

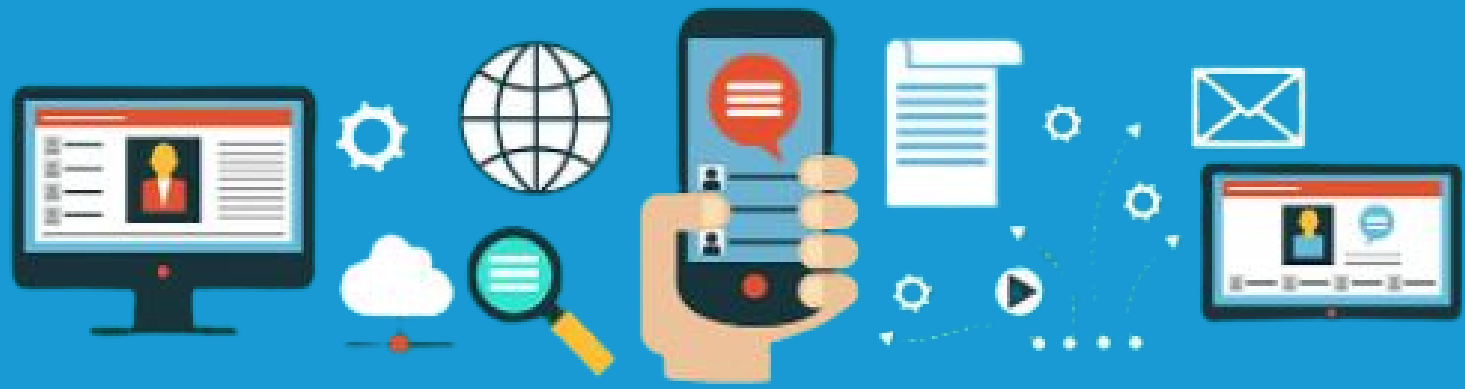
# ELECTRONIC PUBLIC SERVICES IN HUNGARY



# ONLINE PUBLIC SERVICES & E-GOVERNANCE:

*How can these services be beneficial for you?*

Online public services (also known as e-governance) are defined as service delivery between the government and the public via ICT tools. Traditionally, government services have been delivered in person, by individual departments in different locations, and often using paper forms. With digital services, the government can deliver information and services to citizens anytime, anywhere, and on any platform or device. Common digital services range from filing tax returns to renewing a driver's license to applying for a pet license. Nearly any government form or service can be offered digitally.



**E-GOVERNANCE**

# The 3 most widely used online public services in Hungary:



**1 Elektronikus Egészségügyi Szolgáltatási Tér: "E-Health system"**  
"The National eHealth Infrastructure" is a communication interface that connects public and private healthcare providers, pharmacies, and the public of Hungary.



**2 Ügyfélkapu: "Governmental Client Gate"**  
Client gate is an account for individuals to access the Hungarian electronic administration system. With this registration, you can do several administration procedures securely on the internet and make appointment to public institutions.



**3 A KRÉTA Elektronikus napló: "The Electronic School Diary"**  
The Kréta is an electronic school diary that contains student data (grades, attendance status, daily class schedules, etc.) to enable parents and students more easily follow and regulate the studying process.

# Ügyfélkapu : "The Client Gate Portal"



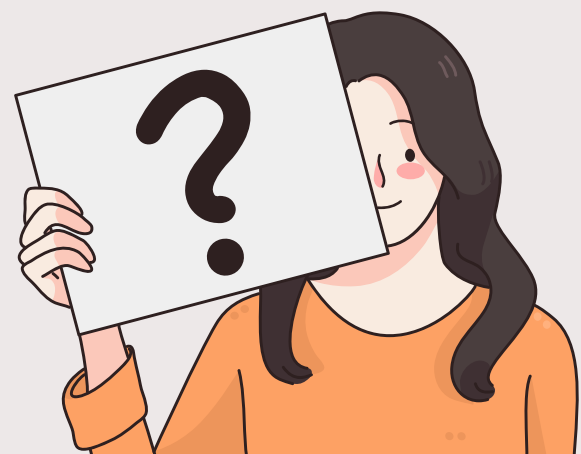
## What can be managed through the Client Gate?

The portal allows you to manage a number of things. Here are a few examples of commonly used services:

- you can check whether you are registered at your workplace
- you can apply for maternity allowance, GYES, family allowance
- you can ask for a moral certificate
- you can do your self-declaration
- you can query your current tax account from NAV

[The comprehensive list is available here:](https://ugyintezes.magyarorszag.hu/szolgaltatasok?selected=A)

<https://ugyintezes.magyarorszag.hu/szolgaltatasok?selected=A>



### Who Can Have a Client Gate account?

Anyone can use it. More specifically, every natural person, regardless of nationality, can register on the Client Gate.

# Where can it be set up?



- In any document office,
- In the government office (you can book an appointment online),
- At the main customer services of the Tax Authority (NAV) (you can book an appointment online),
- At some postal customer services (in small towns) or
- Electronically.

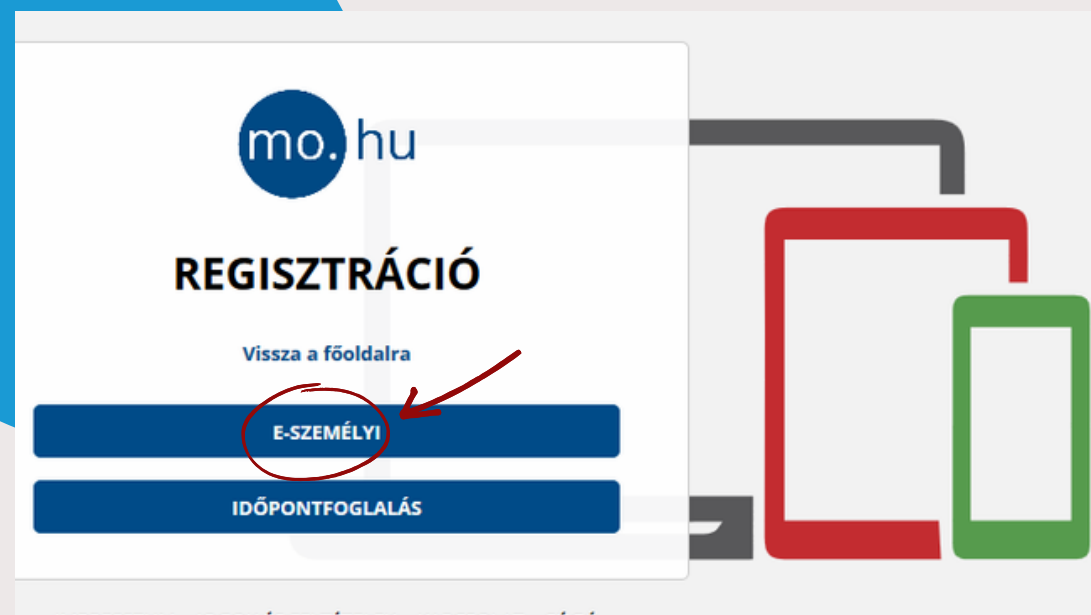
*What steps are necessary to launch a customer portal?*

1. Official identity card suitable for personal identification
2. Unique username
3. Email address



# How to Create an account on Client Gate?

Go to <https://ugyfelkapu.gov.hu/regisztracio> to register. Here, click the "E-PERSONAL" button. The form "REGISTER WITH E-PERSON" appears.:



The **document ID** is the 6-digit and 2-letter ID that appears on your e-ID.

The **registration code** is a sequence of 11 digits and letters that you received in a sealed envelope when you applied for your personal identity card.

A screenshot of the "REGISZTRÁCIÓ E-SZEMÉLYIVEL" form on the mo.hu website. The form has two input fields: "OKMÁNYAZONOSÍTÓ" and "REGISZTRÁCIÓS KÓD". Below the input fields, there is a blue button labeled "ELLENŐRZÉS" (circled in red with an arrow pointing to it). Below the button, there is a link "Regisztráció megszakítása" and another link "Hogyan töltssem ki?". To the right of the form, there are two large, stylized icons representing a red document and a green smartphone.

After inputting the data, click the "**CHECK**" button.

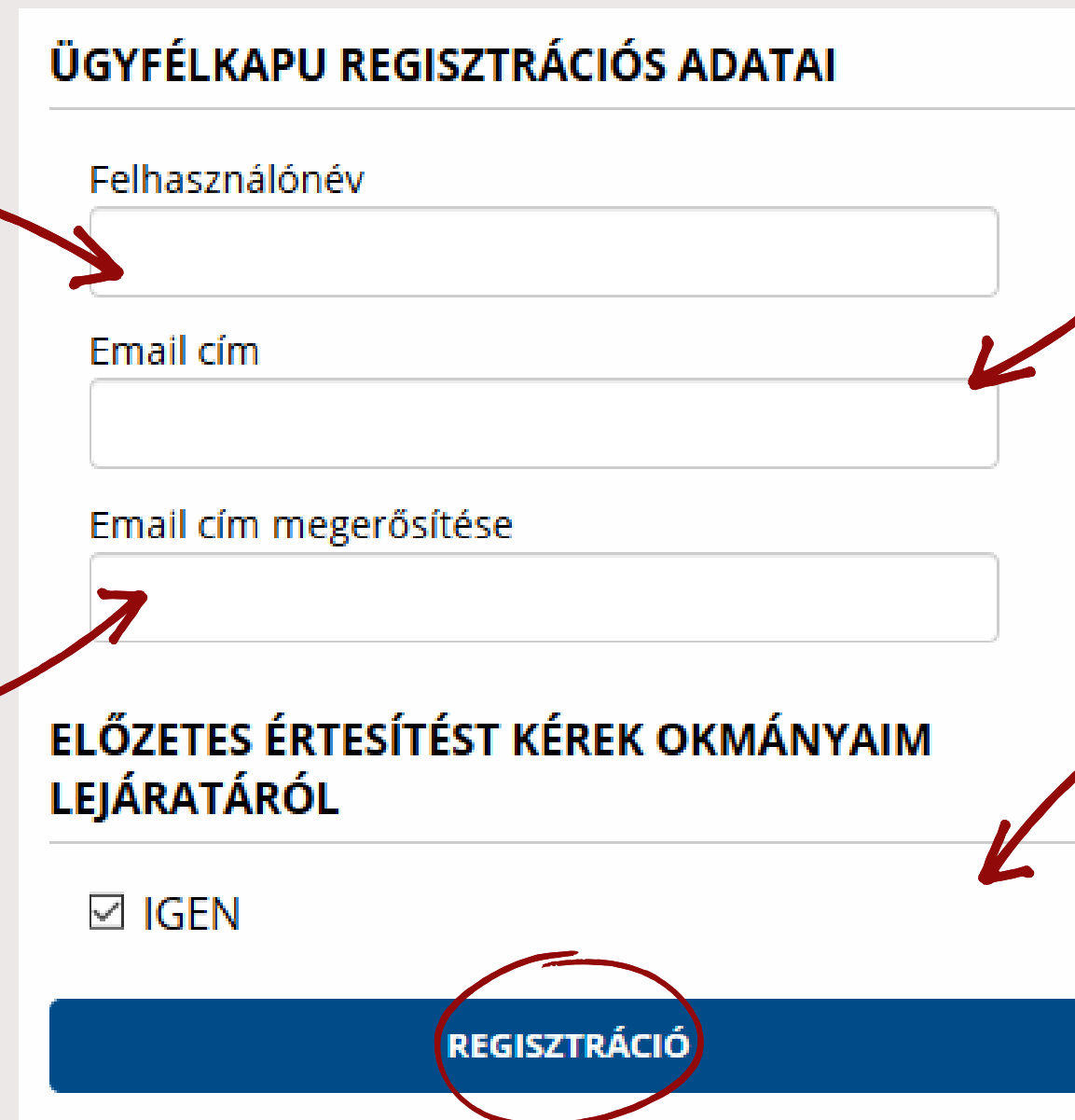
# How to Create an account on Client Gate?

The form will be filled out with your information. Scroll down and enter the following:

**The username:** Must be unique for each user. If the username you pick is already used, you should choose another one.

In the "Confirm email address" area, the same e-mail address must be typed.

If you have completed all of the fields, click the "Register" button.



ÜGYFÉLKAPU REGISZTRÁCIÓS ADATAI

Felhasználónév

Email cím

Email cím megerősítése

ELŐZETES ÉRTESÍTÉST KÉREK OKMÁNYAIM LEJÁRATÁRÓL

IGEN

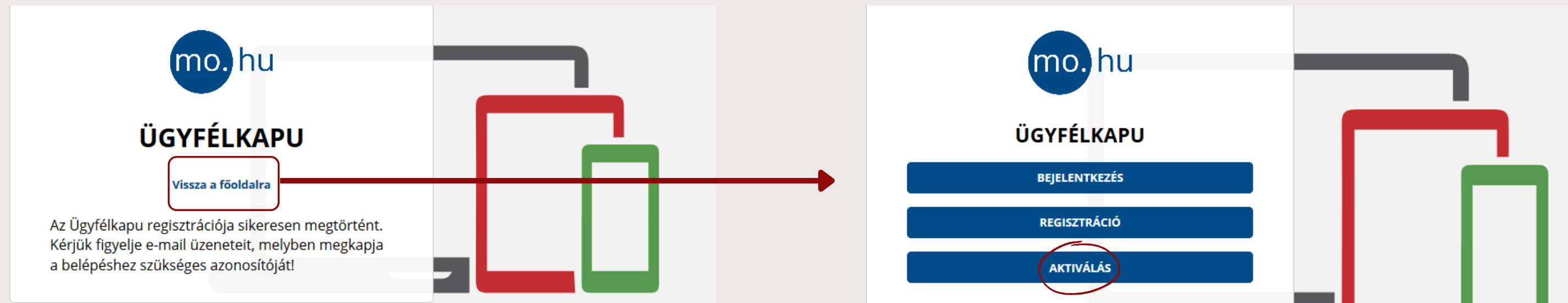
REGISZTRÁCIÓ

Your one-time activation code for the initial login will be emailed to you at this address.

"I request prior notification of the expiration of my documents" field is checked by default. The service is free for all customers with a Client Gate registration.

# How to Create an account on Client Gate?

You will receive information about the success of the registration in a message window. If you click on the text "Back to the main page", the following will appear on the screen:



Select the "Activate" button. You must create a password that is at least 8 characters long and includes at least two digits as well as a mix of upper and lower case letters.

The password is valid for two years and must be changed after then.



# EESZT: "The Electronic Healthcare Service"



**Where and how it  
can be used?**



The EESZT database is used to collect, store and share personal data and information related to various medical examinations for the duration of the patient's life (and five years after that). Prescriptions, recommendations, outpatient data, laboratory findings, X-ray, CT, and MR findings, and final reports are all available on the portal online. These publications can also be downloaded in pdf format and saved on a computer before being printed. The e-Recipes appear in the list as well, with a clear distinction between those that have already been activated and those that are still awaiting activation. Since December 31, 2019, prescription certificates uploaded to the system by the patient's doctor have replaced the regular prescription. Service users can find e-Recipes in pharmacies by providing their TAJ number.



# Examples:

## At the family doctor's office:

The family doctor discovered in the e-Prescription system that the patient failed to switch one of his critical heart drugs. Due to the patient's deteriorating health, he collected blood for laboratory tests and sent him to a cardiologist specialist.

At the specialist appointment: The cardiology specialist appointment also took into account the detailed data of the e-referral, the patient received a diuretic injection, which improved the short observation, and based on the blood test results visible through the EESZT, his medications were changed, and prescriptions were also written to him in the e-Prescription system.

At the pharmacy: The patient went to the nearest pharmacy on his way home, where he received the prescribed medicines by presenting his e-Personal ID card (or TAJ card and identity document).

At home: In the evening, out of curiosity, Mr. Kovács accessed the Citizens' Portal, reviewed the occurrences of the day, and verified that both his care and data management met his expectations.

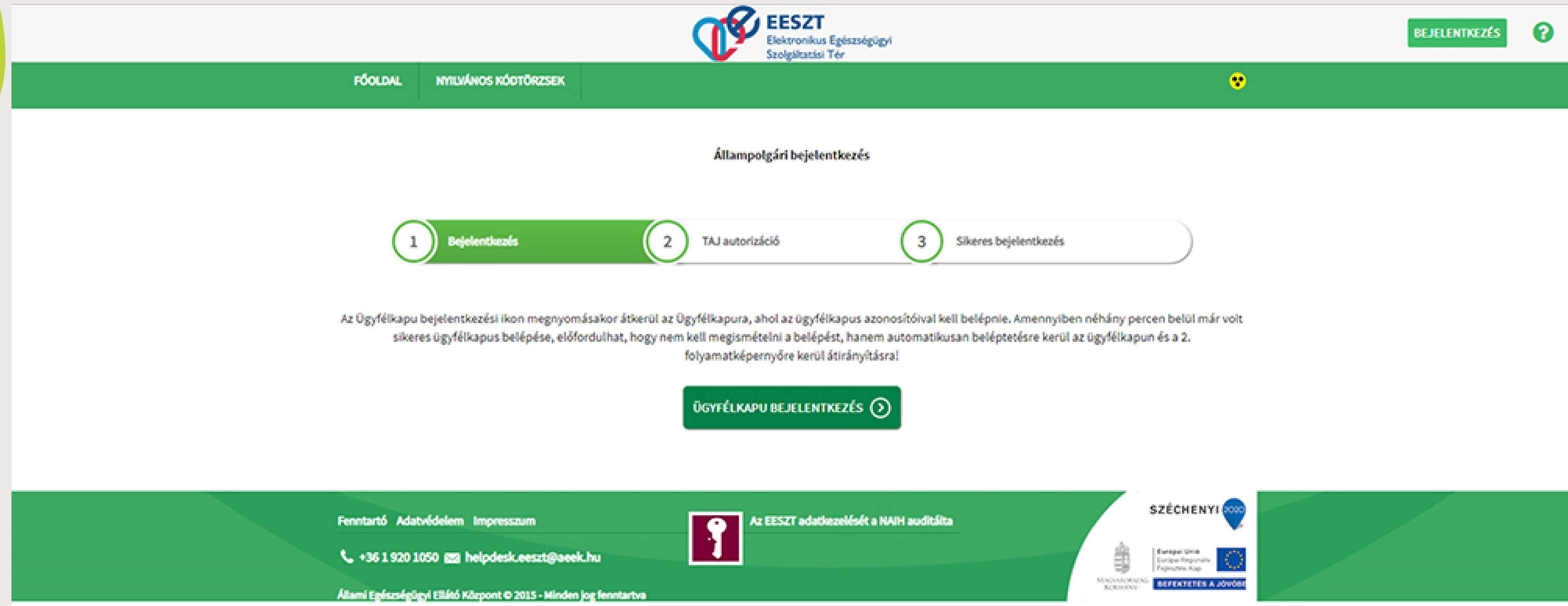
At home: Mr. Kovács has been experiencing increasing leg swelling and suffocation for several days, so he consulted to the family doctor.

## Family doctor - the next day:

At the beginning of his next day's appointment, Mr. Kovács' family doctor looked up the previous day's events. From the EESZT, his family doctor program displayed the specialist's opinion, and he was also able to make sure that Mr. Kovács had not forgotten to replace his medication.



# Entry into the EESZT system as a residential customer



The screenshot displays the EESZT (Elektronikus Egészségügyi Szolgáltatási Tér) website. At the top, there is a navigation bar with 'FŐOLDAL' and 'NYILVÁNOS KÓDTÖRZSEK' links, and a 'BEJELENTKEZÉS' button. The main content area is titled 'Állampolgári bejelentkezés' and features a three-step progress indicator: 1. Bejelentkezés (highlighted in green), 2. TAJ autorizáció, and 3. Sikeres bejelentkezés. Below the progress indicator, a text block explains that clicking the 'Ügyfélkapu bejelentkezési ikon' leads to the 'Ügyfélkapu', where users must log in with their credentials. It notes that if a user has already successfully logged in, they will be automatically redirected to the 'Ügyfélkapu' and then to the '2. folyamatképernyőre' (second process screen). A prominent green button labeled 'ÜGYFÉLKAPU BEJELENTKEZÉS' with a right-pointing arrow is centered below the text. The footer contains contact information: 'Fenntartó Adatvédelem Impresszum', phone number '+36 1 920 1050', and email 'helpdesk.eeszt@eek.hu'. It also features a key icon and the text 'Az EESZT adatkezelését a NAIH auditálta'. Logos for 'SZÉCHENYI 2020', 'Ministerium', and 'EUROPEAN UNION' are also present.

Patients access the EESZT system by entering the Client Gate. The TAJ number must be entered after opening the portal in order to access the EESZT system.

# The KRÉTA : "The Electronic Diary"



## What is it for? How to enter?

The KRÉTA Electronic Diary helps parents and students access up-to-date information during their studies on a desktop computer, via any browser program.

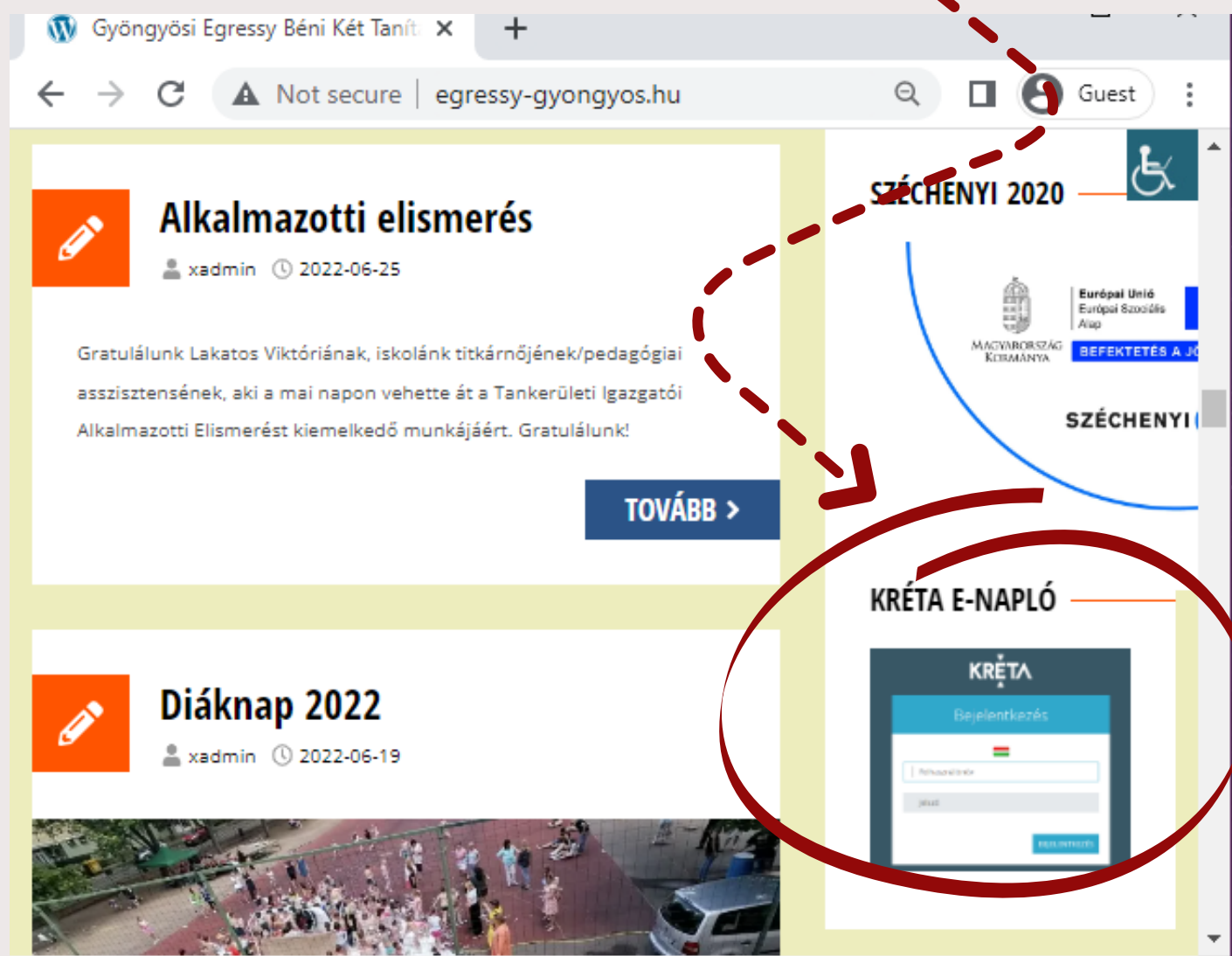


The e-Diary makes study data accessible from any location. Students and parents can access it by entering the web address of their own institutional system.

**Each school has a different KRÉTA page, you can only enter on the school's own KRÉTA page!**

# How to access the Kréta?

After entering the school's webpage, look for the KRÉTA link on the school's homepage.

A screenshot of the KRÉTA login page. At the top, it displays the school's KRÉTA ID: 'klik031472001' and the OM code: '031472'. Below this are two input fields: 'Felhasználónév' (Username) and 'Jelszó' (Password). The password field is annotated with a red dashed arrow pointing to the text 'Birth date'. There is also a red dashed arrow pointing from the text 'Om Identifier' to the username field. A blue 'BEJELENTKÉZÉS' button is located at the bottom right, along with a link for 'Elfelejtettem a jelszavam' and another link 'Nem tud bejelentkezni?'.

Om Identifier

Birth date

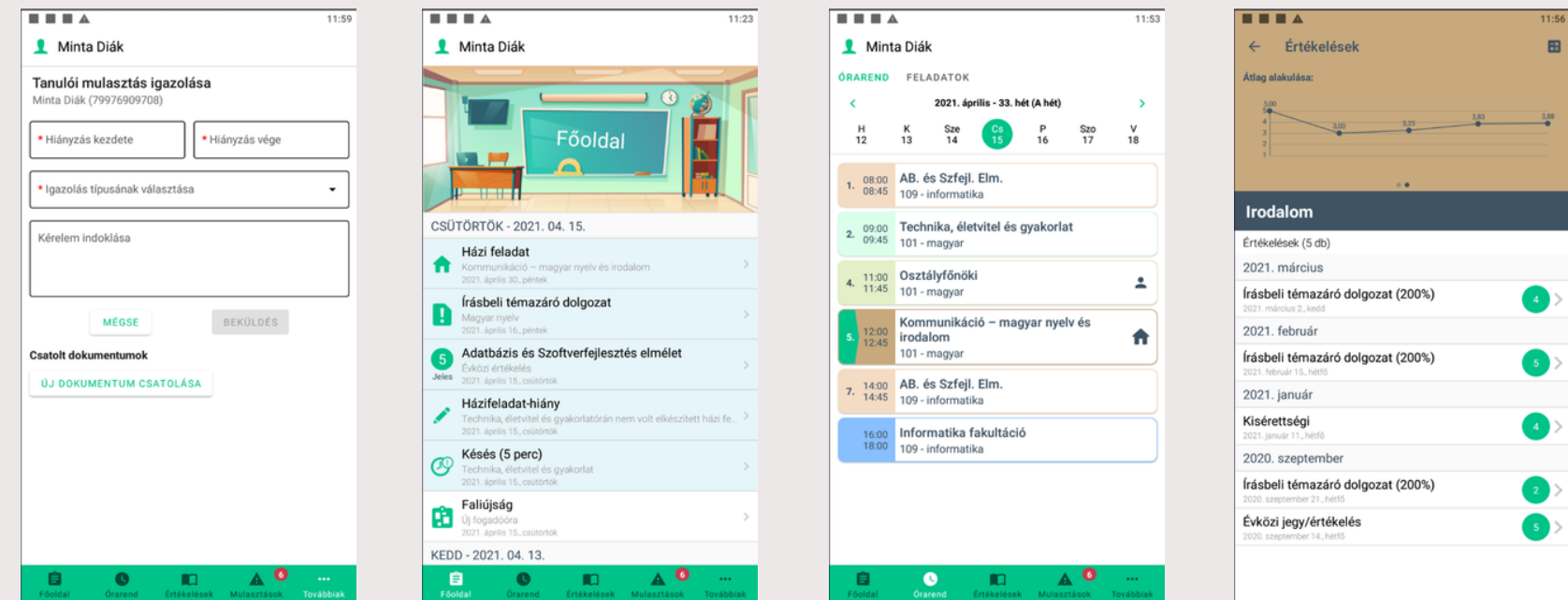
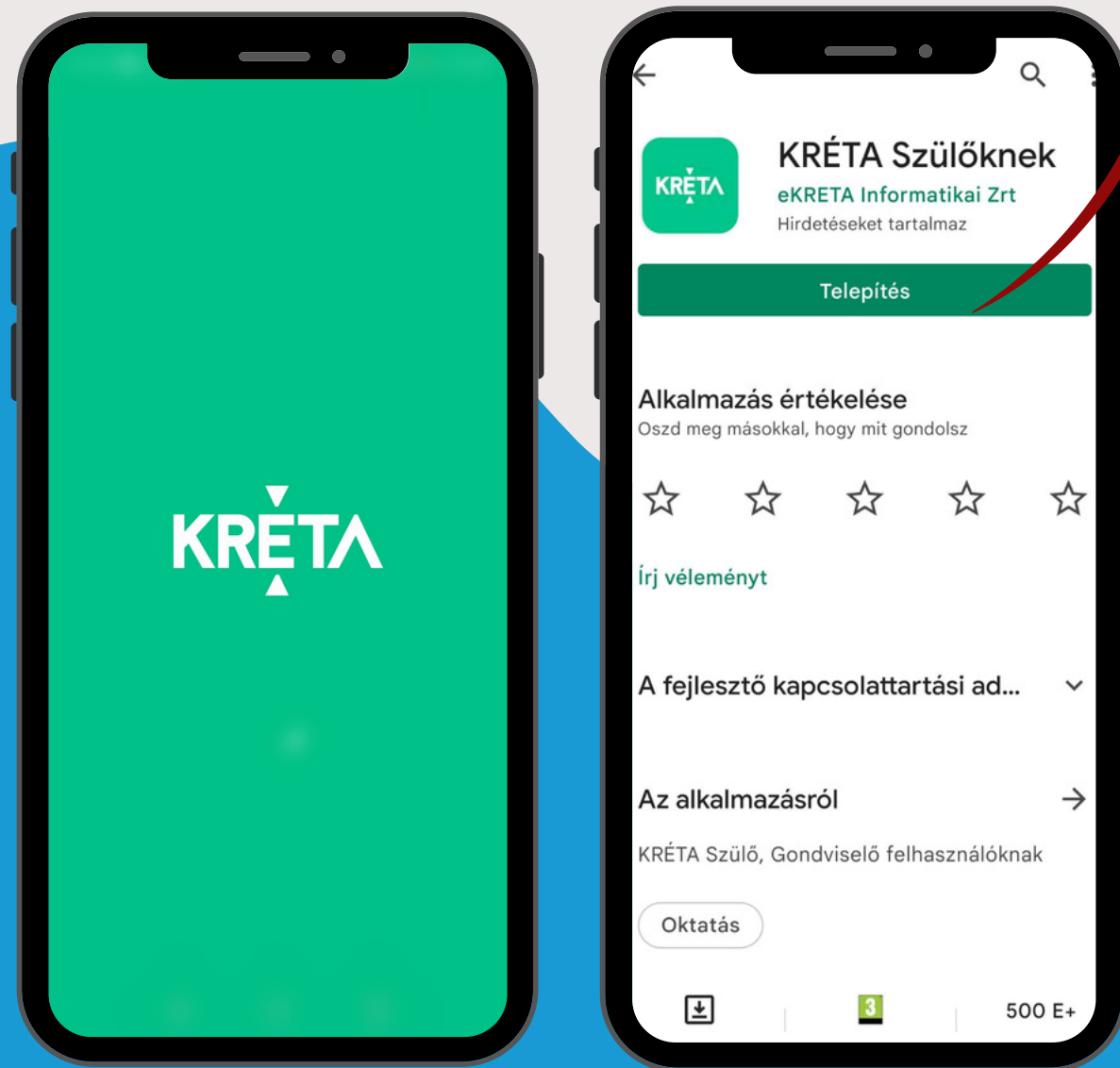
Logging in is possible using the students' OM ID (which varies for each student; please inquire at the school) and the date of birth as a password, separated by a hyphen (for example: 2010-01-01).

# Using the Kréta Electronic Diary on a mobile phone:

The KRÉTA Mobile applications available for Android, iOS and Huawei devices provide useful assistance to students and parents of institutions that use the KRÉTA e-diary.

Download the application. After downloading, launch the program and install from there.

You must enter the KRÉTA mobile application with the same student or parent username and password as on the web interface.



The app allows users to view student schedules, reported assessments, homework, exams results, absences, and other student-related information.



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SZÉPEEN