



EUROPEAN COMMISSION  
Directorate-General for Trade  
Directorate G – Trade defence

# TRON.tdi

## FAQ

Version 1.3 – March 2017  
(Version 1.3.1 – December 2024 for accessibility)

### General

**Q: How do I request access to TRON.tdi?**

R: Please refer to the [Getting Started](#) instructions.

**Q: Is it still possible to request the non-confidential file under the form of a DVD?**

R: One purpose of TRON.tdi is to replace the DVD process. Once a case gets supported by TRON.tdi, the DVD process for that case is not available anymore.

**Q: Who can help me if I have a problem while using TRON.tdi?**

R: The Trade Service Desk can be contacted by email ([TRADE-SERVICE-DESK@ec.europa.eu](mailto:TRADE-SERVICE-DESK@ec.europa.eu)) or by phone (+32.2/297.97.97).

### Access rights

**Q: I already have a EU Login<sup>1</sup> account which I use for another European Commission application. May I reuse this account for TRON.tdi?**

R: Yes, you are even encouraged to do so because it will make your life easier since you will have a single login/password to remember.

**Q: May I share my EU Login account with colleagues working on the same case?**

R: No. A EU Login account is strictly personal. Your colleague must create his/her own EU Login account and request access to TRON.tdi.

### Web Notification

**Q: Why don't I see anymore a notification that was sent to me earlier?**

Notifications sent by the Commission can have an expiry date. Upon expiry the notification is removed from TRON.tdi.

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<sup>1</sup> EU Login is the Commission-wide authentication service. It was formerly named ECAS.