



PRADO

PUBLIC REGISTER OF AUTHENTIC IDENTITY AND TRAVEL DOCUMENTS ONLINE

How to best use ...

- > The PRADO "Search by document country" list is in alphabetical order according to the three-letter country codes as used in the (machine-readable zones of the) travel documents. However, I wish to search for the country name as printed on the passport / I wish to search for the country name in my chosen language - how should I proceed?
- > How do I find all instances of an expression or a phrase within a page?
- > Search function - I know that in one of the documents a phrase is used, but I get no results?
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- >  The context-sensitive online help in PRADO documents does not seem to work properly: when clicking on a term searched for, the respective explanation does not pop up in a new window; instead the glossary opens on its first page 
- > How can I save my preferred language or view for my next visit to your site?
- > How can I view a document in another language?
- > How to zoom in / zoom out in an image?
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- > I find it difficult to read the text on your PRADO pages. How can I change the size of the fonts displayed on my screen?
- > When clicking on a thumbnail image in a document, the image is enlarged - but then I can no longer see the complete document description. What if I would like to see both at the same time?
- > "Document code" ?

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How to best use ...

The PRADO "Search by document country" list is in alphabetical order according to the three-letter country codes as used in the (machine-readable zones of the) travel documents. However, I wish to search for the country name as printed on the passport / I wish to search for the country name in my chosen language - how should I proceed?

Please go to the **PRADO "Search by document country"** page and click on **"Ctrl" + "F" (find on this page)** and enter the word(s) you are looking for. Then click on the "Next" tab.

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How do I find all instances of an expression or a phrase within a page?

Do **"Ctrl" + "F" (find on this page)** and enter the word(s) you are looking for. Then click on the "Next" tab.

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Search function - I know that in one of the documents a phrase is used, but I get no results?

Our Council search engine searches only for titles and terms that have already been indexed on all Council pages. At present you CANNOT configure it to search for terms only on **PRADO** pages.

If you want to search the whole range of **PRADO** pages for a string of words, please consider using a free internet domain search to search only within one specific website, for example **Google.com** (or **Google.ie**, ...): Tick "Search the web" & enter into the search field: the "word(s) you are searching for" (in-between quotation marks if exact matches are wanted), followed by the word "site" and a colon followed by the domain name e.g.:

"residence document site:consilium.europa.eu/prado/en/"

What is the scope of this database?

PRADO (the Council of the European Union's Public Register of Authentic Identity and Travel Documents One) is a multilingual site with information on authentic identity and travel documents. Document descriptions include technical descriptions - descriptions of some of the most important security features of the document and as a rule also include (indicative) information on the maximum possible validity of the described document, as well as information on its main usage.

[➡ Document categories & document types](#)

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The context-sensitive online help in PRADO documents does not seem to work properly: when clicking on a term searched for, the respective explanation does not pop up in a new window; instead the glossary opens on its first page.

1. Make sure that PDF files are opened within your browser, NOT externally = NOT within your 'standard' PDF viewer:

e.g.:

Google Chrome: "Settings" > Show advanced settings" > "Privacy" > "Content settings" > [Scroll down to the bottom:] "PDF documents":

PDF Documents

☐ Open PDF files in the default PDF viewer application.

Vivaldi browser:

"V" > "Tools" > "Settings" > "Display all" > [Scroll down to the bottom:] "PLUGINS":

PLUGINS

☒ Enable Internal PDF Viewer

☒ Enable Widevine Plugin

Flash Plugin

☐ Always Allow Flash

☒ Detect and Allow Important Flash Content Only

2. Please consider using a different browser - for example the latest version of **Google Chrome**.
3. For some Firefox versions issues (problems) have been reported concerning the "named destinations" which we use in our PDF help files. Please search for solutions e.g. in the Mozilla support pages, or use a different version.
4. Changing your browser settings might eventually help to improve the usability of the online help (if you encounter related problems): e.g.: "Extras" --> "Settings" / "Internet options" (--> "General" --> "Tabs" --> "Always open links (from other programs) in a new window".

How can I save my preferred language or view for my next visit to your site?

Please add the URL of our homepage to your bookmarks / favourites.

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How can I view a document in another language?

Please select from among the 24 language versions available:

Language selection



In an open PDF document:



How to zoom in / zoom out in an image?

After having clicked on the thumbnail of the image, you can view the image. "1 - click image zoom": The whole image can be explored by moving the mouse.

In the glossary - What are the grey numbers for & what do they mean?

These grey chapter numbers can, for example, help you find a text in a different language - switch to the desired language and search for the number → 'Ctrl' + 'F' (find on this page)

Is it possible to obtain information about the latest document descriptions available - do you offer an RSS feed?

At the moment we do not offer an RSS feed, but the latest available document descriptions are always shown on our PRADO start page.

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I am in a section "Latest documents ..." - How do you define "Latest..."?

Documents are available in this language for less than 90 days. If there are more than 5 documents, only the five latest are displayed - by clicking on the "**See all new descriptions of documents**" link you see all documents made available within the last 90 days.

I find it difficult to read the text on your PRADO pages. How can I change the size of the fonts displayed on my screen?

To change the text size, please use your browser's **zoom** functionality: e.g., click on: "View" --> "Text size" -->

For PDF documents please use the corresponding buttons of the PDF viewer used by your browser.



When clicking on a thumbnail image in a document, the image is enlarged - but then I can no longer see the complete document description. What if I would like to see both at the same time?

- If you left-click on the thumbnail image, the larger image (by default) opens in the same browser window (please use the back button if you want to go back to the complete document description). Instead of left-clicking, please right-click on the thumb and then choose "Open link in new window".
- If you are working in full-screen mode, you now have to click on the "Restore down (decrease window size)" button on the right top to be able to see both windows on your screen at the same time (one on top of the other). Adapt sizes and move the two open browser windows accordingly.
- You can also consider changing your browser settings to always open a link in a new window.

"Document code"?

The **document codes** used in this database for AUTHENTIC (GENUINE) DOCUMENTS are made up of the following components:

(For more information, please click on this link:) ➡

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> [PRADO start page](#) 

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