



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) or by phone (+32.2/297.97.97).

Access rights

Q: I already have a EU Login¹ 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.

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