



FEATURED IN THE PUBLIC SERVICES PORTAL

## IAPMEI LAUNCHED FINANCING PORTAL



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# POR DO FINAN



AUTENTICAÇÃO.GOV



LOCATIONS



CITIZENS



BUSINESS



PARTICIPATION



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The new public  
services portal for  
citizens and  
businesses



 **eportugal.gov.pt**  
o novo portal de serviços públicos



CIDADÃOS

EMPRESAS



LIFE EVENTS



DURING YOUR LIFE



HOME



EDUCATION



BUSINESS



FAMILY



LEISURE



BIRTH



DEATH



RETIREMENT



HEALTH



WORK



VEHICLES



## GUIAS PRÁTICOS

Use these practical guides to better know how to proceed in important situations regarding your interactions with public services.



Getting married or living together



Rights of persons with disabilities



Emigrant KIT



Having a child



Voting



Informal caregiver



Retiring



Request the divorce or separation



Travelling abroad



# THE BUSINESS SPOT

IT IS A PUBLIC SERVICE TO HELP ENTREPRENEURS CREATE AND MANAGE THEIR BUSINESS

## Commercial Register

How to register a brand, obtaining certificates and other services relate to your business registries.

Company Creation

Permanent Certificate Request

Acquisition of Brand

Simplified Business Information

SEE MORE ↘

## Services for economic activity

How to obtain licenses for economic activity, communications to entities and others.

Food & Beverage Procedures

Occupying of Public Space

Local Lodging

Industrial Licensing

SEE MORE ↘



### LOJA DO CIDADÃO

INFORMAÇÕES	SENHAS	DIREÇÕES	ENTIDADES
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EMEL - Empresa Municipal de Mobilidade e Estacionamento de Lisboa, E.M. S.A. ▾

Agência para a Modernização Administrativa ▲

#### Espaço Cidadão da Loja de Cidadão de Lisboa - Laranjeiras - Atendimento Geral

Última senha atendida: 27

Pessoas em espera: 5

Tempo médio de atendimento: 00:07:49

Tempo médio de espera da última senha: 00:05:00

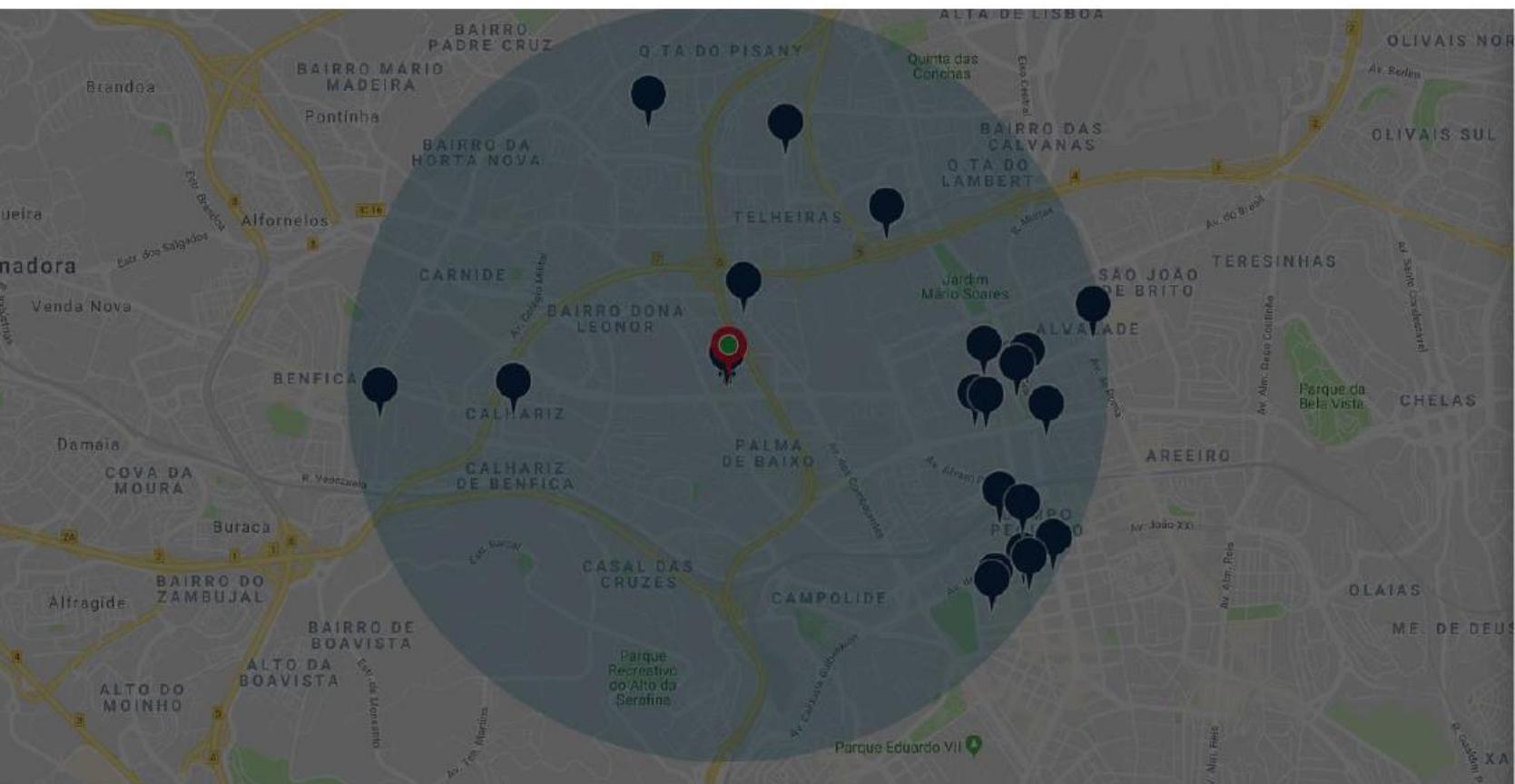
Estado: Senha disponível

[Receber senha por email](#) [Receber senha por SMS](#)

#### Espaço Cidadão da Loja de Cidadão de Lisboa - Condução

Última senha atendida: 8

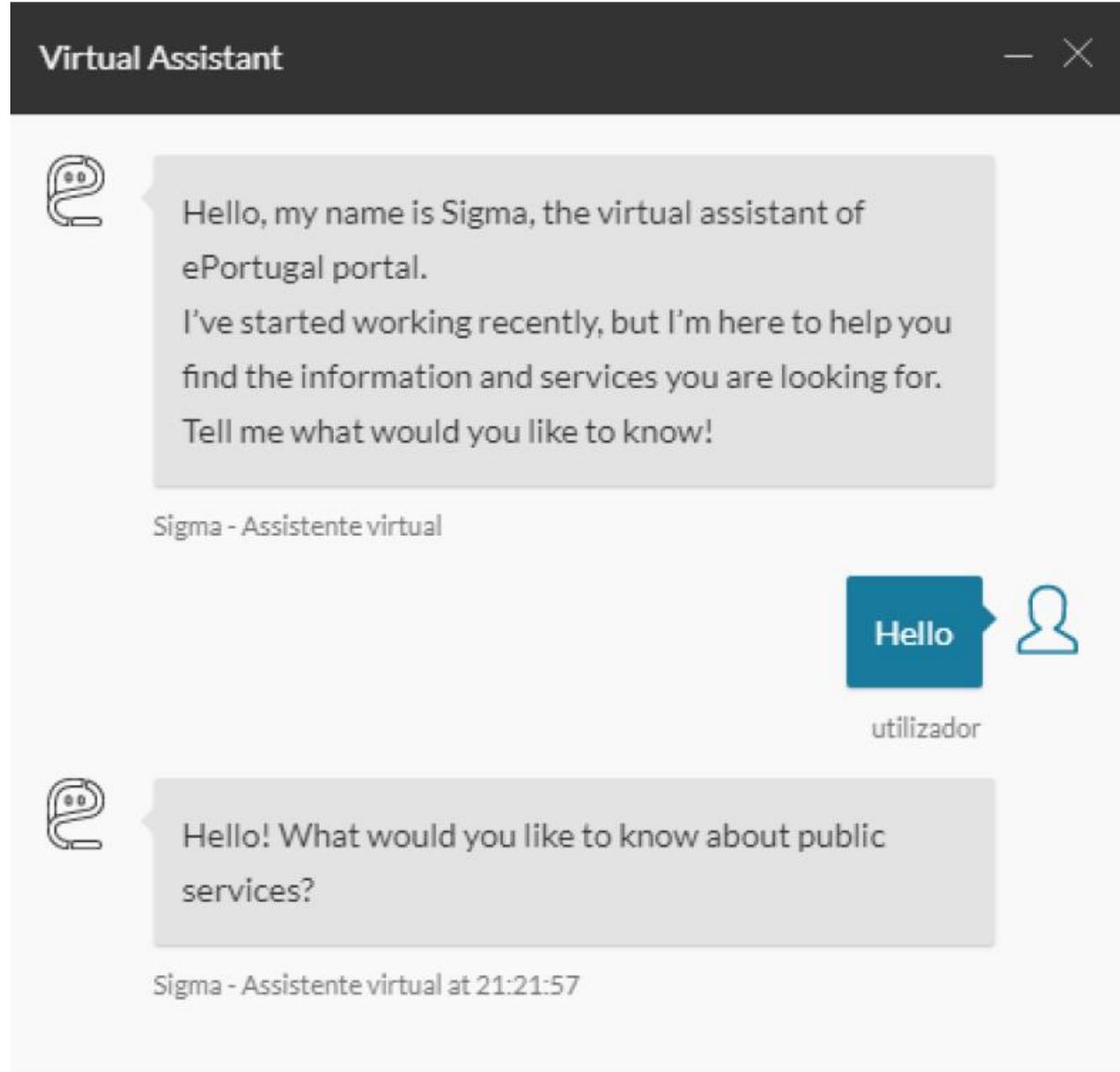
Pessoas em espera: 0



# The Citizen Map



The virtual assistant based on  
Artificial Intelligence



Type your message...



Home > Create Register

## CREATE ACCOUNT

Register on the ePortugal portal to have access to several online services and features.  
This is carried out through the electronic identification means provided by [Autenticação.gov](#).



### CREATE A NEW ACCOUNT ON THE PORTAL

 ▼

**i** For national and foreign citizens with an active Digital Mobile Key (CMD).

- ✓ You need the PIN code of your CMD and the associated mobile phone. If you have not yet joined the Digital Mobile Key, you can do so at [Autenticação.gov](#).
- ✓ The registration with CMD allows the realization of all the online services available in this portal.

CMD associated with Citizen Card / ID No. ▼

**SIGN UP →**

 CITIZEN CARD ▼

**i** For valid Citizen Card holders.

- ✓ You need a valid Citizen Card, authentication PIN, card reader, and have the Citizen Card application installed on your computer ([you can download it at Autenticação.gov](#)).
- ✓ The registration with the Citizen Card allows the accomplishment of all the online services available in this portal.

**SIGN UP →**

 DIGITAL CERTIFICATE ▼

**i** For Notaries, Lawyers and Solicitors

- ✓ You just need to have the valid digital certificate.
- ✓ **Access to online services related to professional activity.**

Notary ▼

**SIGN UP →**

 EUROPEAN AUTHENTICATION ▼

 USERNAME AND PASSWORD ▼

 SOCIAL NETWORKS ▼



## PARTICIPATION

### LEARN MORE ABOUT:

SIMPLEX

[dados.gov](http://dados.gov)

GovTech

Open Government Partnership

Silver Certificate regarding  
Usability and Accessibility

<https://selo.usabilidade.gov.pt/>

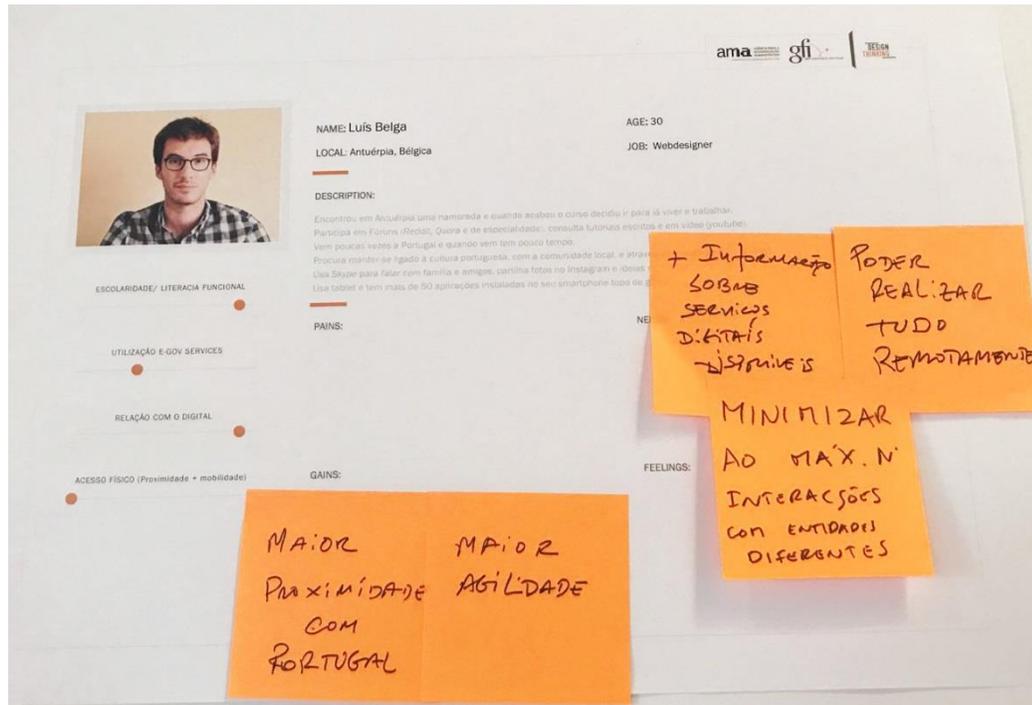




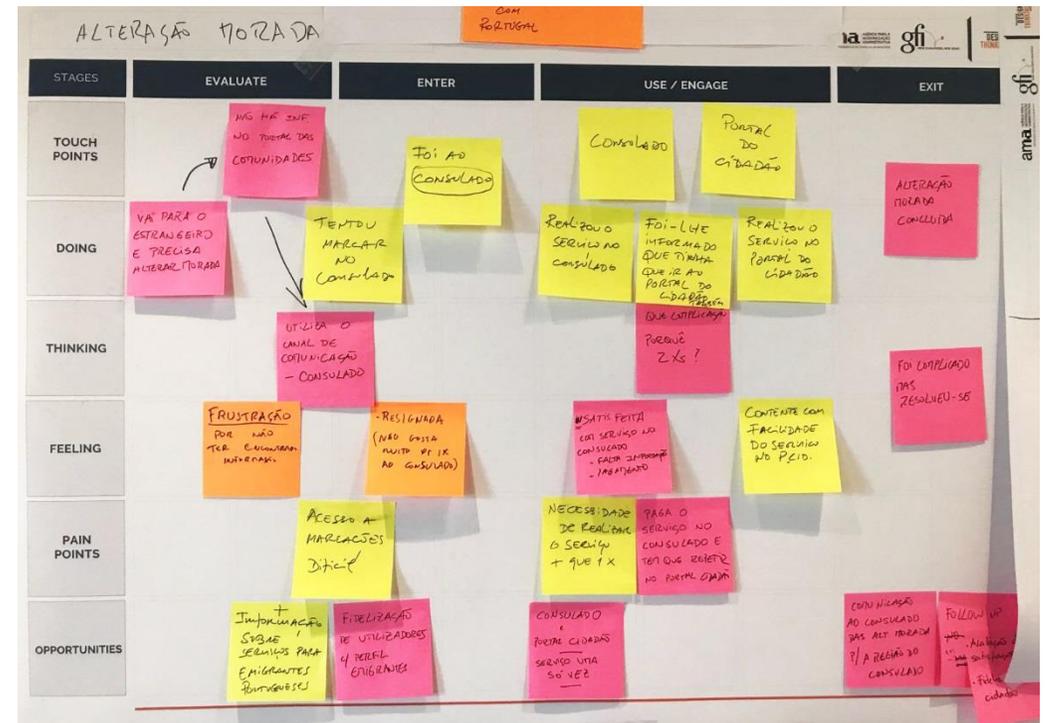
A Citizen Centric Service



A portal meant to answer the real citizens and businesses needs and expectations



The use of personas



Customer Journeys

Workshops and  
Design  
Thinking  
Sessions





Media Clipping

ePortugal launched to  
simplify the access to public  
services

[Link](#)

☰

**VISÃO**

POLÍTICA  
14.02.2019 às 17h40

f t w e

## Lançado portal ePortugal para simplificar o acesso a serviços públicos



A partir de hoje todos os serviços públicos estarão agregados 'online' numa plataforma para simplificar o acesso dos portugueses a serviços como a consulta da situação fiscal

The Citizen Portal is now  
ePortugal and gathers all  
the online public services

[Link](#)

The screenshot shows a news article on the Observador website. The header is blue with the Observador logo and navigation icons. The article title is "Portal do Cidadão passa a ePortugal e junta serviços públicos online". The text below the title states that the Portal das Empresas will be aggregated with the Citizen Portal, and that the old system was online since 2004 but was targeted for a major update in 2015. Below the text is a photograph of a building with a large red speech bubble logo containing a green circle, and the text "LOJA DO CIDADÃO" is visible on the building's facade. The article is categorized under "POLÍTICA / SERVIÇOS PÚBLICOS" and includes a "Seguir" button. The author is "Observador Texto" and the date is "14 fev 2019, 14:10". Social media sharing icons for Facebook, Twitter, LinkedIn, Email, and WhatsApp are also present.

OUVIR RÁDIO

OBSERVADOR

Assinar

POLÍTICA /  
SERVIÇOS PÚBLICOS

Seguir

## Portal do Cidadão passa a ePortugal e junta serviços públicos online

O Portal das Empresas vai ser agregado com o Portal do Cidadão. O antigo sistema estava online desde 2004, mas tinha sido alvo de uma grande atualização em 2015.

Observador  
Texto

14 fev 2019, 14:10

f t in e w

LOJA DO CIDADÃO



ePortugal has arrived to make  
your life easier

[Link](#)

GLOBAL LOCAL WEB

## **Chegou o ePortugal, o “Portugal digital” para te facilitar a vida**

Com um total de 1200 serviços para cidadãos e 1300 serviços para empresas, o ePortugal permite, por exemplo, renovar ou alterar a morada do Cartão de Cidadão, revalidar a carta de condução, marcar uma consulta num centro de saúde ou abrir uma empresa.



Mário Rui André 14 FEVEREIRO, 2019



**ama** | ADMINISTRATIVE  
MODERNIZATION  
AGENCY

PRESIDENCY OF THE COUNCIL OF MINISTERS