Ministerstvo hospodárstva Slovenskej republiky

INTEGROVANÝ INFORMAČNÝ SYSTÉM PRE ZABEZPEČENIE POSKYTOVANIA ELEKTRONICKÝCH SLUŽIEB MH SR

User's guide
Electronic Services Portal

The history of the document

Version	Modified	Author	Version description
1.00	29.09.2015	Contractor	Version for publishing.
1.01	25.05.2016	Contractor	Amended according to actual implementation.
1.02	18.07.2016	Contractor	Amended according to actual implementation.

Content

1.   Introduction

This guide is intended for users of the "Electronic Services Portal of the MoE SR" and contains basic information on the Portal and its content. Furthermore, it provides information on the use of electronic services.

1.1. The purpose of the document

The purpose of this document is to provide users with a comprehensive overview of the Portal and its individual parts and to ensure its seamless usage.

1.2. Terms and abbreviations

List of terms and abbreviations listed in the document:

Abbreviation	Explanation
CGP	Central Government Portal (www.slovensko.sk web portal; *ÚPVS*)
Contractor	The supplier of goods and services, the applicant, a group of suppliers of NESS, DISIG, where the leader of the group is NESS on the basis of a power of attorney.
eDesk	Electronic mailbox
eID	Electronic identification card
EU	European Union
G2B services	Government to Business
G2C services	Government to Citizen
MoE SR	The Ministry of Economy of the Slovak Republic
NADSME	The National Agency for development of small and medium enterprises
Order party	MoE SR. In the terms of the Contract.
Project	The project "Electronisation of services of the Ministry of Economy of the Slovak Republic" co-financed by the Operational Programme Informatisation of Society.
SARIO	Slovak investment and trade development agency
SBA	Slovak Business Agency (formerly NADSME, NARMSP)
slovensko.sk	See CGP
SR	Slovak Republic

Table 1 – List of terms and abbreviations

2. Electronic Services Portal

Electronic Services Portal of the Ministry of Economy of the Slovak republic (the ES Portal) is intended for the general public, citizens as well as entrepreneurs. Its aim is to simplify the agenda of applicants using the electronic forms.

Through the ES Portal the electronic services of organizations MoE SR, SARIO and SBA are accessible. Electronic services are structured into logical parts - thematic blocks, in which the individual services are included. Each of the services contains a brief description and a simple procedure on how to use the service.

Electronically provided services can be divided also according to their method of use:

- **Disclosure of information** – The service provide the user information on selected agenda with no need to contact the personnel of the organization.
  An example - list of events.

- **Communication with the organization** - The service allows user to send an electronic request and to receive an electronic response.
  An example - subsidies.

Further information can be obtained from the Portal in the section "Tutorials" (guides, instructional videos), or you can use the "Contact" to get responses to your questions.

3.   The content of the Electronic Services Portal

The ES Portal of the MoE SR provides access to information and electronic services, which are structured into several levels.
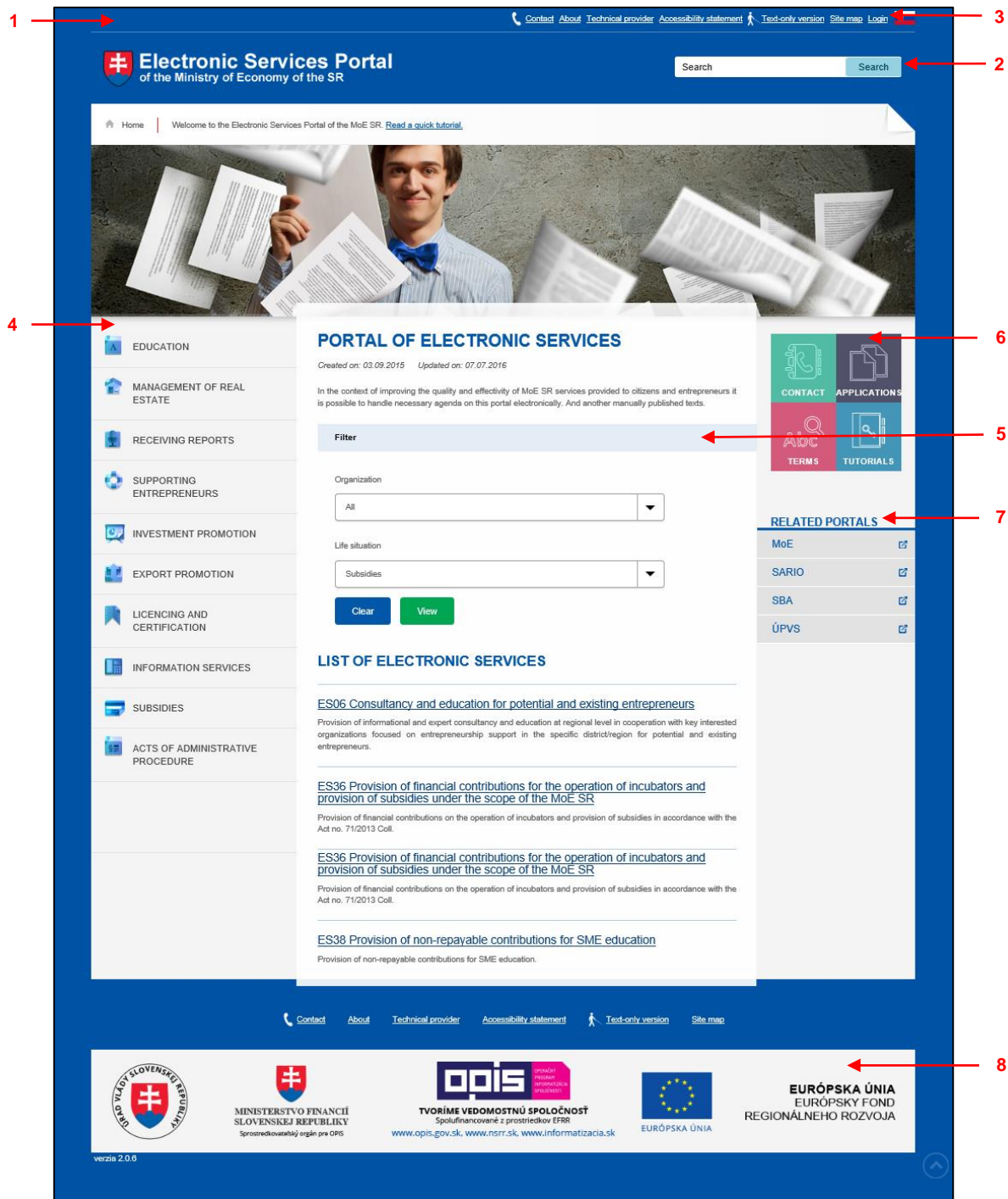
Through a variety of functions, such as logging in, searching, electronic services, list of terms, and many others, the Portal allows the user to access the information according to requirements and easily find relevant content.

3.1. Home page

From the Home page of the Portal, you can switch on the basic information about the Portal, on the section "About", "Contact", the English version of the Portal, the section "Tutorials" or "Terms" or "Applications".

Home page of the Portal is divided into several logical parts (see picture below):

1. Header
2. Search
3. Login
4. Main navigation
5. Filtering of services
6. Navigation sidebar
7. Related portals
8. Footer

Figure 1 – Home page of the ES Portal

[1] Header

Links on the main pages of the Portal, such as the home page or general information "About", are located on the top of the Portal. Contact information are in the "Contact" section.

[2] Search

The function that searches for words or phrases on the Portal. It is necessary to enter a word or a phrase in the field "Search". Then click on the "Search" button, or press the keyboard "Enter" to start the search. The main page of the Portal will display the found links.

[3] Login

By clicking on the "Login", the user will be redirected to ÚPVS (Central Government Portal) where a user logs in. After logging in, the Portal will be shown together with the login information.

[4] Main navigation

The main navigation is divided into several categories. Each category contains a set of services. Click on a category to view a list of services that belong to a particular category.

[5] Filtering of services

On the main section of the Home page of Portal, the Filtering options for easier tracing of services are located. It is possible to filter according to the Organization and Life situation. After selecting the filtering criteria and clicking on the button "View", the corresponding services will be displayed under the Filter.

[6] Navigation sidebar

Allows quick access to such parts of the Portal as "Contact" (the ability to communicate with the MoE SR, contact information), "Applications" (electronic forms), "Tutorials" (user guides and instructional videos) or "Terms" (alphabetical list of terms and abbreviations).

[7] Related portals

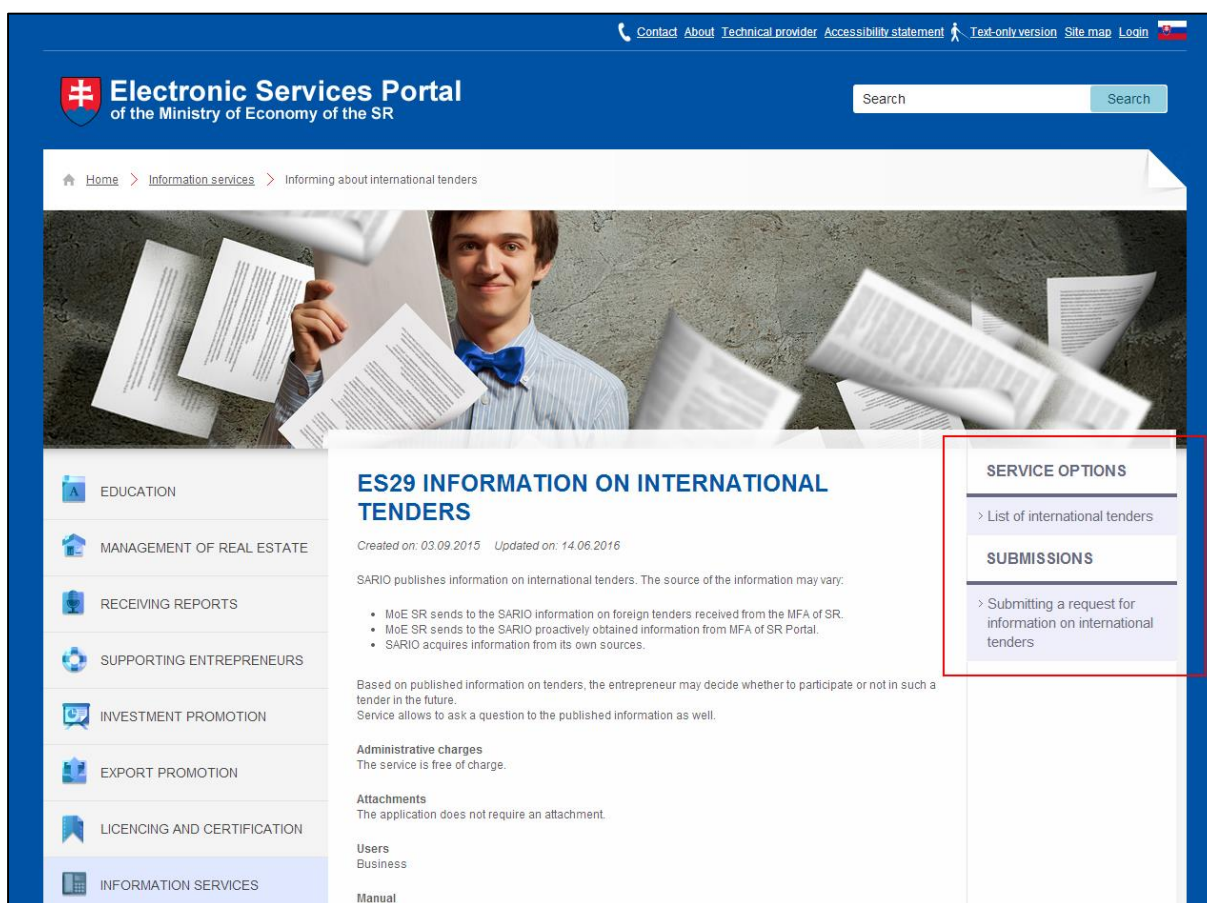Related portals represents the fast links to related web portals.

[8] Footer

The footer contains logos with links to specific web portals.

4. Electronic services

Electronic services are structured into different thematic blocks, through which the user can trace.

After clicking on the name of the service, detail of the service which contains information on the service will be shown. Furthermore, the right sidebar contains other Service options, through which a particular service can be used - to create the submission or to view information.

Figure 2 – Service detail

4.1. The use of the Portal - realization of a submission

The applicant can submit an application on the ES Portal of the MoE SR. The submission consists of these steps:

1. The user selects desired service using a filter in the list of services.
2. The portal displays a service detail (users of the service, mandatory attachments, etc.).
3. Options for realization of a submission are located in the right sidebar ("Submissions" section). Depending on the Service, it may be an application or registration for an event. The user selects desired type of submission.
4. After selecting desired option in the menu, in the case that the user is not logged in, the system will display an information on the need for logging in via the Central Government portal www.slovensko.sk.
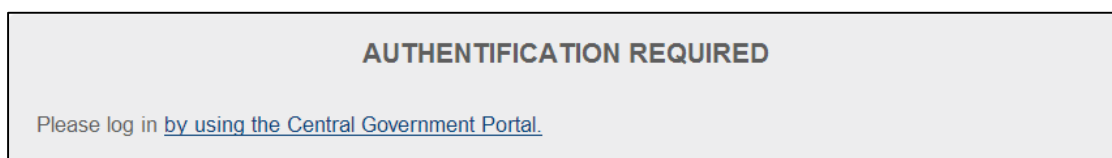

AUTHENTIFICATION REQUIRED

Please log in by using the Central Government Portal.

Figure 3 – Information on the requirement for authentication

5. After clicking on the link to log in by using the Central Government Portal, the system redirects the browser of the user to the Central Government Portal - www.slovensko.sk, where the input screen for the possibility of logging in and identity authorization will appear.
   Note: Screens for authentication are available only in Slovak language.
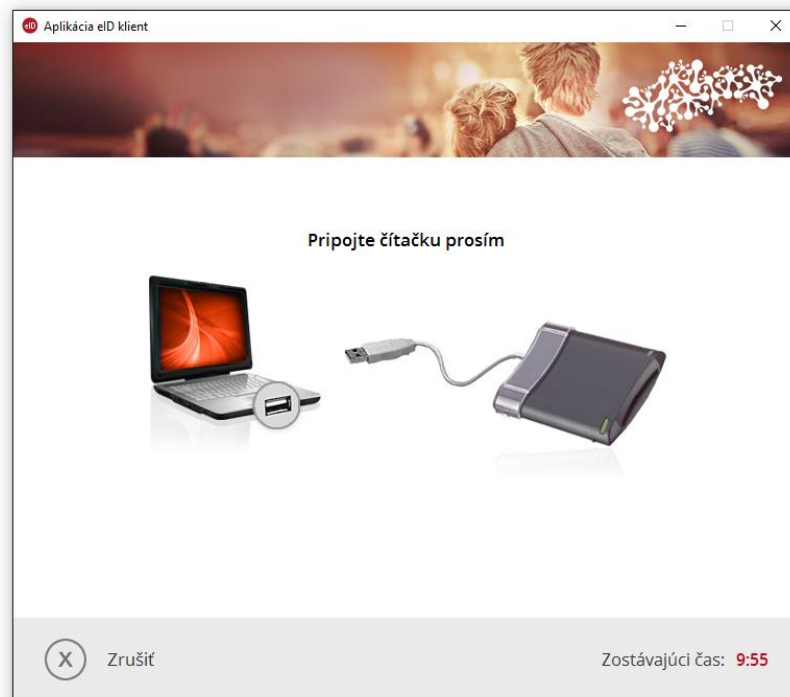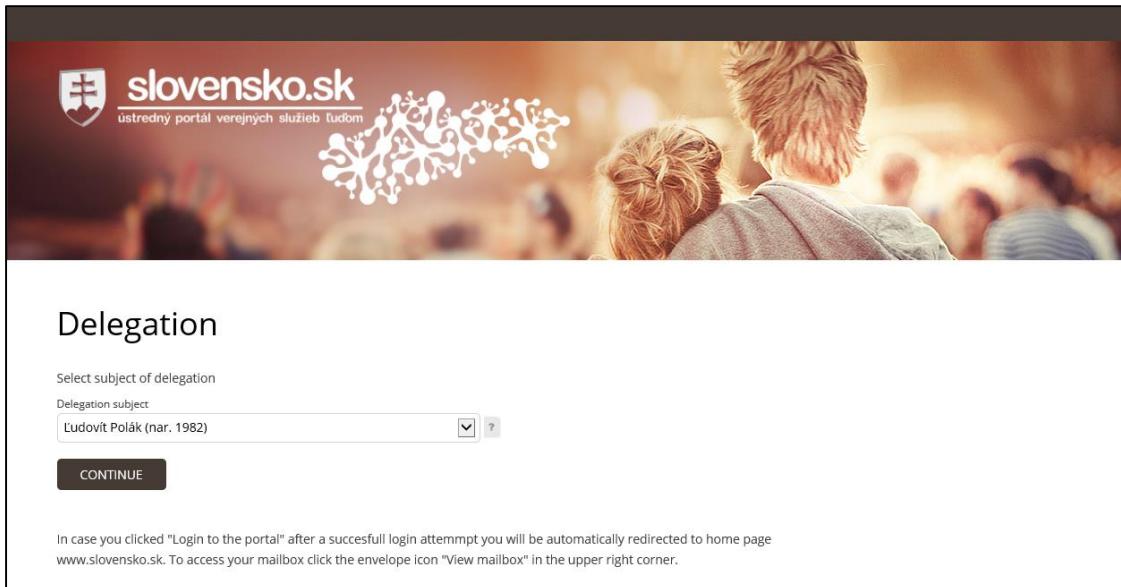
Figure 4 – Display of Central Government Portal login screen

Figure 5 – Logging in to the Central Government Portal via the eID

6. If the user is delegated to act for another entity, he can choose, who he will represent by logging in at the time.

Figure 6 – Display of Central Government Portal screen for selection of a subject of delegation

7. After the confirmation, the system redirects the user back to the ES Portal of the MoE SR, where he can continue in his submission – the system will display an input screen for the possibility of submission of an electronic application.
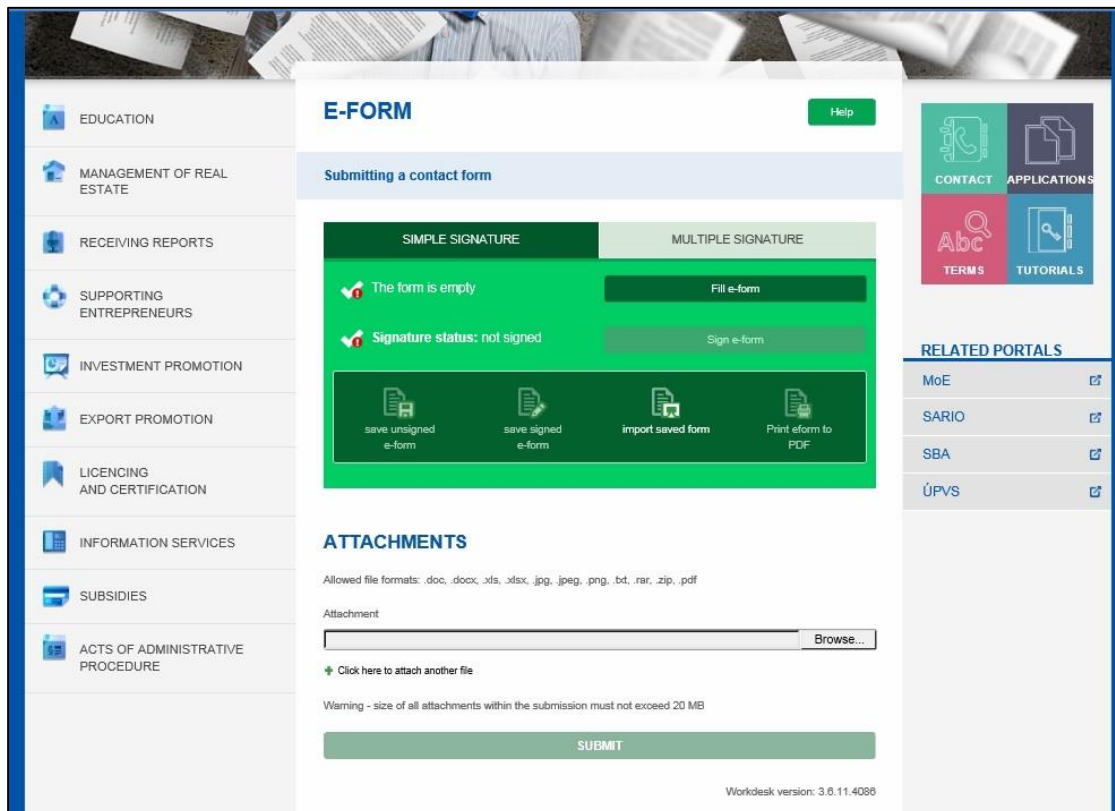

Figure 7 – Screen for submission of an application (workdesk)

Warning: Login via the Central Government Portal is valid for 20 minutes. Before the expiration of the this time, the portal informs the user with information message at the top of the screen. To resume your session, click on the "Keep me logged in" button in the mentioned information messages. When working with the submission, it is recommended to use the option to Save unsigned e-form to reduce the risk of loss of the completed form.
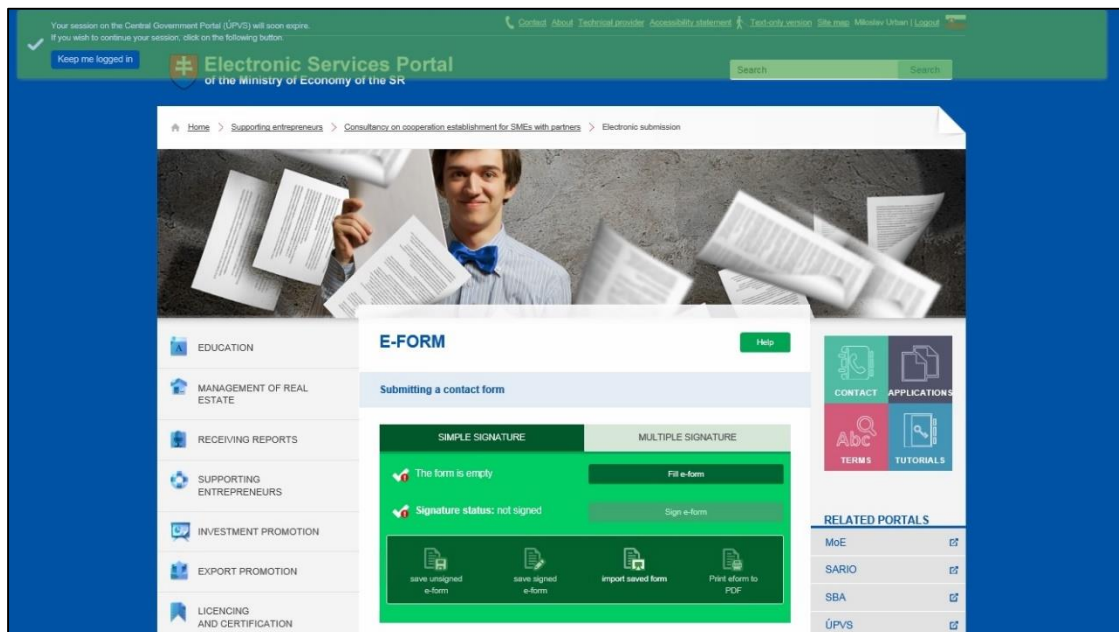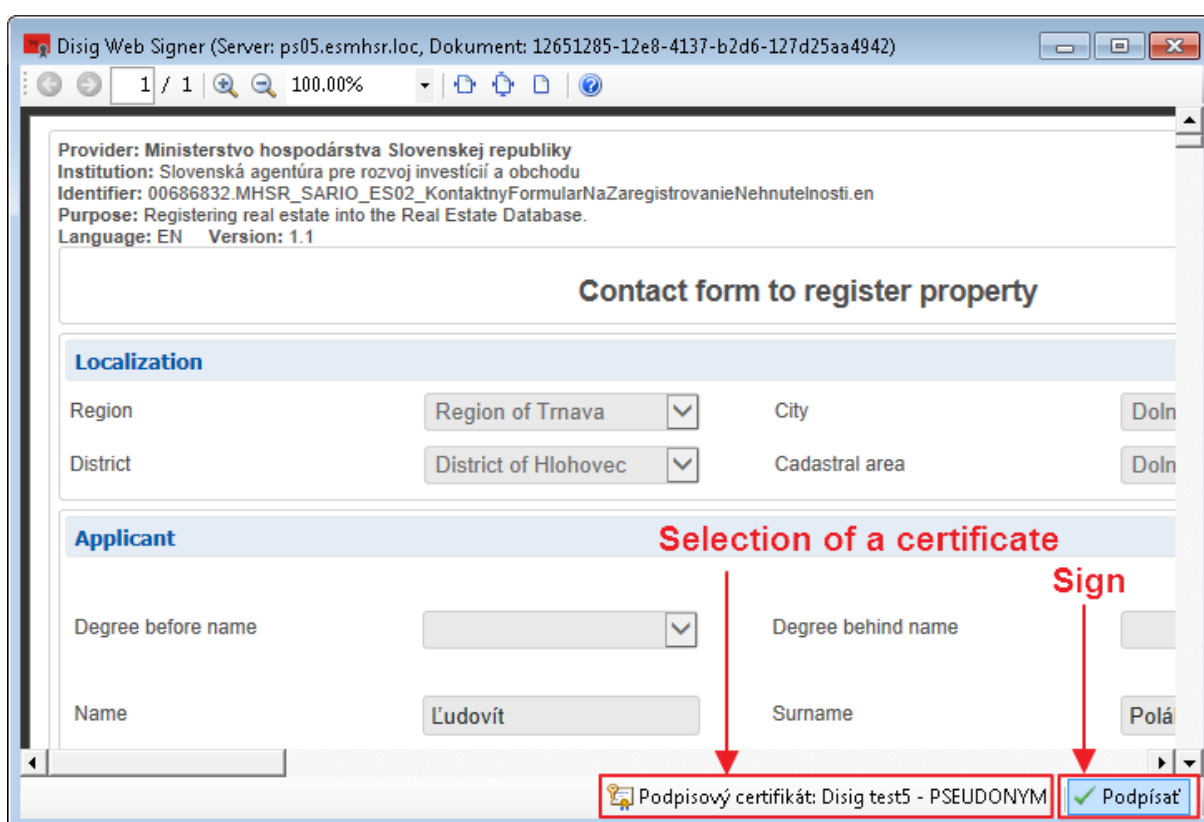
Figure 8 – Information on the expiration of the session

Screen for the submission of an applications provides basic functionality to support electronic submission:

- **Fill e-form** – After selecting the option, the system will display in another window, respectively in a new browser bookmark, an electronic form of relevant application to be completed. When completing the form, an option for choice of dials and basic control on formats of completed data is used for selected items. After completion of filling, the user confirms the data by clicking on the button "Validate and close", which will check data completion. In the event of errors on completed form, the user is notified at the bottom edge of the form. If the form is completed without errors, the system ensures its storage and redirects the user to the main screen of submissions.

- **Sign e-form** – The user has the option to sign the completed electronic application form by a qualified electronic signature (QES).

- **Save unsigned e-form** – The user has the option to save completed electronic application form to selected local storage.

- **Save signed e-form** – The user has the option to save signed completed electronic application form to selected local storage.

- **Import saved form** – If the user has saved the form on local storage, he or she has the option to re-import it and then to continue in its completion or submission.

- **Print eform to PDF** – The system displays filled e-form in printable form

- **Multiple signature** – When there is a need for signing the application by more company representatives, this bookmark offers the option for submission of forms signed by all representatives. Individual

representatives create individual applications by completing, signing and saving the signed form through a bookmark "Simple signature".

- **Empowerment** – The user has the option to accompany the completed electronic form with an empowerment (delegation) as an attachment within the submission (in case when the user does not have an active option to represent another entity on the CGP, but has provided a notarized power of attorney).
- **Attachments** – The user has the option to accompany the completed electronic form with an attachment within the submission. Depending on the type of application, the system will offer an attachment of required and optional attachments. When the user wants to attach an attachment which is not mentioned in the list of mandatory or optional attachments, it may be enclosed within the section of user attachments.
- **Submit** – After completion of the form, it's signing and enclosing of attachments (if applicable), the user selects the option "Submit" which will send the submission for execution.

8. After the completion of an electronic form, the user signs the electronic form (depending on the service), attaches required attachments and clicks on the button to send a submission.

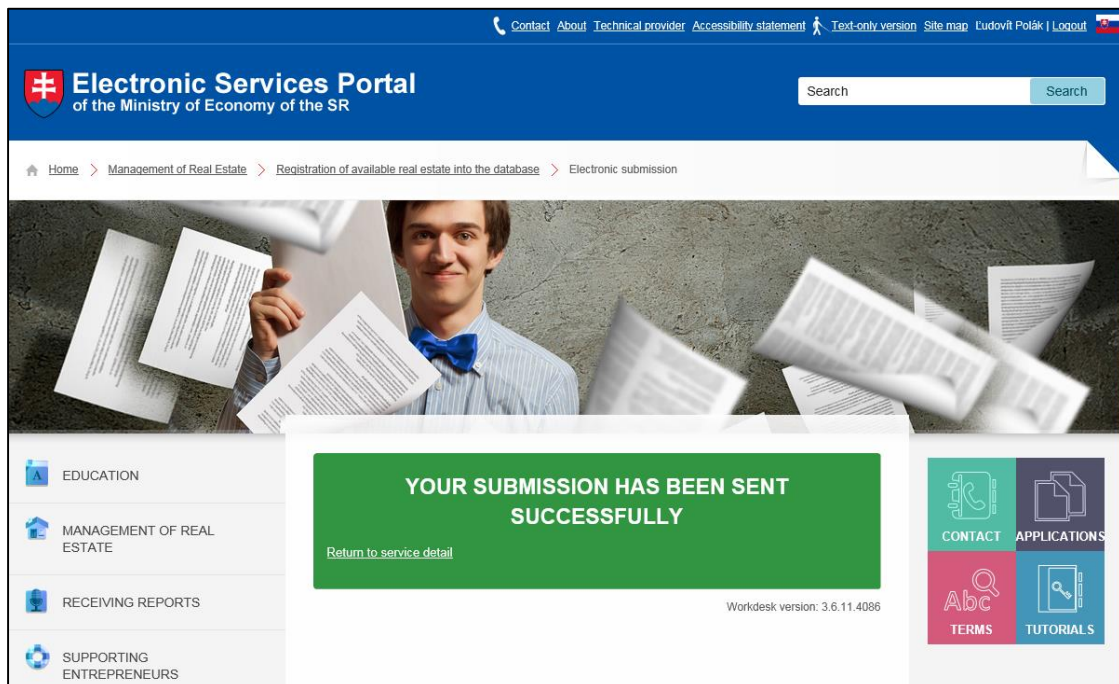*Figure 9 – Display of the completed form in the QES application*

Figure 10 – Confirmation of sent submission

9. The system then sends the submission to the electronic registry of the addressee (MoE SR, SARIO, SBA depending on the service) and saves a copy of the submission to the Sent items folder in the electronic mailbox of the user or represented entity.
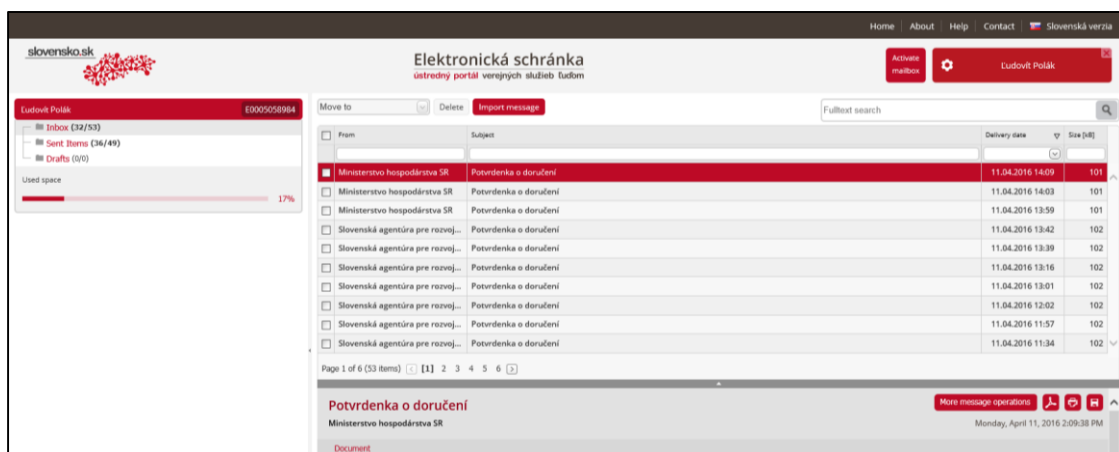

Figure 11 – Display of sent electronic submission in electronic mailbox of the user

4.2. The use of the Portal - viewing the published information

Published information may be viewed on the ES Portal of the MoE SR. In the detail of the service in the right sidebar (in the "Service options" section), the option to view published information is available.

After clicking on the option to view the published information, the system displays a list of valid published records ("Current data").

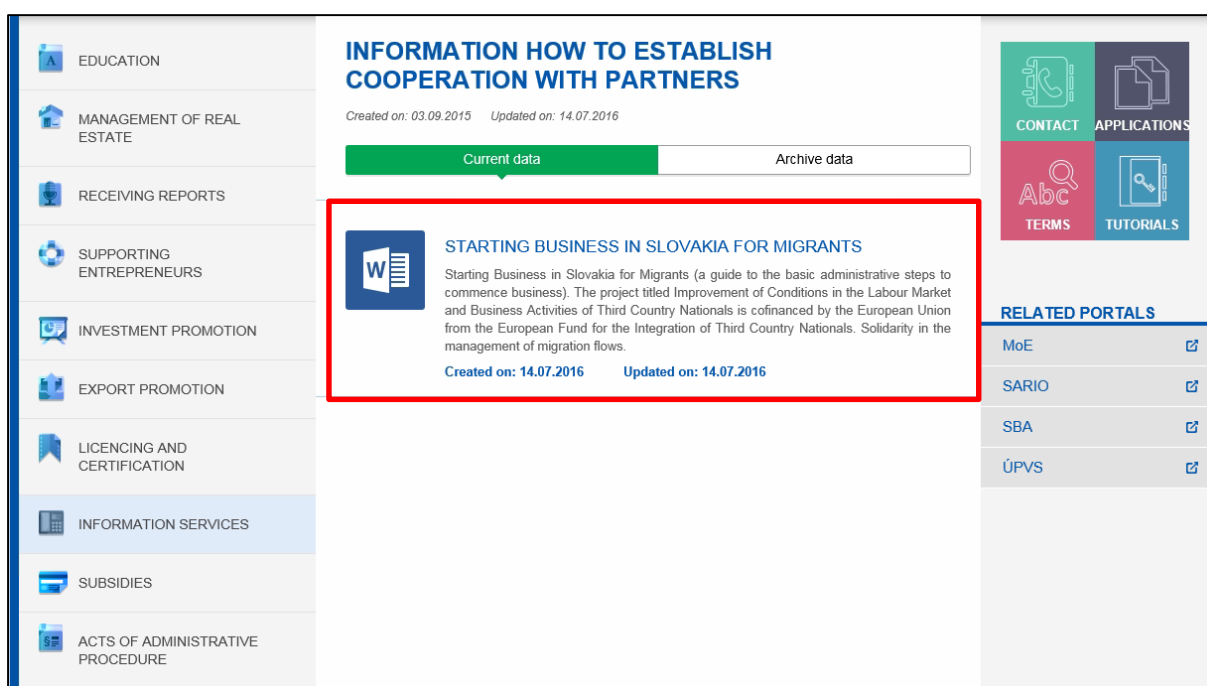By clicking on the option to view "Archive data" (depending on the service), it is possible to view also older published information.

Figure 12 – Viewing the published information