

Please follow the steps to register a business or organisation for the Import of Products, Animals, Food or Feed Service (IPAFFS) system.

NB: you must register with a UK address. You will be unable to use IPAFFS as either an Importer or Agent if registered with a non-UK address.

Agents and Importers must both register on IPAFFS – even if the Importer does not intend to create any notification themselves, both must be registered for the Importer to be able to grant delegation of authority to their Agent(s).

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Step 1: Create a Government Gateway Account

1. Go to <https://www.gov.uk/guidance/import-of-products-animals-food-and-feed-system>.
2. This will take you to the Government Gateway sign in page. If you already have a Government Gateway ID and Password, enter these, click 'Sign in' and you will then be directed to create a Defra account for IPAFFS. Follow from Step 2 below.

If you do not have a Government Gateway account, click 'Create sign in details' and follow the steps below:

3. Enter the email address you want associated with your Government Gateway account and click 'Continue'.
4. You will receive a 6-digit code to your email address. Enter the 6-digit code into IPAFFS to confirm your email address and click 'Confirm'. Your email address has been confirmed, click 'Continue'.
5. Enter your full name and click 'Continue'.
6. Add a 10-character password, confirm this then click 'Continue'.
7. Your Government Gateway ID has been created and emailed to you. Click 'Continue'.

Step 2: Creating a Defra Account – for your UK based Business or Organisation

8. Please read the privacy notice, tick to agree to the terms and conditions, then click 'Continue'.
9. Select the radio button 'a business or organisation', then click 'Continue'. Do not select 'an individual' – this option is not enabled, and you will be unable to use IPAFFS.
10. Choose where the business or organisation is registered to trade, select 'UK' radio button and click 'Continue'.
11. If your business or organisation is registered with Companies House, select 'Yes' radio button and click 'Continue'; if your business or organisation is not registered with Companies House, select 'No', then click 'Continue', go to step 15.
12. Enter your Companies House number and click 'Continue'.
13. Confirm the Companies House registered address is correct, if correct, click 'Continue'. If no address returned, enter the post code in the look up table.
14. Enter main contact details for the business or organisation, click 'Continue', then follow from step 17.
15. Select 'Sole Trader' and click 'Continue'.
16. Enter your name and click 'Continue'.
17. Scroll down to Section 3.
18. Click on the hyperlinks in turn to enter your contact details, business details (name, address, contact details) and security word (click 'Continue' after each), then click 'Check your answers'.
19. Check your answers are correct (you can amend anything with a 'Change' hyperlink to the right), tick 'I'm not a robot' and click 'Continue'.
20. Your registration is complete, and you can now see your IPAFFS dashboard.

Step 3: Adding team members to the organisation account

You can now add team members to the account if required. The team member(s) can be another administrator like yourself (allows them to add/remove team members) or you grant them standard access (service access only).

We recommend that you have a minimum of two administrators for your organisation account.

1. Log into IPAFFS using your Government Gateway ID and password.

2. From the dashboard, click 'Manage account' (top right).
3. Under 'Your accounts' (next to your organisation name), click 'Manage'.
4. Under 'Manage Team Access' click 'Add a team member'.
5. Enter the email address of your team member, click 'Continue'.

An invitation to join the account has been sent to the team member's email address.

The team member will now complete a short registration process by clicking on the URL within the invite. If the team member has a Government Gateway ID, they can use this by logging in via the 'Sign in' link, or they can choose to create a new ID. Once they have registered, a notification email is issued to the administrator to allocate account roles, service and service role.

Step 4: Assigning team member account, service and service role

You will have received an email informing you that a team member has completed their registration. You now need to assign them an account, service and service role. Please complete the following steps.

6. Log into IPAFFS using your Government Gateway ID and password.
7. From the dashboard, click 'Manage account' (top right).
8. Click 'Manage team access'.
9. Click on the hyperlink for the invited team member's name.
10. Click 'Give account access'.
11. Select administrator or standard user and click 'Continue'.
12. The team member has been given access, click 'Continue'.
13. Click 'Give service access'.
14. Select 'IPAFFS Service' and click 'Continue'.
15. Select the role (Notifier) and click 'Continue'.

The appropriate access has now been given to the team member and an email has been sent to them to confirm their role.

Repeat above steps to add more team members.

Step 5: Granting an Agent delegation of authority

If you wish to appoint an Agent to create notifications on your behalf, follow the below:

1. Log into IPAFFS and from your dashboard, click 'Manage trade partners' (top right).
2. Select 'Yes' to 'Are you a plants importer or agency?' then click 'Continue'.
3. The first time you access this page, you will then be asked 'What are you trying to do?', select 'I want to authorise an agent to act for my business' and click 'Save and continue'.
4. Click 'Add an Agent'.
5. Ask your Agent for their 10-character code, enter this and click 'Save and continue'.
6. The Agent's name will appear, select 'Yes' if correct. If incorrect, click 'No', then check the details with your agent.
7. Read the confirmation covering the terms of your agreement with the Agent, then tick to confirm and click 'Save and continue'.
8. You must now set the permissions for your Agent, select + next to 'Import of products, animals, food and feed service' and toggle the permissions button to 'Yes' then click 'Finish'.
9. Your agent must now accept your delegation request, and they will then be able to create notifications on your behalf.
10. You can see listed all of the Agents you have added, you can check their permissions and remove them if needed.