Einheitlicher Ansprechpartner

Instructions for service platform users

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Contents

Foreword

The Hessen Point of Single Contact (PSC) is the centralised service point for self-employed persons, entrepreneurs and freelancers wishing to establish themselves or modify their businesses in Hessen.

With the aid of this platform, the PSC provides a totally new electronic application procedure. It will guide you through the process of filling out forms and submitting documentation. The platform also coordinates the subsequent procedure by electronically integrating all the relevant authorities, whose response will be sent to you by the PSC - without you actually having to visit any of the authorities!

Naturally, you can also communicate with the PSC via email, fax, telephone, post or in person.

Register at https://dienstleistungsplattform.hessen.de and reap the benefits of managing procedures with a number of pertinent authorities via a single contact point.

TIP: *Before directly accessing the service platform, perform an application simulation. This will familiarise you with the platform without actually submitting a real application. You will also be able to see in advance which documents are required for the application and what questions will be asked during the application process.*

User interface details

Click on "Online-Antragstellung".

The Application simulation opens.


Navigation bar

"Drop-down list" icon

"Picklist" icon

The navigation bar at the top shows which step you are currently at. The current navigation point is always highlighted in colour, while the navigation points still to be completed are in grey. Navigation points that have already been completed can be recalled at any time.

Detailed navigation can be expanded and collapsed using the arrows on the right-hand side.

Here is a magnified illustration of a help button ![help button] . Clicking one of these opens a separate help window.

This icon ![picklist icon] shows you that a picklist is available for the respective field. For example, in the case of the "Country" field. Clicking on this icon will open a separate window.
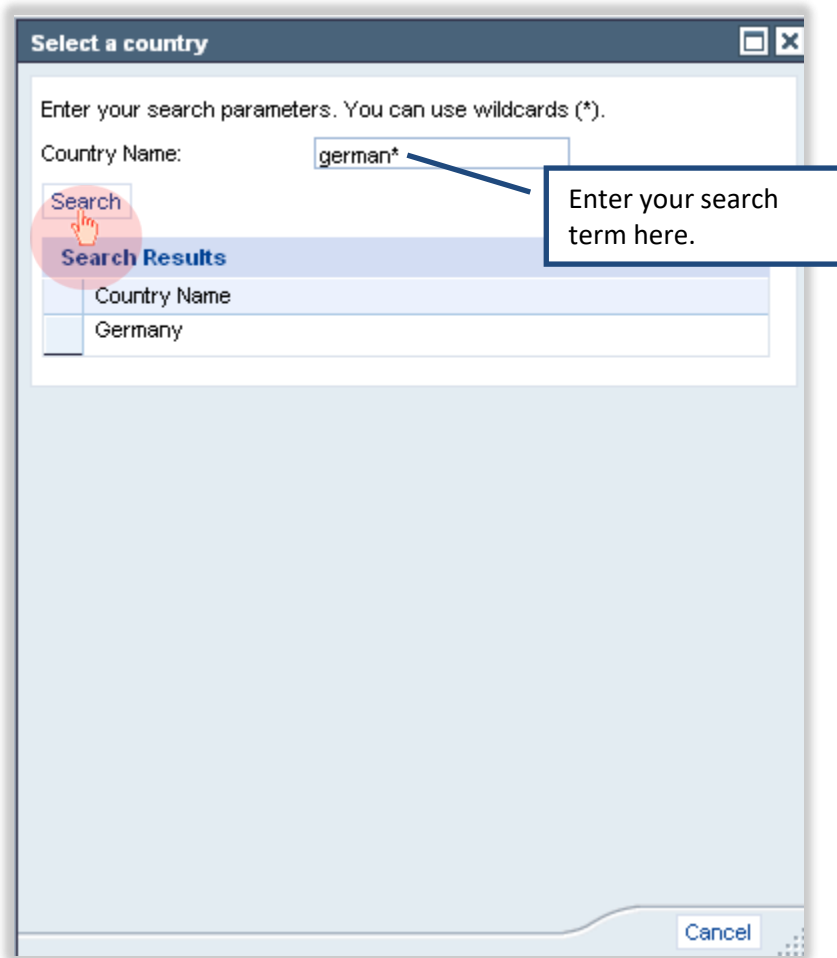
Search for a term by typing part of the search term into the search box followed by a placeholder*, e.g. Ger*. You can also enter part of the term with two placeholders *, e.g. *ien*. To display the entire list, click on "Search" without entering a term.

Clicking on "Search" initiates the search process and any results will appear in a picklist. To select, click on the relevant term. The window will automatically close and your selection will be adopted in the field.

Registration

The registration process enables you to register as a service platform user. You must register before submitting an online application.

First select whether you want to register yourself or a company/organisation as an applicant. To select an option click on the relevant white circle (radio button).

Always click on the "Next" button to move to the next point on the navigation bar.

Enter Contact Data

The next step is to enter your personal information.

	1	2	3	4	
	Choose Purpose	Enter Contact Data	Review and Save	Confirmation	

◀ Previous Next ▶

Fields marked with * are mandatory.

Personal Information

Appellation / Name Affix:

First Name * / Surname: *

Street * / House Number:

Postal Code * / City: *

Country: *

E-Mail: *

Confirm E-Mail: *

Phone: *

Mobile:

Fax:

Language: *

User ID: *

Define New Password: *

Confirm New Password: *

Security Question: *

Security Answer: *

Confirm Security Answer: *

☐ Nutzungsbedingungen akzeptieren

> Accept the terms of use by clicking the box.

altars

> In this field, type the words displayed in the box above.

Privacy & Terms   reCAPTCHA™

◀ Previous Next ▶

Review and Save

Check your details and then click on "Save". If you find a mistake, go back a step and make the relevant changes.

You have now arrived at the last navigation point in the registration process. A message appears confirming your successful registration; you will also receive an email containing your logon details.

A confirmation message appears.

Logging on

After you have registered, you will be able to log on directly on your next visit to the service platform.

Click on the "Log on" button on the homepage.

If you have problems logging on – for example, if you have forgotten your password or your user ID – click on the relevant link below the logon window, where you can then request an email containing the commensurate logon data.

After logging on, the homepage will be displayed again. Now click on "Online-Antragstellung".

This opens up an overview of your applications.

This is what the application overview looks like if you have not yet created an application.

Creating an application
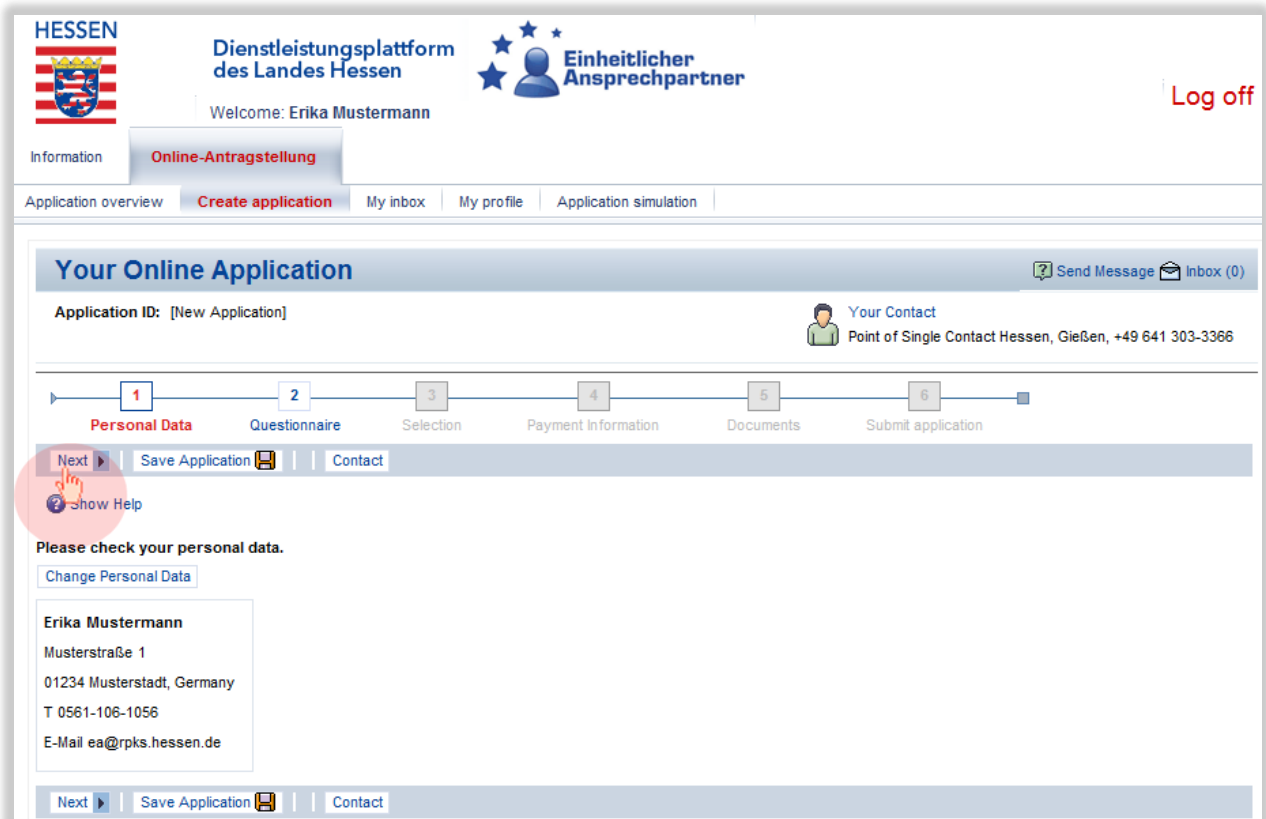
To start creating an application, click on "Create application".

Personal Data

This contains the information you specified during registration. You can check the data and modify it as necessary.

Questionnaire
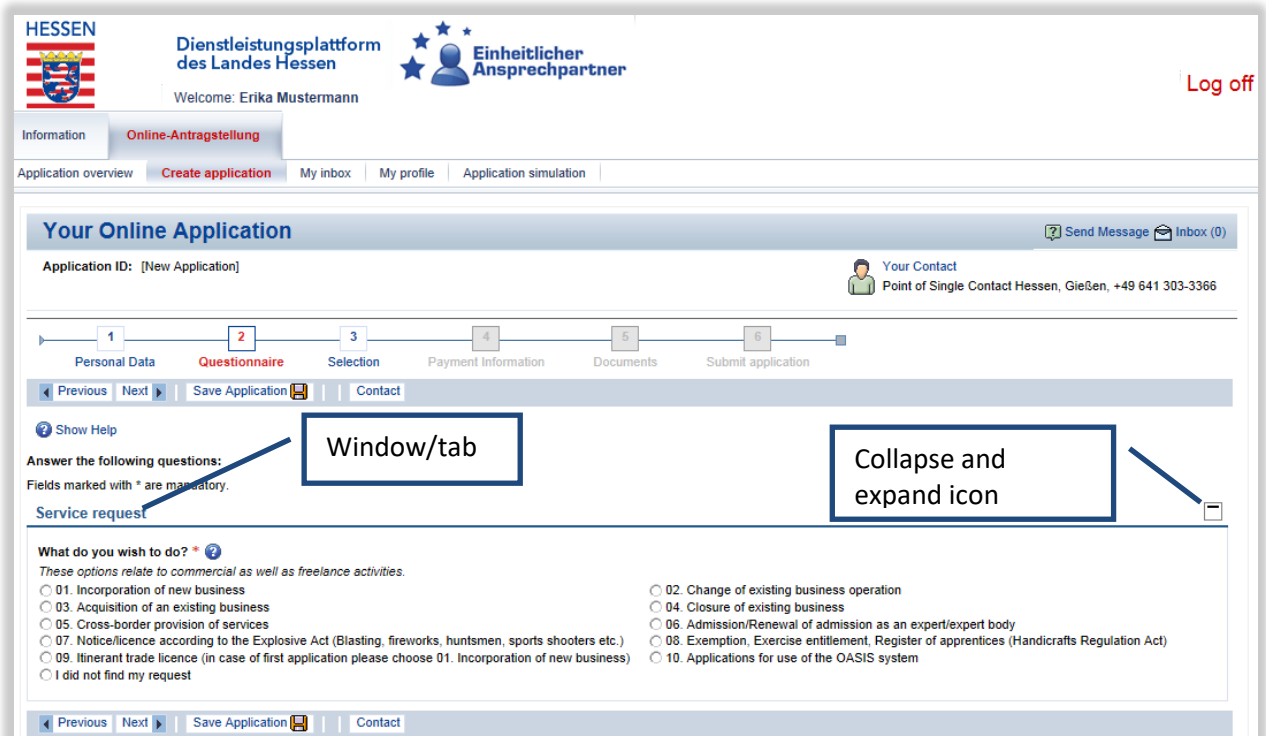
The questionnaire specifically asks you about the purpose of your visit. Select one of the themes. Further questions will appear depending on your responses.

These questions will appear one below the other. If all the questions in a tab have been answered a green tick appears after the heading.

Please be aware that these instructions use the example of establishing a business. Depending on which theme you select, the questions may be different.
Should you have any questions during the application process, please contact your Hessen Point of Single Contact.

Once you have completed the questionnaire, all the questions will display a green tick.

Selection

The Selection navigation point enables you to specify the documents that you already possess.

Select a document that you already possess here.

Payment Information

The navigation point "Payment Information" only appears when fees are charged.
The Payment Information navigation point displays the prospective charges due for processing the application(s). In many cases, only framework charges are displayed as no flat rate charge exists for some of the services rendered and the respective charge is only established after a decision has been made regarding the application.

Documents

The Documents navigation point allows you to upload the documents necessary for the application and complete the required forms.

Process the documents here.

If necessary, add further documents here.

As soon as you start processing documents (whether completing the form or uploading a document) you will be prompted to start the application process.

After starting the application process you will receive an application ID.

Click on "Upload Document" will open a new window.
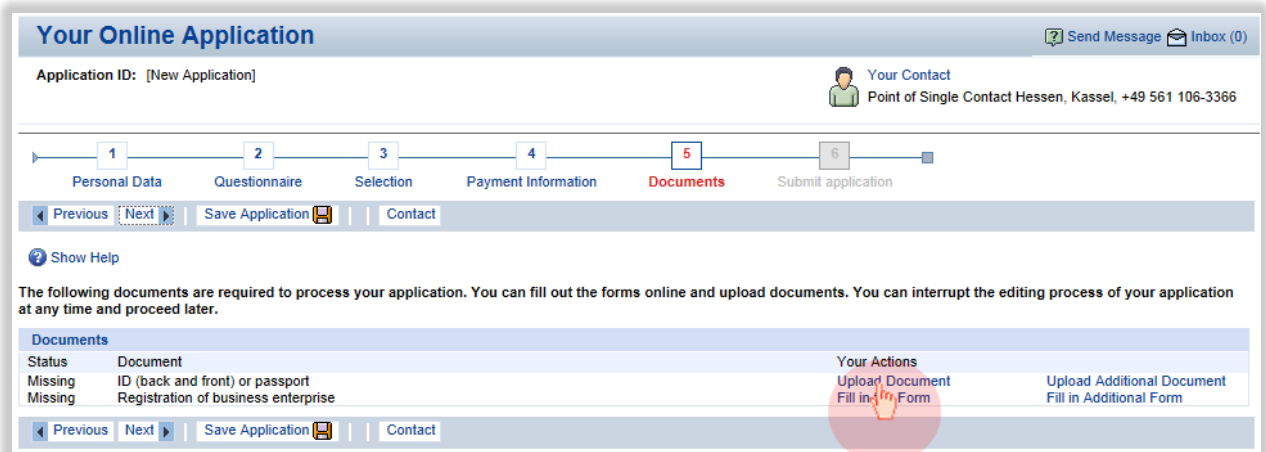
Click on "Durchsuchen"/"Browse" to select the file you want to upload.
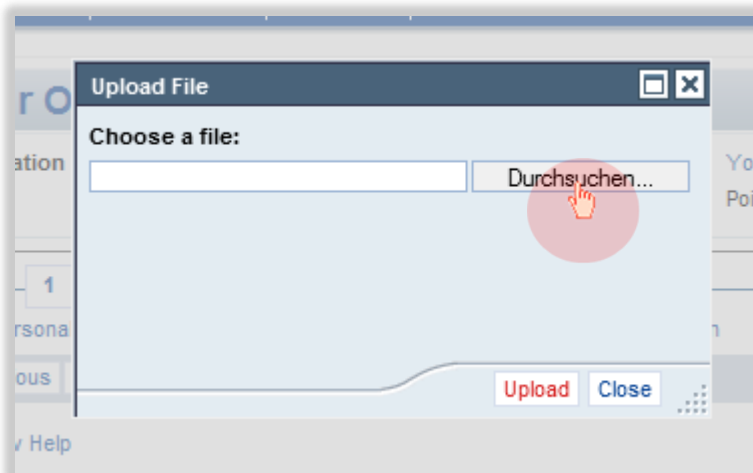
Click on "Upload".

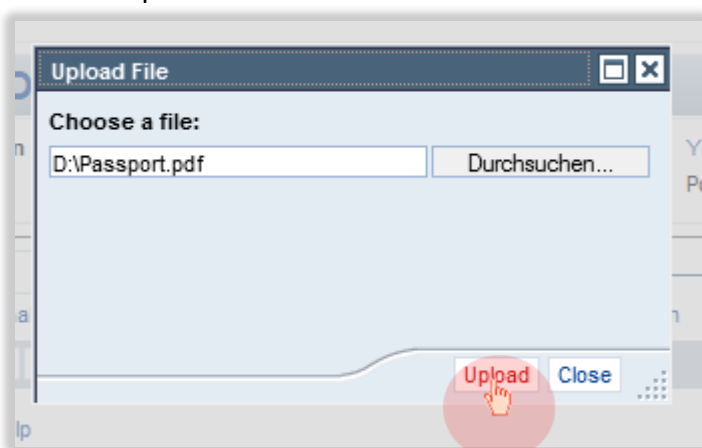The requisite documents will be highlighted in blue if they are successfully uploaded and a tick will appear in the "Status" column.

Now click on "Fill in the Form", this will open the necessary form, which you can then complete.

Please complete all the requisite fields and save the form.

A confirmation message appears.

Some application forms, e.g. for itinerate trade licence, will be shown as PDF Documents. Please complete all the requisite fields. The red-bordered fields are compulsory.

Where a form is subject to a written form requirement, it must either encompass an electronic signature or be signed by you. Details of whether there is a written form requirement are displayed above the opened form.

Where a written form requirement applies the form can be printed out, signed and sent by fax or post to your Point of Single Contact. Therefor you have to click on "Show PDF".
To display the Form in English click on the "Show Help" Button. Please note that this is merely a help function and you will still have to complete and submit the German form. Submission of an English version of the form will not be accepted and will only delay the application process.

If the form has been successfully saved, it will again be highlighted in blue and a tick will appear in the "Status" column.

Submit application

This navigation point displays a summary of your application and allows you to carry out a final check.

After checking all the data, click on **"Submit Application"** to forward the application to your Point of Single Contact.

You will then receive confirmation that the application has been successfully submitted.

Help functions

The application process encompasses a number of help functions.

The help function allows you to send a message to the Point of Single Contact. You can also make your application visible to the Point of Single Contact in order to facilitate their help.
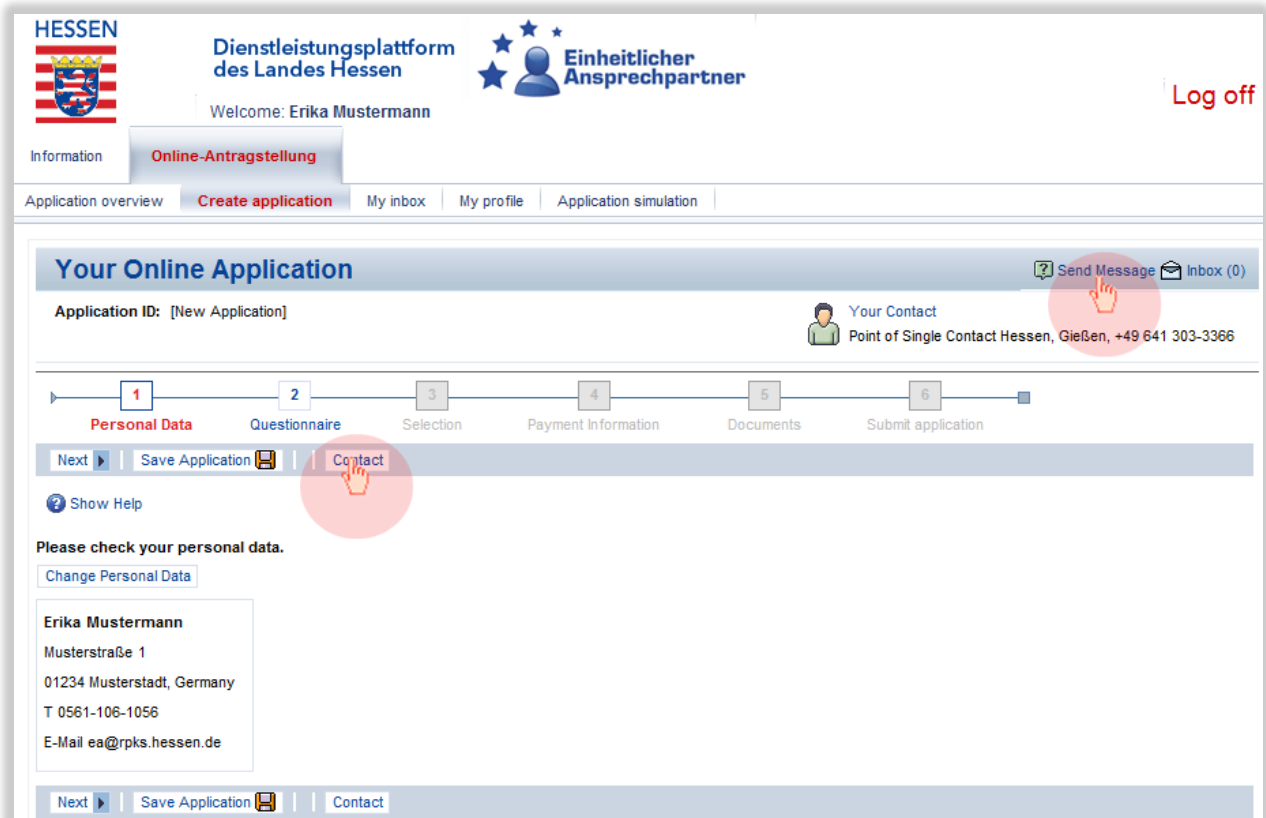
Messaging

You can use the help functions to send a message to your Point of Single Contact.

Clicking on the relevant help function will open a new window. Then click on "Send Message":
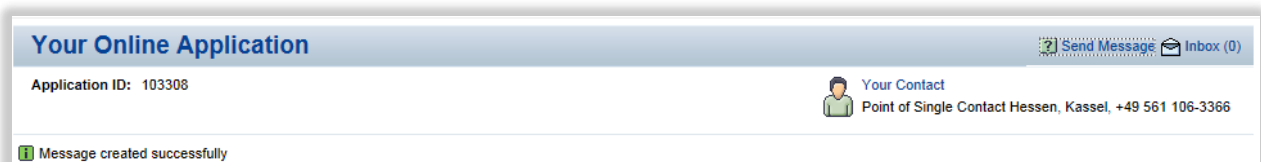
This will display the following message window:

Please complete all the requisite fields. Then click on "Send".
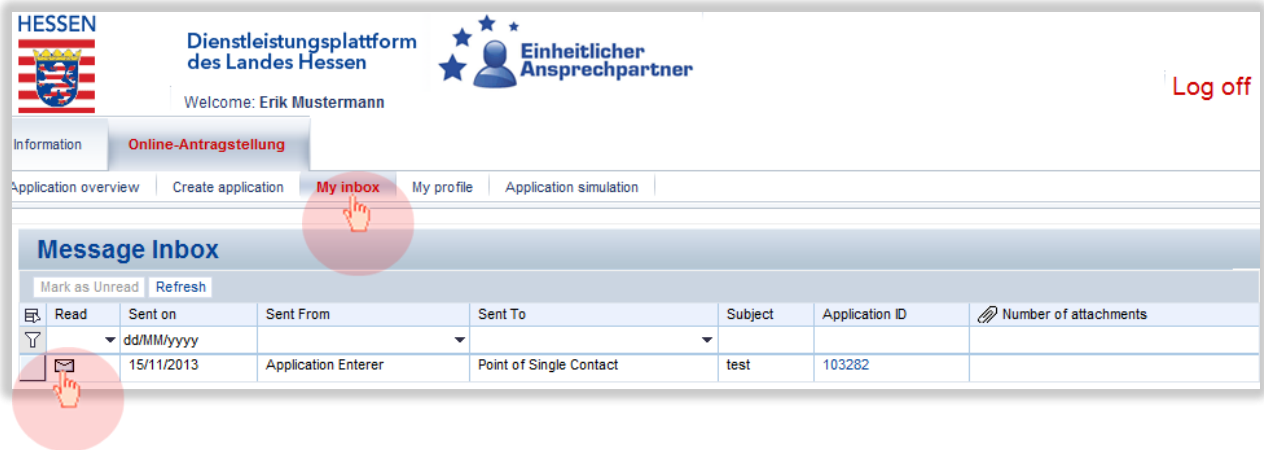
After successfully sending a message, the notification "Message created successfully" appears.

Received and older messages can be called up via "My inbox" in detailed navigation. You can use the messaging function at any time during the application process.

My inbox

All sent and received messages are available in your inbox. Messages can be opened by clicking on the envelope icon.
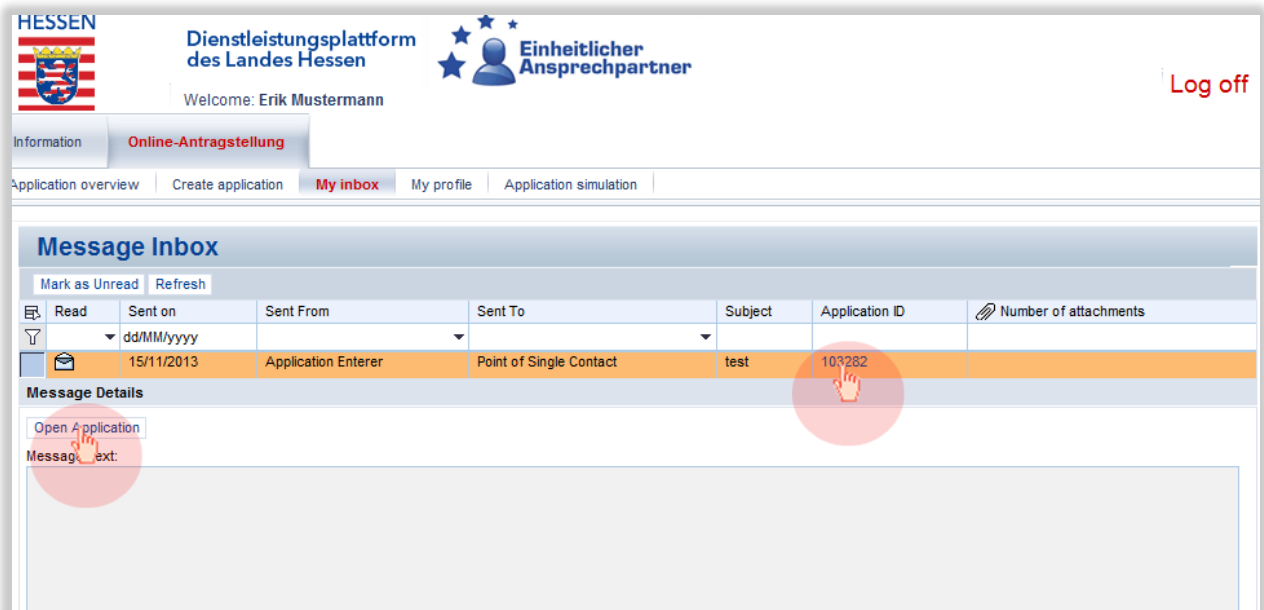
Unfortunately it is not possible that you can directly reply to a message of the single point of contact. Therefor you need to open the Application and send a new message.

To return to the relevant application, either click on the application ID or on "Open Application".

Application Overview

Here you will see the contact details of your Point of Single Contact.
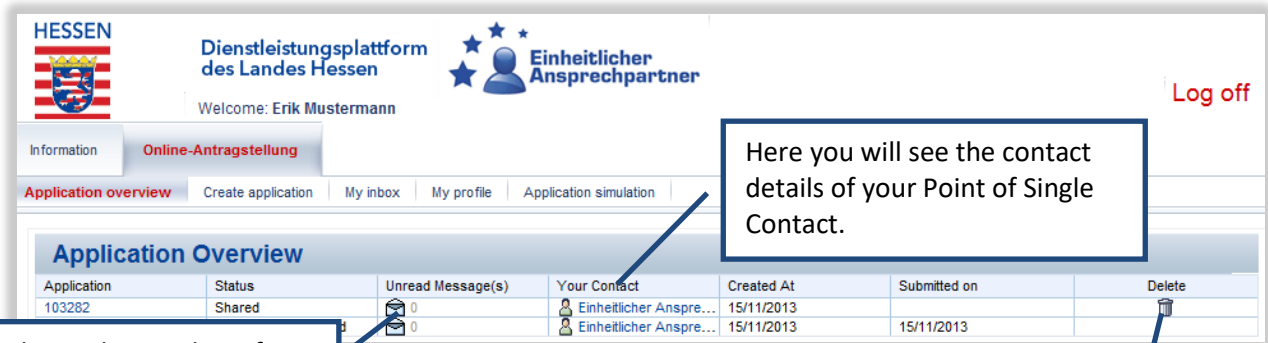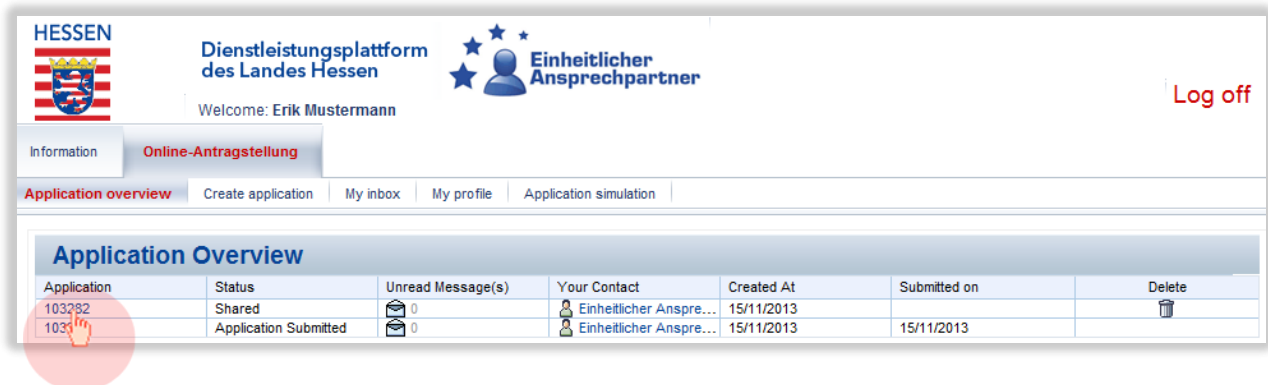
This shows the number of unread messages regarding an application.

Here you can delete any applications that have not yet been submitted.

Using the delete function is no longer possible once the ~~application is shared~~ to your Point of Single Contact. After an application has been s~~ubmitted, only your Point of Single~~ Contact can cancel it. If such a case arises, please contact the relevant Point of Single Contact.

Select the desired application by clicking on the application ID.
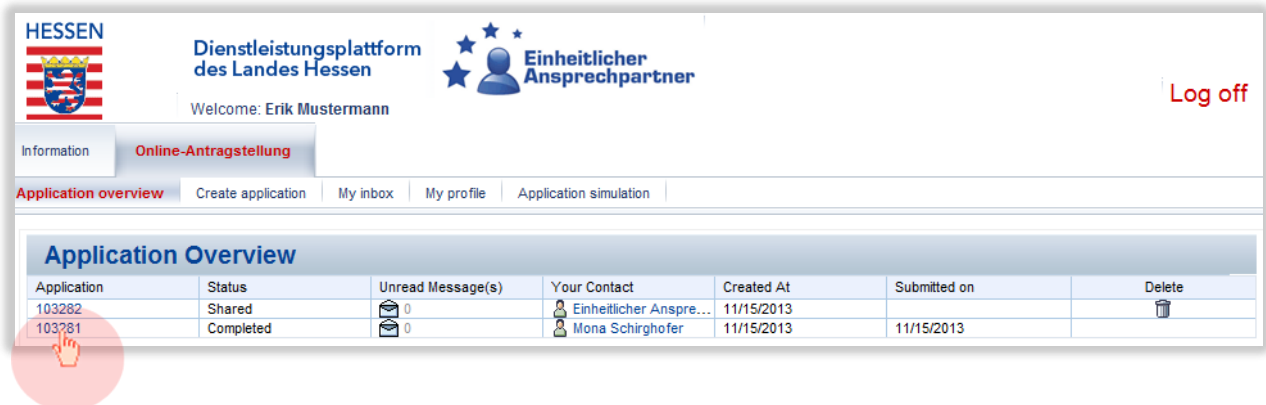
Status

The Application Overview allows you to monitor the status of your applications at any time.

Status	Process step
"New"	The application has not yet been submitted and is not visible to the PSC.
"Shared"	The application has been made visible to the PSC.
"Being processed by Single Point of Contact"	The application is being processed by the PSC.
"Under Approval"	The application has been received by the competent authority for authorisation; however, this status does not indicate whether or not the application has been authorised.
"Complete"	A decision has been made by the competent authority.

Decision

When the status shows "Complete", the decision has been communicated. Open the application by clicking on the application ID.
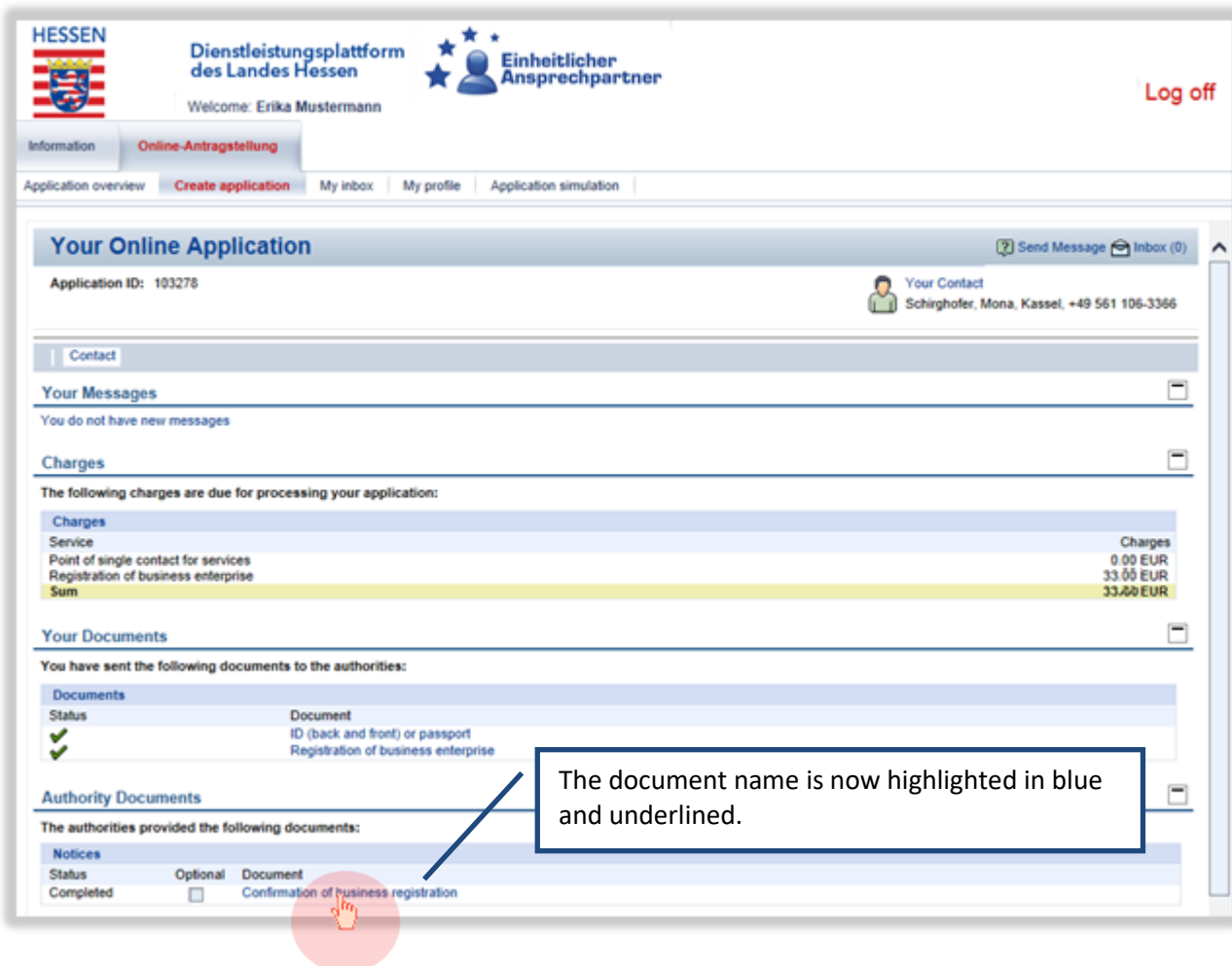

The decision appears under the "Your Contact" tab. Click on the document name to open the document. The decision can now be saved on your computer and printed if necessary.

The document name is now highlighted in blue and underlined.

Any questions? Simply contact your Point of Single Contact!

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