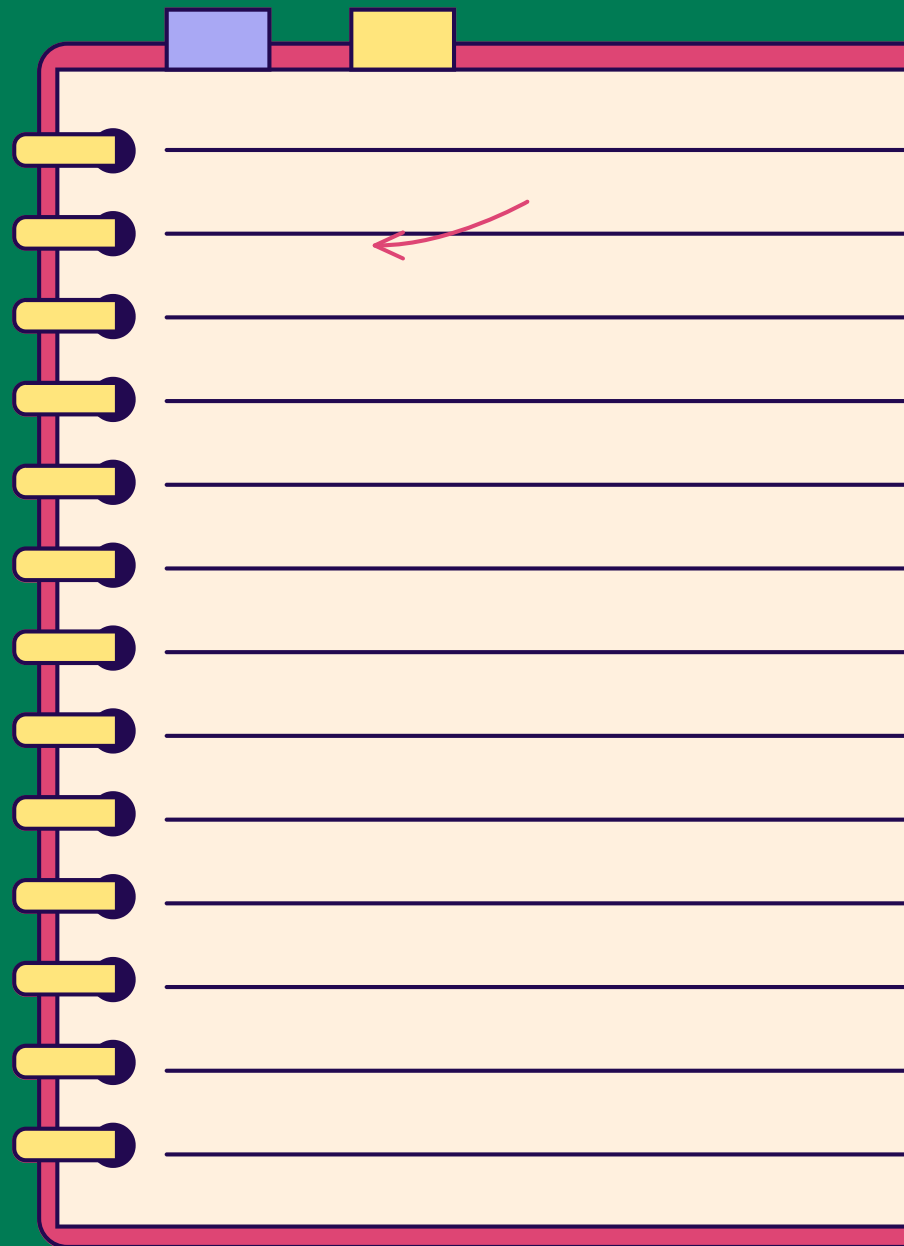


MODULE 15 - MANAGING ADMINISTRATION ONLINE

CHAPTER 2

ONLINE ADMINISTRATIVE
PLATFORMS



1

ONLINE ADMINISTRATIVE PLATFORMS

FRANCE

HEALTH INSURANCE

In France, health insurance is the model for organizing the health system. The insurance, financed by contributions based on salaries and managed by funds administered by representatives of employees and employers, enters into contracts with independent health professionals.



*Discover the Ameli.fr website
(in French)*

MY SOCIAL RIGHTS

The “My Social Rights” platform is an online service designed to help French citizens understand and manage their social rights.

The platform allows you to access:

- Personalized information
- Simulators and calculators
- Access to online procedures
- File tracking
- Resources and guides
- Support and assistance



*Access to the platform
(in French)*

TAXES

The impots.gouv.fr platform is the official website of the French tax administration, managed by the Directorate General of Public Finances (DGFiP). It allows taxpayers to manage their tax obligations online in a secure and efficient manner.

The main features are:

- Income tax return
- Online payment
- Consultation of tax notice
- Simulators and tools
- Management of withholding tax
- Support and assistance



Access the platform

MY BANK ACCOUNTS

Each bank offers an app to its customers which has many advantages:

- Accessibility and convenience / Security
- Simplified management / Expense tracking
- Access to history / Alerts and notifications
- Support and assistance

For more information, contact your advisor.

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ONLINE ADMINISTRATIVE PLATFORMS

IN BELGIUM

NATIONAL PLATFORMS

The federal level covers the competences that apply to all Belgian citizens, regardless of their region or municipality. It centralises essential services related to social security, taxes, pensions and employment.

- Examples of skills: Taxes, pensions, unemployment, social security.
- Main platforms:
- [MyBelgium.be](https://mybelgium.be) (central portal): Brings together numerous federal services such as:
 - [Tax-on-web \(in French\)](#): Tax returns.
 - [MySocialSecurity.be](#): Social rights.
 - [MyPension.be](#): Pension management.
 - [MyMinfin \(in French\)](#): Tax files
 - And others ...



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ONLINE ADMINISTRATIVE PLATFORMS

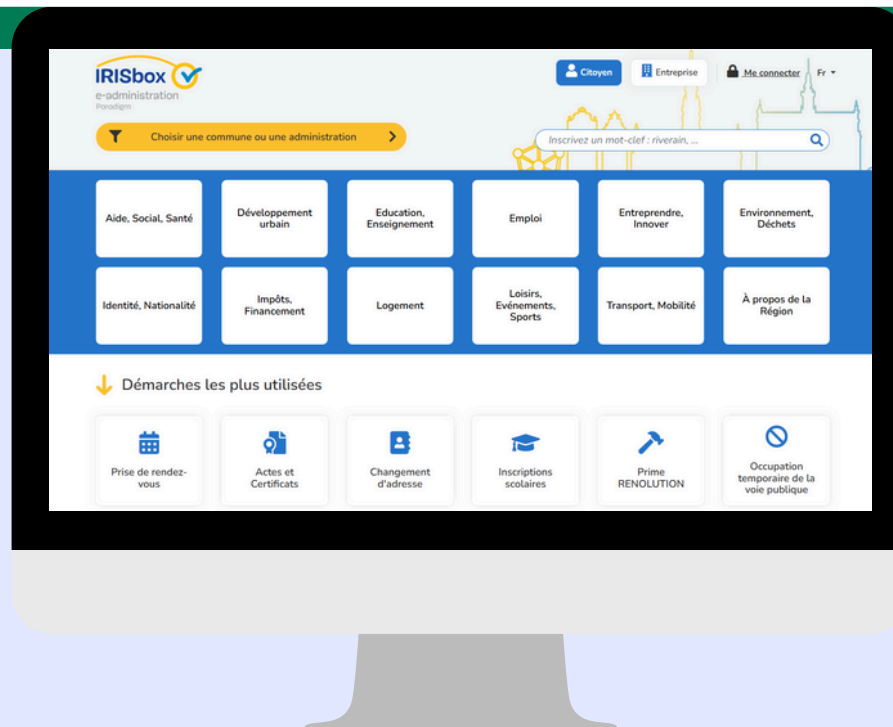
IN BELGIUM

REGIONAL PLATFORMS

The regions manage competences specific to their territory, in relation to the economy, employment, housing and transport.

Each region has its own digital platforms.

- Examples of skills: Housing benefits, energy bonuses, employment, mobility.
- Main platforms:
 - IRISbox: Platform for local administrative procedures in Brussels.
 - Forem (in French) (Wallonia), VDAB (Flanders), Actiris (Brussels): Registration and management as a job seeker.
 - Regional platforms for specific assistance (housing, energy).



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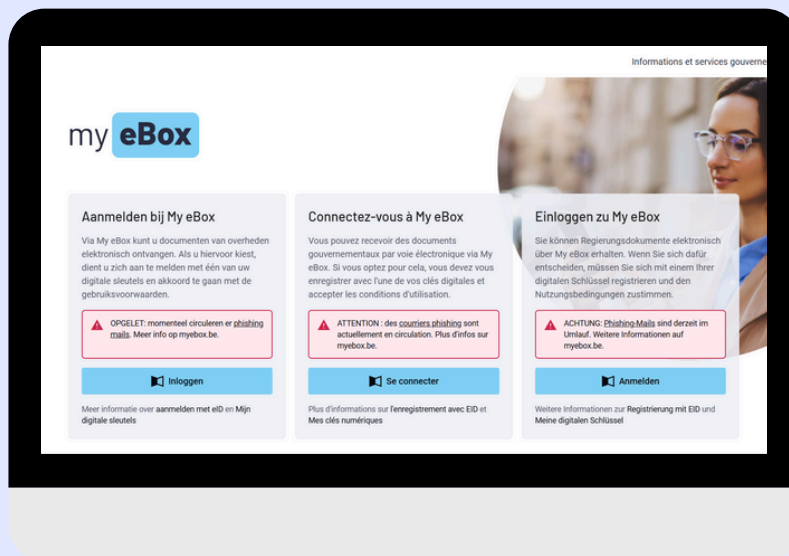
ONLINE ADMINISTRATIVE PLATFORMS

IN BELGIUM

MUNICIPAL PLATFORMS

The municipal level manages administrative procedures close to citizens, such as official documents or permits. Municipalities have their own website or online counter, often less centralized than the federal and regional levels.

- Examples of competences: Civil status documents (birth, marriage, death), residence certificates, changes of address, parking permits.
- Main platforms:
 - Individual municipal portals (available for each municipality).
 - In Brussels: [IRISbox](#) brings together certain local procedures for Brussels municipalities.



GOOD TO
KNOW

Use [EBOX \(in French\)](#) to receive your official mail online and securely!

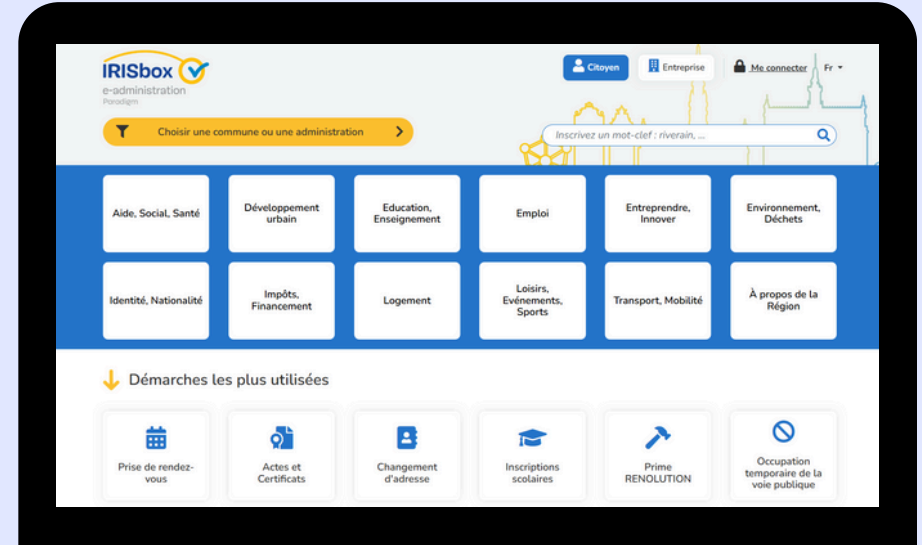
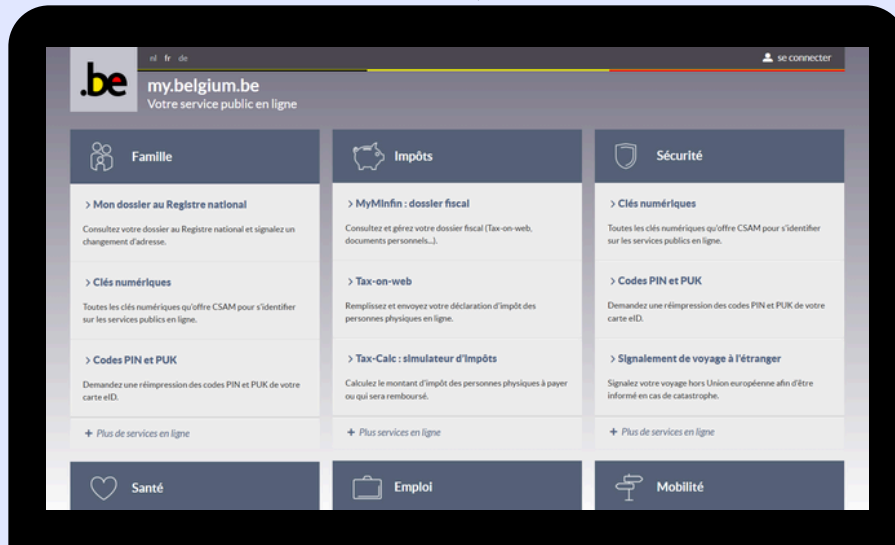
- The eBox is a secure digital mailbox in Belgium, intended to receive **official documents from public administrations and other organisations (for example, your employer or your mutual insurance company)**.
- It aims to simplify administrative communication and reduce the use of paper.

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ONLINE ADMINISTRATIVE PLATFORMS

IN BELGIUM

TWO PLATFORMS BRING TOGETHER ALL THE IMPORTANT SITES



 **MYBELGIUM.BE**

BRINGS TOGETHER FEDERAL SERVICES

IRISBOX

GROUPS TOGETHER LOCAL ADMINISTRATIVE PROCEDURES IN BRUSSELS.

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ONLINE ADMINISTRATIVE PLATFORMS

IN PORTUGAL

EPORTUGAL  **CLICK!**

EPORTUGAL is a public services platform that brings together different services on the same site.

WHAT CAN BE DONE ON IT?



Watch the
presentation
video

- **The Civil Status Registration**

- Renew your national identity card
- Request a birth, marriage or death certificate
- Cadastre
- Request or consult your criminal record
- Consult your judicial files
- Reserve a deed for a house

- **Social security**

- Update your details, including your IBAN, in order to benefit from the assistance to which you are entitled,
- Consult and obtain a certificate of contributory situation,
- Apply for family benefits,
- Simulate the amount of pension you will receive,
- Apply for a disability or old-age pension,
- Obtain a European Health Insurance Card.

- **The Institute of Employment and Vocational Training**

- View job offers
- Register with the employment agency
- Apply for unemployment benefits

- **Finances**

- Consult and obtain the cadastre of a real estate property
- Request a Tax Identification Number
- Check tax debts
- View and issue rent receipts
- Open or modify your activity as a self-employed worker
- Submit or consult your IRS.
- Change of tax address

- **Institute of Mobility and Transport**

- Apply for a driving license or a duplicate;
- Renew or replace a driving license;
- Apply for a disabled parking card;
- Request a certificate of periodic checks carried out.

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ONLINE ADMINISTRATIVE PLATFORMS

PORTUGAL

SIGA

SIGA allows you to make an appointment in person with a public service online, using your social security platform access data or your mobile digital key.

Discover a video tutorial



To find out how to make an appointment via SIGA

SNS24

ISNS 24 offers a range of health services:

- Carry out teleconsultations;
- View test results and treatment guides
- Renew medications
- Assess symptoms of other illnesses and receive appropriate referral
- Request exemption from usage fees
- Request a sick leave
- Consult the vaccination record
- Edit data.

Discover a video tutorial



To know how???

ID.GOV.PT

It is a public mobile app that allows citizens to store, consult and share their main identification documents at any time on their smartphone: citizen card, driving license, registration certificate, health cards.

The presentation of documents in this app has the same legal value as a physical document.

To use this application, you must have activated your mobile digital key.

Discover a video tutorial



To know how to add identity documents to the id.gov.pt application

BANKING APPS

Today, all banks have apps that allow you to deal with various matters online that you could previously only deal with in person (home banking):