

e-Citizens

NIAS App USER GUIDE

Version 2.2

Title:

NIAS App User Manual

Description:

The document contains user instructions for the NIAS app in the e-Citizens/e-Business system

Keywords:

e-Citizens, e-Business, NIAS, app, users, manual,

Language:

English

Created by:

Financial Agency (FINA)
Central State Office for the Development of Digital Society

Publisher:

Central State Office for the Development of Digital Society

Place and date:

Zagreb, April 2021

Source:

Financial Agency (FINA)

CONTENTS:

1. INTRODUCTION	4
1.1. <i>OBJECTIVE AND PURPOSE</i>	4
1.2. <i>SCOPE OF APPLICATION</i>	4
2. LIST OF TERMS AND ABBREVIATIONS	4
3. REQUIREMENTS FOR USE	5
4. APP OVERVIEW	5
5. SCREEN DESCRIPTIONS	6
5.1. <i>AUTHENTICATION.....</i>	6
5.2. <i>AUTHENTICATION MODE</i>	9
5.2.1. <i>Accepting the Terms of Use</i>	10
5.2.2. <i>Inactive User PIN</i>	11
5.3. <i>THE USER HAS ALREADY LOGGED IN TO NIAS AND USES AN E-SERVICE</i>	12
5.4. <i>REPLACEMENT OF CREDENTIALS</i>	13
5.5. <i>SINGLE SIGN OUT.....</i>	15
5.6. <i>CROSS-BORDER USERS' LOGIN TO CROATIAN DIGITAL SERVICES.....</i>	17
5.7. <i>CROATIAN CITIZENS' LOGIN TO FOREIGN DIGITAL SERVICES</i>	21
5.8. <i>ADDITIONAL OPTIONS.....</i>	23
5.8.1. <i>Digital accessibility</i>	24

CHANGE HISTORY

Version	Date	Description	Authors
1.0	10/06/2014	NIAS App User Manual (initial version).	FINA
1.1	03/07/2014	Changed the message about an inactive PIN.	FINA
1.2	24/02/2015	Adjusted the screens to match the app. Added chapters 5.2.5 and 5.2.6 due to new credentials.	FINA
1.3	28/10/2015	Adjusted the screens to match the app. Added chapters 5.2.7, 5.2.8, and 5.2.9 due to new credentials.	FINA
1.4	29/12/2015	Adjusted the screens to match the app. Added chapter 5.2.10 due to new credential.	FINA
1.5	07/06/2016	Adjusted the screens to match the app. Added chapter 05/02/2011 due to new credential.	FINA
1.6	09/08/2016	Adjusted the screens to match the app. Added chapter 05/02/2012 due to new credential.	FINA
1.7	12/10/2016	Adjusted the screens to match the app. Added chapter 05/02/2013 due to new credential.	FINA
1.8	23/11/2016	Adjusted the screens to match the app. Added chapter 05/02/2014 due to new credential.	FINA
1.9	02/05/2017	Adjusted the screens to match the app. Added chapters 5.2.15, and 5.2.16 due to new credentials.	FINA
2.0	14/06/2017	Adjusted the screens to match the app. Added chapters on Cross-Border Users logging in to Croatian services and Croatian citizens logging in to foreign services.	FINA
2.1	04/01/2019	Adjustments due to new credentials and the beginning of the e-Business project.	FINA
2.2	23/04/2021	NIAS redesign and the removal of credentials from the Manual.	FINA

1 INTRODUCTION

NIAS is the Croatian acronym of the National Identification and Authentication System. It represents the central identification and user authentication system for public sector digital services. NIAS is one of the components of the e-Citizens and e-Business projects of the Croatian Government.

1.1. *Objective and purpose*

The main objective is to provide citizens and natural persons acting on behalf of business entities with successful, secure, and time-efficient use of public e-services, while freeing e-service providers from user authentication management.

NIAS is in charge of managing digital identities (e-IDs), which serve to create a single authentication system for digital communication of end-users with public sector e-services.

1.2. *Scope of application*

The NIAS app is intended for citizens and natural persons acting on behalf of business entities for a simpler, faster, and more modern identification and authentication for public sector digital services. NIAS is also intended for e-service providers in order to free them from user authentication management and credential issuing.

NIAS user roles are as follows:

- User – citizen or natural person acting on behalf of a business entity who wishes to log in to an e-service;
- Cross-Border User – citizen of an EU/EEA member state who owns a credential issued in an EU/EEA member state, excluding Croatia. The Cross-Border User uses the Node and NIAS to access a Croatian e-service;
- E-service – digital service which uses NIAS to verify the identity of the User;
- Node – point of connection between NIAS and the EU structure for the interoperability of electronic identification. It is included in the cross-border authentication of Cross-Border Users and has the ability to recognise and process, i.e. forward data to other nodes and NIAS. The node enables NIAS, as the central national infrastructure for electronic identification in the Republic of Croatia, to connect with national structures for electronic identification in EU member states.

2 LIST OF TERMS AND ABBREVIATIONS

- **PIN** – Personal Identification Number
- **REGOS** – Central Registry of Affiliates
- **CPII** – Croatian Pension Insurance Institute
- **CES** – Croatian Employment Service
- **NIAS** – National Identification and Authentication System
- **FINA** – Financial Agency
- **SSOut** – Single Sign Out

3 REQUIREMENTS FOR USE

In order to use the NIAS app, you need to have the following:

- Personal computer
- Internet access
- Browser: Google Chrome v40 or higher, Mozilla Firefox v34 or higher
- At least one active credential integrated with NIAS

NOTE:

Some credentials may have different requirements for use, which is why the requirements for a login credential should also be verified.

4 APP OVERVIEW

Functionalities of the NIAS app are listed below:

1. Authentication
2. Authentication modes
3. Single Sign Out
4. Cross-Border Users' login to Croatian digital services
5. Croatian citizens' login to foreign digital services

5 SCREEN DESCRIPTIONS

This chapter provides a description of screens and their corresponding commands, text boxes, drop-down menus, data elements, etc., and using the NIAS app for logging in and logging off from an e-service.

5.1. Authentication

When accessing e-service pages, User identity is verified. If the User has not already logged in to a service, s/he will be redirected to NIAS where s/he can perform the authentication. After the User has been redirected to NIAS, the system will request explicit permission to access the User's personal data for authentication purposes.

If the User has not already logged in to NIAS, there are no active sessions, and the screen shown in Figure 1 appears. The situation when the User has already been logged in to NIAS and there is an active session has been described in Chapter 5.3.

Log in to the e-Citizens portal via the National Identification and Authentication System (NIAS)

by pressing the **ACCEPT** button

You are giving your consent to e-Citizens to process your personal data in accordance with the accepted General Terms of Use.

Using e-Citizens is only possible once you have consented to your personal data being processed.

You can turn off this message for individual e-services once you have logged in to e-Citizens, in the My Profile section by managing automatic permissions.

Accept **Decline**

About NIAS

NIAS is an intermediary between certain services on the e-Citizens digital platform and the issuers of digital credentials – electronic identity certificates of end-users using these services. NIAS verifies a user's identity and grants them access to certain public sector e-services. It also provides the user with a unique, single log off from the services that they use.

User help

E-mail: pomoc@e-gradjani.gov.hr | Phone: 072 200027

Office hours for user helpline: weekdays between 7:30 and 15:30 CET

[NIAS Log-In Instructions \(PDF\)](#)

User identifier: 539E-1550-56E1-06D4-3A95-60C4-68F2-A790

[General Terms of Use](#) [NIAS Log-In Instructions \(PDF\)](#)

Figure 1 – Authentication – service does not support EU/EEA citizens

If the service supports Cross-Border User login, the screen shown in Figure 2 appears. Cross-Border Users' login has been described in Chapter 5.6. Croatian citizens' login is the same in the case of Figure 1 and in the case of Figure 2.

Log in to the e-Citizens portal via the National Identification and Authentication System (NIAS)

Hrvatski

by pressing the **ACCEPT** button

You are giving your consent to e-Citizens to process your personal data in accordance with the accepted General Terms of Use.

Using e-Citizens is only possible once you have consented to your personal data being processed.

You can turn off this message for individual e-services once you have logged in to e-Citizens, in the My Profile section by managing automatic permissions.

Accept **Decline**

If you are not a Croatian citizen and/or do not have residency in Croatia

Croatia Deselect

User identifier: 539E-1550-56E1-06D4-3A95-60C4-68F2-A790

About NIAS

NIAS is an intermediary between certain services on the e-Citizens digital platform and the issuers of digital credentials – electronic identity certificates of end-users using these services. NIAS verifies a user's identity and grants them access to certain public sector e-services. It also provides the user with a unique, single log off from the services that they use.

User help

E-mail: pomoc@e-gradjani.gov.hr | Phone: 072 200027

Office hours for user helpline: weekdays between 7:30 and 15:30 CET

[NIAS Log-In Instructions \(PDF\)](#)

[General Terms of Use](#) [NIAS Log-In Instructions \(PDF\)](#)

Figure 2 – Authentication – the service supports EU/EEA citizens

If the User allows the system to carry out an action by clicking on **Accept**, a list of authentication modes supported by the service provider will be shown (Figure 3). If the User does not allow the action, i.e. s/he clicks on **Decline**, s/he will be directed to the e-service page or the e-Citizens website and the use of the e-service will not be permitted.

Hrvatski

NIAS

National Identification and Authentication System

Digital credentials

In order to be able to use the e-Citizens services, you need one of the following digital credentials – electronic certificates confirming your identity. Each electronic service requires a certain security level for user identification. Available digital credentials are listed below according to their security level. More information about security levels for each service can be found in the [Catalogue of e-Services](#).

User help

E-mail: pomoc@e-gradjani.gov.hr | Phone: 072 200027

Office hours for user helpline: weekdays between 7:30 and 15:30 CET

[NIAS Log-In Instructions \(PDF\)](#)

Select one of the digital credentials and log in to e-Citizens

High level of security	Significant level of security	Low level of security
eOsobna	Fina soft certifikat	ePass
Fina RDC osobni certifikat razina 4	HZZO	AAI@EduHr
Fina RDC poslovni certifikat	mToken	HT Telekom ID
kID Certifikat	HPB token	ePošta
ID.HR	ZABA token	
	PBZ	
	RBA	
	KentBank	
	OTP banka d.d.	
	Erste e-Gradani	
	Addiko Bank	
	Istarska Kreditna Banka Umag d.d.	

If you have not yet replaced the username and password that you received from the Croatian Pension Insurance Institute, Central Registry of Affiliates (REGOS) or the Croatian Employment Service with an ePASS, [click here](#) here and follow the instructions

User identifier: 2952-90B5-EC95-3B36-C30F-D7AD-7233-561A

[General Terms of Use](#)
[NIAS Log-In Instructions \(PDF\)](#)

Figure 3 – Authentication modes

5.2. Authentication mode

After the User allows authentication, s/he must select an authentication mode. The selection depends on the security level required by the e-service provider. E.g. if the e-service requires a high level of security, login with lower security credentials will not be available.

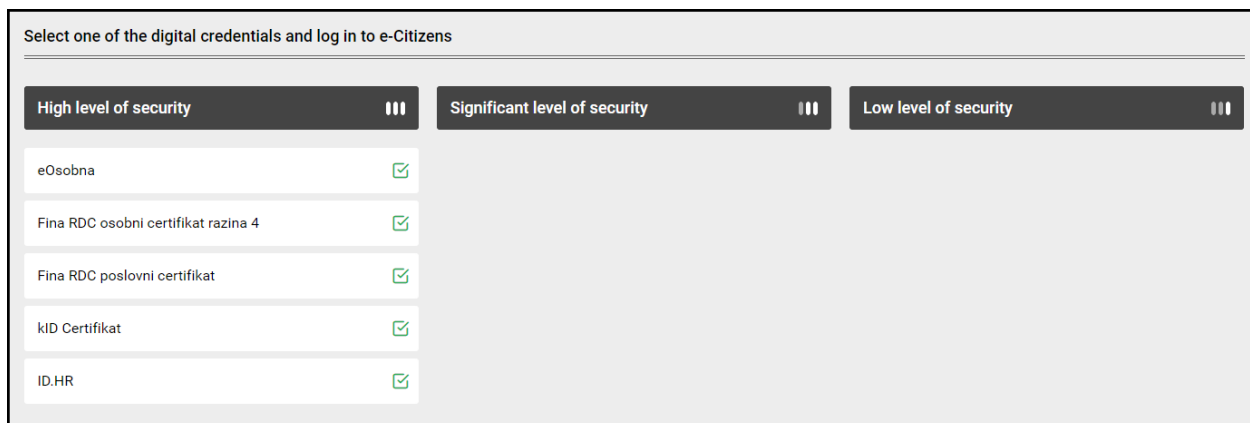


Figure 4 - Selecting an authentication mode

The authentication mode is selected by clicking on the preferred credential.

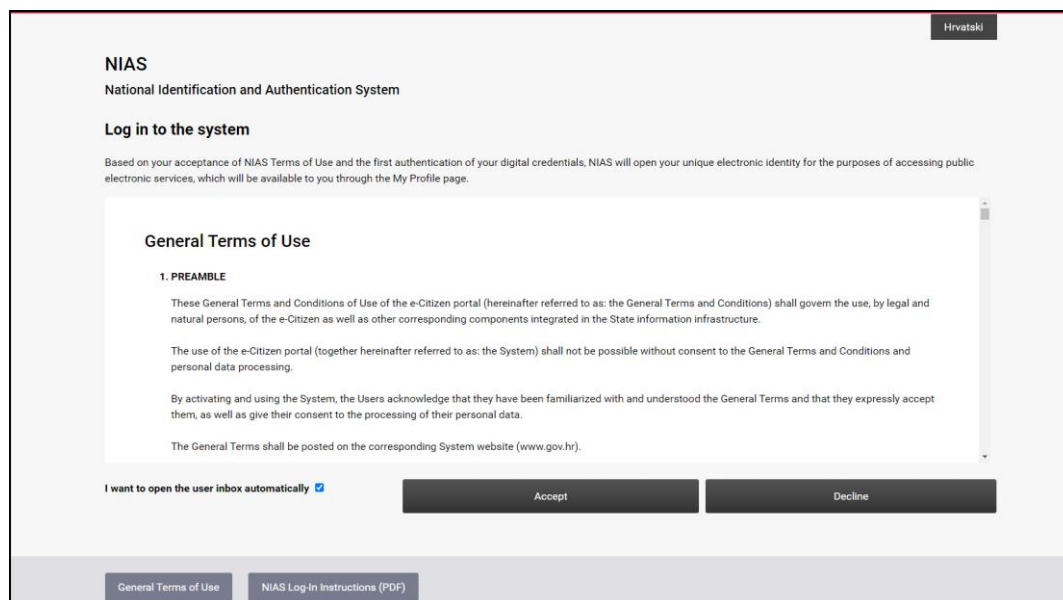


Figure 5 – Selecting a credential

Afterwards, the User is redirected to the credential page, where s/he must enter her/his credential. Each credential has its own way of use as described on the credential page.

5.2.1. Accepting the Terms of Use

If the User is using NIAS to log in to an e-service for the first time or the NIAS Terms of Use have been updated, a screen showing the Terms of Use will appear after entering the credential. This screen appears when logging in to NIAS for the first time (Figure 6) and following an update of the Terms of Use (Figure 7).



NIAS
National Identification and Authentication System

Log in to the system

Based on your acceptance of NIAS Terms of Use and the first authentication of your digital credentials, NIAS will open your unique electronic identity for the purposes of accessing public electronic services, which will be available to you through the My Profile page.

General Terms of Use

1. PREAMBLE

These General Terms and Conditions of Use of the e-Citizen portal (hereinafter referred to as: the General Terms and Conditions) shall govern the use, by legal and natural persons, of the e-Citizen as well as other corresponding components integrated in the State information infrastructure.

The use of the e-Citizen portal (together hereinafter referred to as: the System) shall not be possible without consent to the General Terms and Conditions and personal data processing.

By activating and using the System, the Users acknowledge that they have been familiarized with and understood the General Terms and that they expressly accept them, as well as give their consent to the processing of their personal data.

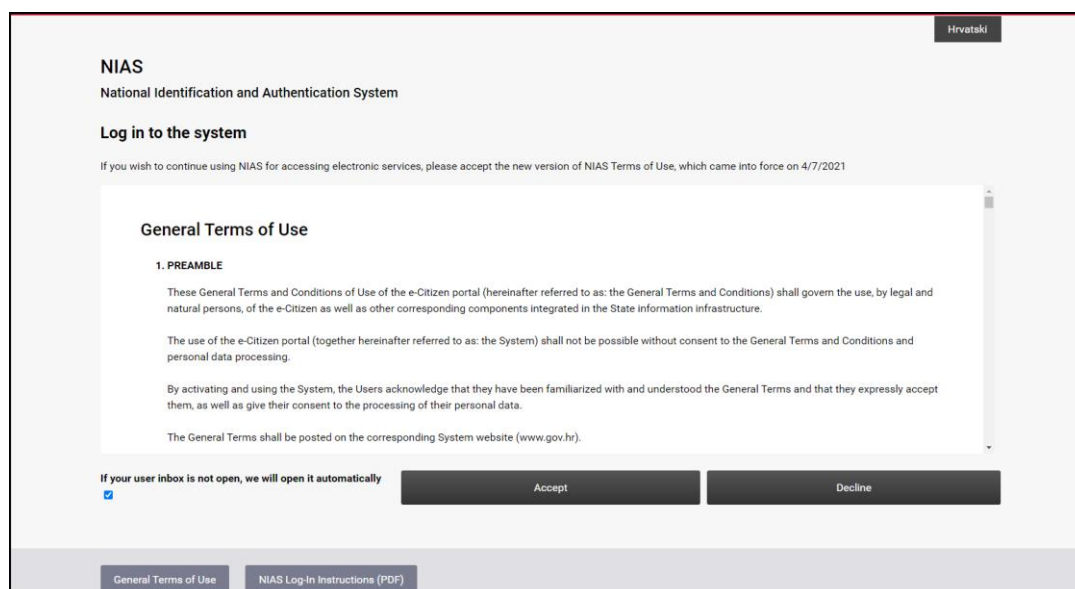
The General Terms shall be posted on the corresponding System website (www.gov.hr).

I want to open the user inbox automatically ☒

Accept Decline

General Terms of Use NIAS Log-In Instructions (PDF)

Figure 6 – Accepting the Terms of Use when logging in for the first time



NIAS
National Identification and Authentication System

Log in to the system

If you wish to continue using NIAS for accessing electronic services, please accept the new version of NIAS Terms of Use, which came into force on 4/7/2021

General Terms of Use

1. PREAMBLE

These General Terms and Conditions of Use of the e-Citizen portal (hereinafter referred to as: the General Terms and Conditions) shall govern the use, by legal and natural persons, of the e-Citizen as well as other corresponding components integrated in the State information infrastructure.

The use of the e-Citizen portal (together hereinafter referred to as: the System) shall not be possible without consent to the General Terms and Conditions and personal data processing.

By activating and using the System, the Users acknowledge that they have been familiarized with and understood the General Terms and that they expressly accept them, as well as give their consent to the processing of their personal data.

The General Terms shall be posted on the corresponding System website (www.gov.hr).

If your user inbox is not open, we will open it automatically ☒

Accept Decline

General Terms of Use NIAS Log-In Instructions (PDF)

Figure 7 – Accepting the Terms of Use following an update of the Terms of Use

The User must click on the **Accept** button in order to continue. After the User accepts the Terms of Use when logging in for the first time, NIAS will open a unique digital identity for the User to access public e-services, available to the User through the My Profile service. Also, the User has the option to automatically open the Inbox. If the User does not want the Inbox to be opened, the s/he should uncheck the option.

Log in to the system

Based on your acceptance of NIAS Terms of Use and the first authentication of your digital credentials, NIAS will open your unique electronic identity for the purposes of accessing public electronic services, which will be available to you through the My Profile page.

General Terms of Use

1. PREAMBLE

These General Terms and Conditions of Use of the e-Citizen portal (hereinafter referred to as: the General Terms and Conditions) shall govern the use, by legal and natural persons, of the e-Citizen as well as other corresponding components integrated in the State information infrastructure.

The use of the e-Citizen portal (together hereinafter referred to as: the System) shall not be possible without consent to the General Terms and Conditions and personal data processing.

By activating and using the System, the Users acknowledge that they have been familiarized with and understood the General Terms and that they expressly accept them, as well as give their consent to the processing of their personal data.

The General Terms shall be posted on the corresponding System website (www.gov.hr).

☒ I want to open the user inbox automatically

Figure 8 - Automatic opening of a personal Inbox.

The User must click on the **Accept** button in order to continue. After the User accepts the Terms of Use, the authentication server will verify the entered credential and check its validity. If everything is in order, the User will be redirected to the e-service.

5.2.2. Inactive User PIN

When logging in, it is possible that, instead of an active status, the User's PIN may have a different status in the PIN system. In that case, after entering the credential, the **Authentication mode** screen will appear, as well as an error message, and the use of the e-service will not be permitted.

NIAS

National Identification and Authentication System

PIN 2222222226 is inactive and cannot be used. (If you consider that the information is incorrect, please contact the Croatian Tax Administration in order to verify the PIN status)

Digital credentials

In order to be able to use the e-Citizens services, you need one of the following digital credentials – electronic certificates confirming your identity. Each electronic service requires a certain security level for user identification. Available digital credentials are listed below according to their security level. More information about security levels for each service can be found in the [Catalogue of e-Services](#).

User help

E-mail: pomoc@e-gradjani.gov.hr | Phone: 072 200027

Office hours for user helpline: weekdays between 7:30 and 15:30 CET

[NIAS Log-In Instructions \(PDF\)](#)

Figure 9 – Inactive User PIN

If the message shown in Figure 9 appears, the User should contact the Tax Administration and verify her/his PIN status.

5.3. The User has already logged in to NIAS and uses an e-service

If the User has already logged in to NIAS, i.e. to an e-service by using NIAS, when s/he logs in to another e-service the following screen will appear.

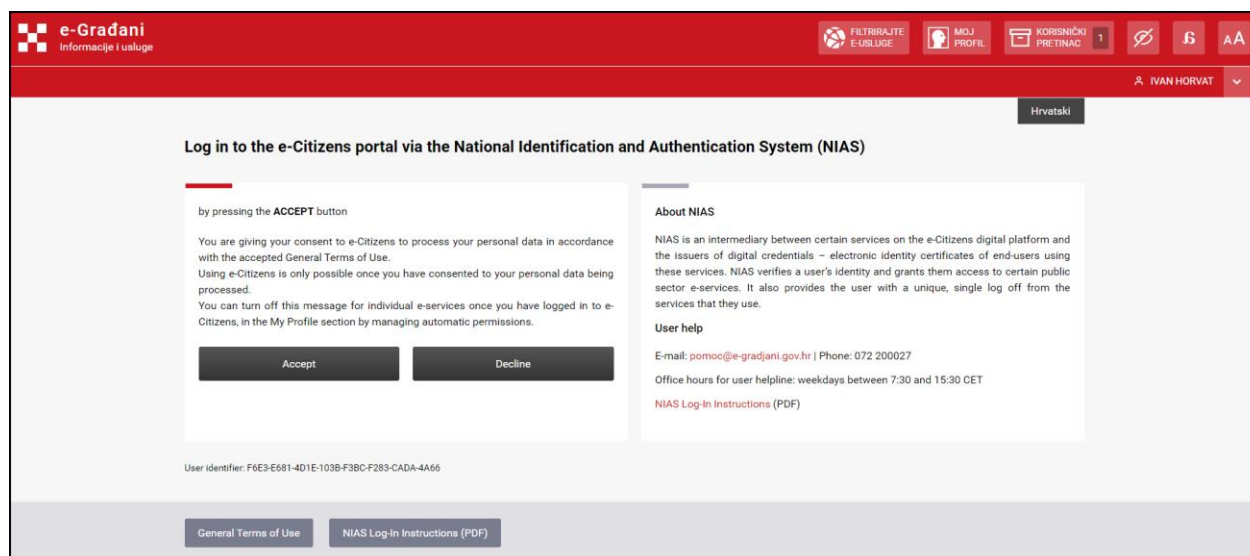


Figure 10 – Login when the User has already logged in to NIAS

However, this time the User does not have to authenticate or enter the credential. After s/he allows NIAS to authenticate her/him for the e-service, the User will be redirected to the e-service page from which s/he requested to be authenticated, and the authentication for the e-service will be successful. So, if the User clicks on **Accept**, s/he will automatically be logged in to the e-service, without entering the credential.

Note:

The User must be previously authenticated with a security level expected by the service provider (e.g. mToken). Otherwise, regardless of the mode of access, s/he will have to confirm her/his identity to NIAS with a security level expected by the service provider (Figure 11).

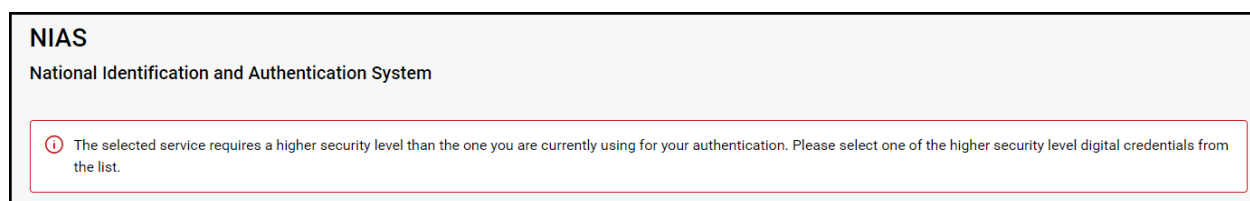


Figure 11 – Message notifying the User to log in again due to an insufficient level of security

If the User has enabled an automatic permission for the service in the My Profile app, s/he will automatically be logged in to the e-service without the login verification step.

5.4. Replacement of credentials

If the User has credentials issued by the CPII, REGOS, or the CES, but s/he does not have an ePASS, NIAS has an option that will direct her/him to an ePASS page, where the User can replace the said credentials with an ePASS. The option will appear on the screen for selecting an authentication mode.

The screenshot shows the NIAS (National Identification and Authentication System) interface. At the top right, there is a language selector set to 'Hrvatski'. The main header includes the NIAS logo and the full name of the system. Below the header, there are two informational boxes: 'Digital credentials' explaining the need for digital credentials and 'User help' providing contact information and office hours. The main content area is titled 'Select one of the digital credentials and log in to e-Citizens'. It features three columns of digital credentials categorized by security level: High, Significant, and Low. Each credential is listed with a green checkmark icon. At the bottom, a red-bordered box contains a message about replacing credentials from the Croatian Pension Insurance Institute, Central Registry of Affiliates (REGOS), or the Croatian Employment Service with an ePASS, followed by a 'click here' link. Below this box, the user identifier '2952-9085-EC95-3B36-C3DF-07AD-7233-561A' is displayed. At the very bottom, there are links for 'General Terms of Use' and 'NIAS Log-In Instructions (PDF)'.

High level of security	Significant level of security	Low level of security
eOsobna	Fina soft certifikat	ePass
Fina RDC osobni certifikat razina 4	HZZO	AAI@EduHr
Fina RDC poslovni certifikat	mToken	HT Telekom ID
kID Certifikat	HPB token	ePošta
ID.HR	ZABA token	
	PBZ	
	RBA	
	KentBank	
	OTP banka d.d.	
	Erste e-Građani	
	Addiko Bank	
	Istarska Kreditna Banka Umag d.d.	

If you have not yet replaced the username and password that you received from the Croatian Pension Insurance Institute, Central Registry of Affiliates (REGOS) or the Croatian Employment Service with an ePASS, [click here](#) here and follow the instructions

User identifier: 2952-9085-EC95-3B36-C3DF-07AD-7233-561A

[General Terms of Use](#) [NIAS Log-In Instructions \(PDF\)](#)

Figure 12 - Credential replacement link


By clicking on the **click here** option, the ePASS screen appears, where the User can replace her/his credential. Instructions on credential replacement can be found on the ePASS page at <https://epass.gov.hr>.

The screenshot shows a web browser window titled "ePass - Google Chrome" with the address bar displaying "epass.gov.hr/ConvertOldUser.aspx". The page header includes the "Središnji državni portal" logo and the text "e-Građani". The main content area features the "ePASS" logo, which consists of two padlock icons (one red, one grey) and the text "ePASS" in red. Below the logo is a green informational box with a close button (X) in the top right corner. The text inside the box reads: "Ako već imate korisničko ime i lozinku (koje ste prethodno dobili od HZMO, REGOS ili HZZ), na ovoj stranici postojeću vjerodajnicu možete zamijeniti ePASS korisničkim imenom i lozinkom. U donje prozorčiće upišite JEDNO korisničko ime i pripadajuću lozinku te slijedite upute." Below this box are two input fields: "HZMO/REGOS/HZZ Korisničko ime:" and "HZMO/REGOS/HZZ Lozinka:". At the bottom of the form is a button labeled "Nastavi".

ePass - Google Chrome

epass.gov.hr/ConvertOldUser.aspx

Središnji državni portal e-Građani



Ako već imate korisničko ime i lozinku (koje ste prethodno dobili od HZMO, REGOS ili HZZ), na ovoj stranici postojeću vjerodajnicu možete zamijeniti ePASS korisničkim imenom i lozinkom. U donje prozorčiće upišite JEDNO korisničko ime i pripadajuću lozinku te slijedite upute.

HZMO/REGOS/HZZ Korisničko ime:

HZMO/REGOS/HZZ Lozinka:

Nastavi

Figure 13 - Credential replacement screen

5.5. Single Sign Out

In order to log off from an e-service by using the Single Sign Out option, the e-service must have the Single Sign Out option enabled. If the User selects to use the log off option for an e-service that does not have the Single Sign Out option enabled, the User will only be logged off from the respective e-service, and remain logged in to NIAS and other e-services.

The Single Sign Out option allows the User to log off from all e-services that have the option enabled, as well as NIAS itself.

When the User logs off from an e-service that has the Single Sign Out option enabled, s/he will be redirected to NIAS and see the screen shown in Figure 14. A list of logged-in services appears, as well as the time of the session and the symbol ✓ or ✗, depending on whether the e-service allows the Single Sign Out or not.

NIAS
National Identification and Authentication System

Electronic service **Moj profil** requested a single log off from NIAS on your behalf. Below is a list of current sessions that will be closed.

e-Service	Session time	Single log off
Moj profil	3/31/2021 3:59:50 PM	✓
Test	3/31/2021 3:59:58 PM	✗

Allow **Do not allow**

User identifier: 9D68-5B59-6988-EF2B-7131-89E6-8A73-8E37

[General Terms of Use](#) [NIAS Log-In Instructions \(PDF\)](#)

Figure 14 – Single Sign Out screen

Clicking on the **Allow** button starts the Single Sign Out from e-services marked with ✓. The screen shown in Figure 15 appears, indicating the name of the e-service and the log off status. If the e-service log off has been successful, the status is ✓, and if not, the status is ✗. After clicking on the **Continue** button, the User is logged off from NIAS, and s/he is redirected to the e-service page from which s/he started the Single Sign Out, or the Central Government Portal. The User has been successfully logged off from all e-services with the status ✓. For other e-services, the User must log off from each e-service page manually. After logging off, it is recommended to close the browser.

NIAS
National Identification and Authentication System

Single log off has been completed, the results can be found below.

e-Service	Status
Moj profil	✓
Test	✗

Continue

User identifier: 9D68-5B59-6988-EF2B-7131-89E6-8A73-8E37

General Terms of Use
NIAS Log-In Instructions (PDF)

Figure 15 – Results of the Single Sign Out

If the User clicks on the **Do not allow** button on the screen shown in Figure 14, s/he will be redirected back to the e-service page from where s/he started the log off, without starting the Single Sign Out.

There is a possibility of the User starting the Single Sign Out for an e-service, while her/his NIAS session had previously expired. In that case, after starting the Single Sign Out, the User's permission is not requested, and her/his data are not shown. NIAS performs a Single Sign Out and notifies the User.

Your NIAS session has expired. You have been automatically logged off. Please make sure that you have been logged off from all services.

Continue

General Terms of Use
NIAS Log-In Instructions (PDF)

Figure 16 - Single Sign Out in the case of an expired NIAS session

After clicking on the **Continue** button, the User is redirected to the e-Citizens home page (<https://gov.hr>).

5.6. Cross-Border Users' login to Croatian digital services

By initiating a login to an e-service, the Cross-Border User is redirected to NIAS and s/he is shown the screen from Figure 17.

Initially, the page appears in Croatian. There are options to continue the login as a Croatian citizen/business entity (see chapter 5.1) and as an EU/EEA citizen (instructions in English are available when English is selected for the page view).

The screenshot shows the NIAS login interface. At the top, it says "Log in to the e-Citizens portal via the National Identification and Authentication System (NIAS)". Below this, there's a section with text about consent and buttons for "Accept" and "Decline". To the right, there's an "About NIAS" section and "User help" information including an email address and phone number. At the bottom, there's a "Deselect" button and a "User identifier" field.

Figure 17 – Authentication

In order to log in, the Cross-Border User should select her/his country from the drop-down menu.

The screenshot shows a dropdown menu for country selection. The menu is open, showing a list of countries: Estonia, Germany, Ireland, Italy, Latvia, Lithuania, Luxembourg (highlighted), Malta, Netherlands, Norway, Poland, Portugal, Slovakia, and Slovenia. Below the list, there's a "Croatia" button and a "Deselect" button.

Figure 18 - Country selection

After selecting a country, the Cross-Border User should click on the **Accept** button.

Log in to the e-Citizens portal via the National Identification and Authentication System (NIAS)

by pressing the **ACCEPT** button

You are giving your consent to e-Citizens to process your personal data in accordance with the accepted General Terms of Use.

Using e-Citizens is only possible once you have consented to your personal data being processed.

You can turn off this message for individual e-services once you have logged in to e-Citizens, in the My Profile section by managing automatic permissions.

Accept **Decline**

If you are not a Croatian citizen and/or do not have residency in Croatia

Ireland **Deselect**

About NIAS

NIAS is an intermediary between certain services on the e-Citizens digital platform and the issuers of digital credentials – electronic identity certificates of end-users using these services. NIAS verifies a user's identity and grants them access to certain public sector e-services. It also provides the user with a unique, single log off from the services that they use.

User help

E-mail: pomoc@e-gradjani.gov.hr | Phone: 072 200027

Office hours for user helpline: weekdays between 7:30 and 15:30 CET

[NIAS Log-In Instructions \(PDF\)](#)

Figure 19 - Clicking on the Accept button

The User is then redirected to the Node, where s/he must verify the mandatory basic information to be forwarded to the service.

USE YOUR NATIONAL eID TO ACCESS ONLINE SERVICES

TEST
WITH LEVEL OF ASSURANCE substantial **7**
IS REQUESTING THE FOLLOWING ATTRIBUTES

Step 1 | 3

YOUR BASIC INFORMATION

NATURAL PERSON

- ✓ First Name
- ✓ Date of Birth
- ✓ Uniqueness Identifier **7**
- ✓ Family Name

CANCEL **NEXT**

Figure 20 - Verification of mandatory basic information

By clicking on the **Next** button, the Cross-Border User is then redirected to the page for selecting and verifying additional information.

TEST

WITH LEVEL OF ASSURANCE low ?

IS REQUESTING THE FOLLOWING ATTRIBUTES

Step 2 | 3

YOUR ADDITIONAL INFORMATION

NATURAL PERSON

First Names at Birth

Place of Birth

Current Address

Gender

If you don't provide information you may be denied.

CANCEL

BACK

NEXT

Figure 21 - Additional information view

Additional information is selected by clicking on the button next to the preferred information.

YOUR ADDITIONAL INFORMATION

NATURAL PERSON

First Names at Birth

Place of Birth

Current Address

Gender

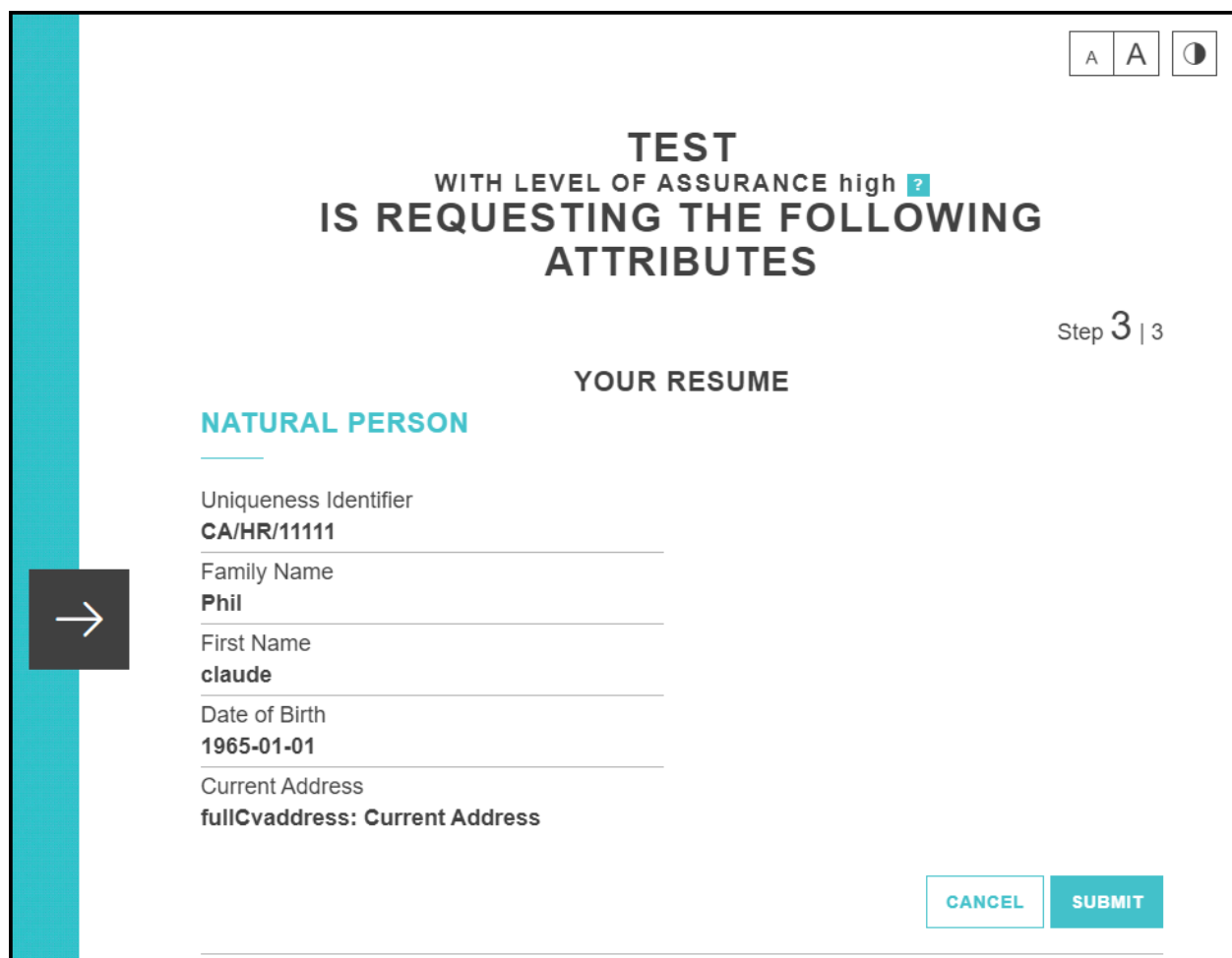
If you don't provide information you may be denied.

Figure 22 - Additional information selection

By clicking on the **Next** button, the Cross-Border User is then redirected to the credentials page.

The Cross-Border User then enters her/his credentials on the credentials page.

After correctly entering her/his credentials, the Cross-Border User is then redirected back to the Node, where s/he can see the data to be forwarded to the service. The Cross-Border User confirms the data by clicking on the **Submit** button.



The screenshot shows a web interface with a teal sidebar on the left containing a white right-pointing arrow. The main content area has a white background. At the top right, there are three small icons: a square with 'A', a square with 'A', and a circle with a right-pointing arrow. The main heading is 'TEST' in large bold letters, followed by 'WITH LEVEL OF ASSURANCE high' and a small teal square with a white question mark. Below this is 'IS REQUESTING THE FOLLOWING ATTRIBUTES' in large bold letters. To the right of this section is 'Step 3 | 3'. Below the heading is 'YOUR RESUME' in bold. Underneath is 'NATURAL PERSON' in teal, followed by a horizontal line. The resume information is listed as follows: 'Uniqueness Identifier' with the value 'CA/HR/11111', 'Family Name' with the value 'Phil', 'First Name' with the value 'claude', 'Date of Birth' with the value '1965-01-01', and 'Current Address' with the value 'fullCvaddress: Current Address'. At the bottom right, there are two buttons: 'CANCEL' in a teal box and 'SUBMIT' in a white box with a teal border.

Figure 23 - View of information to be forwarded to the service

After clicking on the **Submit** button, the Cross-Border User is redirected to the e-service by completing the login.

5.7. Croatian citizens' login to foreign digital services

By initiating a login to a foreign e-service, the Croatian citizen is redirected to the Node and s/he is shown the screen from Figure 24. The User must verify the mandatory basic information to be forwarded to the service.

Figure 24 - Verification of mandatory basic information

By clicking on the **Next** button, the User is then redirected to the page for selecting and verifying additional information.

Figure 25 - Additional information view

Additional information is selected by clicking on the button next to the preferred information.

Figure 26 - Additional information selection

By clicking on the **Next** button, the User is then redirected to NIAS.

Figure 27 - The User is redirected to NIAS

The User then logs in as described in Chapters 5.1, 5.2, and 5.3, i.e. in the same way as if s/he was logging into a Croatian e-service.

After correctly entering her/his credentials, the User is then redirected back to the Node, where s/he can see the data to be forwarded to the service. The User confirms the data by clicking on the **Submit** button.

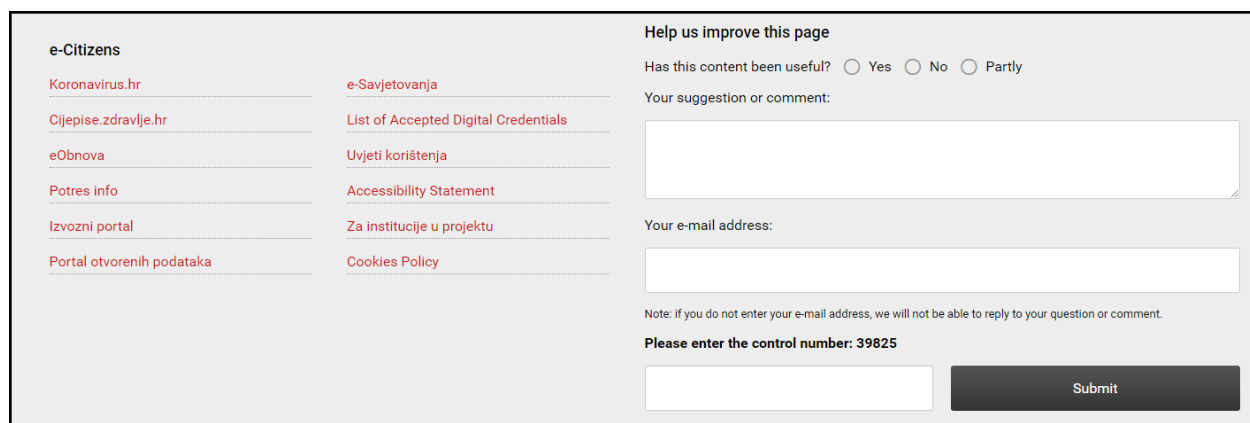
Figure 28 - View of information to be forwarded to the service

After clicking on the **Submit** button, the User is redirected to the foreign e-service by completing the login.

5.8. Additional options

Within NIAS there are additional options, such as links to other portals, and the option for sending suggestions and comments for improving the page.

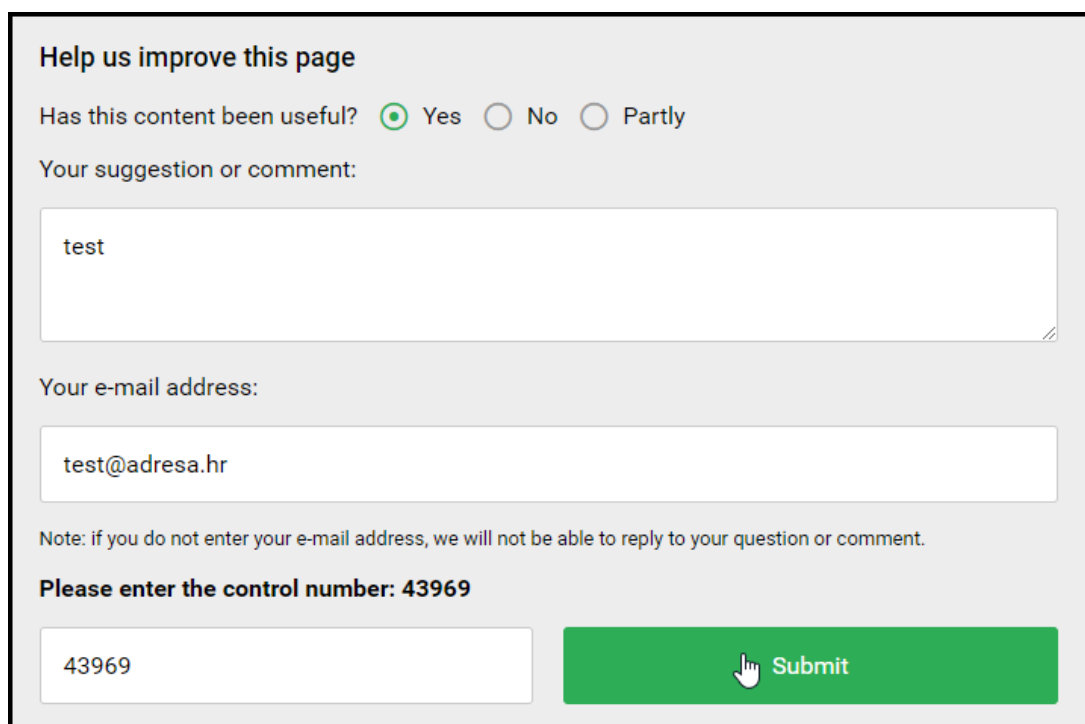
At the bottom of the page there are various links to government portals, and the option for sending suggestions and comments for improving the page.



The screenshot shows the footer of the NIAS website. On the left, under the heading "e-Citizens", there are two columns of links: "Koronavirus.hr", "Cijepise.zdravlje.hr", "eObnova", "Potres info", "Izvozni portal", "Portal otvorenih podataka" in the first column, and "e-Savjetovanja", "List of Accepted Digital Credentials", "Uvjeti korištenja", "Accessibility Statement", "Za institucije u projektu", "Cookies Policy" in the second column. On the right, there is a section titled "Help us improve this page". It contains a question "Has this content been useful?" with three radio button options: "Yes", "No", and "Partly". Below this is a text input field for "Your suggestion or comment:". Further down is another text input field for "Your e-mail address:". A note states: "Note: if you do not enter your e-mail address, we will not be able to reply to your question or comment." Below the note is a label "Please enter the control number: 39825" and a text input field containing "39825". To the right of this field is a dark grey "Submit" button.

Figure 29 - Links to portals and the feedback section

When sending suggestions or comments, the User has the option of indicating if the content was useful and write her/his suggestions or comments. Optionally, the User may enter her/his e-mail address, so that s/he can receive a response. After entering a control number, the User must click on the **Submit** button to send her/his suggestion.



This screenshot shows the feedback form with sample data entered. The heading "Help us improve this page" is at the top. The question "Has this content been useful?" has three radio button options: "Yes" (which is selected with a green dot), "No", and "Partly". Below this is a text input field for "Your suggestion or comment:" containing the word "test". Further down is a text input field for "Your e-mail address:" containing "test@adresa.hr". A note states: "Note: if you do not enter your e-mail address, we will not be able to reply to your question or comment." Below the note is a label "Please enter the control number: 43969" and a text input field containing "43969". To the right of this field is a large green "Submit" button with a white hand cursor icon over it.



Figure 30 - Sending suggestions or comments

5.8.1. Digital accessibility

NIAS is adapted for people with disabilities, so that all users, regardless of their disability, could easily access, use, and understand it. Accessibility options can be found in the Navigation bar, and they include customisation for the visually impaired, font customisation for easier reading for people with dyslexia, and font size adaptation.



Figure 31 - Accessibility options

By clicking on  the app is customised for visual impairment. This option enables high-contrast text and images against the background, making it easier to read. To return to default screen contrast settings, click on .

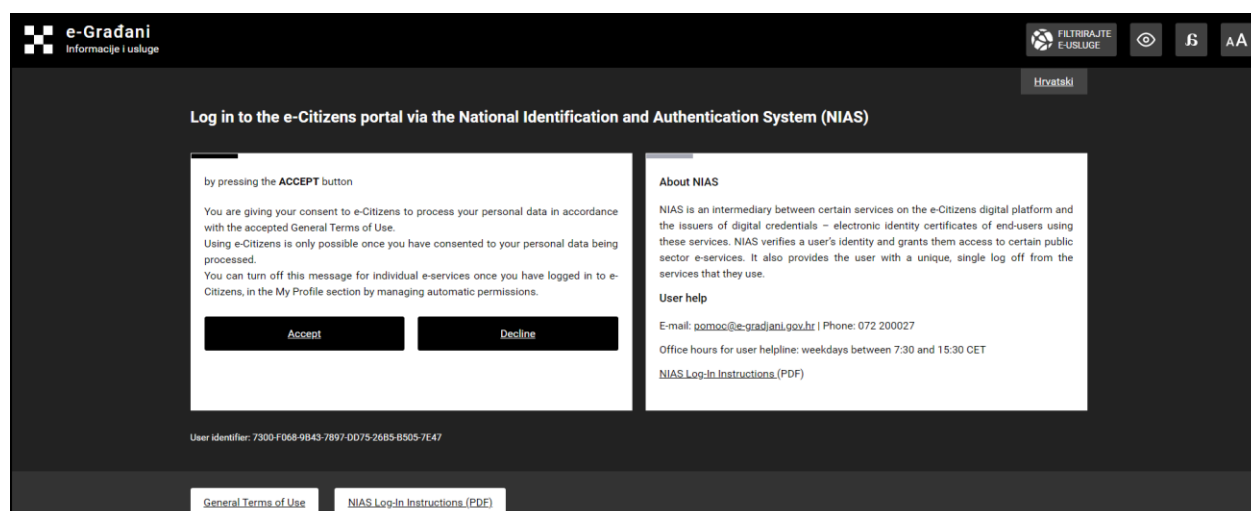




Figure 32 - Customisation for visual impairment

By clicking on  you can change the font and make NIAS more user-friendly for persons with dyslexia. To return to default font settings, click on .

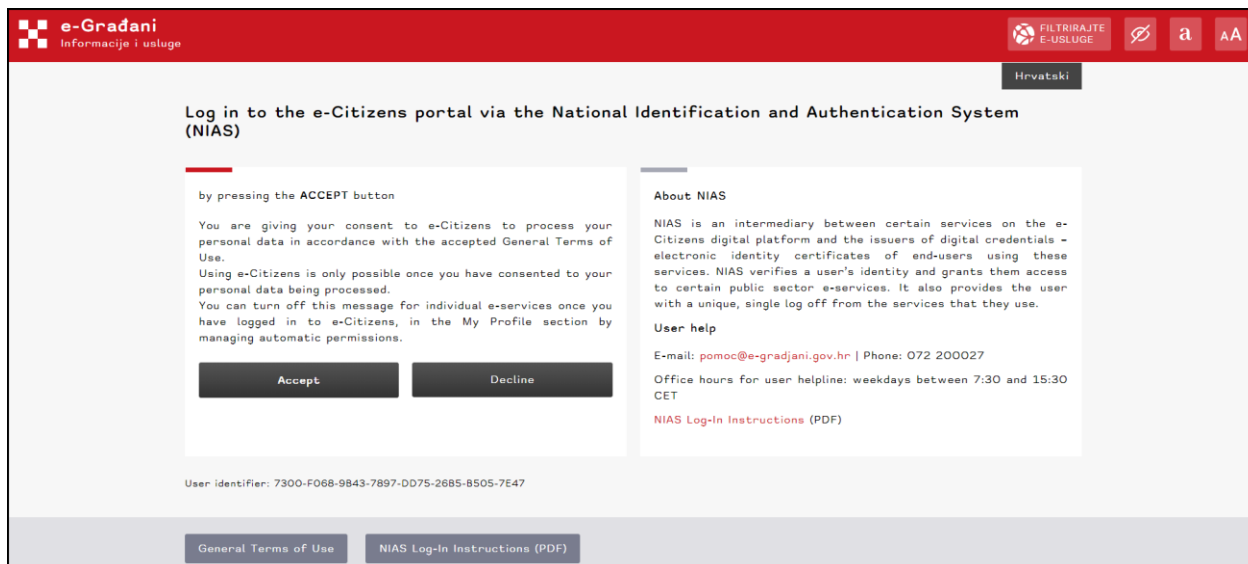






Figure 33 - Customisation for dyslexia

By clicking on  you can change font size on the page. Click on  for a larger font and  for a smaller font. To return to default font size settings, click on .

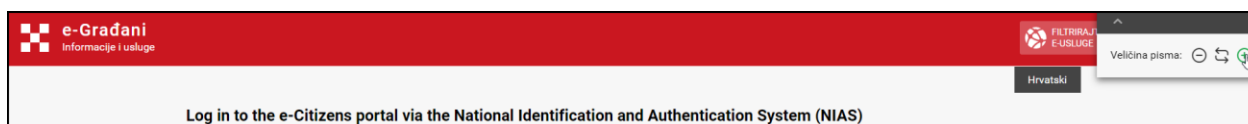


Figure 34 - Changing the font size