

DEAR CITIZENS,

We understand that technology can sometimes seem complicated, especially if you are not familiar with it.

BUT DON'T WORRY!

This guide is designed to help you use online public services in a simple and secure way.

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

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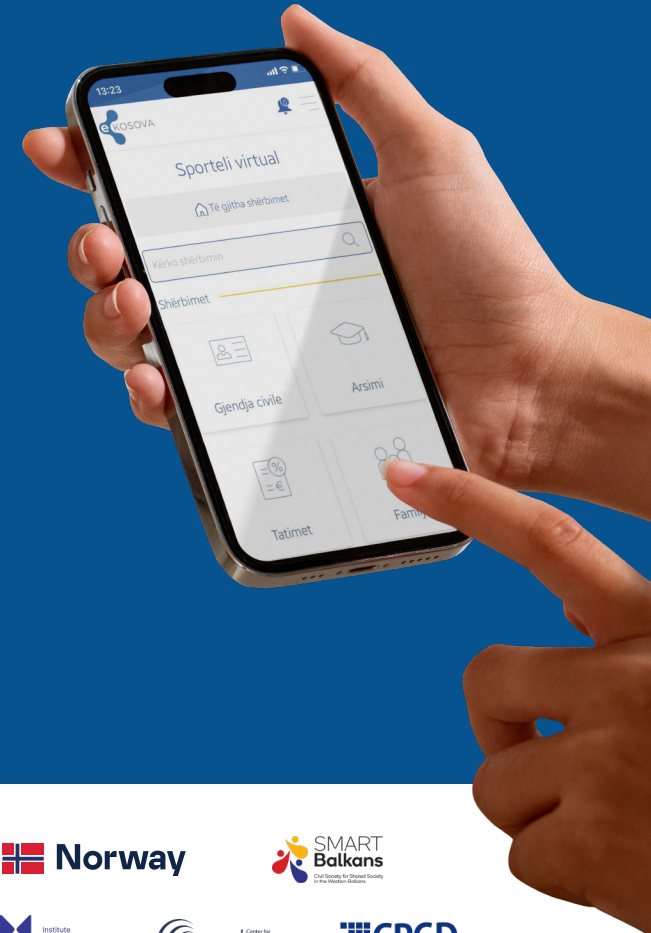


AN INSPIRING MESSAGE FOR YOU:

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-Kosova 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!

BROCHURE FOR USING ONLINE PUBLIC SERVICES



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

e-Kosova is a government portal where you can access many state services electronically without leaving your home. With e-Kosova, you can obtain documents, apply for services, and make payments online using a computer, tablet, or smartphone.



WHY SHOULD YOU USE E-KOSOVA?



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.



Security and Reliability:

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

HOW TO GET STARTED WITH E-KOSOVA?



Create an account:

If you don't have an account yet, you can easily create one by following simple steps on the e-Kosova 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 SERVICES CAN YOU ACCESS?

✓ Civil status: Certificates and extracts for you and your family members	✓ Applications and verifications for contributions and pensions
✓ Various applications for students, teachers, and educational staff	✓ Judicial status documents
✓ Property tax payments	✓ Certificates, verifications, applications, and payments for businesses
✓ Family allowances and subsidies	✓ Certifikata, vertetime, aplikime dhe pagesa për biznesin
✓ Make electronic payments	✓ Local taxes and fees
✓ Various personal and family certificates	✓ Customs authorizations and documents
✓ Registration in educational institutions	✓ Permits and licenses
✓ Job search and applications for professional training	✓ Vehicle and transportation-related documents
✓ Applications for healthcare and social protection services	✓ Real estate transactions and documents
✓ e-Kosova is continuously updated with new services	

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