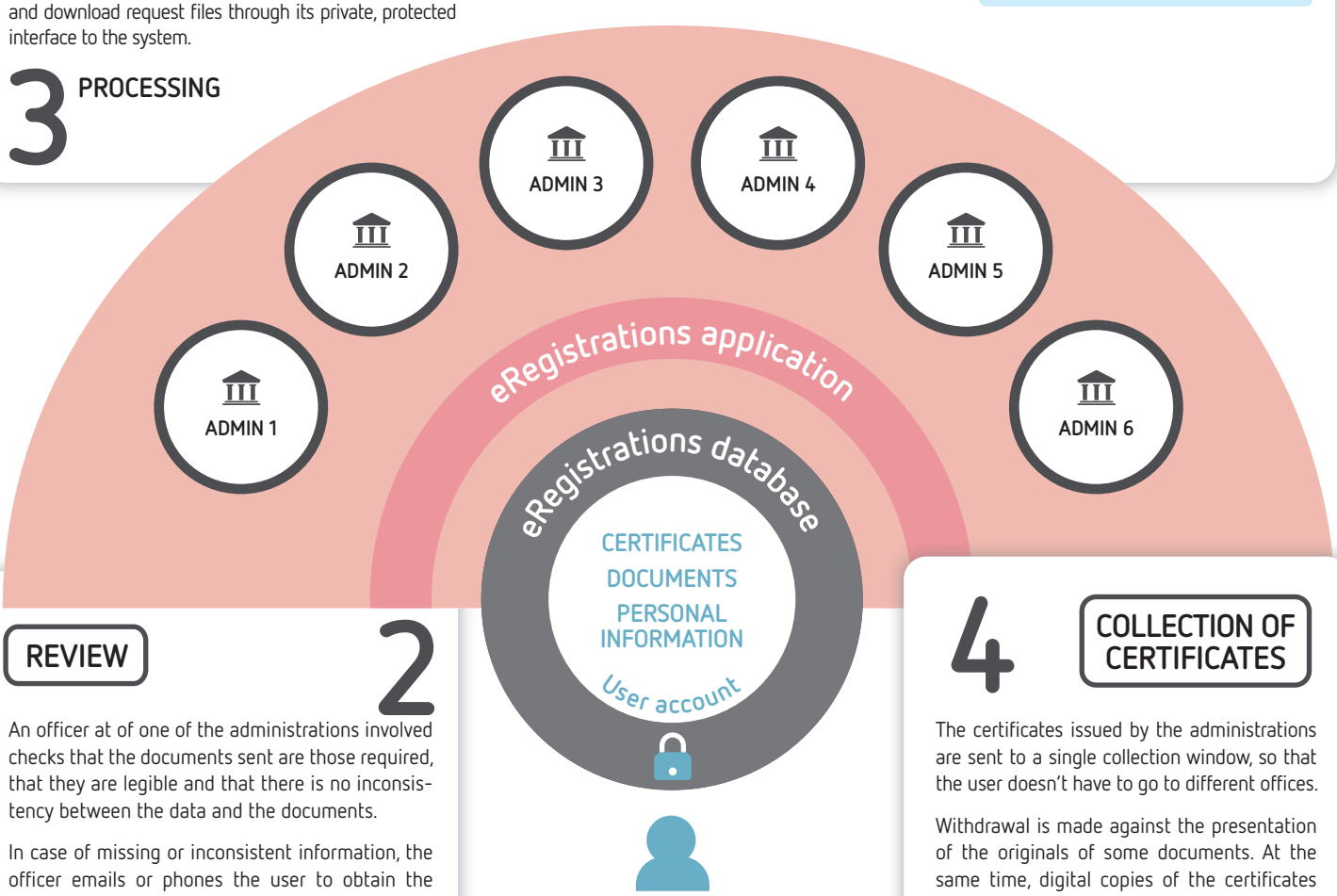
How does eRegistrations work?

3 PROCESSING

Each administration receives an email alert when a request is ready for processing. It receives the corresponding data and documents by web service, in an xml file that can be loaded in its own computer system. It can also see and download request files through its private, protected interface to the system.

Each administration processes the request as it usually does (whether the process is computerized or manual), issues the requested certificate and uploads a digital copy to the eRegistrations system.

Through their account, users can follow the progress of the request in real time.



REVIEW 2

An officer at of one of the administrations involved checks that the documents sent are those required, that they are legible and that there is no inconsistency between the data and the documents.

In case of missing or inconsistent information, the officer emails or phones the user to obtain the missing elements and complete the file.

If the review is successful, the user is emailed an appointment to come and collect the requested administrative certificates.

1

REGISTERING IN THE SYSTEM

The user registers by providing a name, email address and password.

Once registered, the user has access to a private space in a secure database where all data and documents are kept. The user can log in at any time to add or modify information and to create a request file.

The user receives by email a confirmation of the registration.

ONLINE REQUEST

An interactive guide helps determine what registers are mandatory and the corresponding cost and requirements, according to each user's situation.

The user selects the relevant registers, fills an online form and uploads scanned copies of necessary documents. A document, even if required by several administrations, is uploaded only once. The data requested by the various administrations is captured in a single form.

The user immediately receives a receipt mentioning the registers applied to, as well as the data and the documents submitted.

4 COLLECTION OF CERTIFICATES

The certificates issued by the administrations are sent to a single collection window, so that the user doesn't have to go to different offices.

Withdrawal is made against the presentation of the originals of some documents. At the same time, digital copies of the certificates are made available in the user's space in the database. They will serve as originals for future requests made through the system.

The user can freely access information he has stored in the system and digital copies of administrative certificates. Digital certificates can be used for future requests but can't be altered by the user. Those documents can only be modified by the issuing administrations.

When certificates are certified with an electronic signature, it is not necessary to present originals. Neither is it necessary for the user to come collect physical certificates when these are dematerialized (number, QR code or printable electronic document).