station:** The user chooses the intermediate station of the trip.

- **Date of Departure:** The field refers to the date and time of his/her departure. When the user presses this field, the popup calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
3.1.4.5 Aircraft

In this case the user has chosen to travel by aircraft. The user can choose Direct Flight or Non-Direct Flight. In case of an intermediate flight, the user must select option Non-Direct Flight.

Before starting to fill in the form, the passenger is asked to choose whether he/she travels as a member of a group or with his/her family, if applies according to each MS rules. The fields to be filled in are shown in the images below.
The information that the user needs to fill in is the following:

- **Airline Name**: The user should fill in the airline name he/she is travelling with.
• Flight Number: This field concerns the flight number. The user should enter between 1-10 characters or/and numbers.
• Seat Number: The user should fill in his/her seat number.
• Please check if your flight is private (checkbox). In case it is a private flight then the user does not need to fill in the previous field but a new field appears with the private flight number.

☐ Please check if your flight is private.

Private Flight Number

• Boarding Country / Place: The user fills in the country that he/she is boarding from.
• Datetime of Departure: The field refers to the date and time of his/her departure. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
• Boarding Airport: The user selects the boarding airport of the country he/she has previously declared.
• Datetime of Arrival: The field refers to the date and time of his/her arrival on the destination (airport). When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of arrival of his/her trip.
• Final Destination (Airport): The user selects the final destination airport from a set of predefined choices based on the destination country.
• **Non-Direct Flight**

In case there is an intermediate flight, the user must select this option Non-Direct Flight. In this case a new form appears as shown in the image below.

*(Example 2: page 61-62).*
The information that the user needs to fill in is the following:

- **Airline Name**: The user should fill in the airline name he/she is travelling with.
- **Flight Number**: This field concerns the flight number. The user should enter between 1-10 characters or/and numbers.
- **Seat Number**: The user should fill in his/her seat number.
- **Please check if your flight is private** (checkbox). In case it is a private flight then the user does not need to fill in the previous field but a new field appears with the private flight number.
  - Please check if your flight is private.
  - **Private Flight Number**

- **Boarding Country / Place**: The user fills in the country that he/she is boarding from.
- **Datetime of Departure**: The field refers to the date and time of his/her departure. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
- **Boarding Airport**: The user selects the boarding airport of the country he/she has previously declared.
- **Destination / Transit Country**: The field concerns the destination country of his/her intermediate stop (Flight/Leg 1 of your journey).
- **Destination Airport**: The user selects the destination airport from all the airports of the destination country of his/her intermediate stop (Flight/Leg 1 of your journey).
- **Datetime of Arrival**: The field refers to the date and time of his/her arrival. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of arrival of his/her intermediate trip (Flight/Leg 1 of your journey).

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• Add Flight / Leg: In case there is an intermediate flight, the user must select this option. In this case a new form appears as shown in the image below. The flight connection is between the departure (connection flight destination - Leg 1 of your journey) and arrival (connection flight destination - Leg 2 of your journey). The Datetime of Arrival field (before the connected flight button) should be the connection flight destination arrival datetime (Flight/Leg 2 of your journey).
The information that the passenger should fill in regarding the intermediate Flight/Leg of your journey 2 are the following:

- Please check if this is your final flight / leg of your journey

EUdPLF website  https://www.euplf.eu/
EUdPLF app      https://app.euplf.eu/
Flight / Leg of your journey 2

- Check if this is your final flight / leg of your journey

- Airline Name: The user should fill in the airline name he/she is travelling with.
- Flight Number: This field concerns the flight number. The user should enter between 1-10 characters or/and numbers.
- Seat Number: The user should fill in his/her seat number.
- Please check if your flight is private (checkbox). In case it is a private flight then the user does not need to fill in the previous field but a new field appears with the private flight number
  
  Please check if your flight is private.

Private Flight Number

- Boarding Country / Place: The user fills in the country that he/she is boarding from.
- Datetime of Departure: The field refers to the date and time of his/her departure (Flight/Leg 2 of your journey). When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
- Boarding Airport: The user selects the boarding airport of the country he/she has previously declared.
- Destination / Transit Country: The field concerns the final destination country (if this is your final flight) or transit country (if this an additional flight leg) (Flight/Leg 2 of your journey).
- Destination Airport: The user selects the destination airport from all the airports of the destination country (Flight/Leg 2 of your journey).
- Datetime of Arrival: The field refers to the date and time of his/her arrival. When the user presses this field, the calendar is automatically displayed, where he/she is asked
to choose the day and time of arrival of his/her intermediate trip (Flight/Leg 2 of your journey).

3.1.4.6 Cruise Ship / Pleasure Craft

In this case the user has chosen to travel by cruise ship / pleasure craft. Before starting to fill in the form, the passenger is asked to choose whether he/she travels as a member of a group or with his family, if applies according to each MS rules. The user is asked to choose whether he travels as a member of the cruise ship staff. The fields of the form are presented in the pictures that follow.
EU Digital Passenger Locator Form (dPLF) – Please fill this form in English

Cruise Ship / Pleasure craft Information

Please fill in the details of your cruise/pleasure craft

☐ Please check if you are travelling as a member of a group and / or with your family

☐ Please check if you are a member of the cruise ship / pleasure craft crew

Shipping / Pleasure craft Company

Name of Ship

IMO / Registration no. (Optional)

Embarkation Country / Place

Port of Embarkation

Select a country to activate

Datetime of embarkation

End of Cruise Disembarkation Date

End of Cruise Port of Disembarkation

Intermediate Ports
Please enter all the Intermediate ports.

Add Intermediate Port

Continue

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EUDPLF app  https://app.euplf.eu/
In any case the information that needs to be filled in is the following:

- **Shipping / Pleasure Craft Company**: The user fills in the name of the shipping / pleasure craft company he/she is travelling with.
- **Name of Ship**: The user fills in the name of the cruise ship/pleasure craft.
- **IMO / Registration no**: Unique code for each ship.
- **Embarkation Country / Place**: The user selects the country from which he/she embarks.
- **Port of Embarkation**: The user selects the port from which he/she embarks based on the country of embarkation that he/she declared above.
- **Datetime of embarkation**: The field refers to the date and time of his/her embarkation. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
- **Cabin Number**: The user should fill in the number of his/her cabin.
- **End of Cruise Disembarkation Date**: The filed concerns the date that the cruise ends and the passenger disembark. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day of the end of the cruise.
- **End of Cruise Port of Disembarkation**: The user should select the port that he/she disembarks to, based on the destination country he/she selected in a previous stage.

In addition, in case their trip includes intermediate stops, passengers should include them in the form. In this case, the user should fill in two more fields and these are:

- **Country**: The field concerns the destination country of his/her intermediate stop.
• Intermediate Port: The user selects the port of his/her intermediate station based on the country that he/she has chosen above.

• Datetime of Arrival: The field refers to the date and time of his/her arrival. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of arrival of his/her intermediate trip.

• Datetime of Departure: The field refers to the date and time of his/her departure. When the user presses this field, the popup calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.

3.1.4.7 Ferry Ship

In this case the user has chosen to travel by ferry ship. Before starting to fill in the form, the passenger is asked to choose whether he/she travels as a member of a group or with his/her family, if applies according to each MS rules. The fields of the form are presented in the pictures that follow.
The information that the user should provide is the following:

- **Shipping / Pleasure craft Company**: The user should fill in the name of the shipping / pleasure company he/she is travelling with.

- **Name of vessel**: The user should fill in the name of the vessel he/she is travelling with.
• Embarkation Country / Place: The user selects the country / place from which he/she embarks.
• Port of Embarkation: The user selects the port from which he/she embarks based on the country of embarkation that he/she declared above. The field is optional.
• Datetime of embarkation: The field refers to the date and time of his/her embarkation. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day and time of departure of his/her trip.
• Cabin / Seat Number: The user should fill in the number of his/her cabin or the number of his/her seat.
• Seat type: The user chooses from a set of options the seat type. The options are Economy (Deck), Assigned Seat, Business and Cabin.
• Date of disembarkation: The field concerns the date that the passenger disembarks. When the user presses this field, the calendar is automatically displayed, where he/she is asked to choose the day of disembarkation.
• Port of Disembarkation: The user should select the port that he/she disembarks from based on the destination country he/she selected in a previous stage.

3.1.5 Personal Information

In this step the user needs to fill in his/her personal details. More specifically, as shown in the pictures that follow, the data are the following:
• Last (family) Name: The user should fill in his/her Last (family) Name.
• First (given) name: The user should fill in his/her First Name.
• Sex: The user should select his/her sex from a set of predefined options.
• Date of Birth: The user should fill in his/her date of birth
• ID Document Type: It is the type of travel ID document that the user will declare. In each case a new field will appear that the user will have to fill in. The options are: ID card Passport
- Primary Telephone Number: The user should fill in his/her primary telephone number. The user should enter a plus sign (+) followed by his/her country code and his/her phone number, e.g. +306989123456.
- Other Telephone Number: It is field and concerns a second telephone number of the passenger.
- Email address: This field is automatically filled in by the system, and is associated with the logged in user.
3.1.6 Permanent Address

In this step the user needs to fill in the details of his/her permanent residence. More specifically, as shown in the pictures that follow, the data are the following:

- **Country**: The user should select the country of residence from a dropdown list.
- **State/Province**: The user should select the state of residence from a dropdown list based on the country of residence.
- **City**: The user should declare the city of his/her residence.
- **Zip/postal Code**: The user should declare the postal code of his/her residence.
- **Street**: The user should fill in the name of the street of his/her residence.
- **Street Number / House Number**: The user should declare the number of the street/house of his/her residence.
- **Apartment Number**: The user should fill in the apartment number of his/her residence.
- **Please check in if your temporary address is the same with your permanent address.** If the user, in the next 14 days, you will not be staying at the permanent address you declared, fill the places where you will be staying. (If you are a visitor, write only the first place where you will be staying).
- **Previously Visited Country (ies)**: If the user has visited another country 14 days before the trip he/she can, select the country he/she has visited. If the user in the 14
days prior to the arrival has stayed in a country (not transit) other than the permanent address, then should declare below the countries/cities where stayed. The button / field are optional. There is remove and add option.

Permanent Address

Please fill in the address of your permanent residence

Country

State / Province (Optional)

City

ZIP / Postal Code (Optional)

Street

Street Number / House number

Apartment Number (Optional)

Please check if your temporary address is the same with your permanent address

☐ If, in the next 14 days, you will not be staying at the permanent address you declared, fill the places where you will be staying. (if you are a visitor write only the first place where you will be staying)

Previously Visited Countries

If in the 14 days prior to your arrival you have stayed in a country (not transit) other than your permanent address, declare below the countries/cities where you stayed

ADD PREVIOUSLY VISITED COUNTRY

Continue
3.1.7 Temporary Address(es) in visiting Country

In this step the user is asked to fill in the details of his/her temporary residence, one or more, during his/her trip at the destination country. More specifically, if in the next 14 days, the user will not be staying at the permanent address declared in the previous step, they should fill the places where they will be staying in the destination country. (If the user is a visitor, he/she should write only the first place where he/she will be staying). The information he/she needs to fill in is presented in the pictures that follow and are the following:

- **Address Type**: The user selects the type of address which can be: House, Hotel, Cruise Ship, Other.
- **Country**: The user should select the country of temporary residence.
- **State/Province**: The user should select the state of residence from a predetermined list based on the country of residence.
- **City**: The user should declare the city of his/her residence.
● Street: The user should fill in the name of the street of his/her residence.
● Street Number / House Number: The user should declare the number of the street/house of his/her residence.
● Zip/postal Code: The user should declare the postal code of his/her residence.
● Apartment Number: The user should fill in the apartment number of his/her residence.

If during his/her stay the user stays in more than one location then he/she must press the button “ADD TEMPORARY ADDRESS” button and declare the details of the second option. Remove option is also provided (button).
3.1.8 Travel Companions – Family

Another general step that it maybe varies and is based on each MS rules is to add the details of a fellow traveller from the family environment. Therefore, if after logging in the platform and choosing the country of destination, you notice a check box "Please check if you are travelling as a member of a group and / or with your family.", it means that this specific country offers the option to add family members or group members to your PLF. In any case each passenger should review the TRAVELLING PROTOCOLS per destination country as displayed on the landing page of the EUdPLF. To add a new fellow traveller, who is a family member the user presses the button "ADD FAMILY MEMBER", shown in the following image.

When the user presses the "ADD FAMILY MEMBER" button, a form with the following information is immediately displayed. This option is available if the user has ticked the checkbox “Please check if you are travelling as a member of a group and / or with your family” at the “Travel Information” tab. Adult(s) passenger(s) should complete own plf. This section should be completed with:

- First (given) name: The user fills in the name of the person traveling with the user - passenger and is a member of his/her family.

- Last (family) Name: The user fills in the last name of the person who travels with the user - passenger and is a member of his/her family.

- Your sex: The user selects the gender of the person traveling with the user - passenger and is a member of his/her family.
● **Seat Number:** It is not a mandatory field and concerns the seat number of the person who travels with the user – (passenger) and is a member of his/her family.

● **Age:** The user completes the age of the person traveling with the user - passenger and is a member of his/her family.

By clicking the "ADD FAMILY MEMBER" button again the user can add as many family members as needed. At any time, however, any person can be deleted by pressing the "REMOVE FAMILY MEMBER" button.

---

**3.1.9 Travel Companion Non-Family / Non-Same Household**

Another step that it maybe varies and is based on each MS rules is to add the details of a fellow traveller from the same group. Therefore, if after logging in the platform
and choosing the country of destination, you notice a check box "Please check if you are travelling as a member of a group and / or with your family.", it means that this specific country offers the option to add family members or group members to your PLF. In any case each passenger should review the TRAVELLING PROTOCOLS per destination country as displayed on the landing page of the EUdPLF. This option is available if the user has ticked the checkbox “Please check if you are travelling as a member of a group and / or with your family” at the “Travel Information” tab. Adult(s) passenger(s) should complete own plf. To add a new co-traveller the user has to press the button shown in the following image "ADD NON-FAMILY TRAVEL COMPANION"

When the user presses the "ADD NON-FAMILY TRAVEL COMPANION" button, a form with the following information is immediately displayed:

- First (given) name: The user fills in the name of the person traveling with the user - passenger and is not a member of his/her family.
- Last (family) Name: The user fills in the last name of the person who travels with the user - passenger and is not a member of his/her family.
- Your sex: The user selects the gender of the person traveling with the user - passenger and is not a member of his/her family.
- Group (tour, team, business, other): It is an optional field and indicates the relationship that the user has with the person mentioned.
- Seat Number: It is an optional field and concerns the seat number of the person who travels with the user - passenger and is a member of his/her family.

By clicking the "ADD NON-FAMILY TRAVEL COMPANION" button again the user can add as many people as needed. However, at any time can delete any person needed by pressing the button "REMOVE NON-FAMILY TRAVEL COMPANION"
3.1.10 Emergency contact information

They refer to the contact details of a person designated by the user as an emergency contact (contact person who can reach passenger during the trip). The information that the user needs to fill in is presented in the following images and is the following:

- **First (given) name**: The user fills in the name of the person who is the emergency contact.
- **Last (family) Name**: The user fills in the last name of the person who constitutes the emergency contact.
● **Country**: The field refers to the country of residence of the person who is the emergency contact.

● **City**: The field refers to the city of residence of the person who is the emergency contact.

● **Mobile phone number**: The field refers to the mobile phone number of the person mentioned by the user. The user should enter a plus sign (+) followed by their country code and their phone number, e.g. +306989123456.

● **Other phone number**: The field refers to another telephone number of the person who is the emergency contact.

● **Email address**: The field refers to the e-mail address of the person who is the emergency contact.
3.1.11 Preview of the Passenger Locator Form (PLF)

Before the final submission of the form the user can see / preview in a popup window the data/information he/she has filled in as shown in the following image by pressing the ‘Preview’ button.
3.1.12 Submission of the PLF

After reviewing the information, the user can press the ‘Submit’ button. Upon successful submission of the form, the user is informed that the form has been completed successfully (Submitted indication of the plf).

Thank you for completing the EUdPLF

We emailed you a confirmation of your submission, including the unique URL of your PLF document. The PLF document provides the status of your submission.

Please carry the PLF document with you when traveling, either electronically or in print.

Go back to the home page

At the same time the user is informed about the process and more specifically he/she is informed that he/she:

as received an email (always check SPAM folder) informing him/her that the form he/she filled out was successfully submitted containing the unique QR code.

Should have the form document with him/her during the trip either in digital or printed form.

At the same time, the user receives an email in the e-mail address he/she has provided, as shown in the image below.

Dear GFSDG0 DFDDG,

Thank you for completing the Passenger Locator Form before your trip. We appreciate your cooperation.

Important: please carry the PLF document with you when travelling, either electronically or in print.

For reference, you submitted:

[QR code image]

First name: GFSDG0
Last name: DFDDG
Passport Number or National ID:
Date of submission: 2021-04-27 00:43:15 +00:00
Date of scheduled arrival: 2021-04-27 00:30:00

You may download your PLF document in PDF format by clicking this URL and selecting 'Download PDF':
[URL link]

EUdPLF

V2.6 – 17/11/2021

EUDPLF website https://www.euplf.eu/
EudPLF app https://app.euplf.eu/
By clicking on the link in the email received, the passenger can view and print/download the specific save PLF.

### Personal Information

- Last Family name: [Redacted]
- First name(s): [Redacted]
- Sex: [Male/Female/Other]
- Date of Birth: [Redacted]
- Primary Telephone Number: [Redacted]
- Other Telephone Number: [Redacted]

### Transportation Information: Aircraft/Flight Information

- Flight Number: [DE123]
- Date of flight: [12/12/2021]
- Departure airport: [New York JFK]
- Arrival airport: [New York JFK]
- Departure city: [New York]
- Arrival city: [New York]

### Permanent Address

- Street Address: [Redacted]
- City: [Redacted]
- State/Province: [Redacted]

### Temporary Address(es)

- Temporary Address 1
  - Street Address: [Redacted]
  - City: [Redacted]
  - State/Province: [Redacted]

### Emergency Contact Information

- Last (family) name: [Redacted]
- First (given) name: [Redacted]
- Relationship: [Redacted]

### Travel Companions – Family

- Last Family name: [Redacted]
- First name(s): [Redacted]
- Relationship: [Redacted]
The user (passenger) can view/download/print the submitted own plf(s) from the menu at the top right (MY PLFs).

3.1.13 Edit Passenger Locator Form (PLF) details

The user can view, print and edit/update (before the arrival datetime on the declared final destination) the details of a Passenger Locator Form. This option is available via the top right menu by selection of “My PLFs”.

By selecting the edit option of the PLF, a form is immediately displayed with the fields pre-filled by the user. Not all the fields are editable. The three first tabs (“Destination”, “Transportation Type”, “Before you begin” tabs) with the containing fields will always be disabled in any plf update process. Some other fields may also remain locked while other fields are editable and can be updated (depending on each country). During this action the user can change/add any necessary data. Upon completion of the changes and after pressing the “Submit” button, the user receives a new email to his/her account with the updated form. The QR code remains the same.

3.1.14 Delete of the PLF

The passenger can have the option to delete own plf(s) based on the following rules per MS as the final destination of each plf. The passenger is able to delete plf(s) if this setting has been set by the final destination country and the status of the plf either hasn’t been changed e.g. from default “Submitted” to “Approved” or the Submission Deadlines (in hours) in relation to the arrival (Datetime of Arrival) in the country (in the specific time zone) set by each MS hasn’t been passed.
3.1.15 A delay in the system’s response

In case of an instant issue e.g. slow internet connection the following message will be displayed "The website is temporarily unavailable. We are sorry for the inconvenience and appreciate your patience. Please try again later." and you will have to refresh the page and try again.

4. Frequently asked questions (FAQ)

Questions 1:

The submit button does not work. What should I do?

Answer 1:

You should close the preview window (Close button at the bottom of the preview) as indicated below, and then click “Submit” button again.
Another possible explanation is that you may have not filled all the entries of the form. In that case, a red indication will appear around a field. Please make sure you have filled all the mandatory information and with correct-valid information.

Questions 2:

There is a validation error regarding then input of dates I am trying to input. What can I do?

Answer 2:

If there is a red indication it means that either mandatory field should be completed or there is a validation error on the data entry on one or more fields. The departure datetime should be prior to the arrival datetime. The value on the “Datetime of Arrival” on the first tab (not connected) should be of the final destination. Please also check the time zones between departure and arrival. Each datetime selection is set on the time zone of the responding country. You should firstly select the country/place and then the datetime in order to have the related time zone. Last but not least, make sure you have the javascript enabled on your web browser.
There should be data consistency between departure and arrival datetime and time zones as presented below:
Questions 3:

I can’t download my PDF version of EUdPLF with outlook.

Answer 3:

You may login to the platform and print it out from MY PLFs (top right menu) as described below:
Questions 4:

What should I do if I cannot find my destination or airport amongst the listed one?

Answer 4:

In that case you could select “OTHER” and type the text on an extra field below.
Questions 5:

I had trouble when trying to register or reset my password, what should I do?

Answer 5:

It may have happened that you did not select a valid password when trying to register. You passwords should contain at least 6 characters.

Please make sure you are aware of whether the Caps function is activated as well as the language you are typing in. Also, don’t include blanks. Also make sure that you type your email correctly.

Moreover, you are kindly requested to write the password instead of copying and pasted on the form.

The confirmation email may be accidentally marked as spam. Please make sure you always check the spam folder.
Last but not least, please make sure you do not already have a registered account. Keep in mind that after your registration, your user account is valid for 150 days of inactivity of your last login before it is permanently deleted.
You can reset password here: (https://app.euplf.eu/#/user/login).
Travellers must register to the EUdPLF web application by providing a valid and unique email address and a password. Travellers will receive a confirmation email in the email address they provided (always to check SPAM).
To validate and complete the registration process travellers must click on the link sent to the declared email address.
Travellers must register in the EUdPLF web application by providing a valid email address and a password. Travellers will receive a confirmation email in the email address they provided. To validate and complete the registration, travellers must click on the link sent to the declared email address.

Click here for more information about the registration process.

Travellers must register in the EUdPLF web application by providing a valid and unique email address and a password. The process of creating a new user account (registration and activation) should be done only once. Travellers will receive a confirmation email in the email address they provided (always check SPAM folder). To validate and complete the registration process, travellers must click on the link sent to the declared email address. In case they did not receive the email, they can request a new one.

The Login process is simple. The user just needs to fill in the email and password associated with the account at the platform and then press Login. The login process should be done after the registration (activation of account).

In case the user has lost their password, he/she can use the Retrieve Password Process. The user should press the Retrieve Password button. If this email address belongs to an existing, active account, the user will receive a notification email (always check SPAM folder) to reset their password.

EUdPLF website: https://www.euplf.eu/
EUdPLF app: https://app.euplf.eu/
Question 6:

I am travelling with my family or with a group and I am responsible for submitting the PLF form. What should I do?

Answer 6:

Each country has its own policy regarding who must complete the PLF (some countries choose in case a family is travelling together, only one member of the family must complete the PLF and other countries require that each adult person completes an individual PLF).

For specific requirements about completion of the form please see section TRAVELLING PROTOCOLS on the landing page of EUdPLF (https://app.euplf.eu/), and select the country you are travelling to in order to read its protocol.

If you are travelling to another destination and/or you wish to check if any travel restrictions apply, please check the European Union tool titled Re-open EU by clicking here.

If you are travelling to a destination country that allows the completion of family members to be registered under one PLF, please make sure you have selected the relevant check box on the “Before you begin” tab as shown below. When you check this option, 2 more tabs (Family Companions and Other Companions) will appear.
Question 7:

I am traveling via airplane with a connection flight. Which destination should I document on the EUdPLF form?

Answer 7:

In case there is an intermediate flight, the user must select this option. In this case a new form appears as shown in the image below. The flight connection is between the departure (connection flight destination - Leg 1 of your journey) and arrival (connection flight destination - Leg 2 of your journey). The Datetime of Arrival field (before the connected flight button) should be the connection flight destination arrival datetime (Flight/Leg 2 of your journey).
Example 1 (Version 1 - PLFs completed until 30/6/2021):
London- Rome - Sardegna

**FLIGHT 1:**

EU Digital Passenger Locator Form (dPLF) – Please fill this form in English

**Aircraft Flight Information**

Please fill in the details of your flight

☐ Please check if you are travelling as a member of a group and / or with your family

Airline Name

RYANAIR

☐ Please check if your flight is private.

Flight Number

DL1000

Seat Number

10J

Boarding Country / Place

United Kingdom/GB

Date/time of Departure

2021-06-10 09:05  Timezone: Europe/London (UTC+01:00)

Boarding Airport

London Stansted/EGSS

Date/time of Arrival

2021-06-10 20:00  NOTE: DATE/TIME  Timezone: Europe/Rome (UTC+02:00)
**FLIGHT 2 (CONNECTION FLIGHT 1):**

**Final Destination (Airport):**
- OTHER
- SARDINIA

**Connection Flight 1**

**Airline Name:** RYANAIR

**Flight Number:** DL1001

**Seat Number:** 11D

**Destination Country:** [Italy/IT]

**Destination Airport:**
- OTHER
- SARDINIA

**Date/Time of Arrival:**

2021-06-10 19:59

**NOTE: DATE/TIME**

Timezone: Europe/Rome (UTC+02:00)

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**EUdPLF website:** [https://www.euplf.eu/](https://www.euplf.eu/)

**EUdPLF app:** [https://app.euplf.eu/](https://app.euplf.eu/)
Example 2 current version (Non-Direct Flight-Version 2 - upgraded- PLFs completed from 1/7/2021 onwards)

London- Rome – Sardagna
Flight / Leg of your journey 1:

EU Digital Passenger Locator Form (dPLF) – Please fill this form in English

Aircraft Flight Information

Please fill in the details of your flight

☐ Direct flight

☐ Non-Direct Flight

☐ Please check if you are travelling as a member of a group and / or with your family

Flight / Leg of your journey 1

Airline Name

RYANAIR

Flight Number

DH1001

Seat Number

10K

Boarding Country / Place (Optional)

United Kingdom/GB

Datet ime of Departure (Optional)

2021-07-03 08:15

Times Zone: Europe/London (UTC+01:00)

Boarding Airport (Optional)

London Stansted / EGSX

Destination Country

Italy/IT

Destination Airport

Roma Fiumicino / LIRF

Datet ime of Arrival

2021-07-03 09:20

Times Zone: Europe/Rome (UTC+02:00)

EUdPLF website  https://www.euplf.eu/
EUdPLF app  https://app.euplf.eu/
Flight / Leg of your journey 2:

Flight / Leg of your journey 2

☐ Check if this is your final flight / leg of your journey

Airline Name

RYANAIR

☐ Please check if your flight is private.

Flight Number

AB2341

Seat Number

25J

Boarding Country / Place (Optional)

Date / Time of Departure (Optional)

2021-07-03 10:15

Timezone: Europe/Rome (UTC+02:00)

Boarding Airport (Optional)

Roma Fiumicino/LIRF

Final Destination Country

Final Destination Airport

Olbia Costa Smeralda/UE0

Date / Time of Arrival

2021-07-03 11:50

Timezone: Europe/Rome (UTC+02:00)

REMOVE FLIGHT / LEG 2

Continue
**Question 8:**

I have successfully submitted my application. However, my flight departure time has changed or / and I need to make some changes. What can I do?

**Answer 8:**

You do not have to resubmit a new application since there is the possibility to edit the form you have already submitted. Please log in to the platform and click on the top-right menu. Then please choose "MyPLFs" and search for your latest application. Then, select the pencil icon to edit your application and click "Submit". A new confirmation email will be sent to your email address.

**Question 9:**

Do travellers need to submit a separate PLF if the trip includes stops in more than one country?

**Answer 9:**

As a general rule when the traveller uses different means of transport (ship, airplane, train, bus), then a new PLF should be completed each time the traveller boards a new conveyance (ship, airplane, train, bus) to travel to another country. As an exception, when travellers are travelling by airplane and the travel includes connection flights in different country/countries, then only one PLF should be submitted for the final destination country. However, if the traveller gets outside of the airport, before boarding the connection flight, then a separate PLF should be completed for this country as well.

Travellers travelling with a cruise ship, will need to submit the PLF once and select as destination country the country of their final disembarkation (end of cruise). The traveller will have to complete in the electronic system the names of the ports that the cruise is calling. Travellers travelling by car/other vehicle, need to submit a PLF every time they enter a country that requires submission of dPLF.

**Question 10:**

How does a passenger enter? (via the platform and when the QR code is generated)

EUdPLF website  https://www.euflp.eu/
EUdPLF app  https://app.euflp.eu/
**Answer 10:**
Before travelling, the passenger registers (once), then logs in by providing credentials (email/password) into the platform and creates the dPLF. The unique QR code is generated and is displayed on the plf. Then he/she presents either the QR code (received via email) or online via the produced plf or the printed format of the dPLF to the local authorities, scanned and enters the respective country.

**Question 11:**
I have not submitted my application because I don't know the “Seat Number”. What can I do?

**Answer 11:**
Fill in the form “Seat Number” --> XXX and then proceed with the completion of the plf. Once the “Seat Number” is known you can still edit the plf you have already submitted and complete the correct information (if the plf is still editable based on the rules of each MS as the final destination country). Please log in to the platform and click on the top-right menu. Then please choose "My PLFs" and search for your latest application. Then, select the pencil icon to edit your application and click "Submit". A new confirmation email will be sent to your email address.

**Question 12:**
I registered and received the email as expected. But when I click on the link I see the message:” The URL has expired. Please click here to receive a new email verification URL”

**Answer 12:**
As part of the registration and password reset processes the platform will send you a special link in your email address. You have to click on that link within 1 hour otherwise it will expire and you will see the error message "The URL has expired." as well as instructions on how to receive a new email with a new link.
5. Annex: “Register - Verify Account – Login - Reset”

➢ **Register:**

Travellers must register to the EUdPLF web application by providing a valid and unique email address and a password. The process of creating a new user account (registration and activation) should be done only once. Travellers will receive a confirmation email in the email address they provided (always check SPAM folder).

**1st Step:**

Please select the option “Register”.

**2nd Step:**

- Enter the **email address**, **password** and **confirm password**.
- Please select “Register” in order to proceed with the registration process.

---

EUdPLF website  https://www.euplf.eu/
EUdPLF app https://app.euplf.eu/
NOTE:

- Your password should contain at least 6 characters.
- Please make sure you check if the Caps function is activated as well as the language you are typing in.
- You are kindly requested to type the password instead of copying and pasting on the form.

3rd Step:

A message will appear such as "A link to activate your account has been emailed to the address provided. In case you did not receive the email click here to re-send it."

NOTE:

- If an email is not received to your inbox, please also check your SPAM folder or select "re-send" in the message.
4th Step:

A unique URL will be sent to your email address and you must click on it.

NOTE:

- If an email is not received to your inbox, please also check you SPAM folder.
5th Step:

A message will appear such as "Your account has been activated. You can now login by using your credentials."

➢ Verify Account:

1st Step:

In case you did not receive the email for the verify account press the option "click here to re-send it".
2nd Step:

Enter the email address and password.

NOTE:

- You should enter the initial password you used on the registration process.

3rd Step:

A message will appear such as “A link to activate your account has been emailed to the address provided. In case you did not receive the email click here to re-send.”

NOTE:

- If an email is not received to your inbox, please also check you SPAM folder or select "re-send" in the message.
4th Step:

A unique URL will be sent to your email address and you must click on it.

NOTE:

- If an email is not received to your inbox, please also check your SPAM folder.

5th Step:

A message will appear such as "Your account has been activated. You can now login by using your credentials"
➢ Login:

The Login process is simple. The user just needs to fill in the email and password associated with the account on the platform and then press Login. The login process should be done after the registration (activation of account).

1st Step:

- Enter the email address and password in order to the login process.
- Please select “Login”.

NOTE:

- Your password should contain at least 6 characters.
- Please make sure to check if the Caps function is activated as well as the language you are typing in.
- You are kindly requested to type the password instead of copying and pasted on the form.
➢ **Reset:**

In case the user has lost/forgotten his/her password, he/she can use the retrieve password process. The user should press the Reset Password button. If this email address belongs to an existing, active account, then the user will receive a notification email (always check SPAM folder) to reset his/her password.

**1st Step:**

Please select the option “Reset”.

---

EUdPLF website  [https://www.euplf.eu/](https://www.euplf.eu/)
EUdPLF app  [https://app.euplf.eu/](https://app.euplf.eu/)
2nd Step:

- Enter the email address.
- Please select “Reset”.

3rd Step:

A message will appear such as "If that email address belongs to an account, we will send you an email to reset your password".
4th Step:

A unique URL will be sent to your email address and you must click on it.

NOTE:

- If an email is not received to your inbox, please also check you SPAM folder.

5th Step:

- Enter the **password** and **confirm password** in order to the reset process.
- Please select “Reset”.

NOTE:

- Your password should contain at least 6 characters.
- Please make sure to check if the Caps function is activated as well as the language you are typing in.
- You are kindly requested to type the password instead of copying and pasted on the form.
6th Step:

A message will appear such as "Your password has been successfully".
General rules and troubleshooting

1) Make sure you have an uninterrupted, stable internet connection.
2) Always have enabled JavaScript on your browser.
3) Do not use copy and paste to fill the form, write the text instead originally. Avoid copying spaces. The same passenger cannot submit for the same date of arrival another plf for the same destination country.
4) Each MS, as the final destination country of a plf, may have different rules regarding the fields on the form (e.g. mandatory/optional, visible/hidden, editable, extra fields), the submission deadlines, the retention period of the plf etc.
5) Please kindly note that in some entry only Latin characters are allowed while other entry boxes also allow typing in your mother language. This depends on the country of origin.
6) In case there is a field in which you cannot find the required value/option in the dropdown menu (e.g. country, airport), please select "OTHER" from the dropdown menu and write your option in the empty field.
7) In fields with dropdown values of places e.g. airport you should firstly select the country and then the next dropdown list will be activated and populated with the related values corresponding to the previous selection. For instance, you should select the Boarding Country / Place and then the Boarding Airport will be activated in order to select or type to.
8) The plf will be sent to the email of the passenger. The passenger can also view/print/download it from the user menu on the app.
9) The PLF will be deleted automatically by the system after a retention period set by the destination country.
10) The email is case insensitive.
11) The passenger can submit and edit/update the PLF form based on the submission deadlines set by each MS. It can be either before or even after the arrival datetime.
12) Autofill fields. In each new PLF form some common personal data will be saved/transferred from any previous PLF forms and will autofill the new plf. The plf

EUDPLF website  https://www.euplf.eu/
EUDPLF app https://app.euplf.eu/
will be editable. The tab “Personal information” and “Permanent Address” will be used on this condition.

13) The existing general rule at the current version of the EUdPLF is that the same passenger (the same user account related with the specific email) cannot submit for the same date of arrival another plf for the same destination country. The following rules apply:

- According to the travelling protocols of each country, the same user account could be used for completing and submitting dPLFs for family or group members or people without computer skills.
- 1 dPLF per same Passport or same ID Card per same arrival date per same final destination country (if Passport or ID Card exists in that order)
- 1 dPLF per same arrival date per same final destination country (if neither the Passport nor the ID Card exists).

14) All the rules stated are general and each country may apply variations on them.

15) As part of the registration and password reset processes the platform will send you a special link in your email address. You have to click on that link within 1 hour otherwise it will expire and you will see the error message "The URL has expired." as well as instructions on how to receive a new email with a new link.