

About NACCS systems matter from users from overseas

Animal Quarantine Service

As of May 2026, even when the user using the recommended environment, the following issues have been observed for some users accessing NACCS (Animal Quarantine-related services) from overseas:

- During the application for User Registration process, the screen does not proceed from Step 3 "Issue of User ID" to Step 4 "Terms of Service".
- For users who have already have user ID, the screen may not be displayed correctly even after logging in

*These issues may appear depending on the network environment.

* If the issue persists after trying different devices (PC, smartphone, etc.) or browsers (Microsoft Edge, Google Chrome, etc.), please try changing your network connection (e.g., from home Wi-Fi to mobile data, or vice versa) and access the system again.

If the problem still does not improve after doing above, please download the designated form and submit your application in writing (either typed or handwritten) by E-mail.

We apologize for inconvenience.