



TVORÍME VEDOMOSTNÚ SPOLOČNOSŤ  
Európsky fond regionálneho rozvoja



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INTEGROVANÝ INFORMAČNÝ SYSTÉM PRE ZABEZPEČENIE POSKYTOVANIA ELEKTRONICKÝCH SLUŽIEB MH SR

## User guide to the electronic service ES 03

### Real estate offers for investor

Elektronizácia služieb Ministerstva hospodárstva SR  
kód ITMS projektu: **21110120021**

Tento projekt sa realizuje s podporou Európskej únie.  
Projekt je spolufinancovaný Európskou úniou.  
Európsky fond regionálneho rozvoja

[www.informatizacia.sk](http://www.informatizacia.sk)  
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## 1. Introduction

The Ministry of Economy of the Slovak Republic has through its electronic services ensured communication with the public, which is realized without the need for personal visit and without the need for paper documents that were replaced by electronic documents.

### 1.1. The purpose of the document

This document contains general information on how to use the electronic service and is intended for public using the Electronic Services Portal.

### 1.2. Service description

The service provides you a customized real estate offer from the Real Estate Database. Customization of offer means that SARIO can choose from various types of real estate (including green field, brown field, etc.) according to the preferred location or the possibility of obtaining an investment incentive.

### 1.3. Related services

Overview of related services:

| Service | Description   |
|---------|---|
| ES 02   | Registration of available real estate into the database                 |
| ES 33   | Information on available real estate and industrial parks for investors |

*Table 1 - Related services*

## 1.4. Terms and abbreviations

List of terms and abbreviations listed in the document:

| Abbreviation, Term | Explanation   |
|--------------------|---|
| eDesk              | Electronic mailbox of the citizen                         |
| MoE SR             | The Ministry of Economy of the Slovak Republic            |
| SME                | Small and medium-sized enterprises                        |
| PDF                | Portable Document Format                                  |
| SARIO              | Slovak investment and trade development agency            |
| SBA                | Slovak Business Agency (formerly NADSME, NARMSP)          |
| CGP                | Central Government Portal (slovensko.sk web portal; ÚPVS) |
| Workdesk           | Screen for working with the submission                    |
| QES                | Qualified electronic signature                            |

*Table 2 - List of terms and abbreviations*

## 2. The use of the electronic service

The service provides you a customized real estate offer from the Real Estate Database. Customization of offer means that SARIO can choose from various types of real estate (including green field, brown field, etc.) according to the preferred location or the possibility of obtaining an investment incentive. Within the service, you can request for a provision of customized real estate offer reflecting selected criteria.

### 2.1. Orientation on the Electronic Services Portal

The agenda of electronic service is accessible through:

- Thematic blocks
- List of electronic services
- Searching by term / phrase
- Filtering by selected request

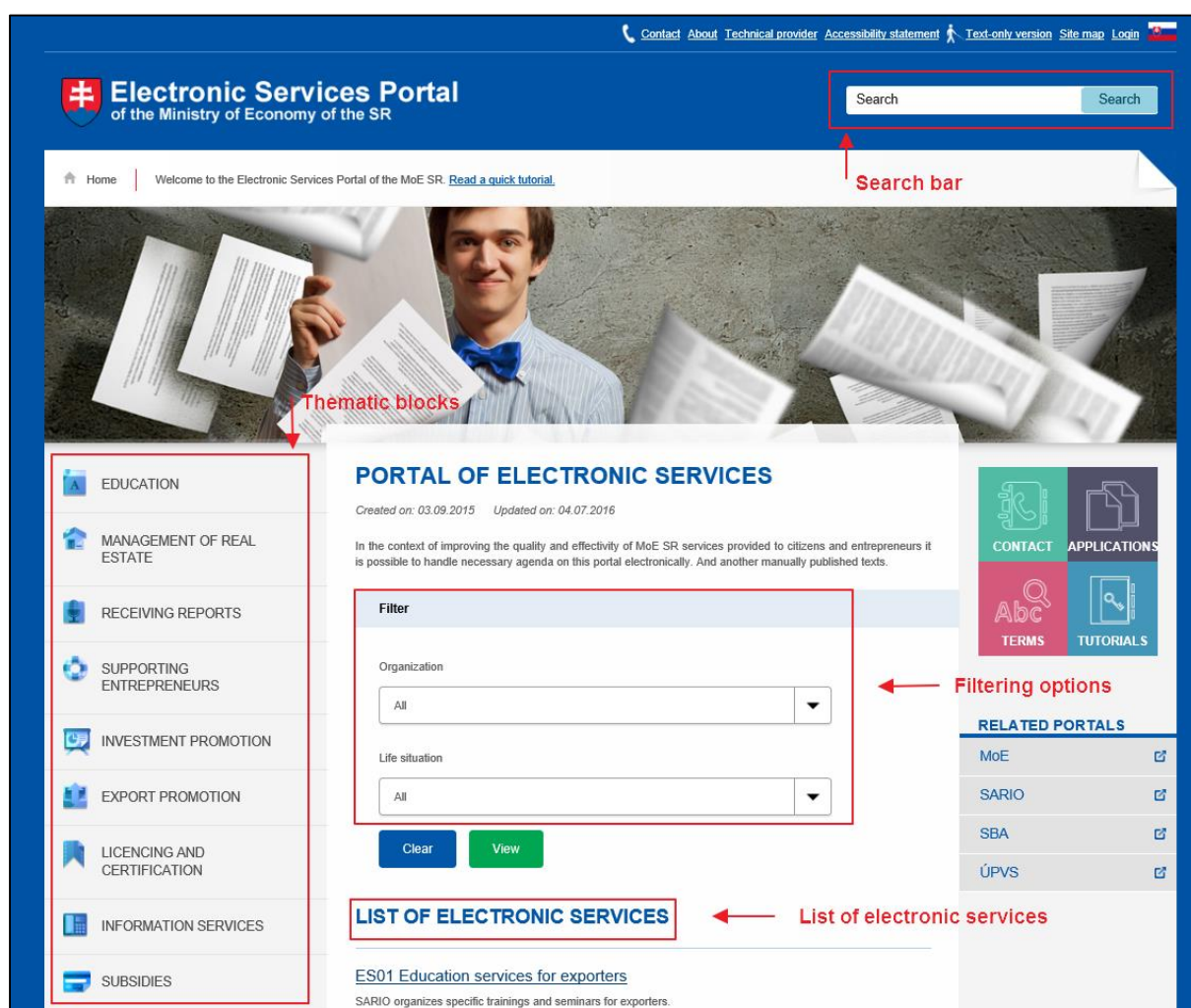


Figure 1 - Orientation on the Portal

## 2.2. Service detail

After selecting the desired service, the system displays a page with a detailed description of the service accompanied by additional information on administrative charges, required attachments, information for whom the service is intended and with a brief manual.

|  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>EDUCATION</li> <li><b>MANAGEMENT OF REAL ESTATE</b></li> <li>RECEIVING REPORTS</li> <li>SUPPORTING ENTREPRENEURS</li> <li>INVESTMENT PROMOTION</li> <li>EXPORT PROMOTION</li> <li>LICENCING AND CERTIFICATION</li> <li>INFORMATION SERVICES</li> <li>SUBSIDIES</li> <li>ACTS OF ADMINISTRATIVE PROCEDURE</li> </ul> | <h3>ES03 REAL ESTATE OFFERS FOR INVESTOR</h3> <p><i>Created on: 03.09.2015   Updated on: 14.06.2016</i></p> <p>After the assessment of the needs of potential investor, SARIO can provide a customized real estate offer from the Real Estate Database. Customization of offer means that SARIO can choose from various types of real estate (including green field, brown field, etc.) according to the preferred location or the possibility of obtaining an investment incentive.</p> <p><b>Administrative charges</b><br/>The service is free of charge.</p> <p><b>Attachments</b><br/>The application does not require an attachment.</p> <p><b>Users</b><br/>Business</p> <p><b>Manual</b><br/>You have the possibility of using the following services:</p> <ul style="list-style-type: none"> <li>• Submit an application (on the development of real estate offer) using the electronic form.</li> <li>• In the request it is necessary to indicate as precisely as possible the requirements on the search of the real estate.</li> </ul> <p><b>Related services</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Information on available real estate and industrial parks for investors</a></li> <li>• <a href="#">Registration of available real estate into the database</a></li> </ul> <p>Electronic service manual<br/><a href="#">Electronic manual [pdf, 968,93 kB]</a></p> | <h4>SERVICE OPTIONS</h4> <h5>SUBMISSIONS</h5> <ul style="list-style-type: none"> <li>&gt; Submitting a request for a real estate offer - industry</li> <li>&gt; Submitting a request for a real estate offer - offices</li> <li>&gt; Submitting a request for a real estate offer - tourism</li> </ul> |
|--|---|--|

Figure 2 - Service detail

## 2.3. The use of the service

The service provides the following options:

- Submission of an electronic application - the user is able to communicate with public authority through the submission of an electronic application without the need for personal visit.
- The results of submissions and communication with representatives of the public authority should be checked in the electronic mailbox (eDesk) of the user on the Central Government Portal - [www.slovensko.sk](http://www.slovensko.sk).



### 3. Submission of an electronic application

The user can by submitting of an electronic application **request a provision of a customized real estate offer reflecting selected criteria.**

Detailed description on how to submit an electronic application is described in this chapter.

#### 3.1. Login via the Central Government Portal (slovensko.sk)

For the submission of application, you need to choose specific submission in the service detail (see Figure 2 – Service detail), at the top of the screen in the section Submissions.

Submission can be realized only by natural persons or legal entities that are logged in on the Central Government Portal - [www.slovensko.sk](http://www.slovensko.sk). This login can be realized through the option "Login" in the upper right corner of the ES Portal, or by clicking on the submission in the relevant service detail after which the user gets redirected to the Central Government Portal (slovensko.sk) login screen.

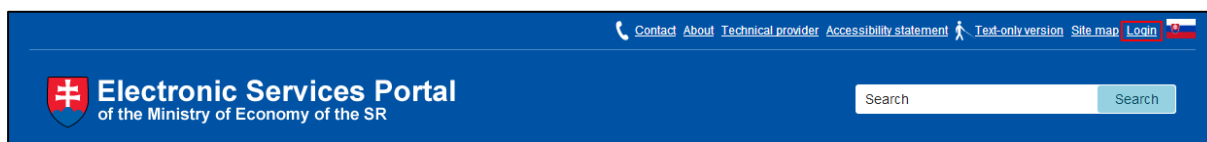


Figure 3 - Login via the "Login" button

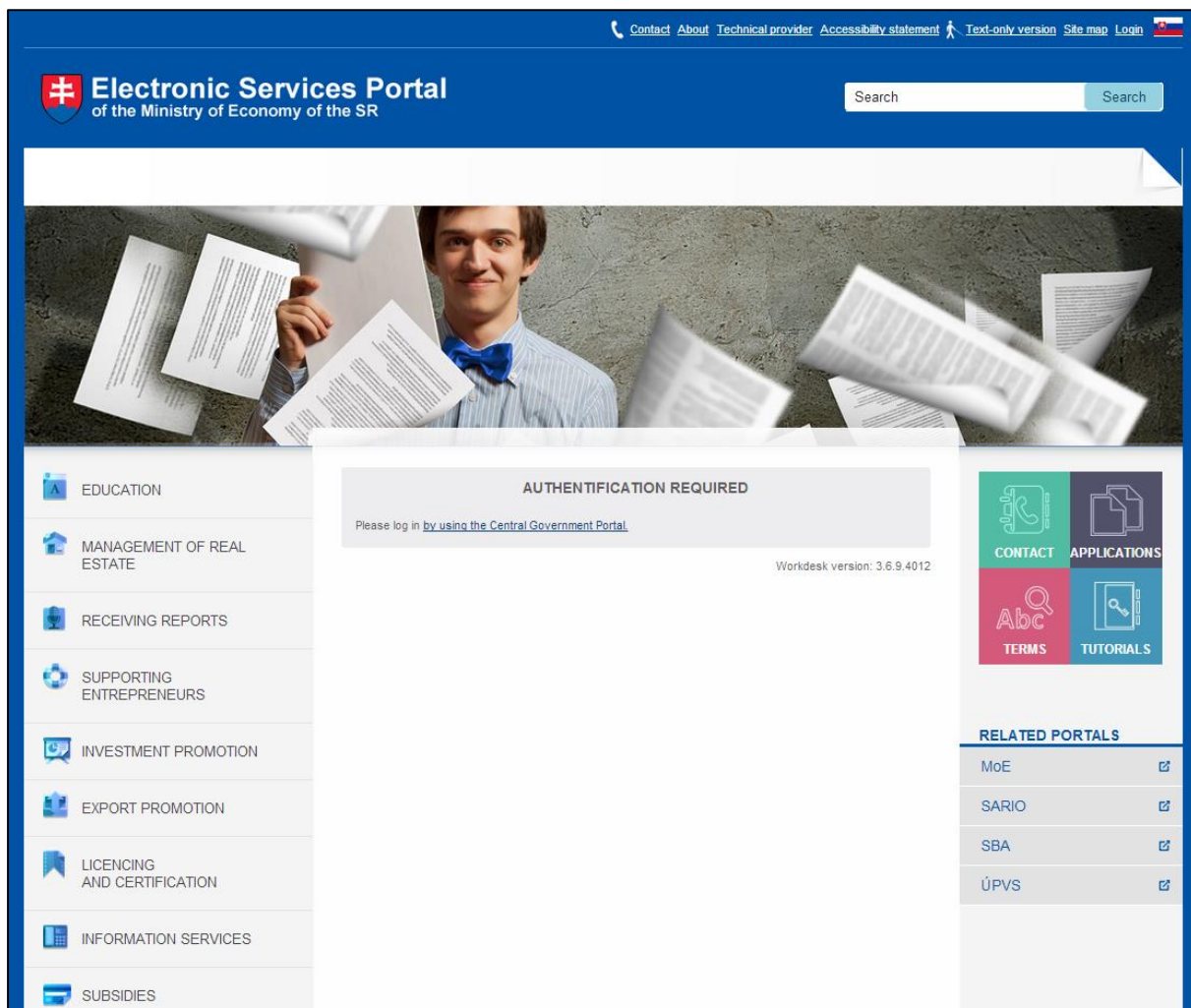


Figure 4 - Login via the service

After logging in via the Central Government Portal, the user gets redirected to the ES Portal website - portal.mhsr.sk. The information about the registered user will be displayed at the top right corner of the screen.

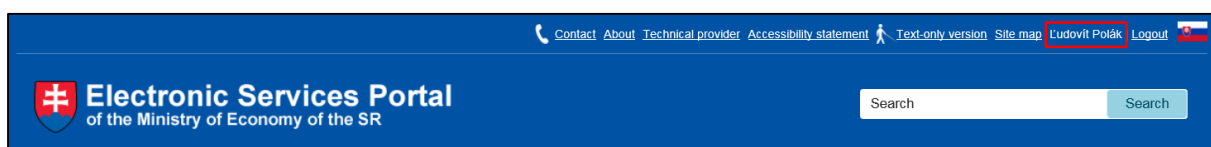
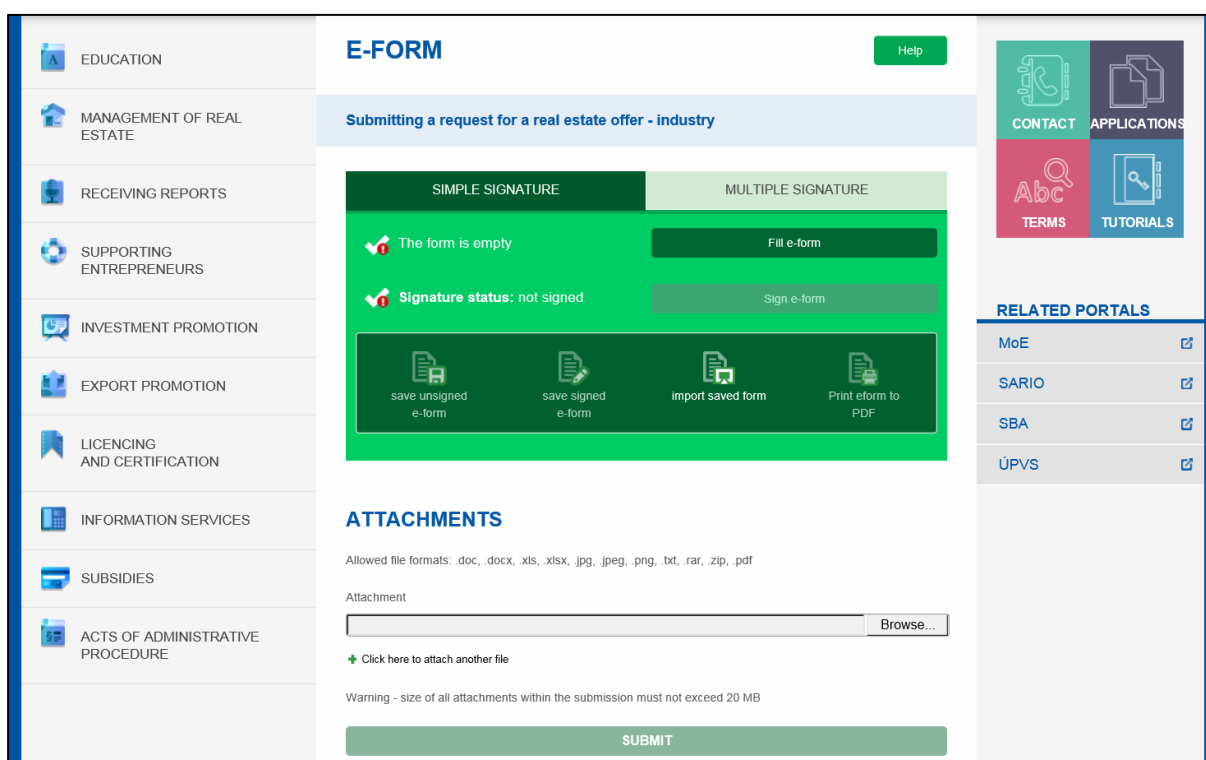


Figure 5 - Logged in user

## 3.2. Screen for working with the submission

After logging in, if you are interested in realization of a submission to the relevant service, you need to select the option for a particular submission in the relevant service detail. You will be redirected to the screen for working with the submission (workdesk). More detailed information can be found at [https://portal.mhsr.sk/files/esluzby/navody/prirucka\\_portal\\_sk.pdf](https://portal.mhsr.sk/files/esluzby/navody/prirucka_portal_sk.pdf).



The screenshot displays the 'E-FORM' interface for submitting a request for a real estate offer in the industry. The left sidebar lists various services such as Education, Management of Real Estate, and Investment Promotion. The main content area is titled 'E-FORM' and includes a 'Help' button. Below the title, it specifies the submission type: 'Submitting a request for a real estate offer - industry'. The interface is divided into two main sections: 'SIMPLE SIGNATURE' and 'MULTIPLE SIGNATURE'. Under 'SIMPLE SIGNATURE', there are two status indicators: 'The form is empty' with a 'Fill e-form' button, and 'Signature status: not signed' with a 'Sign e-form' button. Below these, there are four buttons: 'save unsigned e-form', 'save signed e-form', 'import saved form', and 'Print eform to PDF'. The 'ATTACHMENTS' section lists allowed file formats (.doc, .docx, .xls, .xlsx, .jpg, .jpeg, .png, .txt, .rar, .zip, .pdf) and provides a text input field for the attachment name with a 'Browse...' button. A warning message states: 'Warning - size of all attachments within the submission must not exceed 20 MB'. At the bottom, there is a large 'SUBMIT' button. On the right side, there are links for 'CONTACT', 'APPLICATIONS', 'TERMS', and 'TUTORIALS', as well as a 'RELATED PORTALS' section listing MoE, SARIO, SBA, and ÚPVS.

Figure 6 - Screen for working with the submission

### 3.3. Submission form

By selecting the option "Fill e-form", the system displays an electronic form that should be completed. Then the user selects the option "Validate and close". Validation is used to verify the completion of mandatory items. It checks the completion and format of selected fields, but not the substantive content.

Real estate request form - office

Company information

Company name / person \*

Requirements

Region \*

SELECT

i

ADD

District / City

SELECT

i

Trade \*

Sale

Rent

Location \*

center

wider center

perphery

other

Office classification \*

A

B

B+

Other

Figure 7 - Submission form

### 3.4. Submission attachments

#### User attachments

User attachments are additional attachments that you may consider relevant and necessary for successful and fast execution of your agenda. These attachments are not required by the organization which handles the submission.

### 3.5. Sending a submission

After completing the electronic form and its signing, it is necessary to send the submission for processing to the addressee through the option "Submit".



Figure 8 - Send a submission (submit)

#### 3.5.1. Successful submission

After successful sending of the submission, the system displays information on the successful realization of a submission on the screen. In this case, the copy of the submission (completed electronic form) is delivered to your electronic mailbox (eDesk). In parallel, the submission is sent electronically to the registry of the competent organization. System registers the submission and the sender receives delivery confirmation to his eDesk, where it can be checked. Only the delivery confirmation in the eDesk is a confirmation of successful realization of the submission to a selected organization. More detailed information on the work with eDesk is given in chapter Electronic mailbox of the citizen.

The realization of successful submission is followed by the process of its processing by representative of the organization concerned. All communication is usually sent to Electronic mailbox of the citizen (eDesk) and, where appropriate, to other communication channels indicated in the submission.

#### 3.5.2. Unsuccessful submission

In the event that you receive an error message after the submission of your application, it is necessary to retry to send a request, because your request has been sent incorrectly or it was not sent at all. In this case, you will not receive a copy of your request to your eDesk.

## 4. Electronic mailbox of the citizen

### 4.1. About eDesk

National Agency for Network and Electronic Services (NASES), as an organization of the Government office of the Slovak Republic, has from 1 January 2014 launched a pilot operation of electronic mailboxes on the Central government portal ([www.slovensko.sk](http://www.slovensko.sk)) according to the Act no. 305/2013 Coll. on E-government. Electronic mailboxes are automatically created for Slovak citizens who have reached 18 years of age at that date.

Logging into electronic mailboxes according to the Act on E-government is possible only through an ID card with an electronic chip, issued after 1 December 2013. The ID card with a chip must have activated online eID function.

Mailboxes established under the Act on E-government are available at the webpage <https://schranka1.slovensko.sk>.

### 4.2. Login to the eDesk

Login process instructions (*available only in Slovak language*):

<https://www.slovensko.sk/sk/elektronicka-schranka/postup-pri-prihlaseni-do-elekt>

User manual for electronic mailbox (*available only in Slovak language*):

[https://www.slovensko.sk/img/CMS4/Navody/ES\\_pouzivatelska\\_prirucka.pdf](https://www.slovensko.sk/img/CMS4/Navody/ES_pouzivatelska_prirucka.pdf)

### 4.3. The use of eDesk

The eDesk is very similar to a classic email mailbox with received (Inbox) and sent messages (outbox). It allows communication of the public with public administration in electronic form.

#### Receiving messages

Inbox contains received messages from public authorities as a responses to user submissions, call applications, decisions, etc. Inbox also contains a delivery confirmations of a submission and delivery confirmations for messages with binding received response (similar to a registered letter). The acceptance of binding received response should be confirmed on received notice in the eDesk through the requested login. Only then the system can display the actual response / decision.

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Warning:

Messages (responses) can be delivered to the eDesk only if its mailbox is enabled to receive messages. Otherwise, the inbox contains only send messages created by electronic submissions on public authorities' portals or directly in the eDesk. Therefore, if you want to communicate with authorities electronically, you need to activate the electronic mailbox after entering it. For more information about electronic mailboxes and their activation, please visit [www.slovensko.sk](http://www.slovensko.sk).

After successful sending of a submissions on the ES Portal of the MoE SR, a copy of your submission will be also received to your eDesk, where you can view its detail. Only the delivery confirmation in the eDesk is a confirmation of successful realization of the submission to a selected organization.

Sending messages

Outbox contains messages sent as submissions on public authorities' portals, where the sender is public.

Acts of administrative procedure

The processes of administrative procedure under the Act no. 71/1967 Coll. on Administrative Proceedings (Administrative Code), following the receipt of the applicant's submissions at the public authority can be completed electronically through the electronic inbox where you have the option to send amendments and cancellation applications etc. for execution as an response to a delivery confirmation or to the call of service provider of your request.

## 4.4. Log out of the eDesk

After completing the work with eDesk, it is necessary to log out through the option "Logout" (Red Cross) next to the name of currently signed in person.

## 5. Useful information

Electronic Services Portal contains information which serves for faster execution of your agenda and answering of any questions.

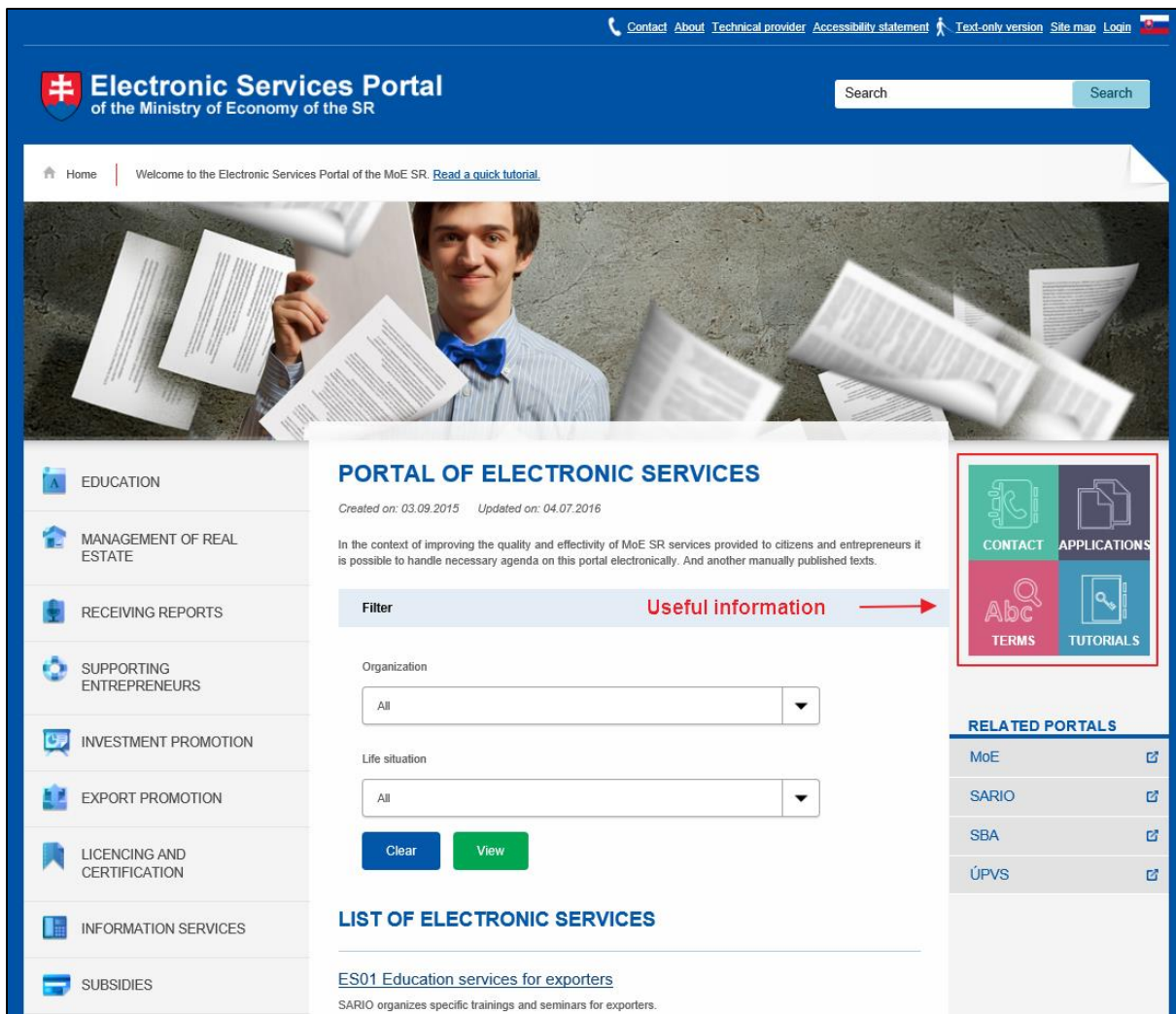


Figure 9 - Useful information

### Contact

The section "Contact" contains the contact information that may be used in the case of questions / problems arising in the process of execution of the relevant agenda. You can also use the online form to request for information.



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### Applications

The section "Applications" contains PDF thumbnails of all electronic forms sorted by thematic blocks.

### Terms

The section "Terms" contains the explanations of the terms and abbreviations used on the Electronic Services Portal of the Ministry of Economy of the Slovak Republic has

### Tutorials

The section "Tutorials" contains instructional videos as well as a brief manual on how to work with the Electronic Services Portal.