DEAR CITIZENS,

We understand that technology can seem a bit complicated, especially if you're not used to it.

BUT DON'T WORRY!

This guide is designed to help you get informed about online public services.

OUR GOAL IS TO EMPOWER YOU AND HELP YOU FEEL INDEPENDENT IN USING TECHNOLOGY.

QSNNN · Institute edutask · Blink 42-21 POWERING SOCIAL INNOVATION
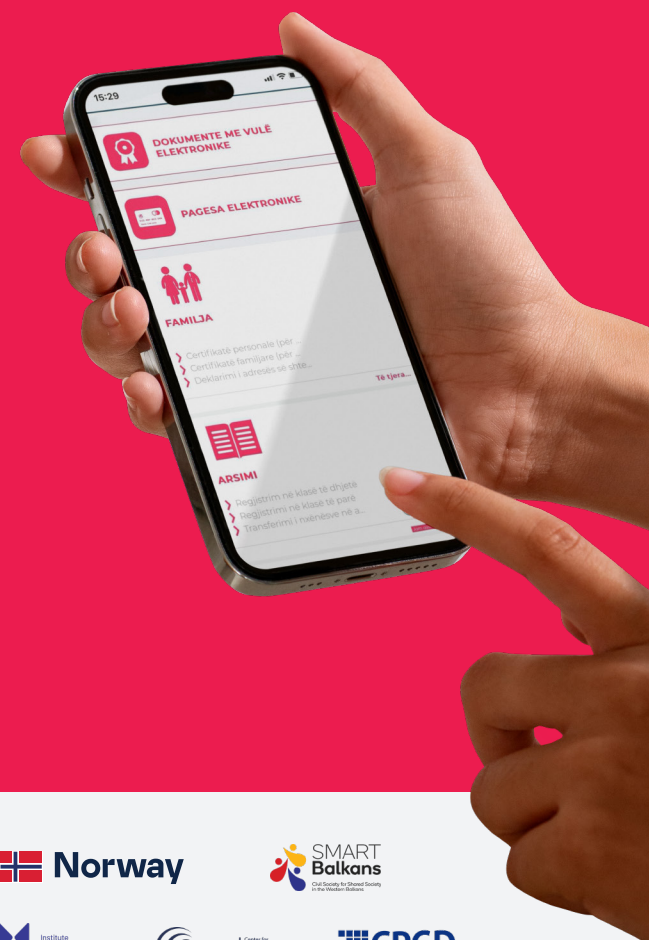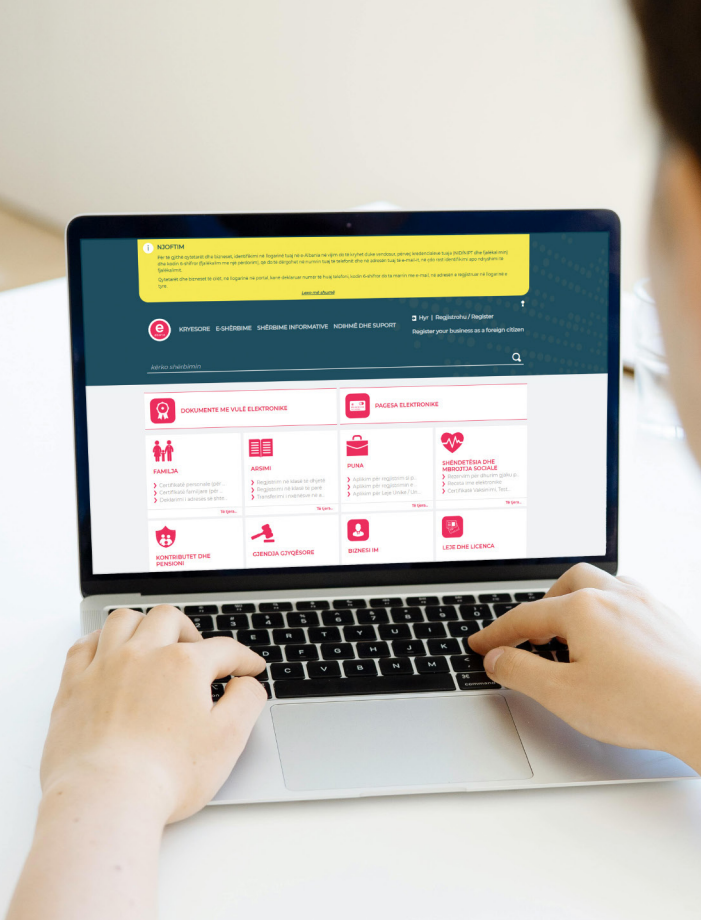
BROCHURE FOR USING ONLINE PUBLIC SERVICES

AN INSPIRING MESSAGE FOR YOU:

Using technology may seem challenging at first, but with a little practice, it will become part of your daily life. You have the opportunity to be part of this digital revolution by using e-Albania to improve your quality of life.

Remember, every small step towards technology is a big step towards a better and easier future for you and your loved ones!

Norway · SMART Balkans · Institute for Democracy and Mediation · CRPM Center for Research and Policy Making · CPCD

WHY SHOULD YOU USE E-ALBANIA?

Convenience and Ease:

No more waiting in lines or going to government offices. Everything can be done from home.

Time-Saving:

Services are available 24/7, so you can use them whenever it suits you best.

Siguri dhe Besueshmëri:

Online services are secure and protected by the latest security technologies.

HOW TO GET STARTED WITH E-ALBANIA?

Create an account:

If you don't have an account yet, you can easily create one by following simple steps on the e-Albania website.

Log in:

Once you have your account, log in to access the portal and start using the services.

Choose the service you need:

After logging in, search for the service you need and follow the simple instructions to complete your request.

WHAT IS E-ALBANIA AND HOW CAN IT HELP YOU?

The e-Albania government platform provides online access to public electronic services in Albania. Citizens and businesses can download legal documents in real time using a computer, tablet, or smartphone—without the need to physically visit government offices. Since 2020, applications for public services are conducted exclusively online through e-Albania. The public administration collects and reuses state documents, simplifying procedures for citizens. The portal is integrated with the Government Interoperability Platform, enabling electronic data exchange between public institutions to offer more efficient services.

WHAT SERVICES CAN YOU ACCESS?

- ✔ Documents with an electronic seal
- ✔ Electronic payments
- ✔ Family services – various certificates
- ✔ Education – registration, professional courses, applications for educational institutions
- ✔ Employment services – for job seekers and employers
- ✔ Healthcare and social protection
- ✔ Customs services – certifications, authorizations, licenses
- ✔ Contributions and pensions – applications, requests, certifications
- ✔ Judicial status
- ✔ Business services – permits and licenses
- ✔ Transport and vehicles – driver's licenses, registration, fines, and taxes
- ✔ Real estate – certificates, applications, and various verifications
- ✔ Consular services – passports, visas, permits, notarial acts, legalizations, citizenship

HOW CAN WE ASSIST YOU FURTHER?

You are not alone!

If you encounter any difficulties, you can contact our support team at any time. They are here to guide you step by step.

Get inspired!

Using technology is a way to stay connected and benefit from essential services. You have the ability to learn and improve your life through these tools.