



TVORÍME VEDOMOSTNÚ SPOLOČNOSŤ  
Európsky fond regionálneho rozvoja

Riadiaci orgán pre OPIS

Sprostredkovateľský orgán pod  
Riadiacim orgánom pre OPIS

Európska únia

Ministerstvo hospodárstva Slovenskej republiky

INTEGROVANÝ INFORMAČNÝ SYSTÉM PRE ZABEZPEČENIE POSKYTOVANIA ELEKTRONICKÝCH SLUŽIEB MH SR

## User guide to the electronic service ES 09

### Registration for events organized by the Slovak Business Agency

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)  
[www.opis.gov.sk](http://www.opis.gov.sk)

## Content

<b>1.</b>	<b>Introduction</b>	<b>5</b>
1.1.	The purpose of the document	5
1.2.	Service description	5
1.3.	Terms and abbreviations	5
<b>2.</b>	<b>The use of the electronic service</b>	<b>6</b>
2.1.	Orientation on the Electronic Services Portal	6
2.2.	Service detail	7
2.3.	The use of the service	7
<b>3.</b>	<b>Submission of an electronic application</b>	<b>8</b>
3.1.	Login via the Central Government Portal (slovensko.sk)	8
3.2.	Screen for working with the submission	10
3.3.	Submission form	11
3.4.	Submission attachments	12
3.5.	Sending a submission	12
<b>4.</b>	<b>Access to published information</b>	<b>13</b>
<b>5.</b>	<b>Feedback</b>	<b>15</b>
<b>6.</b>	<b>Electronic mailbox of the citizen</b>	<b>16</b>
6.1.	About eDesk	16
6.2.	Login to the eDesk	16
6.3.	The use of eDesk	16
6.4.	Log out of the eDesk	17
<b>7.</b>	<b>Useful information</b>	<b>18</b>

---

## List of tables

Table 1 - List of terms and abbreviations

5

---

## List of figures

Figure 1 - Orientation on the Portal	6
Figure 2 - Service detail	7
Figure 3 - Login via the "Login" button	8
Figure 4 - Login via the service	9
Figure 5 - Logged in user	9
Figure 6 - Screen for working with the submission	10
Figure 7 - Submission form	11
Figure 8 - List of events	13
Figure 9 - Event detail	14
Figure 10 - Useful information	18

## 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 allows SMEs to register for various types of events, including seminars, workshops, consultancy/information days, SME trainings or conferences on various topics, aimed at increasing SME competitiveness.

### 1.3. 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 1 - List of terms and abbreviations*

## 2. The use of the electronic service

The service allows SMEs to register for various types of events organized by the SBA which are aimed at increasing SME competitiveness.

### 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

The screenshot shows the Electronic Services Portal of the Ministry of Economy of the SR. The interface includes a search bar at the top right, a navigation menu on the left with thematic blocks such as Education, Management of Real Estate, and Receiving Reports, a central content area with a filter section for Organization and Life Situation, and a list of electronic services. Annotations with red arrows point to the search bar, thematic blocks, filtering options, and the list of electronic services.

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.



The screenshot shows a web interface for the service 'ES09 REGISTRATION FOR EVENTS ORGANIZED BY THE SLOVAK BUSINESS AGENCY'. On the left is a navigation menu with categories like EDUCATION, MANAGEMENT OF REAL ESTATE, RECEIVING REPORTS, SUPPORTING ENTREPRENEURS (highlighted), INVESTMENT PROMOTION, EXPORT PROMOTION, LICENCING AND CERTIFICATION, INFORMATION SERVICES, SUBSIDIES, and ACTS OF ADMINISTRATIVE PROCEDURE. The main content area includes the service title, creation and update dates, a description of the service, administrative charges (free of charge), attachments (none required), users (Business, Citizen), and a manual section with instructions on how to use the service. On the right, there are sections for 'SERVICE OPTIONS' (List of events organized by SBA) and 'SUBMISSIONS' (Submitting an application for an event).

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).
- Access to the published information – public authorities have the opportunity to inform on particular agenda on the ES Portal of the MoE SR.
- Submitting the feedback - after the submission of an application and provision of information, the public authority representative have the opportunity to reach the client by sending him a link to fill out an electronic feedback form.

### 3. Submission of an electronic application

The user can by submitting of an electronic application **register for a selected event offered in the list of events organized by the SBA.**

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.

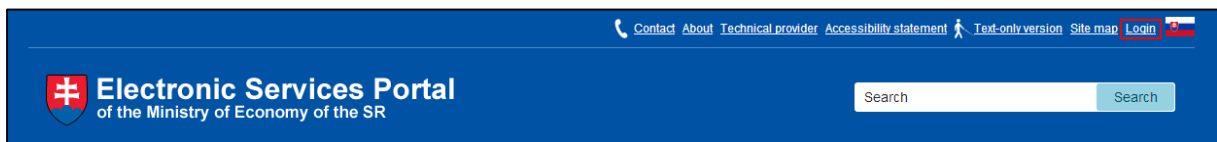


Figure 3 - Login via the "Login" button



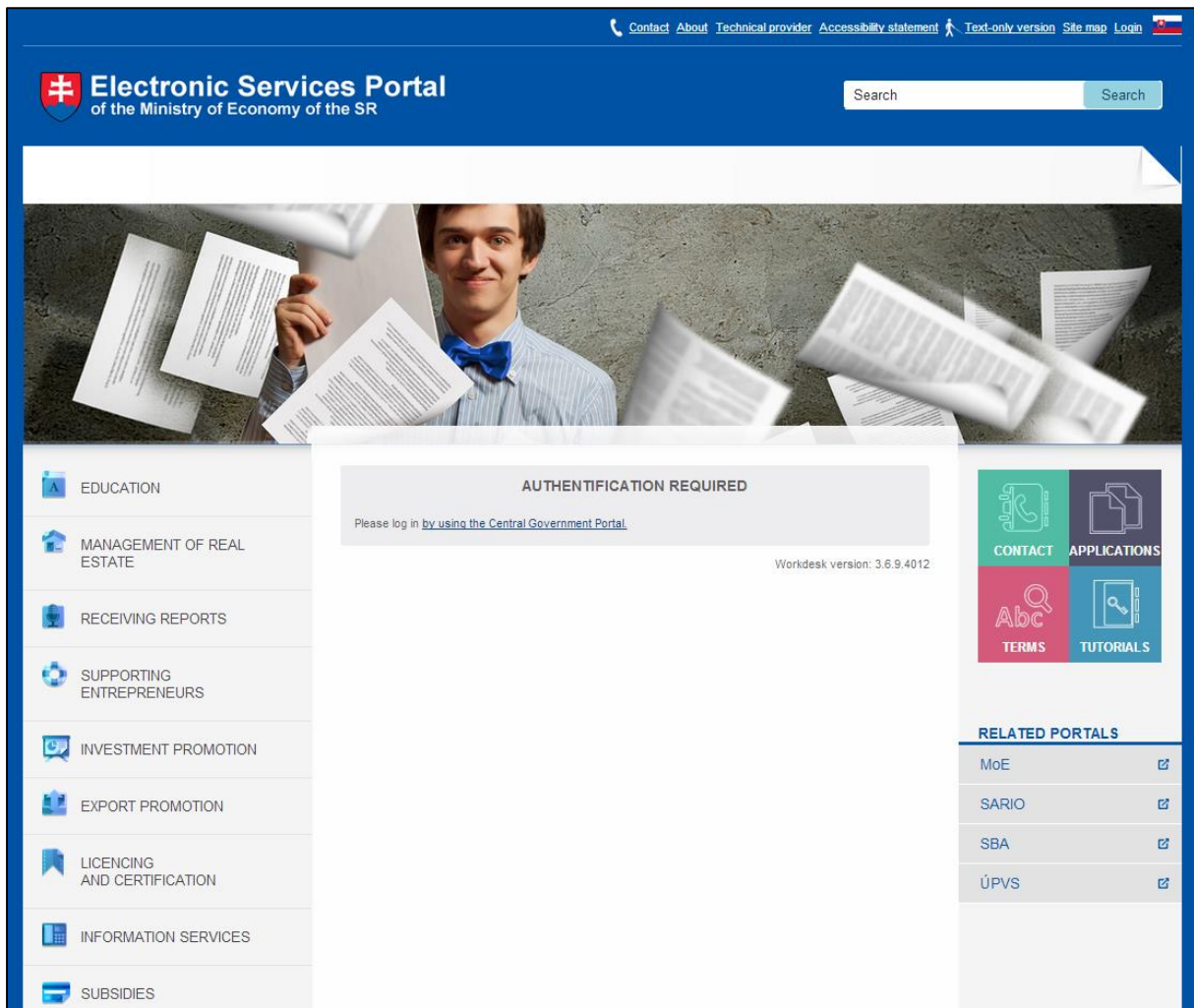


Figure 4 - Login via the service

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.

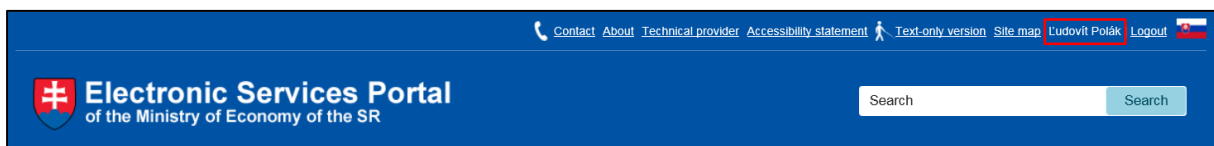


Figure 5 - Logged in user

### 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).

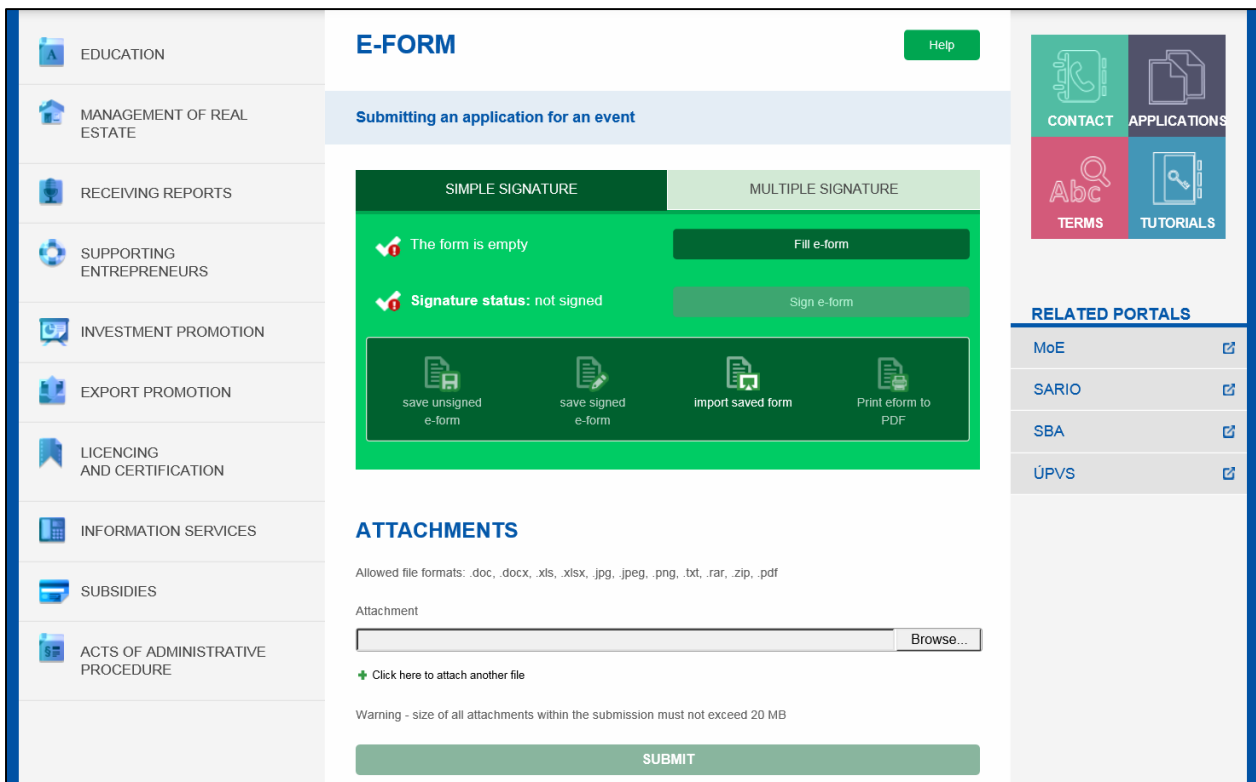


Figure 6 - Screen for working with the submission

### 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.

#### Application to the event i

**Applicant** ^

i  Natural person

Legal entity

**Choice of event** ^

Event title \*  i **SELECT**

Dates of event            from  i            to             i

Place of the event  i

Note \*  i

What are your expectations for the event  i

**Desired way of disclosure** ^

We deliver standard output services electronically. If you want to output to deliver services in other ways , please tick option

i  eDesk

i  E-mail

i  Other  i

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. Access to published information

The organization publishes information for public on web portal. The service displays published information in a form of a list of available events sorted by selected categories.

**LIST OF EVENTS ORGANIZED BY SBA**  
 Created on: 03.09.2015 Updated on: 04.07.2016

**FILTER**

Name of the event:

Date of the event:  up to

Place of proceeding of the event:

Topic of the event:

Type of event	Name of the event	Term	Place	Organizer	Topic of the event	A short description
Event	EN_Podujatie - dd09_20160520 - dupiaaaaBOTH	23.05.2016 - 25.05.2016	fff (Štiavnická 15, 82102 Banská Štiavnica Slovak Republic)	hhh	Wood processing industry	sss
Event	EN_Podujatie - dd09_20160516	01.07.2016 - 07.07.2016	Miesto konania - dd09_20160516 (ulica bs oč bc, 82102 Banský Studenec Slovenská republika)	EN - Organizátor - dd09_20160516a	Mining	EN - Krátky popis - dd09_20160516
Event	Podujatie - dd09_20160503 - EN	12.07.2016 - 19.07.2016	Miesto konania - dd09_20160503 - EN	Organizátor - dd09_20160503 - EN	Wood processing industry	Krátky popis - dd09_20160503 - EN

Figure 8 - List of events

- EDUCATION
- MANAGEMENT OF REAL ESTATE
- RECEIVING REPORTS
- SUPPORTING ENTREPRENEURS
- INVESTMENT PROMOTION
- EXPORT PROMOTION
- LICENCING AND CERTIFICATION
- INFORMATION SERVICES
- SUBSIDIES
- ACTS OF ADMINISTRATIVE PROCEDURE

### EVENT DETAIL

Created on: 16.05.2016 Updated on: 16.05.2016

Submitting an application for an event

<b>Name of the event:</b>	Podujatie - dd09_20160503 - EN
<b>Description:</b>	Popis - dd09_20160503 Konanie: 12.07.2016 - 19.07.2016 Príhásiť sa do - prázdne = do začiatku podujatia Publikované: 03.05.2016 - 30.08.2016 - EN
<b>Date of the event:</b>	12.07.2016 - 19.07.2016
<b>Place:</b>	Miesto konania - dd09_20160503 - EN
<b>Type of event:</b>	Event
<b>Organizer:</b>	Organizátor - dd09_20160503 - EN
<b>Co-organizer:</b>	Spolorganizátor - dd09_20160503 - EN
<b>Capacity of participants:</b>	10
<b>Number of days:</b>	8
<b>Fees:</b>	Poplatky - dd09_20160503 - EN
<b>Topic of the event:</b>	Wood processing industry
<b>Links:</b>	<ul style="list-style-type: none"> <li>• <a href="#">EN - Odkaz - Stránka podujatia - dd09_20160503 - sme.sk</a></li> <li>• <a href="#">EN - Odkaz - Organizátor - dd09_20160503 - www.sme.sk</a></li> <li>• <a href="#">EN - Odkaz - Príhásenie - dd09_20160503 - vszp.sk</a></li> <li>• <a href="#">EN - Odkaz - Program - dd09_20160503 - www.socpoist.sk</a></li> </ul>

**AUDIENCE PARTICIPATION**

[Názov prílohy - Publikum - dd09\\_20160503 - EN](#)

Popis prílohy - Publikum - dd09\_20160503 - EN

---

**CONDITIONS FOR PARTICIPATION**

[Názov prílohy - Podmienky účasti - dd09\\_20160503 - EN](#)

Popis prílohy - Podmienky účasti - dd09\_20160503 - EN (nepublikovať v SK, iba v EN)

Figure 9 - Event detail

The list contains only currently valid records. By expanding the selected item, the system displays a more detailed description of selected event with a possibility to register for this event.

A list of organized events can be viewed by entering desired date in the field "Date of the event" in the filter above the list.

---

## 5. Feedback

After completion of the processing of your submission agenda, you may be asked by the representative of the organization to fill out an electronic feedback form on the service provided. The electronic feedback form may also contain questions related to the agenda.

The process of filling out the feedback form is the same as the process of filling out the submission form described in the previous chapters. The feedback form appears when you click on a link received from a processor of your submission.

## 6. Electronic mailbox of the citizen

### 6.1. 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>.

### 6.2. 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)

### 6.3. 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.



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.

## 6.4. 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.

## 7. Useful information

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

Figure 10 - 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.

---

### 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.