Turkish e - Government Gateway

türkiye.gov.tr
"Devletin Kısayolu"
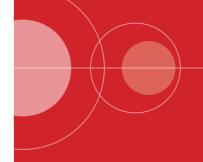
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WHAT IS e-Government Gateway
(www.turkiye.gov.tr) ?

e-Government Gateway is a platform where public services are provided via internet and mobile technologies in a quick, uninterrupted and secure way by taking into consideration the needs of the users aiming to ease the lives of citizens.

With the aim of providing services, e-Government Gateway conveys the data obtained from the related institutions to the citizens either directly or by combining them.

During the process of conveying the data to the user, the user can reach any kind of data/service by making ad hoc query from the related public institution. E-Government Gateway takes on the role of a gateway in the access to data process.

It is a platform, which aims to ease the lives of citizens.

www.
turkiye. gov.tr

BENEFITS of
e-Government Gateway

With the help of the services given via e-Government Gateway, it aims to simplify the operations by decreasing bureaucracy, to perform public service offer in a more qualified, faster, easier and more economical way on the basis of 7/24 system and to enable equality and transparency in the access of services.

"e-Government Gateway Makes Our Lives Easier"

- Via e-Government Gateway, you can reach the electronic services provided by a great number of public institutions via a single address and with a single password.

- You can benefit from public services in a faster and safer way.

- You can save time by using e-Government Gateway.

- You can benefit from public services in the comfort of your home and independent of working hours.

- You will not have to deal with waiting in queues in government offices and you can do your operation without paying for transportation.

- With each operation you do this way, you will prevent waste of workforce.

- You can contribute to the preservation of nature by saving paper.

You can follow the developments in your lawsuits, take your criminal record certificate, see the information about your debt and subscription to telecommunication companies, and perform subscription process to labor unions.
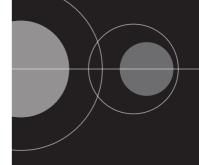
You can enroll into the university you have been accepted to via University e-register service and take your student certificate.

Bar coded Document Services

With the bar coded document service provided by e-Government Gateway, you can take the required documents without going to the related institutions (criminal record certificate, military service document, student certificate etc.) as bar coded which will be officially valid.

The institutions to which you will submit such documents can confirm the accuracy of the document via e-Government Gateway by using the "Confirming Documents Service".

"You can check the accuracy of the document via "Confirming Documents Service" on the e-Government Gateway."

2D Barcode (QR Code) Application

In addition to "Confirming Documents Service", you can confirm documents by using 2D Barcode (QR code) application which you can download to your smart phone.

The mentioned application works in

Android 4.0 and above, IOS 7 and above, Windows Phone 8 and above versions.

It works with Android 4.0 and above, IOS 7 and above, Windows Phone 8 and above versions.

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Municipality
Services

Services of Local
Service Institutions
are in

e-Government
Gateway as well

How can I use it?

Citizens over 15, citizens with a blue card and the foreigners who live in our country with a residence permit (foreign students, foreign employees etc.) can use e-Government Gateway by taking an e-Government Gateway password from PTT (Post offices).

Citizens who have an electronic signature or a mobile signature valid in Turkey or citizens who have a Turkish Republic ID card can use the e-Government Gateway as well.

Also, anyone who wishes can use the services on the page such as the weather forecast and exchange rates without using the identity confirmation tools stated above.

While you are using the services on e-Government Gateway

your information is **QUESTIONED instantly** on the systems of the institutions. This information is **NOT KEPT ON e-Government Gateway.**

How does e-Government Gateway work?

e-Government Gateway is accessed on www.türkiye.gov.tr

The citizen signs in by confirming his/her ID.

The identity information of the citizen is received by connecting to NVI system via a secure link.
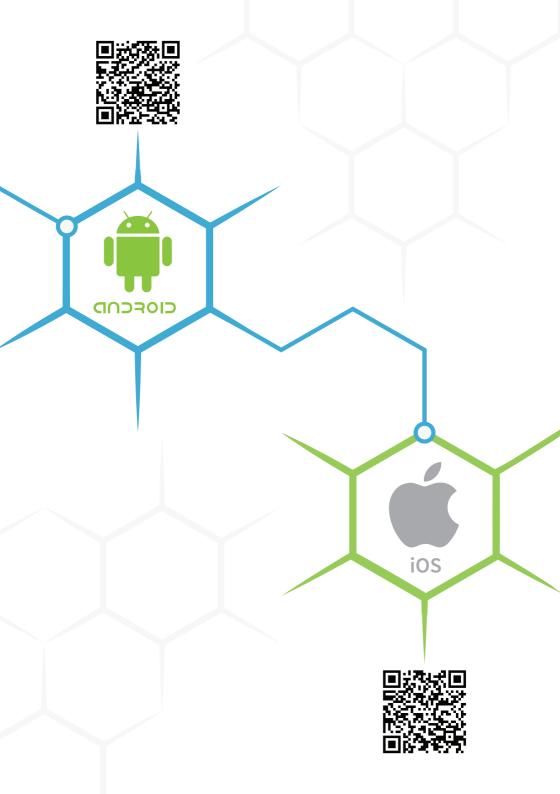
The ID information of the citizen is sent to the institution that will provide the service via a secure link.

The institution processes the service request and sends the result to e-Government Gateway via a secure link again.

If the service needed requires the coordination of more than one institution, the above operations are repeated.

After completing all the data receiving and sending operations related with the service, the result is shown to the citizen on e-Government Gateway.

All these operations are carried out within seconds.

ANDROID

iOS

e-Government Gateway mobile application

e-Government Gateway mobile application (m-Government) has been designed in order to enable the citizens to access and benefit from the services of public institutions and organizations at anytime and anywhere they need without any time and place limitations.

m-Government applications aims to help citizens access the information they need in places where there isn't a computer with a wide mobile phone support.

You can use m-Government application by downloading it from Apple and Android
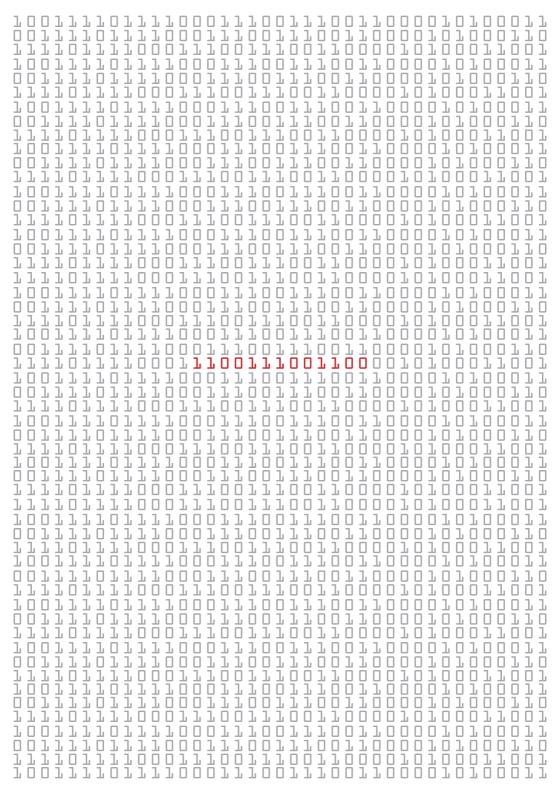
Stores free of charge.

You can sign into the Government application by using your mobile signature or your e-Government password. You have to have internet connection to be able to use the application.

m-Government application aims to enable the citizens to access the required information in places where there isn't a computer with a wide mobile phone support.

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Where and How do I get a password?

You can get your e-Government password by applying in person at central PTT (post offices) offices or from authorized branches in the country by submitting your ID with a photo and your Turkish Republic ID number on it (ID card, marriage certificate, passport, driving licence, attorney ID, blue card, residence permit for foreigners).

If you are abroad, you can get your e-Government Gateway password by applying to embassies/consulates.

In addition, if you are using a mobile signature, an electronic signature or Turkish Republic ID card, you can create a password if you wish after entering e-Government Gateway with one of these.

If in case you forget or lose your password, you do not need to get a new password from PTT.

When you sign into the e-Government Gateway with your password, identify your mobile phone number and e-mail information in your profile at once so that you will not need to go to PTT again to get a password in case you forget it!

From this point on, you do not have to go to PTT if you forget your password.

Who can get an e-Government Gateway password?

"Citizens over 15 can get a password from now on"

Turkish Republic citizens over 15, citizens with blue cards and foreigners can get an

e-Government Gateway password by applying in person to the central PTT (post Office) offices or authorized branches by submitting their ID cards with a photo and T.R. ID number on it (ID card, marriage certificate, passport, driving license, attorney card, blue card, residence permit)
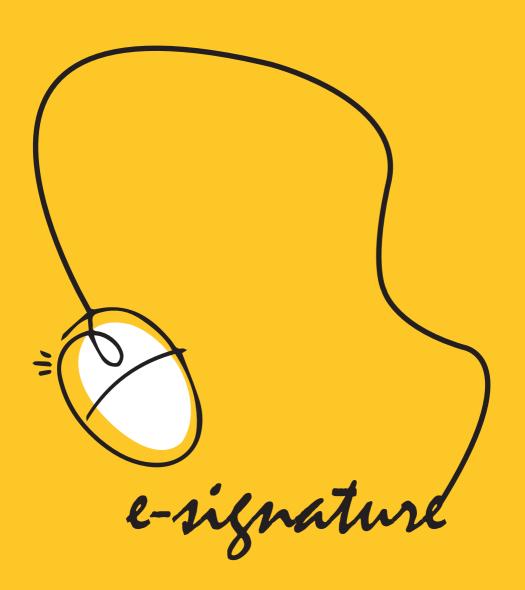
Password Protection

The password has to be changed every 3 months for security reasons.

When the 3 months period has expired for the password, the system gives you a warning to change your password. In addition, the system gives the user an option to continue with the password that he/she has been using.

It is not possible for the password to be cancelled automatically, to be blocked or to be invalid when it is not used for a long time.

"e-Government Gateway workers would never ask you for your password."

e-signature

Where do I get an e-Signature?

Electronic signature (e-Signature) is data that helps to determine who signed the document in an electronic environment. According to the Law numbered 5070, e-Signature is equivalent to the original signature. You can get an e-Signature from the electronic certificate service suppliers.

You can obtain information about electronic certificate service suppliers on www.btk.gov.tr

Where do I get a m-Signature?

Since the legislation regarding electronic signature covers m-Signature as well, mobile signature is equivalent to original signature. m-Signature is a service given by GSM operators. You can get your m-Signature by applying to a GSM operator giving this service.

You can get e-Signature from electronic certificate service suppliers.

What is Active Informing Service?

e-Government Gateway users are informed about the developments in the services that they are interested in via active informing system (SMS, e-mail or via smart phones)

This service is provided to users whose mobile phone and e-mail information is identified in their e-Government Gateway profile. The users are informed about the developments related to them via SMS, e-mail or the application they downloaded in their mobile devices.
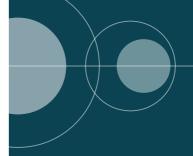
That is to say, the users do not have to query for information one by one.

In the event that there is a development, the system informs the users.

This way, it is possible to enable the users to be informed about the latest developments more quickly and more easily.

The substructure that e-Government Gateway provides can also be used by institutions.

Institutions can convey information related with their services to the users through this substructure via SMS and/or e-mail.

The mentioned service is given to the users whose mobile phone and e-mail information is identified in their e-Government Gateway profiles.

Call Center

- Problems you may have in regards to accessing to e-Government Gateway

- Password problems

- You can call 160 e-Government Gateway Call Center

  for your opinions and suggestions about

  e- Government Gateway, or send an e-mail to
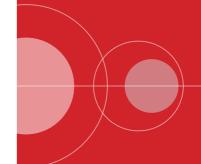
  bilgi@turkiye.gov.tr.

Our Social Media Accounts

e-Government Gateway provides information support to its users via social media accounts such as Facebook (facebook.com/e-Devlet Kapisi) and twitter (twitter. com/@ekapi)

e-Government Gateway Blog and YouTube Page

You can find the developments about e-Government Gateway and use of services that you may want to learn about on the e-Government Gateway blog page (https://blog.turkiye.gov.tr) and e-Government Gateway YouTube page.

Inter-enterprise Data Sharing

e-Government Gateway provides data sharing via a secure substructure among public institutions. In this way, an institution, which requires data sharing, can have it in a secure way with a secure connection to e-Government Gateway with any institution integrated to the gateway without having to connect with the other institutions one by one.

There is a web-based application (kamu.turkiye. gov.tr) that works

on e-Government Gateway and a service-based application.

In the web-based application working on kamu.turkiye.gov. tr, there is a mechanism that public institution workers have been appointed to use. In this way, public officers can only see the permitted information within the authorization by the related public institution.

With service-based application, institutions can share data with each other without requiring any authorization within specified rules.

Benefits of Inter-enterprise Data Sharing

- Preventing financial loss that would be caused by inter-enterprise repetitive connection work

- Creating awareness in institutions regarding the data that other institutions have and preventing repetitive data production

- Providing a more efficient service to citizens by means of inter-enterprises data sharing

- Decreasing the bureaucratic work/ operations inter-enterprise by means of all public institutions sharing data via e-Government Gateway's secure substructure, providing workforce and financial earning, simplifying operations
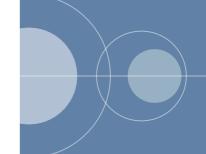
Single Sign On (SSO)

The e-Government Gateway password, allows for secure access to applications of public institutions which require ID confirmation.

In this way, citizens do not have to use a different password for each public service and can reach the applications of institutions in a secure way with a single password (e-Government Password).
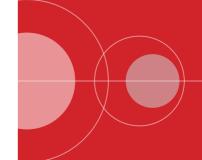
Security

Several physical, hardware and software security precautions are taken for the data that is transmitted via e-Government Gateway and provided for the users.

There has not been any security violation or loss of data so far on e-Government Gateway since 18 December 2008 when it first started operations.

e-payment

You can make payments in a secure way by means of e-Government Gateway using your credit card or bank card via integrations performed by being directed to internet banking pages of banks and BKM (Inter-banks Card Center).

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