

What is "Digitales Amt" (Digital Public Administration)?

- "Digitales Amt" is an app for your smartphone or tablet.
- You can use your ID Austria or the electronic identity of another EU country in this app.
- ID Austria is your digital ID.
- To access some services you have to go to government offices.
- In the app "Digitales Amt" you can access many services from anywhere.
- You do not need to pay anything for the app.

What services can you access in the app?

- You can register where you live.
- If you have a baby, you can register your baby and order its birth certificate.
- If you are allowed to vote in Austria, you can order your voting card (within the deadlines). With a voting card you can vote using postal voting.
- You can order personal documents from the central civil status register. This service is useful if, for example, you lose your birth certificate.
- You can upload a scanned copy of your passport.
- You can sign PDF documents.

The plan for the future is to offer even more services in the app.

The app is also linked to other e-government platforms:

- JustizOnline (to contact legal authorities)
- FinanzOnline (to file taxes, make payments)
- Meine SV (to access insurance information)
- Transparenzportal (to apply for financial support)
- Business Service Portal

What do you need to use ID Austria?

- You need to be 14 years old.
- You need a smartphone that supports fingerprint, facial or iris recognition.

If you don't have such a smartphone, you can use FIDO instead. You can find information about FIDO on <https://fidoalliance.org/how-fido-works/>

- You have to download the app "Digitales Amt" on your smartphone.
- You need a second device (for example a laptop) to log in.

If you have already been using the "Handy-Signatur", you can switch to ID Austria by yourself. You will find the instructions below.

If you are not Austrian, you can apply for the "partial" Digital ID. In that case, you have to make an appointment at the [Landespolizeidirektion Steiermark](#) (local police headquarters). You will need to verify your identity there.

If you are an EU/EWR citizen and you have already presented yourself at a public authority office before, you can receive the full Digital ID.

For each appointment bring

- your ID card (passport),
- a current passport photo,
- a proof of income,
- a proof of insurance,
- your smartphone, and
- your Meldezettel (residency certificate).



Step-by-step instructions for registration in the "Digitales Amt" app

Download the app "Digitales Amt" in the App Store or in the Google Play Store on your smartphone.



Start the login process in the "Digitales Amt" app on your smartphone:

Step 1: Open the app and click on the "Anmelden"* icon (bottom of the screen).
*"Anmelden" = log in

Step 2: Select "Anmelden mit ID Austria"* to sign in with your ID Austria or "Anmeldung mit EU-Login"* to log in with the electronic identity of your EU country.

**"Anmelden mit ID Austria" = log in with ID Austria
**"Anmeldung mit EU-Login" = log in with EU-Login

Step 3: Use your second device to go to the website [oesterreich.gv.at/digitalesamt](https://www.oesterreich.gv.at/digitalesamt).

Step 4: Log in with your username or phone number and your chosen password from the "Handy-Signatur" by clicking on "Identifizieren"*.
*"Identifizieren" = confirm identity

Step 5: You will shortly receive a TAN (authentication number) by SMS on your smartphone. Enter this six-digit TAN on your second device and click on "Signieren"*.
*"Signieren" = sign

Now, you can continue in the "Digitales Amt" app on your smartphone:

Step 6: In the app, select "Jetzt QR-Code einscannen"* and allow the app to access fingerprint, facial or iris recognition. If your phone does not have a QR-code scanner, you can download one from the App Store or the Google Play Store.
*select "Jetzt QR-Code einscannen" = scan your QR-code now

Step 7: Allow the app to access your camera. Scan the QR code displayed on the screen of your second device. Or you can use the TAN. Or you can use the TAN.

Step 8: Enter your password from the "Handy-Signatur" and click on "Weiter"*.
*"Weiter" = next

Step 9: Click on "Unterschreiben und abschicken"* and confirm your identity using fingerprint, facial or iris recognition.
*"Unterschreiben und abschicken" = sign and submit

Step 10: Allow the app to send you messages to inform you about incomplete signatures or important notices.

You only have to do this process once.

Next time you can log in using fingerprint, facial or iris recognition. You can then complete your official procedures digitally whenever you want.

You can find more information in English here:

<https://www.oesterreich.gv.at/en/id-austria/Meine-ID-Austria-verwalten.html>

<https://www.bmf.gv.at/en/topics/digitalisation/Administration/Plattform-oesterreich-gv-at.html>

