

# User guide for the use of the electronic mailbox

List of updates:

Date of release	Version	Description of changes
6 <sup>th</sup> of August 2020	2	Added Screenshot and hyperlink: list of countries, which can log in to slovensko.sk Added information about identifier Uri Updated Figure 8 – Main page of Mailbox
13 <sup>th</sup> of May 2021	3	Updated Figures number: 11, 17, 22, 23 and 24
22 <sup>nd</sup> of June 2022	4	Updated Figure 3 and Figure 4
27 <sup>th</sup> of June 2022	5	Reworking of the logging to the portal chapters

## Table of contents

<b>Logging to the portal – general information .....</b>	<b>2</b>
<b>Logging to the portal – application Slovensko v mobile .....</b>	<b>4</b>
<b>Logging to the portal – as resident of EU member state .....</b>	<b>11</b>
<b>Logging to the portal – via residence card or alternative authenticator .....</b>	<b>14</b>
<b>Contact information in “Profile” .....</b>	<b>16</b>
<b>Your mailbox.....</b>	<b>17</b>
<b>Activation form.....</b>	<b>19</b>
<b>Deactivation form .....</b>	<b>20</b>
<b>Filing of the “Electronic submission” .....</b>	<b>22</b>
<b>Search in messages.....</b>	<b>23</b>
<b>List of the messages .....</b>	<b>24</b>
<b>Mailbox guide .....</b>	<b>25</b>
<b>Settings .....</b>	<b>25</b>
<b>Used storage space .....</b>	<b>26</b>
<b>More options.....</b>	<b>26</b>
<b>Help, Contact and Slovak language .....</b>	<b>27</b>
<b>Change mailbox and Sign out.....</b>	<b>27</b>

***This user guide is intended for a foreigner who logs in via residence card, alternative authenticator, mobile app or as a resident of EU member state via eIDAS Node.***

## Logging to the portal – general information

**To log in to the portal and to the electronic mailbox, you need:**

- computer with internet connection,
- ID card with electronic chip – residence card or alternative authenticator,
- smart card reader,
- personal security code (BOK),
- installed Application for ID to login and driver to the smart card reader cards, which are available free of charge in the "[Download](#)" section.

If you're just getting started with the portal, see the "[Start now](#)" section for more information.

Log in to the portal through the <https://www.slovensko.sk/en/title> – button "Enter the portal" (Figure 1).

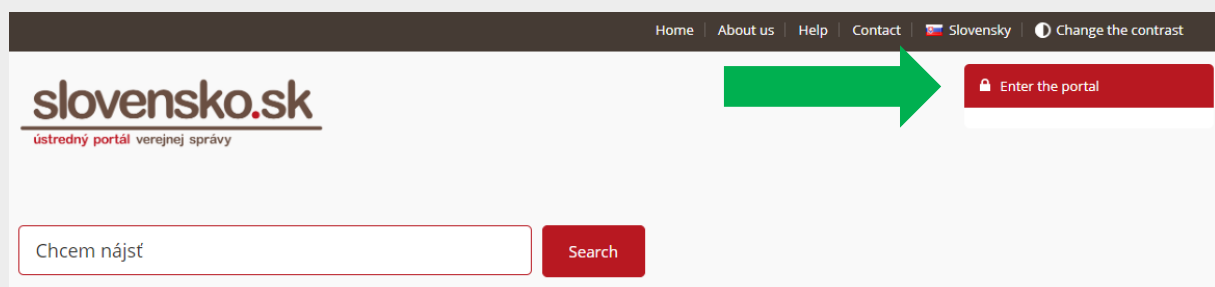


Figure 1- Log in to the portal [www.slovensko.sk](https://www.slovensko.sk)

You can choose from three login options (Figure 2):

- A)
- B) Logging to the portal – application Slovensko v **mobile**,
- C) Logging to the portal – as resident of EU member state,
- D) Logging to the portal – via residence card or alternative authenticator.


Proceed depending on which option you have chosen.

**slovensko.sk**

[slovensko.sk](#) > [Login](#)

## Login through slovensko.sk

Choose one of the options:




### Login with Slovak ID

You will need eID (residence card or alternative authenticator), card reader and your BOK code.

Login

[More about login with Slovak ID](#)




### Login with application Slovensko v mobile

You will need your mobile phone and application Slovensko v mobile.

Login

[More about application Slovensko v mobile](#)



### Login as resident of EU member state

We will redirect you to login page for residents of EU.

Login

[More about login of EU member state residents](#)

Figure 2 – Login options

*Released by: National Agency for Network and Electronic Services  
The used pictures are illustrative only.*

## Logging to the portal – application Slovensko v mobile

From 20<sup>th</sup> of June 2022, you can log in using the free mobile app Slovensko v mobile (Figure 3).



Figure 3 – Slovensko v mobile app icon

**Note:**

*Slovensko v mobile is being put into practice in several phases. The first step is a Mobile ID that allows you to access the portal in a web browser on your computer after the initial activation you can log in without a reader and ID card with chip simply by using the application.*

### To log in via the mobile app, you need:

- smartphone (Android 9+ or iOS 13+) with internet connection,
- computer with internet connection,
- [downloaded and installed](#) Slovensko v mobile app (from [Google Play](#), if you have Android, from the [App Store](#), if you own iOS),
- [activated application](#) Slovensko v mobile, which takes place online. The application is activated by "pairing" with your ID, therefore you will need an ID card with an electronic chip at this stage, smart card reader, personal security code (BOK), installed Application for ID to login and driver to chip reader cards, which are available free of charge in the "[Download](#)" section. On the page [svm.slovensko.sk](https://svm.slovensko.sk) you can make sure you have everything you need to activate.

If you have successfully activated the application (paired with your ID), you can sign in as follow:

**Step 1** - Open the portal <https://www.slovensko.sk/en/title> the web browser of your computer and click on "Enter the portal" at the top right (Figure 1).

**Step 2** - Click on the green "Login" button in the right sign-in panel with the mobile phone icon (Figure 4).

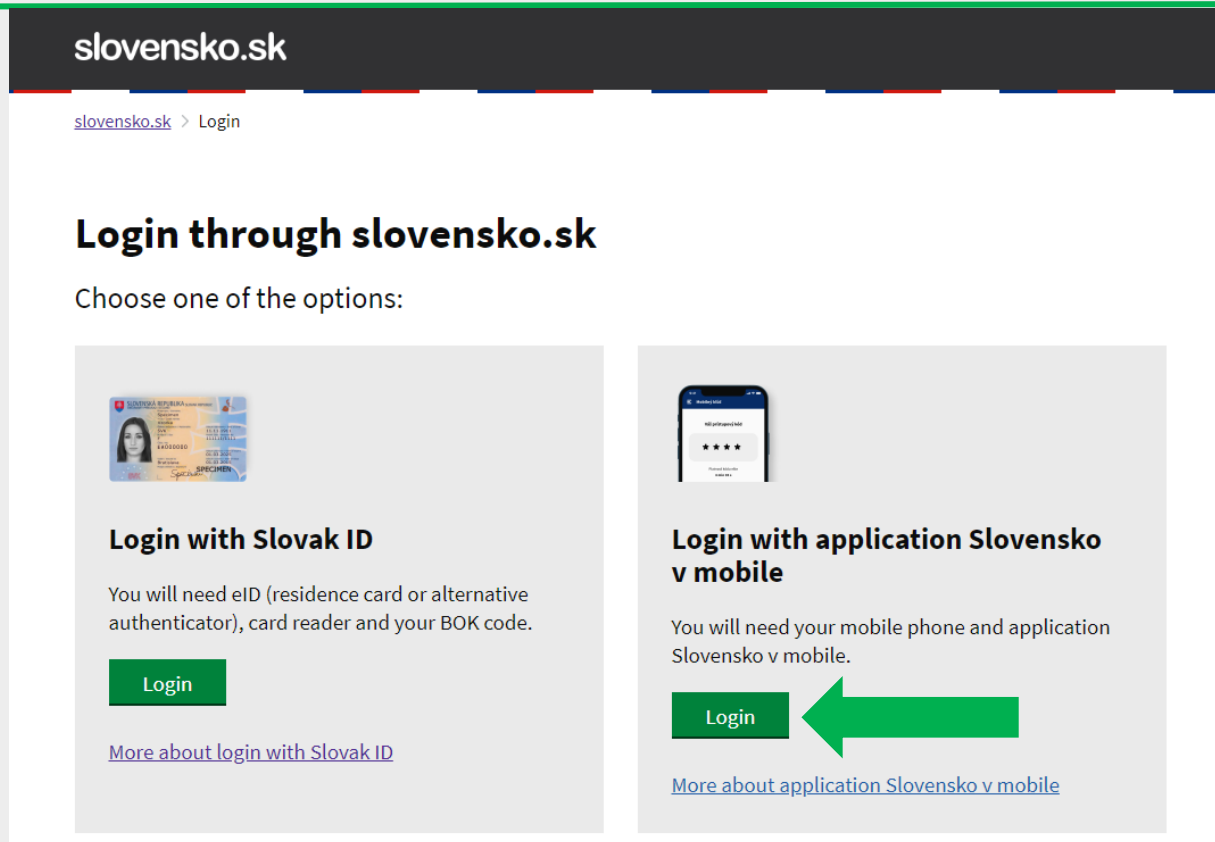


Figure 4 – Login with Slovensko v mobile app

**Step 3** - In your computer's web browser will appear screen – Log in with the mobile key (Figure 5).

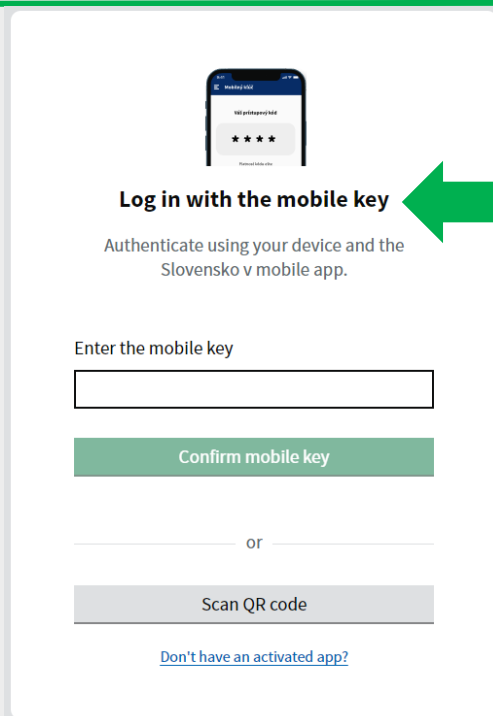


Figure 5 – Log in with the mobile key

**Step 4** - Launch Slovensko v mobile app on your smartphone by clicking on the icon (Figure 6).



Figure 6 – Slovensko v mobile app icon

**Step 5** - Log in to the application by entering the PIN code (Figure 7) that you created during its installation and activation. You can also use the biometric login method if you have this login method enabled in the application.

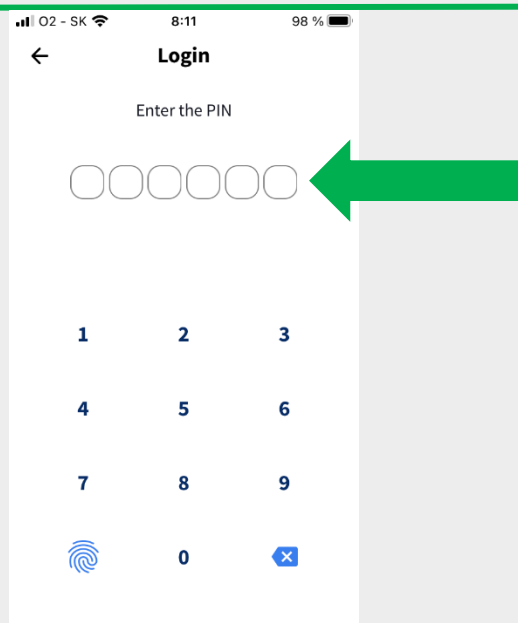


Figure 7 – Enter the PIN

**Step 6** - A screen called Mobile Key will appear on the smartphone display. Click on the blue **"Generate mobile key"** button (Figure 8). You can also use the option to scan the QR code by clicking on **"Scan the QR code"**.

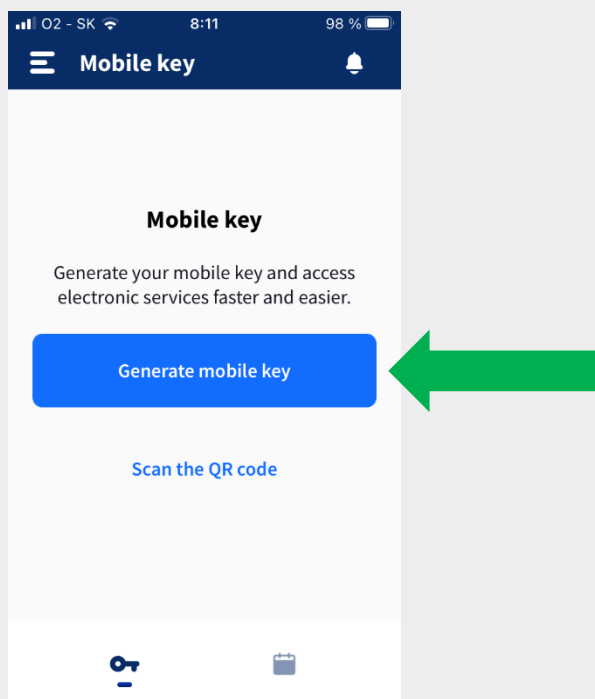


Figure 8 – Generate mobile key

**Step 6A** - If you select "Generate mobile key" option, a 9-digit number will be automatically generated in the application (Figure 9).

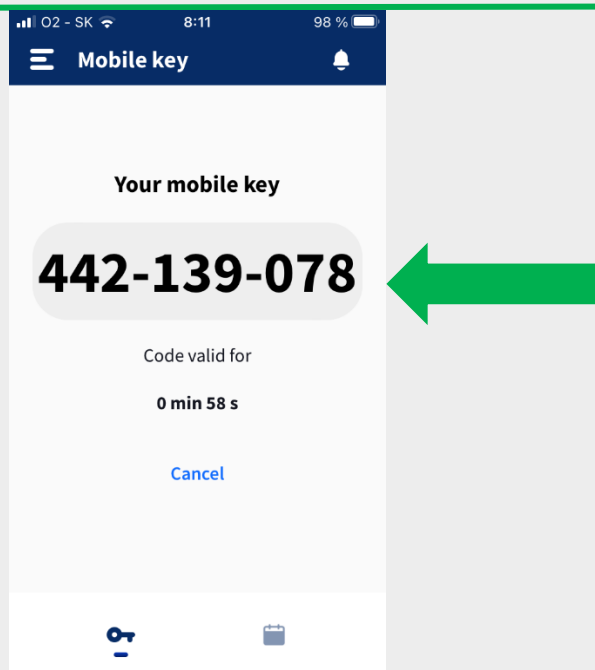


Figure 9 – Mobile key

Type the number in the "Enter the mobile key" box on your computer's web browser. Click on the green "Confirm mobile key" button (Figure 10).

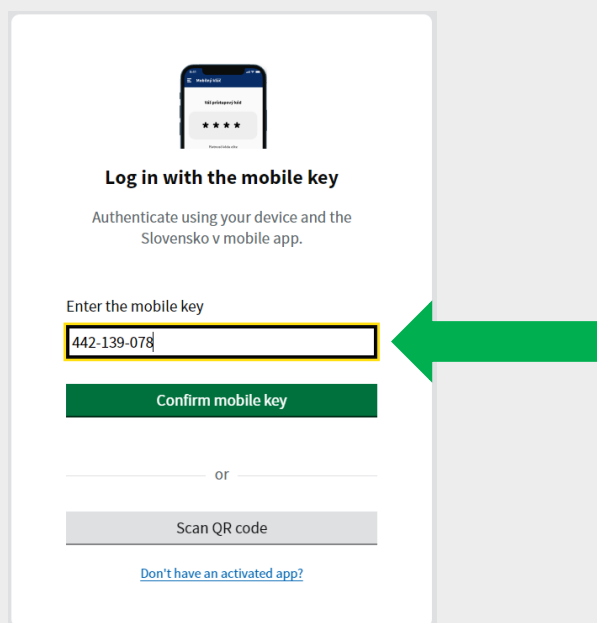


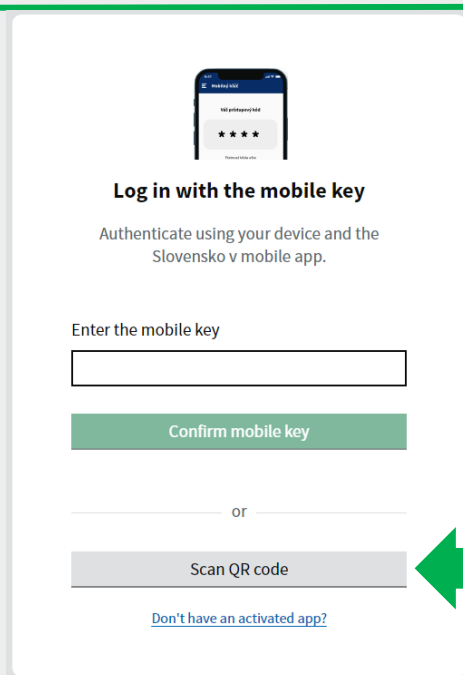
Figure 10 – Enter and confirm mobile key

**Step 6B** - If you select the option via QR code, you generate it in your web browser on your computer by clicking on the "Scan QR code" button in the window called "Log in with the mobile key" (Figure 11 and Figure 12).

*Released by: National Agency for Network and Electronic Services*

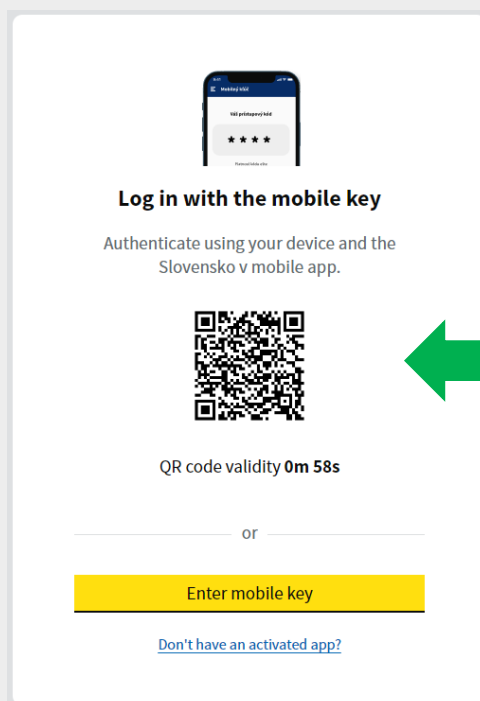
*The used pictures are illustrative only.*





The screenshot shows a login interface titled "Log in with the mobile key". Below the title, it says "Authenticate using your device and the Slovensko v mobile app." There is a text input field labeled "Enter the mobile key" and a green button labeled "Confirm mobile key". Below these, separated by a horizontal line with the word "or" in the center, is a grey button labeled "Scan QR code". A green arrow points to the "Scan QR code" button. At the bottom, there is a link that says "Don't have an activated app?".

Figure 11 – Scan QR code button



The screenshot shows the same login interface as Figure 11, but with a QR code displayed in the center. Below the QR code, it says "QR code validity 0m 58s". The "Scan QR code" button is replaced by a yellow button labeled "Enter mobile key". A green arrow points to the QR code. The "Don't have an activated app?" link is still at the bottom.

Figure 12 – Generated QR code in a web browser on your computer

## User guide for the use of the electronic mailbox

Date of release: 21<sup>st</sup> of February 2019

Version: 5

Date of actualization: 27<sup>th</sup> of June 2022

In the app select "Scan QR code". The camera will turn on automatically on the mobile device to scan the QR code. Scan the generated QR code from your computer's web browser with your smartphone.

**Step 7** - After successfully verifying the entered code, you will be automatically logged in to the portal in a web browser on your computer. If you have more than one legal status, the subject selection page will be displayed first. Confirm your selection.

**Step 8** – You will be redirect to the portal's home page. To access the electronic mailbox, press the "Mailbox" icon at the top right (Figure 13).

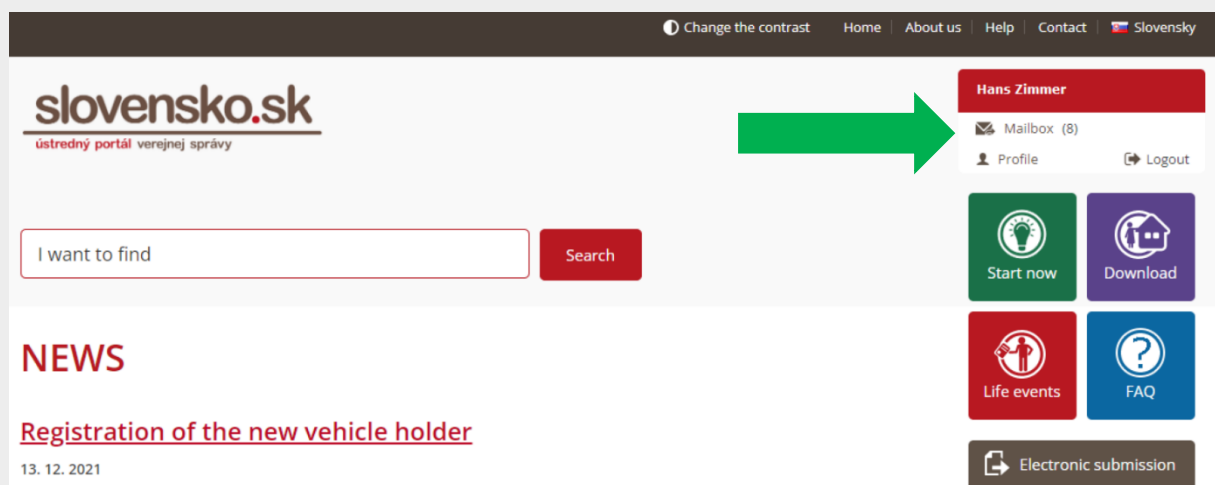


Figure 13 – Enter electronic mailbox

## Logging to the portal – as resident of EU member state

**Step 1** - Open the portal [https://www.slovensko.sk/en/title\\_in](https://www.slovensko.sk/en/title_in) the web browser of your computer and click on "Enter the portal" at the top right (Figure 1).

**Step 2** - Click on the green "Login" button in the panel with the EU flag icon (Figure 14).

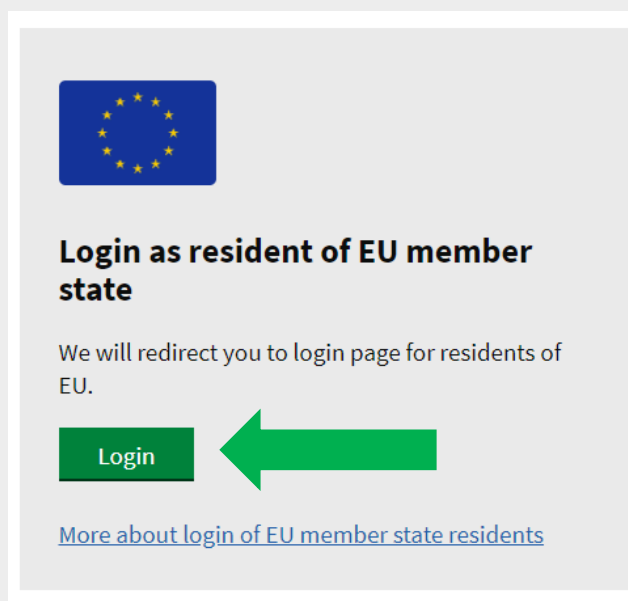


Figure 14 – Login as resident of EU member state

**Step 3** - You are redirected to the eIDAS Node. Select your country (Figure 15). Complete the authentication by your eID.

Which country is your eID from?  
Select country and then login with your national eID.

Search for country

Austria	Germany	Malta
Belgium	Greece	Netherlands
Bulgaria	Hungary	Norway
Croatia	Iceland	Poland
Cyprus	Ireland	Portugal
Czech Republic	Italy	Romania
Denmark	Latvia	Slovenia
Estonia	Liechtenstein	Spain
Finland	Lithuania	Sweden
France	Luxembourg	

Figure 15 - eIDAS Node (Select country)

**Note:**

Current list of countries which can log in to slovensko.sk [European Commission Portal](#). More information in article [“Information about login via eIDAS Node”](#).

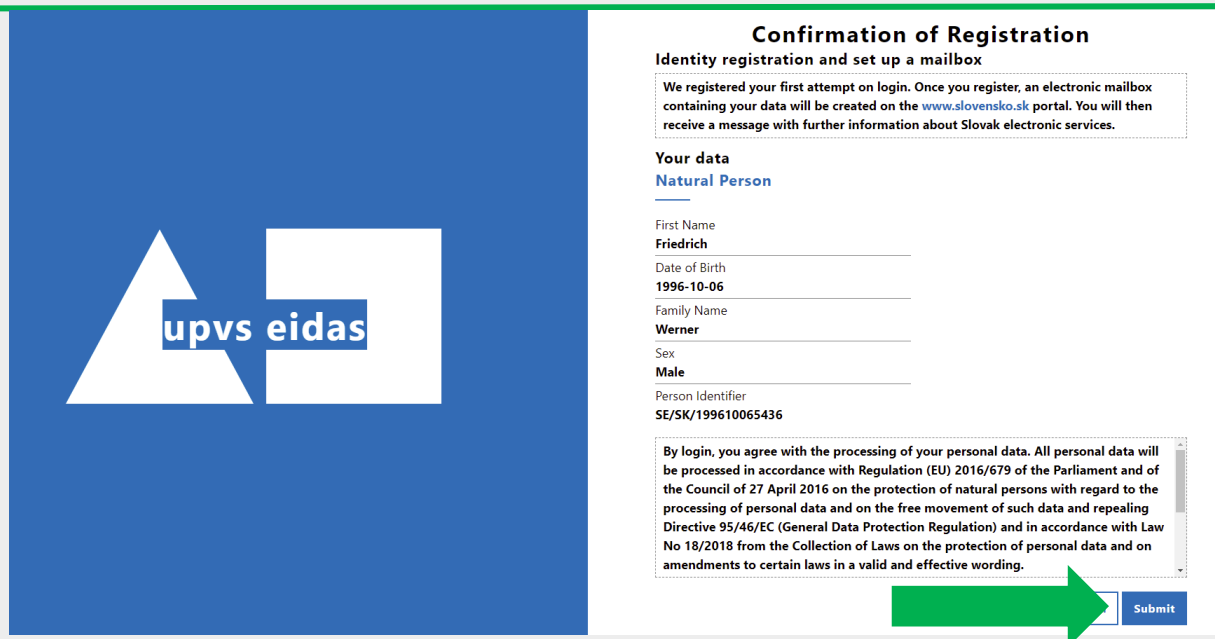
**Step 4** - After that, you will see your data in Confirmation of registration. Subsequently, you can go to “Submit” (Figure 16).

## User guide for the use of the electronic mailbox

Date of release: 21<sup>st</sup> of February 2019

Version: 5

Date of actualization: 27<sup>th</sup> of June 2022



**Confirmation of Registration**  
Identity registration and set up a mailbox

We registered your first attempt on login. Once you register, an electronic mailbox containing your data will be created on the [www.slovensko.sk](http://www.slovensko.sk) portal. You will then receive a message with further information about Slovak electronic services.

**Your data**  
**Natural Person**

First Name  
**Friedrich**

Date of Birth  
**1996-10-06**

Family Name  
**Werner**

Sex  
**Male**

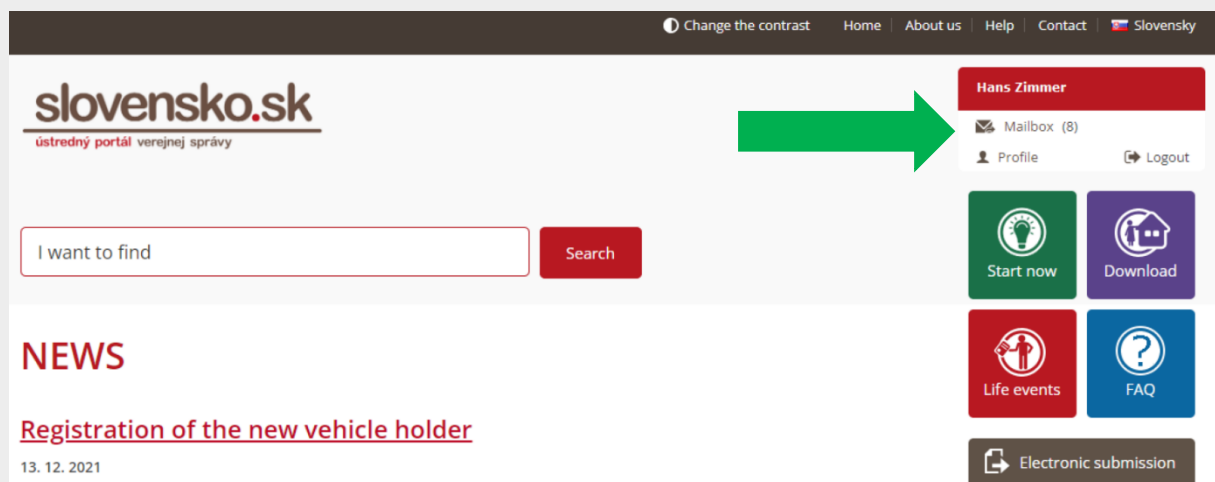
Person Identifier  
**SE/SK/199610065436**

By login, you agree with the processing of your personal data. All personal data will be processed in accordance with Regulation (EU) 2016/679 of the Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) and in accordance with Law No 18/2018 from the Collection of Laws on the protection of personal data and on amendments to certain laws in a valid and effective wording.

**Submit**

Figure 16 - Data in Confirmation of registration

**Step 5** – You will be redirect to the portal's home page. To access the electronic mailbox, press the "Mailbox" icon at the top right (Figure 17).



**slovensko.sk**  
ústredný portál verejnej správy

I want to find  **Search**

**NEWS**  
[Registration of the new vehicle holder](#)  
13. 12. 2021

**Hans Zimmer**  
Mailbox (8)  
Profile Logout

**Start now** **Download**  
**Life events** **FAQ**  
**Electronic submission**

Figure 17 – Enter electronic mailbox

## Logging to the portal – via residence card or alternative authenticator

**Step 1** - Open the portal [https://www.slovensko.sk/en/title\\_in](https://www.slovensko.sk/en/title_in) in the web browser of your computer and click on "Enter the portal" at the top right (Figure 1).

**Step 2** - Click on the green "Login" button in the left panel with the Slovak ID icon (Figure 18).

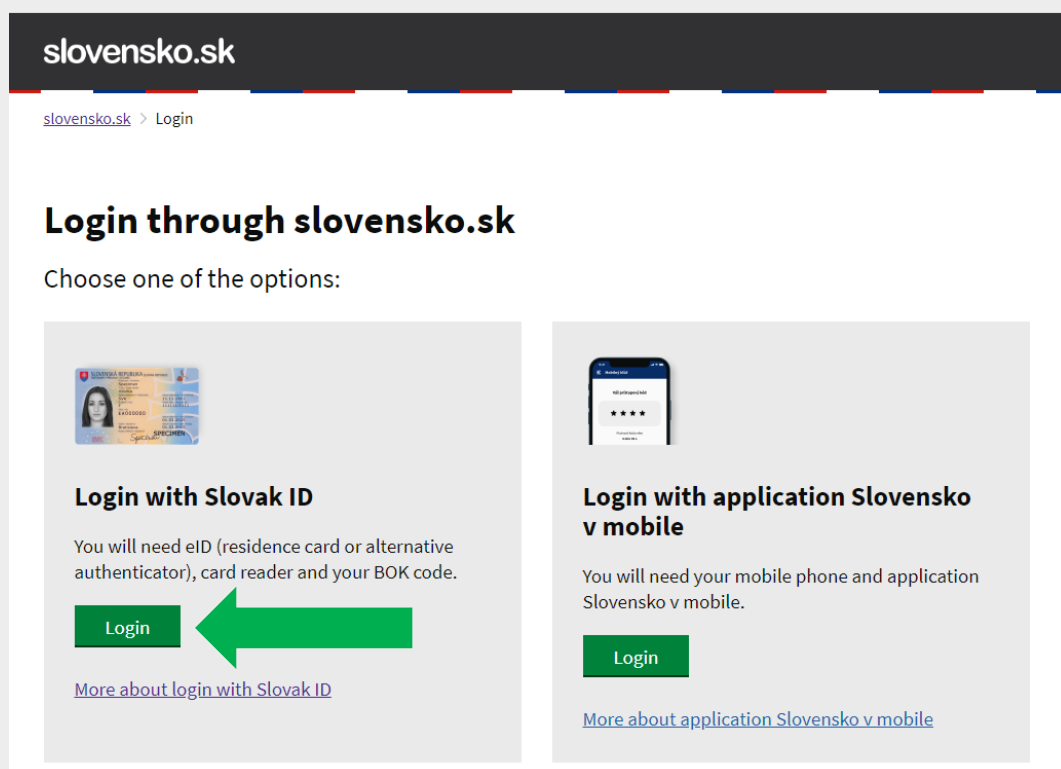
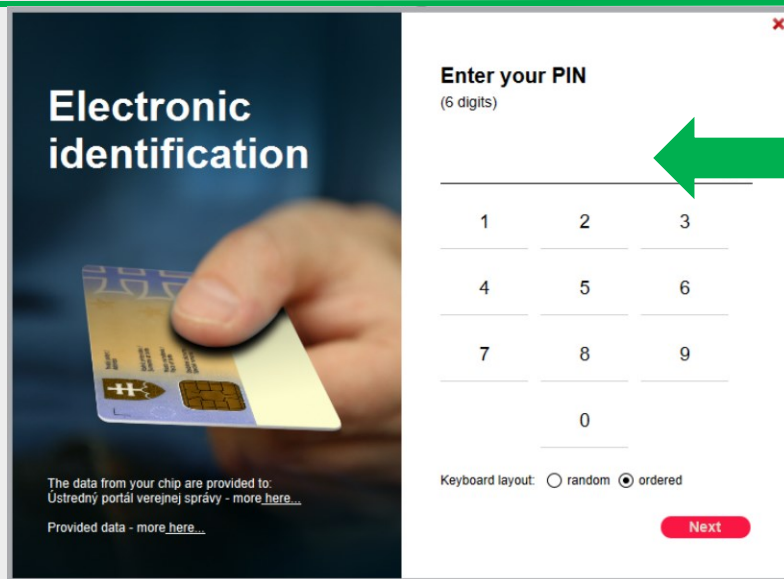


Figure 18 – Login with residence card or alternative authenticator

If you do not have a smart card reader connected, a window will appear in which you will be prompted to connect it.

If you do not have an eID card inserted in the chip card reader, a window will appear, in which you will be prompted to enter it.

**Step 3** - To successfully identify and authenticate a person, you need to enter 6 – digit PIN - security personal code (BOK) and press "Next" (Figure 19). The system verifies your entered BOK code and completes the person's authentication.



The screenshot shows a mobile application interface for electronic identification. On the left, a hand holds a yellow and blue identification card. The text 'Electronic identification' is displayed above the card. Below the card, it says 'The data from your chip are provided to: Ústredný portál verejnej správy - more [here...](#)' and 'Provided data - more [here...](#)'. On the right, a white box titled 'Enter your PIN (6 digits)' contains a numeric keypad with digits 1-9 and 0. A green arrow points to the input field for the first digit. Below the keypad, there is a 'Keyboard layout' section with radio buttons for 'random' and 'ordered' (selected). A red 'Next' button is at the bottom right.

Figure 19 – Enter your PIN

**Step 4** - After successful authentication, the subject selection menu page will be displayed on representation. Confirm your selection. If you only have one legal status, the system will log you in automatically.

**Step 5** – You will be redirect to the portal's home page. To access the electronic mailbox, press the "Mailbox" icon at the top right (Figure 20).

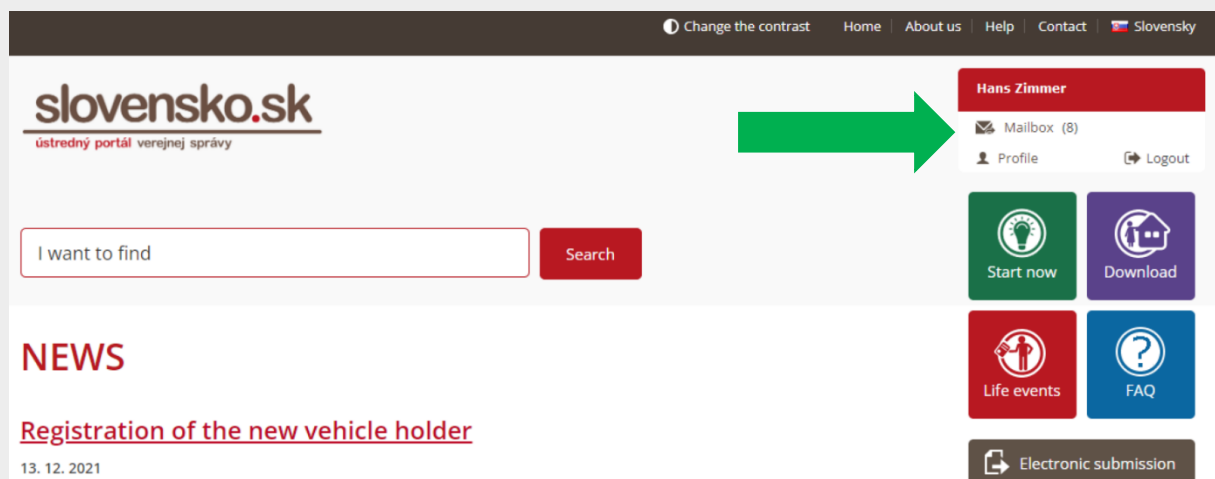


Figure 20 – Enter electronic mailbox

## Contact information in “Profile”

Now you are logged on [www.slovensko.sk](http://www.slovensko.sk). Click on “Profile” (Figure 21)

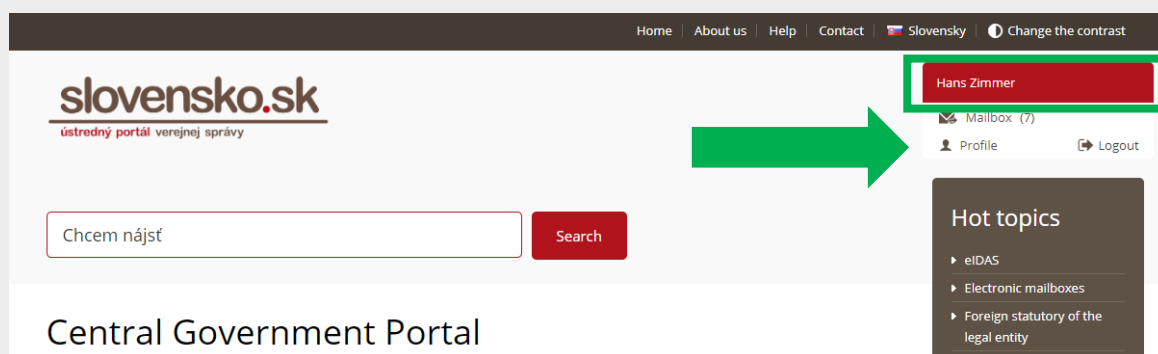


Figure 21 – Availability of “Profile” after login

When you choose “Profile” go to the first section “[Upravenie kontaktných údajov](#)” (only in Slovak, read: “Editing contact information”), you can check your address especially state, city, street, property registration number/building number (Figure 22). These must be the same as those displayed on login via eIDAS Node (see Figure 16).

The image shows a form titled 'Adresa trvalého pobytu' (Permanent address). It contains several input fields for personal data: Krajina (Country) with 'Nemecká spolková republika' (German Federal Republic) selected; Okres (District); Obec (Municipality); Časť obce (Part of municipality); Ulica (Street) with 'WEG NR.' entered; Súpisné číslo (Municipal ID number); Orientačné číslo (Orientation number) with '12 8E' entered; and PSČ (Postal code) with '22043' entered. At the bottom of the form is a red button with the text 'Opätovne načítať adresu z Registra fyzických osôb' (Reload address from the Register of natural persons).

Figure 22 – Contact information in “Profile”



## Your mailbox

Now you are logged in [www.slovensko.sk](http://www.slovensko.sk). Click on “Mailbox” (Figure 23).

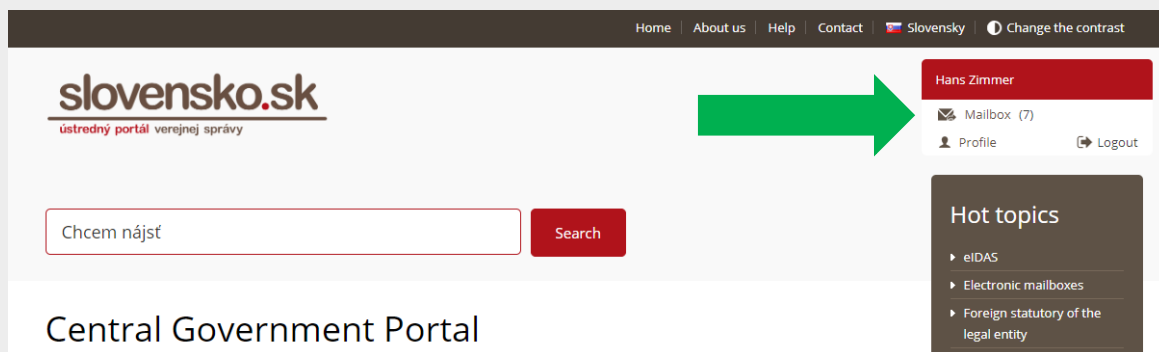


Figure 23 – Availability of the link “Mailbox”

When you choose “Mailbox”, displayed page is the main page of the mailbox that you have logged in (Figure 24).

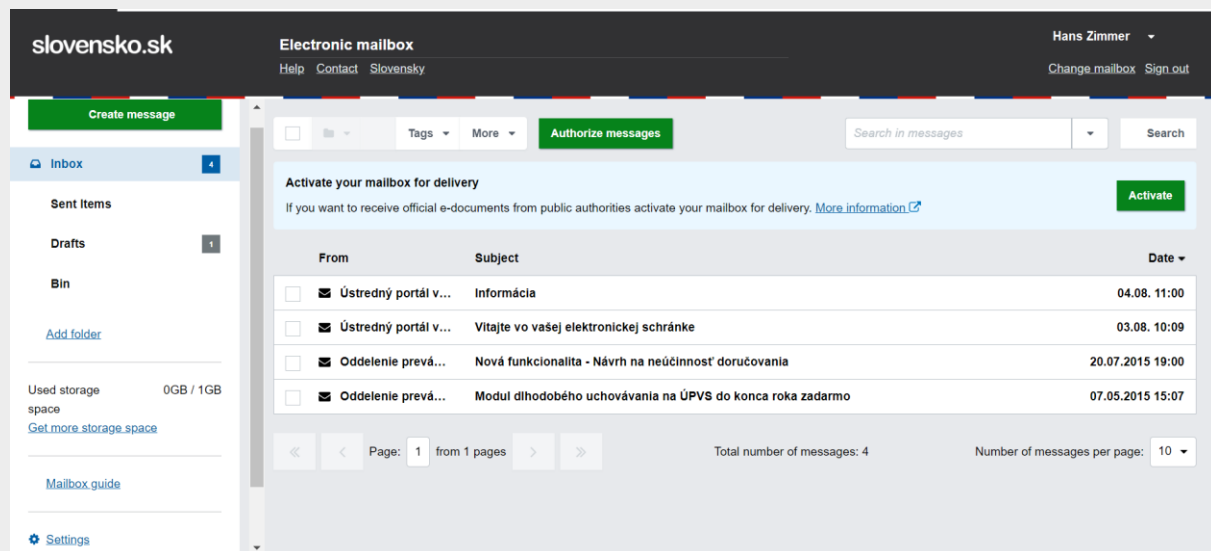


Figure 24 - Main page of the mailbox

In the left upper part of the page, you can find “Inbox”, “Sent Items”, “Drafts” and “Settings” (Figure 25).

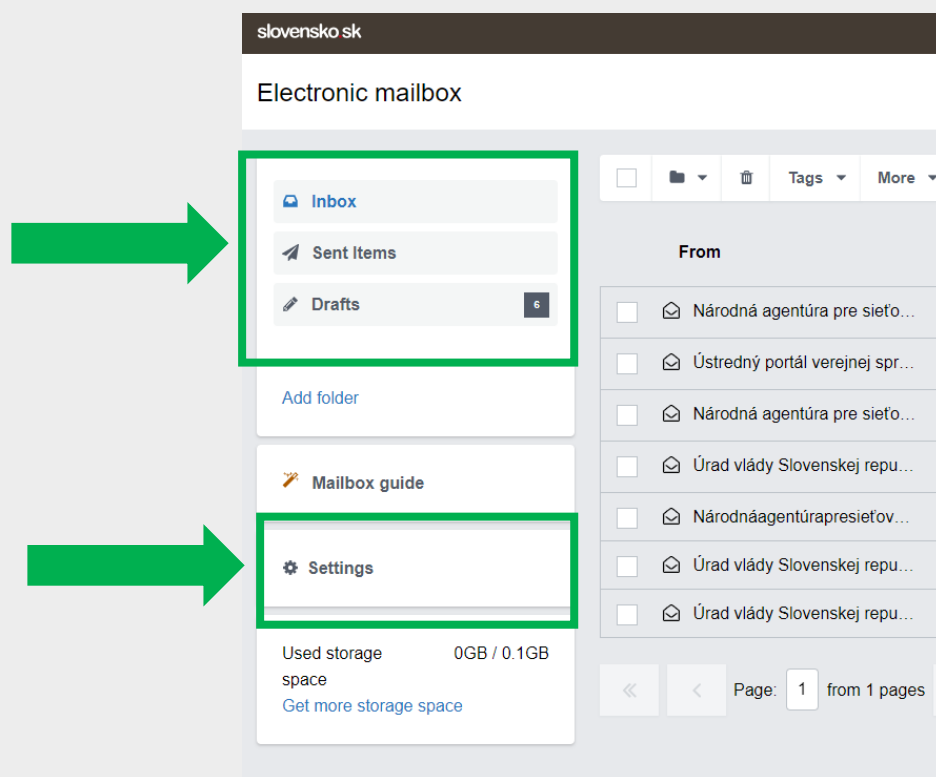


Figure 25 – Mailbox Menu

When you press “Settings” (Figure 25) you can find “Information about your Mailbox” (Figure 26).

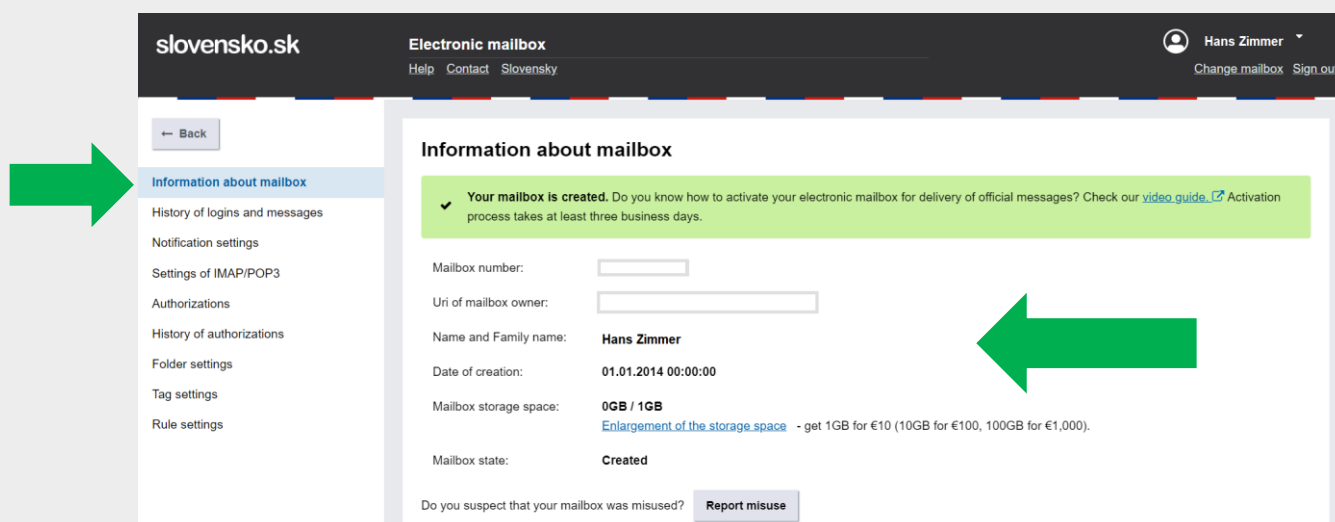


Figure 26 – Information about Mailbox

**Note:**

*In section “Information about Mailbox” you can find unique identifier (Uri of Mailbox owner), which you need to know while authorizing access.*

*Example: rc://cz/79d7d5a2-bdb6-4f4d-972a-076f19118cee\_novak\_vaclav, where identifier is only 79d7d5a2-bdb6-4f4d-972a-076f19118cee.*

*“Unique Identifier” is located in eIDAS in logging in (Figure 4). Example: CZ/SK/79d7d5a2-bdb6-4f4d-972a-076f19118cee, where identifier is 79d7d5a2-bdb6-4f4d-972a-076f19118cee.*

## Activation form

Click on “Activate mailbox”<sup>1</sup>.

The activation of the mailbox for delivery is available through the button “Activate mailbox” (Figure 27).

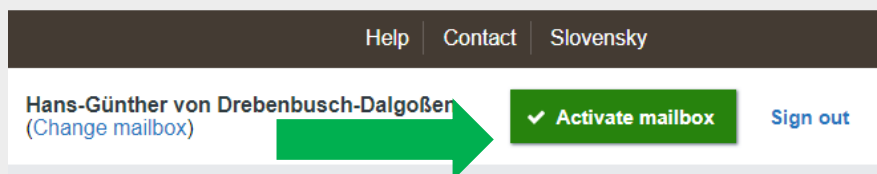


Figure 27 - Activate mailbox button

When you choose “Activate mailbox” you will see the electronic form of the request. Fill the form and go to “Send” (Figure 28).

---

<sup>1</sup> The activation of electronic mailbox does not affect the sending of electronic filing through the Central Government Portal. This only means that you can submit your electronic filing whether your mailbox is activated for delivery or not. The only difference is that the public authorities can deliver the electronic decisions to the activated electronic mailbox only. Electronic mailbox of the foreigner to whom the electronic mailbox is established based on identifier is not automatically activated for delivery. The foreigner has to do it by himself. Range of services depends on Slovak legislation and individual authorities. Electronic mailbox of foreigner is linked to an identifier, which is sent through [eIDAS](#).

← Back **Create message**

Message was saved to Drafts. It will be saved automatically.

**Message data**  
Recipient  
Ústredný portál verejnej správy

**Electronic document**

Žiadosť o aktiváciu elektronickej schránky

☒ Žiadam o aktiváciu elektronickej schránky na doručovanie

Od dátumu 11.02.2019

Send Save message Delete

Figure 28 - The electronic form of the activation request

In case you activated your mailbox: After successful activation, you will receive a message with information that activation for delivery was completed. The activation is done on the date specified in the request (not sooner than on the third business day after receiving the request).

## Deactivation form

Any time after activation you can also deactivate your mailbox for delivery. Please note that electronic reactivation request is charged of € 5, and you may reactivate it again only after 6 months.

If you want to deactivate your electronic mailbox, go to “Settings”, and click on “Deactivate mailbox” in section “Mailbox state” (Figure 29).

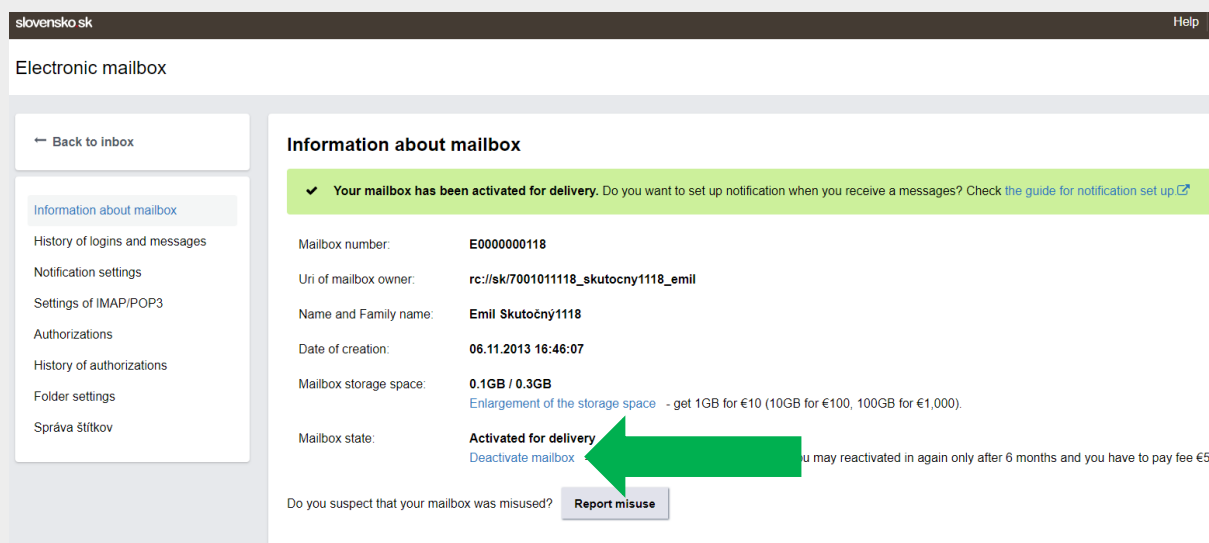


Figure 29 – Deactivate mailbox

When you choose “Deactivate mailbox” you will see the electronic form of the request. Fill the form and go to “Send” (Figure 30).

The screenshot shows the 'Create message' form. At the top, there is a 'Back' button and a notification: 'Message was saved to Drafts. It will be saved automatically.' Below this is the 'Message data' section with the recipient 'Ústredný portál verejnej správy'. The main section is 'Electronic document' with the title 'Žiadosť o deaktiváciu elektronickej schránky'. It contains a checkbox for deactivation, a warning about a 6-month waiting period and fee, and a date field set to 12.02.2019. A green arrow points to the 'Send' button at the bottom.

Figure 30 – The electronic form of the deactivation request

After successful deactivation, you will receive a message with information that deactivation for delivery was completed. The deactivation is done on the date specified in the request (not sooner than on the third business day after receiving the request).

## Filing of the “Electronic submission”

If you would like to file a submission to the Slovak public authority, click on button “Electronic submission” (Figure 31) (available only in Slovak, read: “Všeobecná agenda”) and select the relevant public authority.

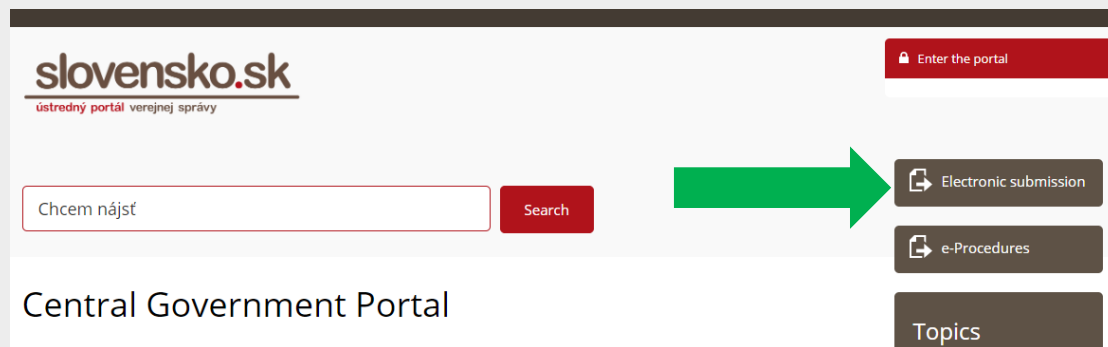


Figure 31 – Button for the “Electronic submission”

Fill in at least the Subject and Text (in Slovak: “Predmet”, “Text”), sign the form if necessary and send it (Figure 32).

You can add an attachment (e.g., PDF), optionally signed using your qualified electronic signature, if possible. (Not required). If you want to add attachments that have already been signed, use eIDAS formats – AsiC (. asice, .sce, asics, .scs).

Optionally, you can also electronically sign the submission or attached files using our signing application (available in section “[Download](#)”).

← Back **Create message**

Message was saved to Drafts. It will be saved automatically.

**Message data**

Recipient  
Národná agentúra pre sieťové a elektronické služby: Test

Vyplňte údaje označujúce správu.

Subject  
Všeobecná agenda

Recipient business reference (not required)

Sender business reference (not required)

**Electronic document**

Všeobecná agenda

Predmet

Text

Validate

Sign

**Attachments**

+ Add attachment

Send

Figure 32 – Create message of the Electronic submission

## Search in messages

To start the search in messages, enter the word and press “Search” or use advanced search first available via the drop-down arrow (Figure 33).

Search in messages

Q Search

Tags: does not matter

Sender: Type at least 3 characters

Recipient: Type at least 3 characters

Subject:

Contains:

Date from - to

Attachment: does not matter

Size: does not matter

Q Search Clear filter

Date

12.04. 11:45

01.04. 10:33

16.03. 10:55

11.03. 10:04

05.03. 12:29

01.03. 11:01

01.03. 10:59

01.03. 10:11

01.03. 10:09

01.03. 10:07

Figure 33 – Search in messages and advanced search

## List of the messages

The middle part contains messages with their date of delivery and status. In the lower part, you can manage the number of displayed messages per page (Figure 34).

From	Subject	Date
<input type="checkbox"/> Úrad vlády Slovenskej republiky	Doručenka	06.04. 10:01
<input type="checkbox"/> Úrad vlády Slovenskej republiky	Doručenka	06.04. 09:45
<input type="checkbox"/> Úrad vlády Slovenskej republiky	Rozhodnutie o schválení dotácie z Rezer...	05.04. 05:13
<input type="checkbox"/> Úrad vlády Slovenskej republiky	Doručenka	05.04. 05:11
<input type="checkbox"/> Test MV SR - Priestupky	5.Test formulára MV SR s pečatením bez...	29.03. 00:03
<input type="checkbox"/> Test MV SR - Priestupky	6.Test formulára MV SR s podpisom KEP...	29.03. 00:03
<input type="checkbox"/> Úrad vlády Slovenskej republiky - Ú...	Výsledok overenia podpisov v doručovan...	24.03. 11:16
<input type="checkbox"/> Mesto Žilina	Rozhodnutie za KO - Ministerstva financií...	20.03. 16:58
<input type="checkbox"/> Úrad vlády Slovenskej republiky - Ú...	Všeobecná agenda - rozhodnutie do vlas...	14.03. 10:34
<input type="checkbox"/> Úrad vlády Slovenskej republiky - Ú...	Doručenka	14.03. 10:30

← 1 2 3 4 5 ... 30 → Total number of messages: 293

Number of messages per page: 10

Figure 34 – Inbox



## Mailbox guide

For better orientation in the electronic mailbox, you may use the “Mailbox guide” that will show you basic functions of the mailbox (Figure 35).

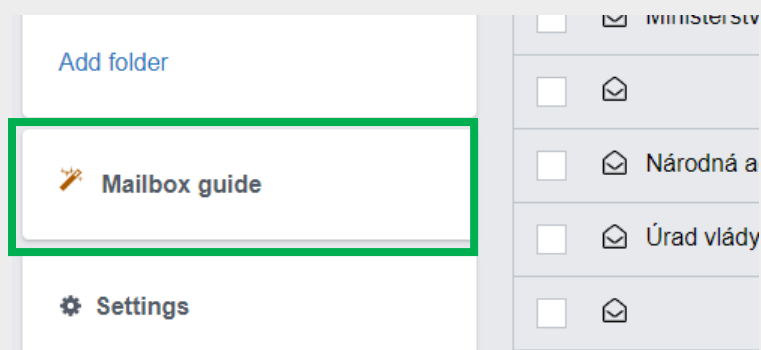


Figure 35 – Mailbox guide

## Settings

For more options and setting of mailbox press button “Settings” (Figure 36).

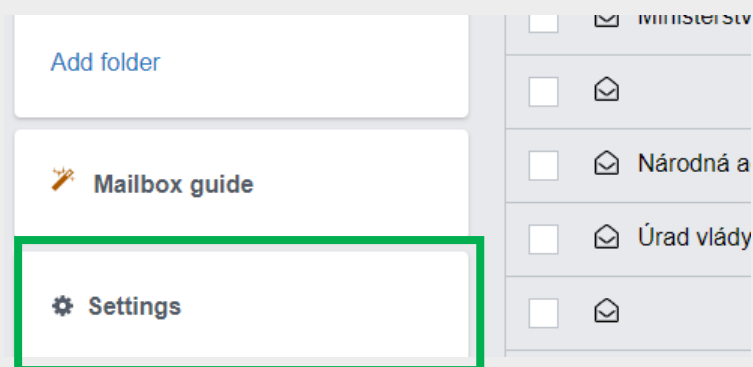


Figure 36 – Settings

## Used storage space

Each mailbox has limited storage space. In this section you can see actual used space. If you wish to enlarge your storage space press “Get more storage space” (Figure 37).

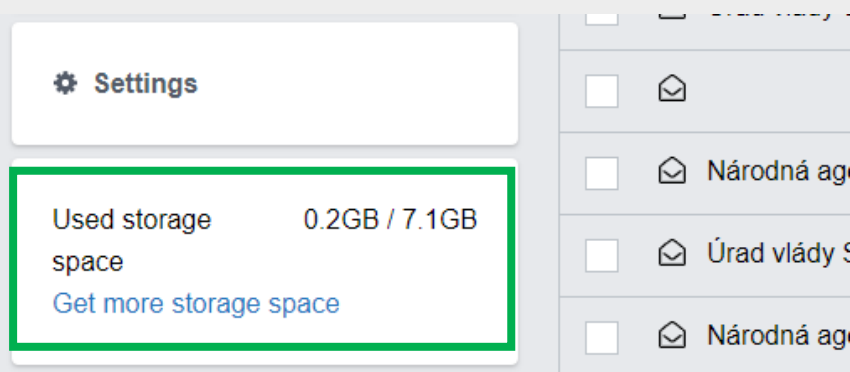


Figure 37 – Used storage space

## More options

This part contains more options with your messages. You can move them, delete them, tag them, import new messages, or authorize all messages (Figure 38).

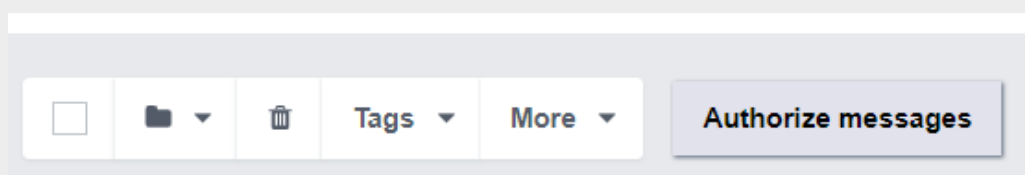


Figure 38 – More options

In the case you wish to go back to the main page of electronic mailbox press “Electronic mailbox”. If you want to go to the main page of slovensko.sk press button “slovensko.sk” in the left upper corner (Figure 22).

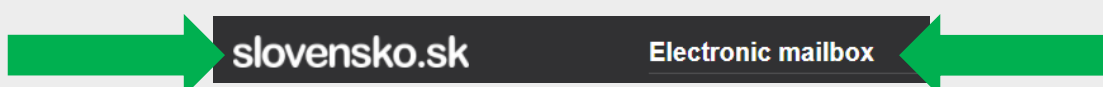


Figure 39 – Back

## Help, Contact and Slovak language

There are buttons Help and Contact in the left upper corner. Clicking on them you may contact Central customer service of Central Governmental Portal (ÚPVS). In this section, you can also switch between languages (Figure 40).

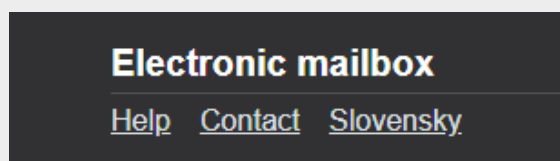


Figure 40 - Help, Contact, and Slovak language

## Change mailbox and Sign out

If you want to switch to other mailbox that you have access to press "Change mailbox". Next to the option "Change mailbox" there is also an option "Sign out" (Figure 41).

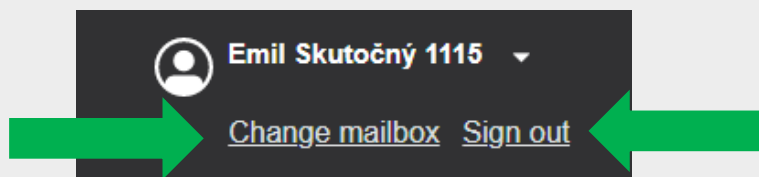


Figure 41 – Change mailbox and Sign out