



Hungary's Digital Citizenship Program



Our Approach to modern administration

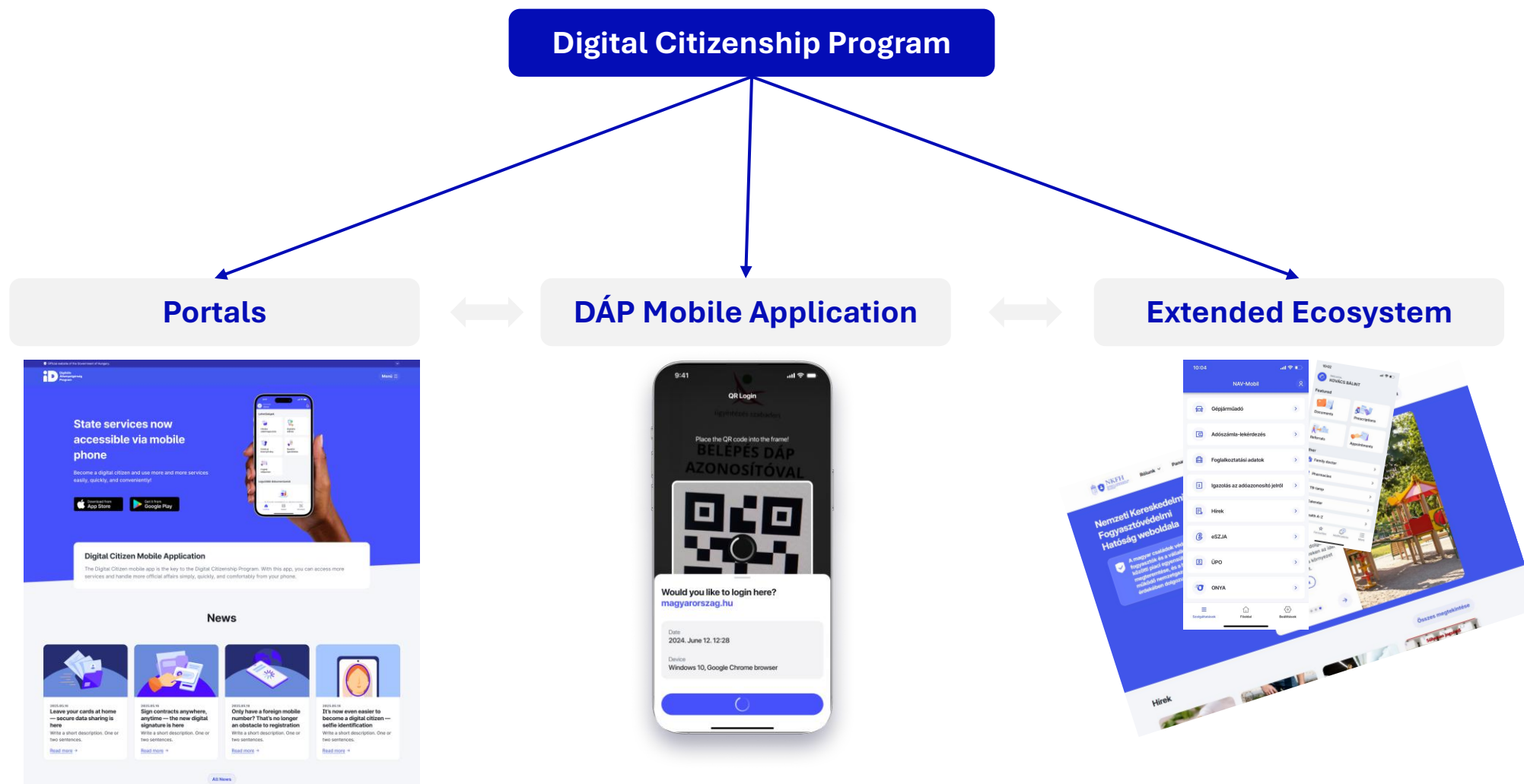
The need for change

- ✓ Addressing citizen frustrations with complex, fragmented, and often paper-based public administration.
- ✓ Meeting modern expectations for convenient, efficient digital services, similar to private sector experiences.

Our core principles

- ✓ User-Centricity: Built services directly addressing identified citizen needs and life events.
- ✓ Simplicity & Transparency: Engineered clear, intuitive processes with straightforward language.
- ✓ Unified user experience: Developed a unified UX/UI for maximum convenience.
- ✓ Modern & Secure Tech: Deployed cloud infrastructure for robust data safety and user trust.

Digital Citizenship Ecosystem



DÁP Portals

Citizen Portal

- ✓ Introducing life-events
- ✓ Easy to relate, find, consume information
- ✓ Quicker and more understandable administration

Information Portal

- ✓ About DÁP Application
- ✓ About the Digital Citizenship Program
- ✓ About the future

Best Practices and Dev Portal

- ✓ Frameworks
- ✓ Good practices
- ✓ Developers site

Official matters in one place, understandably

[Application for old-age pension](#)[Childcare fee \(CSÉD\)](#)[Jobseeker's allowance](#)

Life events



Buying or selling a car

Tasks related to the sale and purchase of motor vehicles, contracting, payment of duties, and vehicle reregistration.



Lost my job

Application for jobseeker's allowance, support for job search or career change.



Study in higher education

Application to the Hungarian higher education system, admission procedure, student loans, and scholarships.



Having a child

Tasks and support related to family planning, pregnancy, childbirth, and early childhood.



Getting married

Declaration of intent to marry, required documents, civil ceremony, and post-marriage tasks.



Relative of mine has passed away

Reporting a death, funeral, probate procedure, benefits available after the death of a relative.



Getting a driver's license

Tasks and useful information related to obtaining the first AM and B category driver's license.



Buying an apartment

Process of buying a used apartment, state subsidies, address registration, and payment of duties.



Become a pensioner

Old-age pension and women's preferential old-age pension (Women 40), application steps, employment while receiving a pension.



Start a business

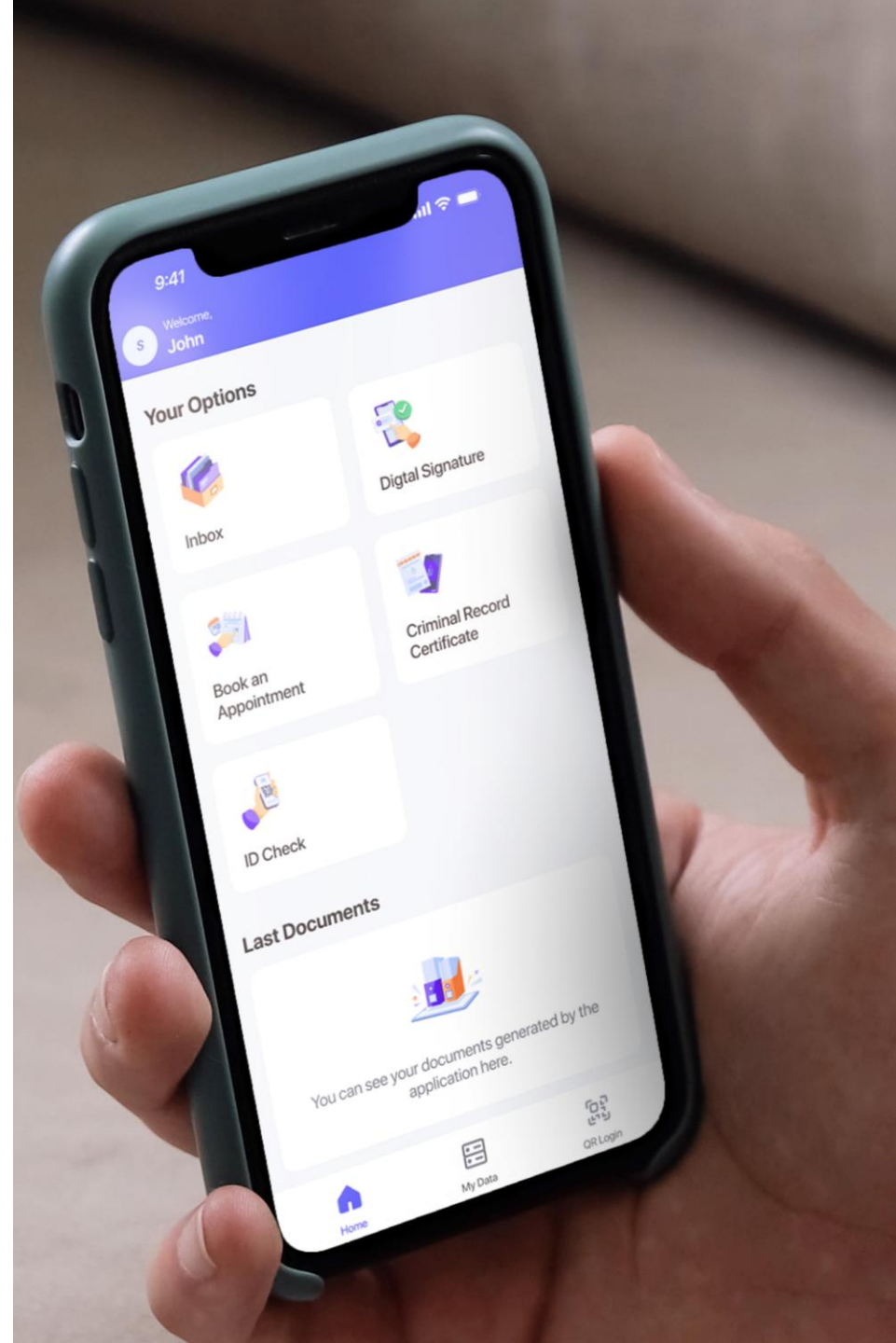
Starting a business from idea to realization.

DÁP App – Public Services in your Pocket

- ✓ All your data in one place
- ✓ **Digital ID & QR Code Login & ID Check**
- ✓ **Certified Data sharing**
- ✓ **Digital Criminal Record Certificate**
- ✓ Book Appointments
- ✓ **Digital Signature**
- ✓ News Feed
- ✓ **Inbox**



3.1 million+ downloads



DÁP App – Digital Signature

A free, "qualified, stored key electronic signature" for digital citizens, valid in the EU, legally equivalent to a handwritten signature.

How it can be used?

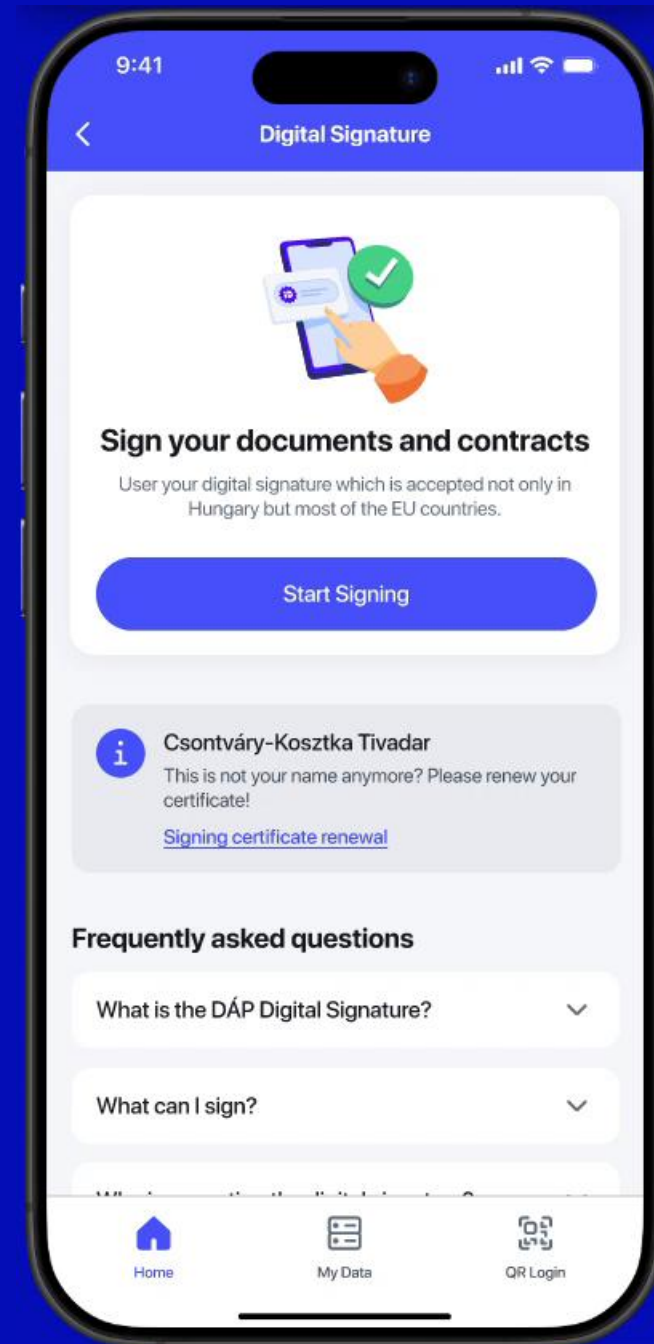
- ✓ Allows individuals to sign contracts, authorizations, certificates, and other documents online.
- ✓ Facilitates smoother everyday administration by enabling legally accepted signatures to be made online.
- ✓ Personal Use Only: Intended for natural persons for personal use under the EU's eIDAS regulation.



1.9 million+ certificates

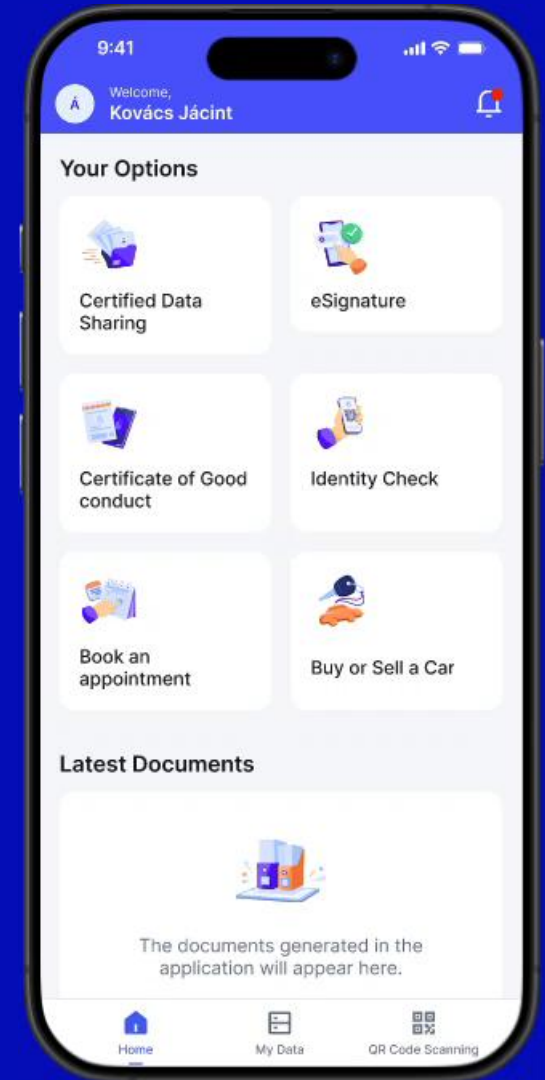


800k signed documents



Vehicle Administration – in DÁP App

- ✓ The entire process of buying or selling a car is now fully digital in the DÁP app, eliminating paperwork and in-person visits.
- ✓ Users can prepare, sign and submit all necessary documents electronically, ensuring a fast, secure, and convenient experience for both buyer and seller, with official registration handled directly through the app.



Best Practices and Dev Portal

Design and UX

- ✓ Goal: provide tools to enable a unified user experience across all platforms
- ✓ UI Toolkits, Audit results, good practices

Platforms and Systems

- ✓ Goal: provide tools, test-environments and documentations on services and frameworks which the market can easily connect to
- ✓ Sandbox environments to test connections (Wallet, HAASZ)
- ✓ API documentations

Design and development of digital public services

Tools and services for creating seamless and excellent user experience in digital administration.

Design and UX

DÁP Design System Beta

Components, templates, styles, and guidelines for designing user interfaces.



Service Design Standards

Guidelines for creating user-centered services.



UX audits Coming soon

Research and analysis of user experience of services.

Platforms and Systems

DÁP Framework Services

Integration and API documentation for the framework services of the Digital Citizenship Program.



Digital Services

Information for entities obliged to provide digital services regarding their reporting obligations.



Legacy Systems Coming soon

Access and documentation of previous systems and services.

Development

DÁP Design System Components

Komponensek a DÁP Design Systemhez



Digital Citizenship Program

Information for state and market participants

Information for state and market participants about the implementation of the program and framework services.



Information for Citizens

Information for citizens about the implementation of the program and the DÁP mobile application.



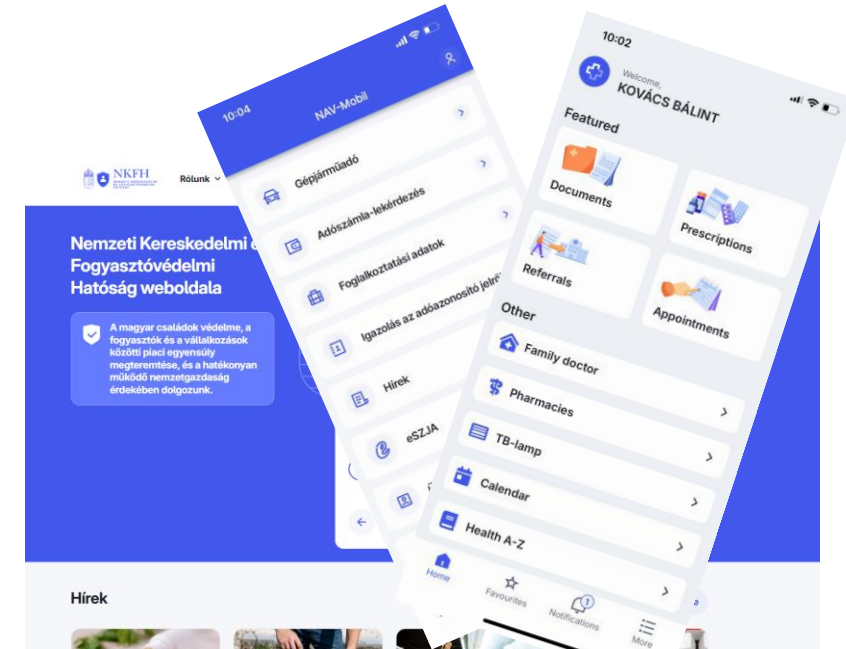
Expanding the DÁP ecosystem

Success Stories so far

- ✓ család.hu website following our service design principles
- ✓ MyNav and EESZT application and the NKFH website following our DÁP Design System
- ✓ Messages and Documents following our tone of voice and design system
- ✓ DÁP Login to 29 utilities and all public service applications

More to come

- 🕒 DÁP login to be enabled to 300 companies
- 🕒 Integrated DÁP signature in market specific flows
- 🕒 Additional 25 applications will be renewed based on the design system
- 🕒 Life-event based administration flows will be renewed and simplified
- 🕒 Unified login experience across all platforms
- 🕒 New digital documents (birth, marriage certificate....)



Our Roadmap to Physical-Card free life in Hungary

