



**Einheitlicher
Ansprechpartner**

Instructions for service platform users



Regional councils of Hesse

March 2019

Instructions for service platform users

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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

HESSEN Dienstleistungsplattform des Landes Hessen Einheitslicher Ansprechpartner

Welcome: auf der Dienstleistungsplattform Hessen Log on

Information **Online-Antragstellung**

Startseite Über uns **Online-Antragstellung** Hilfe Impressum

Administration. Networking. An Edge for Business.

The Point of Single Contact Hessen (EAH) clears time-consuming and nerve-wracking obstacles from your path by allowing you to carry out your dealings with the authorities online.

You want to carry out your dealings with the authorities conveniently from the comfort of your own home or on the road? Do you want to open a handicraft business, restaurant or lawyer's office? Register, change or de-register a business or apply for a renewal of the off-time?

The following requests, as well as [many others](#), can be carried out through the Point of Single Contact Hessen. The EAH is offering a completely new electronic procedure for your dealings with the authorities, so you can make your applications online. Whenever you want, wherever you want: 24 hours a day! ([More information](#))

How does the "Online Application" work?

As soon as you have registered, you can start your application right away. To register, initially click on the blue bar at the top on "Online-Antragstellung" (Online Application) and then on "Registrierung" (Registration). Then you can start to create your application. You can save your progress at any time, and interrupt and re-continue your work at a later time, if necessary. After you have sent off your application, you can see from the status provided whether the authorities responsible have already started to check your application, etc.

If you are not yet sure if you have to use the online application, you can initially try out the online application without having to register in advance. To do this, click on the blue bar at the top on "Online-Antragstellung" and then on "Antragssimulation" (Application Simulation). If you use the English-language interface of the application facility, please be aware that the application simulation is not yet fully available in English. The English-language application facility is only available to you as a registered user. The simulation will take you through the online application and will show you what documentation you require and what forms you have to complete. If you now decide to make an application, register and start the application as described above.

Please be aware that you will need your ID card in a [scanned form](#) for authentication and may have to upload other application documentation in a scanned form.

Links German

You will find information on the Point of Single Contact on our portal. You can find also an extensive collection of links on establishing a business in Hessen, Germany and the EU. www.eah.hessen.de

The "Hessenfinder" offers you information on administrative services and official forms and the competent authorities of your requests. www.hessenfinder.de

EUGO Part of the EUGO network

The Application simulation opens.

HESSEN Dienstleistungsplattform des Landes Hessen Einheitslicher Ansprechpartner

Welcome: auf der Dienstleistungsplattform Hessen Log on

Information **Online-Antragstellung**

Application simulation Registration Forgot password? Forgot login?

Your Online Application

Application ID: [New Application] Your Contact
Einheitslicher Ansprechpartner Hessen, Gießen

You have started the application simulation mode. Please note that in simulation mode some features can only be used in a limited way or not at all.

1 Personal Data 2 Questionnaire 3 Selection 4 Payment Information 5 Documents 6 Submit application

Next >

Show Help

You can create a trial version of your online application using the simulation mode. This way you do not need to create a real application and the system will not save any of your data. We recommend to enter correct personal data in this step because personal data such as your residence might have an immediate impact on your application.

Personal Information

Appellation / Name Affix:

First Name / Surname:

Street / House Number:

Postal Code / City:

Country:

E-Mail:

Phone:

Mobile:

Fax:


Language:

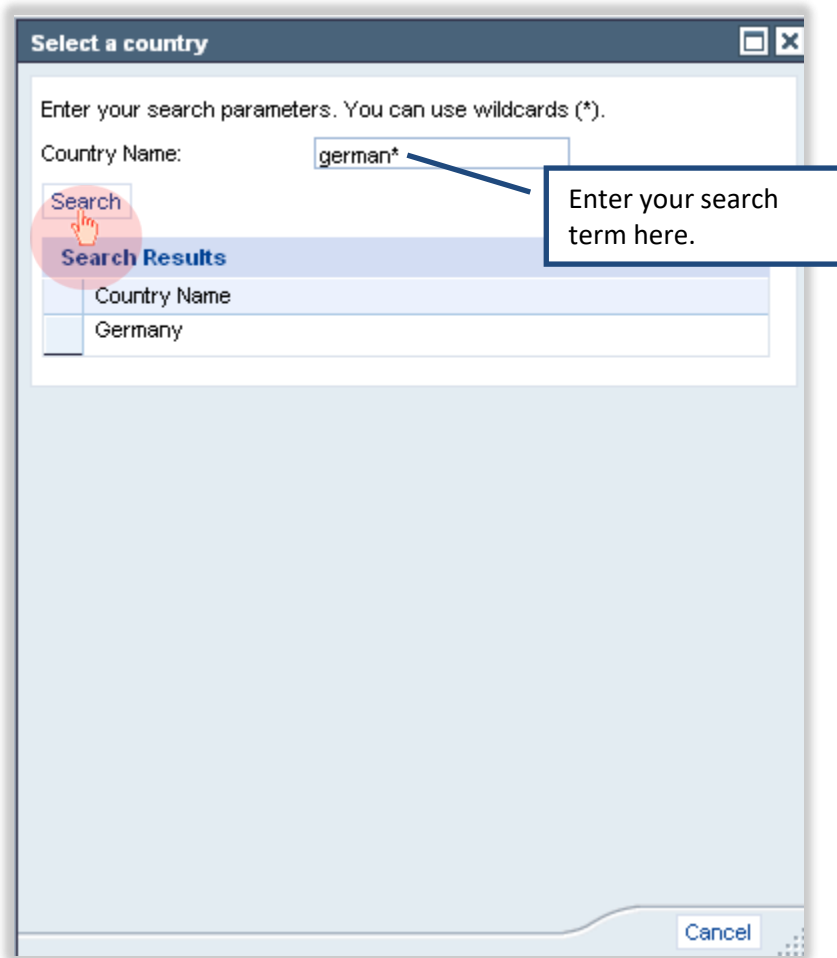
Next >

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 . Clicking one of these opens a separate help window.

This 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.



HESSSEN
Dienleistungsplattform
des Landes Hessen
Einheitslicher
Ansprechpartner

Welcome: auf der Dienstleistungsplattform Hessen

Information **Online-Antragstellung**

Application simulation **Registration** Forgot password? Forgot logon?

Click on "Registration".

Registration

Party: Applicant as Individual

1 2 3 4

Choose Purpose Enter Contact Data Review and Save Confirmation

Previous Next

I want to register myself or my company

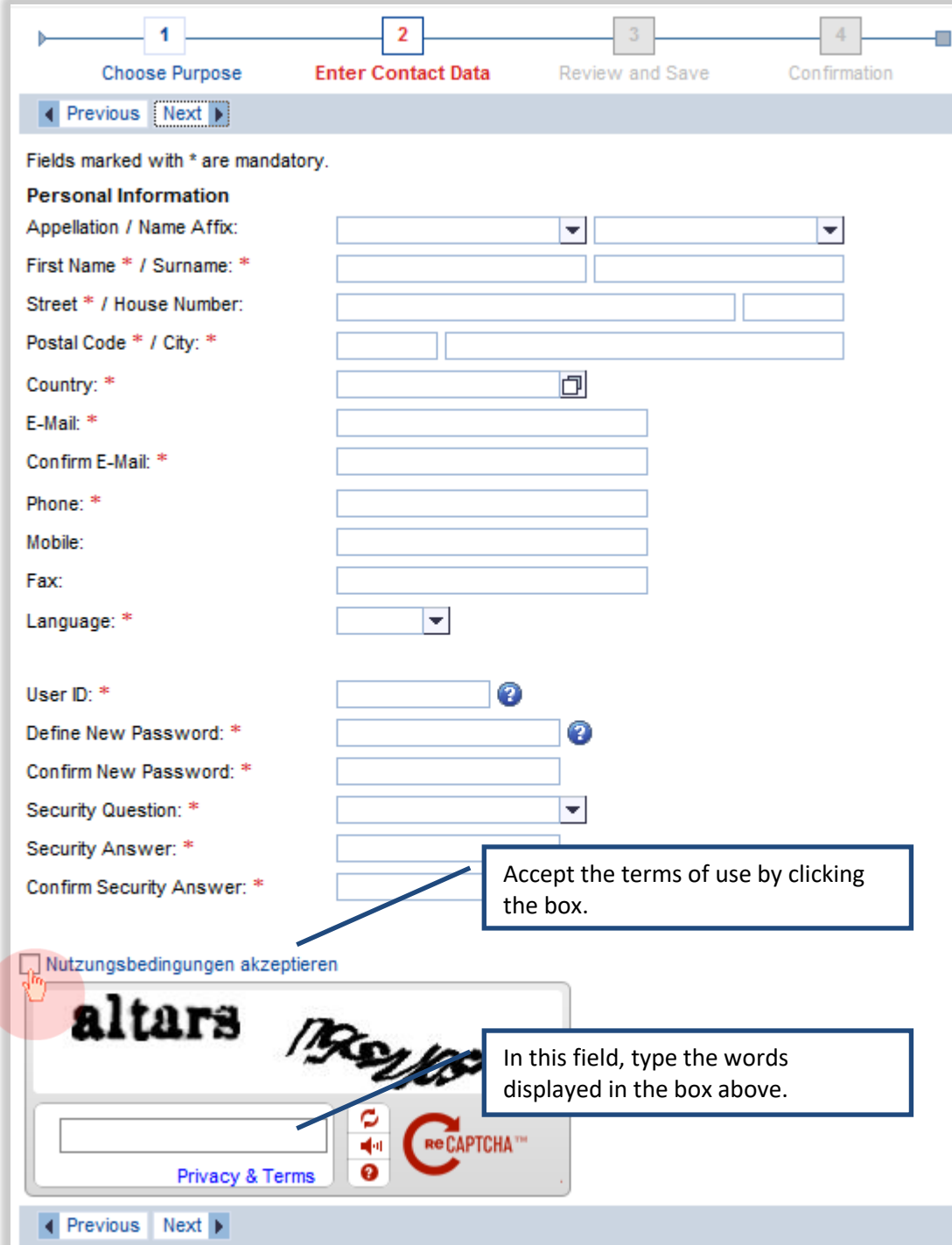
- I want to register myself (single user) as applicant
- I want to register my company as applicant, so that my employees are able to submit applications

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.



The screenshot shows a multi-step registration process. Step 2, 'Enter Contact Data', is highlighted. The form includes fields for personal information, contact details, and security questions. A checkbox for 'Nutzungsbedingungen akzeptieren' is highlighted with a red circle. A reCAPTCHA challenge is also visible. Two callout boxes provide instructions: one points to the checkbox with the text 'Accept the terms of use by clicking the box.', and another points to the reCAPTCHA input field with the text 'In this field, type the words displayed in the box above.' The navigation bar at the top shows steps 1 (Choose Purpose), 2 (Enter Contact Data), 3 (Review and Save), and 4 (Confirmation). The bottom navigation bar has 'Previous' and 'Next' buttons.

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

altars *1792/18*

Privacy & Terms reCAPTCHA™

◀ Previous Next ▶

Accept the terms of use by clicking the box.


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

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.

Registration

Party: Applicant as Individual



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

◀ Previous Save ▶

Personal Information

Appellation / Name Affix:

First Name / Surname:

Street / House Number:

Postal Code / City:

Country:

E-Mail:

Phone:

Mobile:

Fax:

Language:

User ID:

Define New Password:

Confirm New Password:

Security Question:

Security Answer:

Confirm Security Answer:

◀ Previous Save ▶

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.

Registration

Party Applicant as Individual

i **Registrierung erfolgreich**

A confirmation message appears.

Thank you for your registration.
Your account has been activated and you will shortly receive an e-mail with your logon details.

Logging on

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

Dienstleistungsplattform
des Landes Hessen

Einheitlicher
Ansprechpartner

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

Welcome: auf der Dienstleistungsplattform Hessen

Information

Online-Antragstellung

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Über uns

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Hilfe

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Links German

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Part of the EUGO network

8 | Page

Dienstleistungsplattform
des Landes Hessen

Anmeldedaten

Hier können Sie sich am Dienstleistungsportal Hessen anmelden

User *

Password *

Enter the user ID and password you specified during registration.

Probleme bei der Anmeldung?

- ▶ [Haben Sie Ihr Passwort vergessen?](#)
- ▶ [Sie können sich nicht mehr an Ihre Benutzerkennung erinnern?](#)
- ▶ [Registrieren Sie sich, wenn Sie die Dienstleistungsplattform des Landes Hessen nutzen möchten.](#)

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”.

Dienstleistungsplattform
des Landes Hessen

Log off

Administration. Networking. An Edge for Business.

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Please be aware that you will need your ID card in a [scanned form](#) for authentication and may have to upload other application documentation in a scanned form.

Links

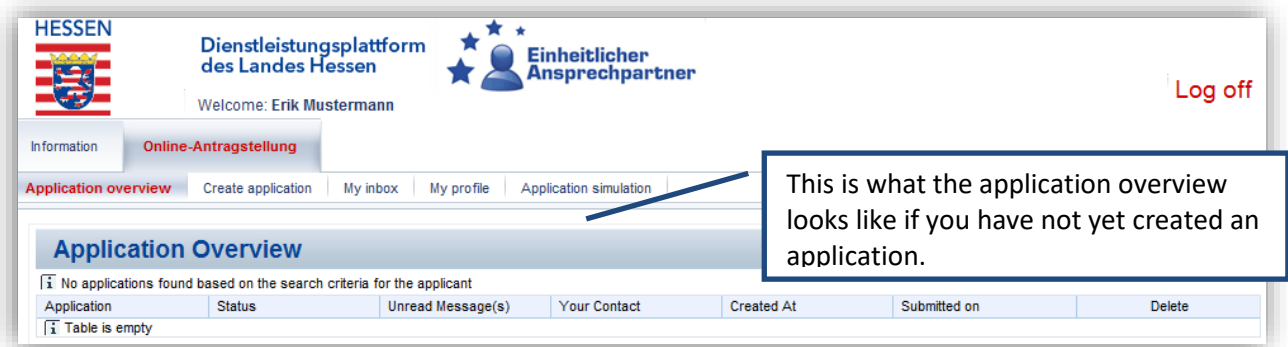
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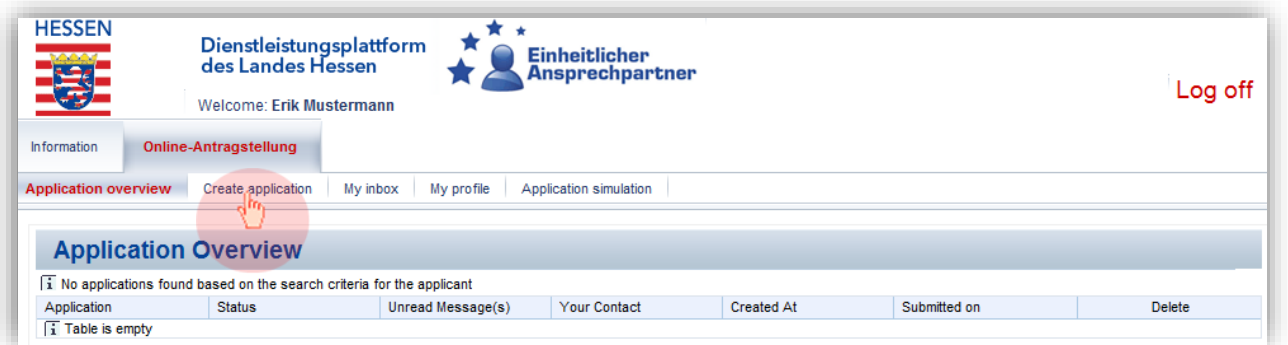
This opens up an overview of your applications.



The screenshot shows the user interface for 'Einheitlicher Ansprechpartner'. At the top, it says 'HESSEN Dienstleistungsplattform des Landes Hessen' and 'Welcome: Erik Mustermann'. There is a 'Log off' button in the top right. Below the header, there are navigation tabs: 'Information', 'Online-Antragstellung', 'Application overview', 'Create application', 'My inbox', 'My profile', and 'Application simulation'. The 'Application overview' tab is selected. Below the tabs, there is a section titled 'Application Overview' with a message: 'No applications found based on the search criteria for the applicant'. Below this message is an empty table with the following columns: 'Application', 'Status', 'Unread Message(s)', 'Your Contact', 'Created At', 'Submitted on', and 'Delete'. A blue box with a white background and a blue border contains the text: 'This is what the application overview looks like if you have not yet created an application.' An arrow points from this box to the 'Application overview' tab.

Creating an application

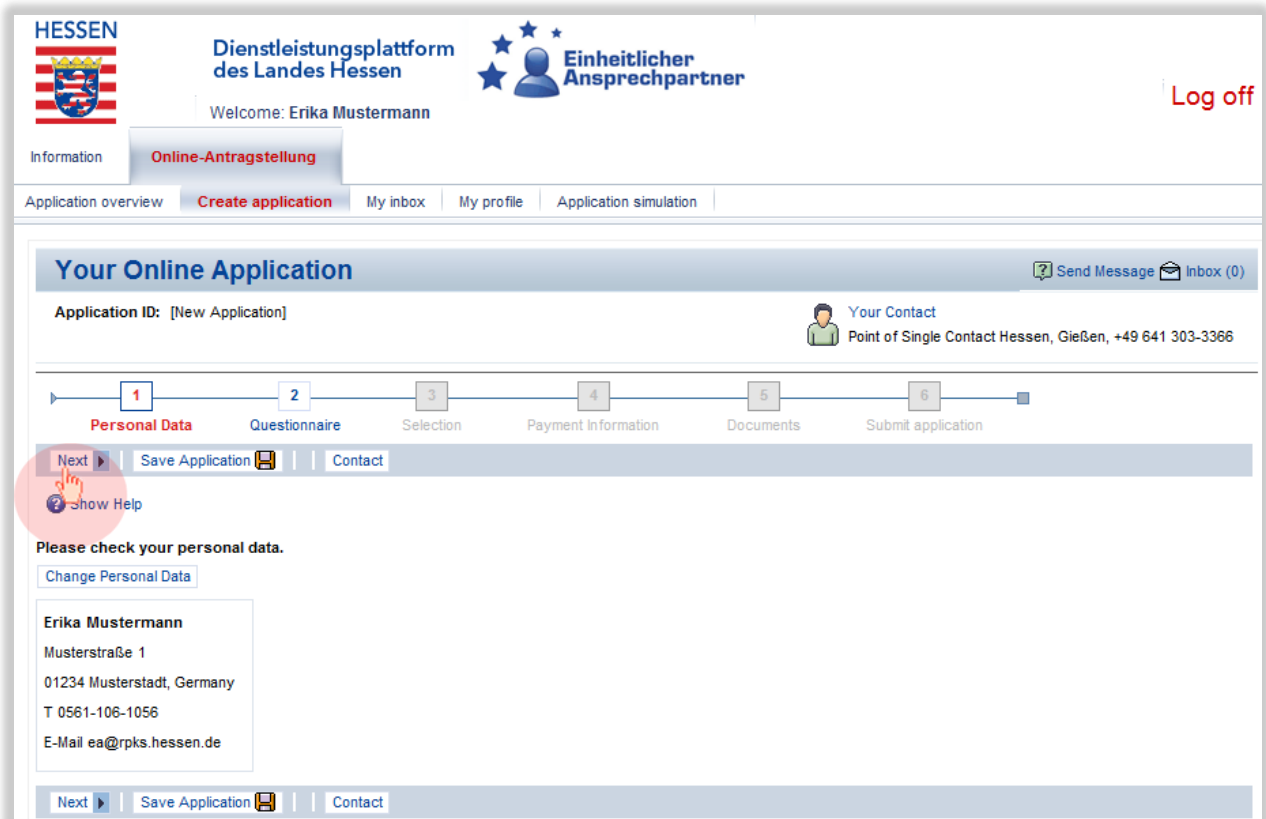
To start creating an application, click on "Create application".



This screenshot is identical to the one above, but with a red circle highlighting the 'Create application' button in the navigation tabs. A hand cursor icon is positioned over the button, indicating it is clickable.

Personal Data

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

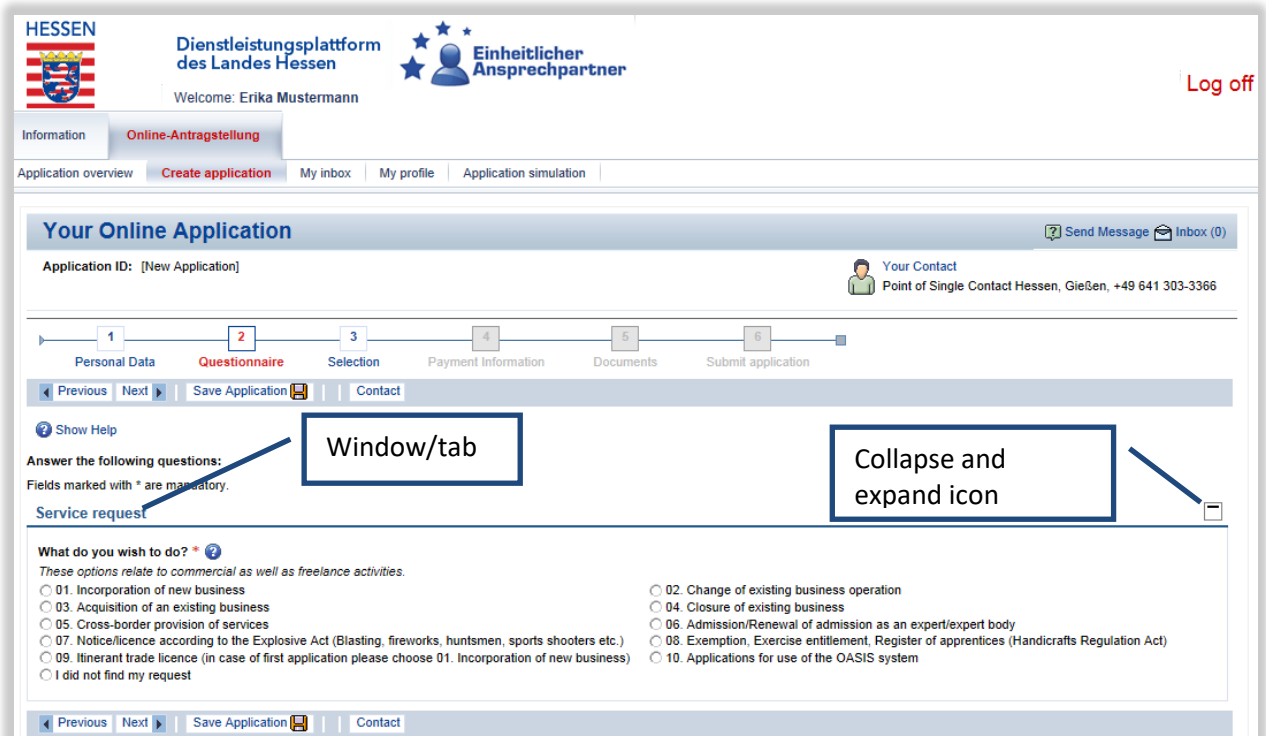


The screenshot shows the 'Personal Data' step (1) of the 'Your Online Application' process. The user is Erika Mustermann. The progress bar shows steps: 1. Personal Data (active), 2. Questionnaire, 3. Selection, 4. Payment Information, 5. Documents, 6. Submit application. A 'Show Help' button is highlighted with a red circle. Below the progress bar, there is a 'Please check your personal data.' section with a 'Change Personal Data' button and a form containing the following information:

Erika Mustermann
 Musterstraße 1
 01234 Musterstadt, Germany
 T 0561-106-1056
 E-Mail ea@rpk.s.hessen.de

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.



The screenshot shows the 'Questionnaire' step (2) of the 'Your Online Application' process. The user is Erika Mustermann. The progress bar shows steps: 1. Personal Data, 2. Questionnaire (active), 3. Selection, 4. Payment Information, 5. Documents, 6. Submit application. A 'Show Help' button is highlighted with a red circle. Below the progress bar, there is an 'Answer the following questions:' section with a 'Service request' label. A 'Window/tab' box highlights the 'Previous' and 'Next' navigation buttons. A 'Collapse and expand icon' box highlights the collapse/expand icon in the top right corner of the question area. The question is:

What do you wish to do? *

These options relate to commercial as well as freelance activities.

- 01. Incorporation of new business
- 02. Change of existing business operation
- 03. Acquisition of an existing business
- 04. Closure of existing business
- 05. Cross-border provision of services
- 06. Admission/Renewal of admission as an expert/expert body
- 07. Notice/licence according to the Explosive Act (Blasting, fireworks, huntsmen, sports shooters etc.)
- 08. Exemption, Exercise entitlement, Register of apprentices (Handicrafts Regulation Act)
- 09. Itinerant trade licence (in case of first application please choose 01. Incorporation of new business)
- 10. Applications for use of the OASIS system
- I did not find my request

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.

Service request -

What do you wish to do? * ?


These options relate to commercial as well as freelance activities.

<input checked="" type="radio"/> 01. Incorporation of new business	<input type="radio"/> 02. Change of existing business operation
<input type="radio"/> 03. Acquisition of an existing business	<input type="radio"/> 04. Closure of existing business
<input type="radio"/> 05. Cross-border provision of services	<input type="radio"/> 06. Admission/Renewal of admission as an expert/expert body
<input type="radio"/> 07. Notice/licence according to the Explosive Act (Blasting, fireworks, huntsmen, sports shooters etc.)	<input type="radio"/> 08. Exemption, Exercise entitlement, Register of apprentices (Handicrafts Regulation Act)
<input type="radio"/> 09. Itinerant trade licence (in case of first application please choose 01. Incorporation of new business)	<input type="radio"/> 10. Applications for use of the OASIS system
<input type="radio"/> I did not find my request	

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.



Dienstleistungsplattform
des Landes Hessen

Welcome: Erika Mustermann



Log off

Information **Online-Antragstellung**

Application overview **Create application** My inbox My profile Application simulation

Your Online Application Send Message Inbox (0)

Application ID: [New Application] Your Contact
Point of Single Contact Hessen, Gießen, +49 641 303-3366

1 Personal Data
2 Questionnaire
3 Selection
4 Payment Information
5 Documents
6 Submit application

Previous Next Save Application Contact

Show Help

Answer the following questions:
Fields marked with * are mandatory.

Service request -

What do you wish to do? * ?

These options relate to commercial as well as freelance activities.

<input checked="" type="radio"/> 01. Incorporation of new business	<input type="radio"/> 02. Change of existing business operation
<input type="radio"/> 03. Acquisition of an existing business	<input type="radio"/> 04. Closure of existing business
<input type="radio"/> 05. Cross-border provision of services	<input type="radio"/> 06. Admission/Renewal of admission as an expert/expert body
<input type="radio"/> 07. Notice/licence according to the Explosive Act (Blasting, fireworks, huntsmen, sports shooters etc.)	<input type="radio"/> 08. Exemption, Exercise entitlement, Register of apprentices (Handicrafts Regulation Act)
<input type="radio"/> 09. Itinerant trade licence (in case of first application please choose 01. Incorporation of new business)	<input type="radio"/> 10. Applications for use of the OASIS system
<input type="radio"/> I did not find my request	

Legal form -

In what type of company (legal form) do you wish to perform your service? *

Sole proprietorship

Nationality -

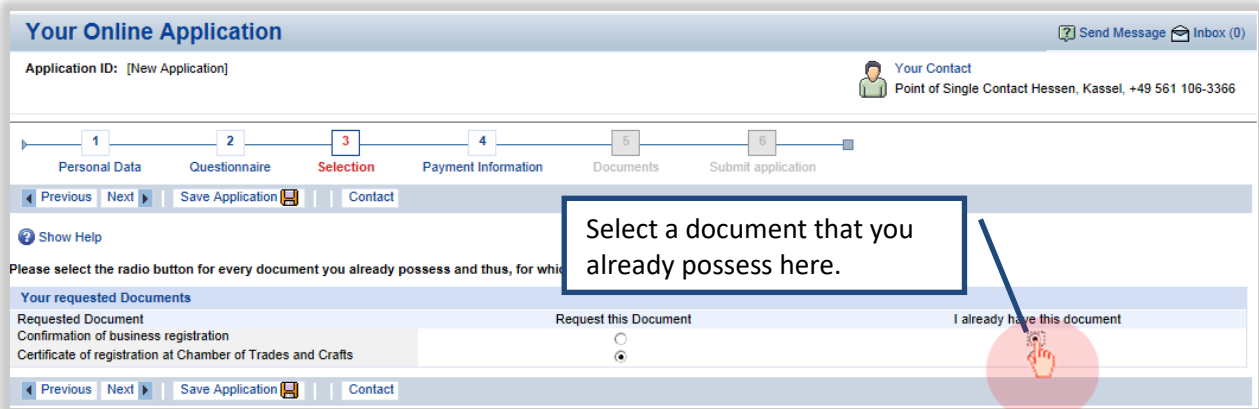
From which country are you personally / the personally liable partners / the director a national? *

Germany

Service/Place -

Selection

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



Your Online Application Send Message Inbox (0)

Application ID: [New Application] Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

1 Personal Data 2 Questionnaire **3 Selection** 4 Payment Information 5 Documents 6 Submit application

Previous Next Save Application Contact

Show Help

Please select the radio button for every document you already possess and thus, for which you do not need to request a document.

Your requested Documents

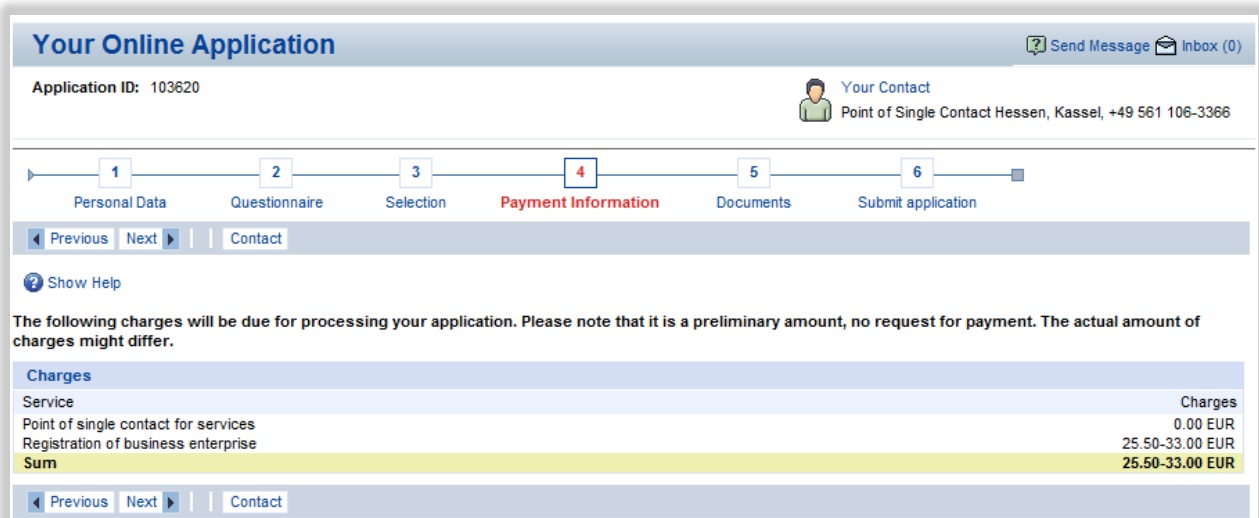
Requested Document	Request this Document	I already have this document
Confirmation of business registration	<input type="radio"/>	<input type="radio"/>
Certificate of registration at Chamber of Trades and Crafts	<input type="radio"/>	<input checked="" type="radio"/>

Previous Next Save Application Contact

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.



Your Online Application Send Message Inbox (0)

Application ID: 103620 Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

1 Personal Data 2 Questionnaire 3 Selection **4 Payment Information** 5 Documents 6 Submit application

Previous Next Contact

Show Help

The following charges will be due for processing your application. Please note that it is a preliminary amount, no request for payment. The actual amount of charges might differ.

Charges	
Service	Charges
Point of single contact for services	0.00 EUR
Registration of business enterprise	25.50-33.00 EUR
Sum	25.50-33.00 EUR

Previous Next Contact

Documents

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

Your Online Application Send Message | Inbox (0)

Application ID: [New Application] Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

1 Personal Data 2 Questionnaire 3 Selection 4 Payment Information 5 **Documents** 6 Submit application

Previous | Next | Save Application | Contact

Show Help

The following documents are required to process your application. You can fill out the forms online and upload documents. You can interrupt the editing process of your application at any time and proceed later.

Status	Document	Your Actions
Missing	ID (back and front) or passport	Upload Document
Missing	Registration of business enterprise	Upload Additional Document
		Fill in the Form
		Fill in Additional Form

Previous | Next | Save Application | Contact

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.

Start Application Processing [X]

In order to edit the documents, you need to start the application processing. This step will also save your application.

Note that after starting the application processing, you will not be able to make changes in the questionnaire.

Note that future actions will be automatically saved. This way you can interrupt the editing process of your application at any time and proceed later.

What do you want to do next?

Start Application Processing Cancel

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

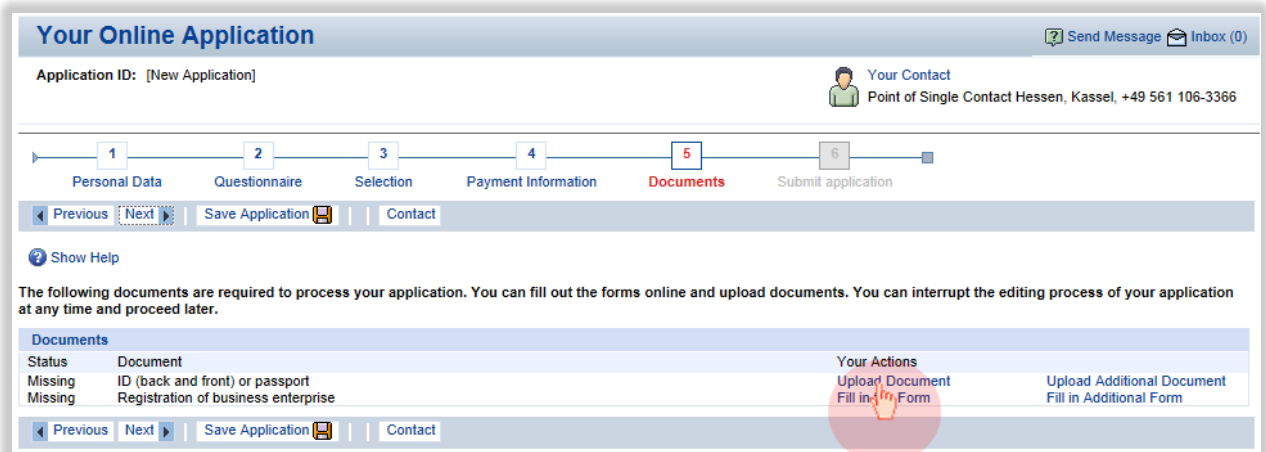
Your Online Application Send Message | Inbox (0)

Application ID: 103308 Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

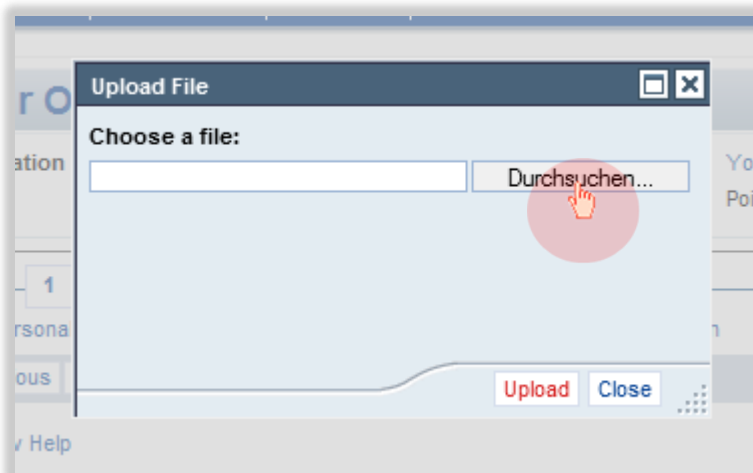
Document uploaded successfully

1 Personal Data 2 Questionnaire 3 Selection 4 Payment Information 5 **Documents** 6 Submit application

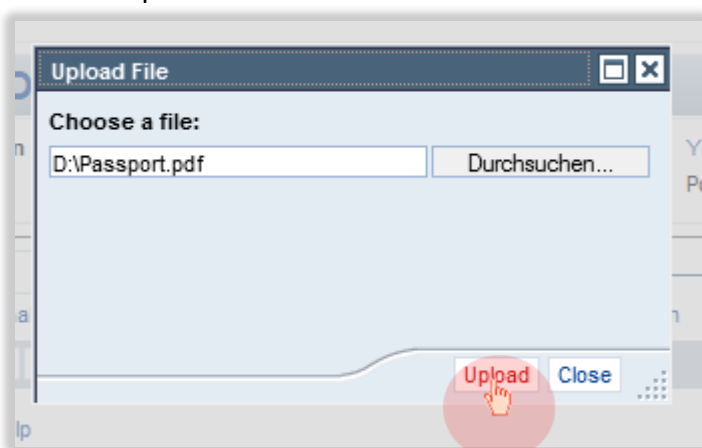
Click on “Upload Document” will open a new window.



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.

Your Online Application

[Send Message](#) [Inbox \(0\)](#)

Application ID: 103308
 **Your Contact**
 Point of Single Contact Hessen, Kassel, +49 561 106-3366

Document uploaded successfully




1 2 3 4 5 6

Personal Data Questionnaire Selection Payment Information Documents Submit application

[Previous](#) [Next](#) | [Contact](#)

[Show Help](#)

The following documents are required to process your application. You can fill out the forms online and upload documents. You can interrupt the editing process of your application at any time and proceed later.


Status	Document	Your Actions
	ID (back and front) or passport	Replace Document
	Registration of business enterprise	Fill in the Form  Upload Additional Document Fill in Additional Form

[Previous](#) [Next](#) | [Contact](#)

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

Your Online Application

[Send Message](#) [Inbox \(0\)](#)

Application ID: 103308
 **Your Contact**
 Point of Single Contact Hessen, Kassel, +49 561 106-3366

Document uploaded successfully




1 2 3 4 5 6

Personal Data Questionnaire Selection Payment Information Documents Submit application

[Previous](#) [Next](#) | [Contact](#)

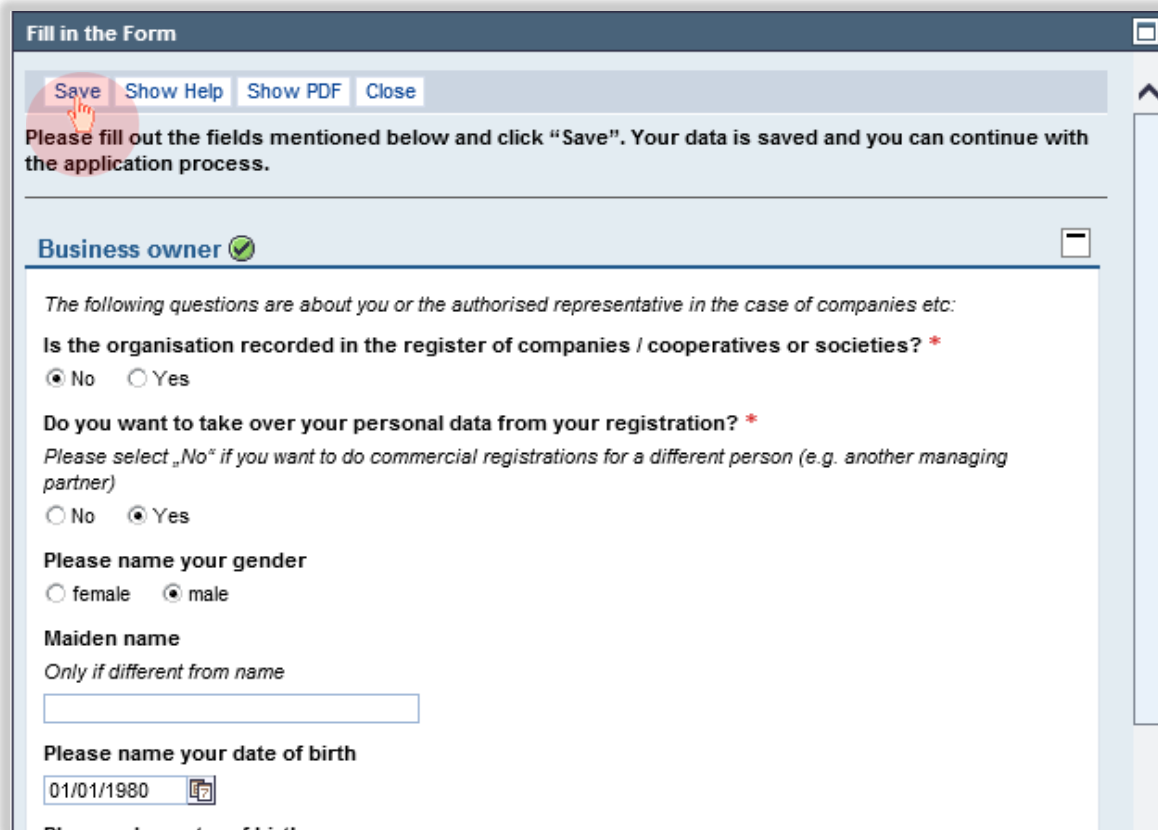
[Show Help](#)

The following documents are required to process your application. You can fill out the forms online and upload documents. You can interrupt the editing process of your application at any time and proceed later.

Status	Document	Your Actions
	ID (back and front) or passport	Replace Document
	Registration of business enterprise	Fill in the Form  Upload Additional Document Fill in Additional Form

[Previous](#) [Next](#) | [Contact](#)

Please complete all the requisite fields and save the form.



Fill in the Form

Save Show Help Show PDF Close

Please fill out the fields mentioned below and click "Save". Your data is saved and you can continue with the application process.

Business owner ✓

The following questions are about you or the authorised representative in the case of companies etc:

Is the organisation recorded in the register of companies / cooperatives or societies? *

No Yes

Do you want to take over your personal data from your registration? *

Please select „No“ if you want to do commercial registrations for a different person (e.g. another managing partner)

No Yes


Please name your gender

female male

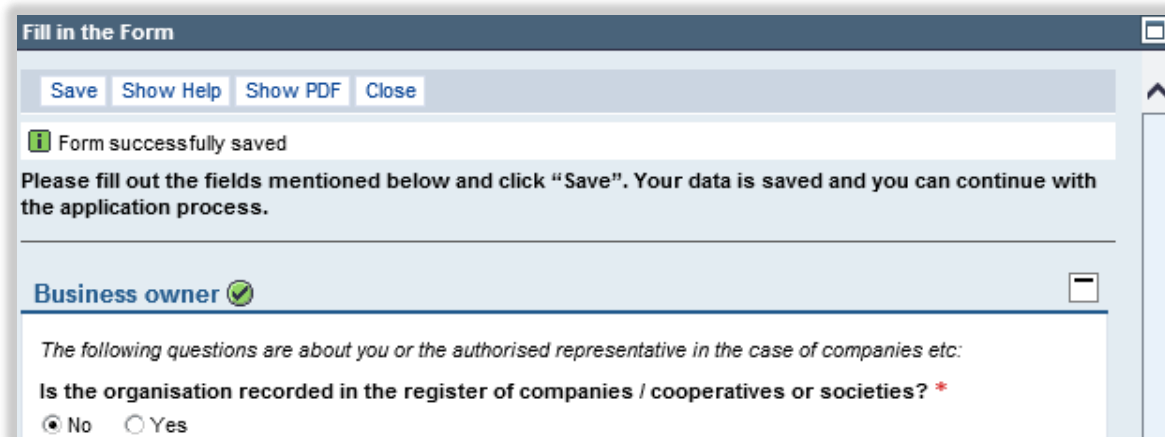
Maiden name

Only if different from name

Please name your date of birth




A confirmation message appears.



Fill in the Form

Save Show Help Show PDF Close

 Form successfully saved

Please fill out the fields mentioned below and click "Save". Your data is saved and you can continue with the application process.

Business owner ✓

The following questions are about you or the authorised representative in the case of companies etc:

Is the organisation recorded in the register of companies / cooperatives or societies? *

No Yes

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.

Fill in the Form

Save Show PDF Close

Please fill out the fields mentioned below and click "Save". Your data is saved and you can continue with the application process.

The form requires a signature. You can either sign it electronically right away; or can print it, and then sign and send it by e-mail or fax to your contact person. If you want to print and sign the form click on "Show PDF". Changes are possible only in the questionnaire, not in the PDF-Form.

Details of individual

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. Therefore 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.

Edit Form

Save Show Help Show PDF Close

Please fill out the fields mentioned below and click "Save". Your data is saved and you can continue with the application process.

Business owner

The following questions are about you or the authorised representative in the case of companies etc.

Is the organisation recorded in the register of companies / cooperatives or societies? *

No Yes

Do you want to take over your personal data from your registration? *

Please select „No“ if you want to do commercial registrations for a different person (e.g. another managing partner)

No Yes

Please name your gender

female male

Maiden name

Only if different from name

Please name your date of birth

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

Your Online Application Send Message Inbox (0)

Application ID: 103308 Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

1 Personal Data 2 Questionnaire 3 Selection 4 Payment Information 5 Documents 6 Submit application

Previous Next Contact

Show Help

The following documents are required to process your application. You can fill out the forms online and upload documents. You can interrupt the editing process of your application at any time and proceed later.

Status	Document	Your Actions
<input checked="" type="checkbox"/>	ID (back and front) or passport Registration of business enterprise	Replace Document Edit Form Again Upload Additional Document Fill in Additional Form

Previous Next Contact

Submit application

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

Your Online Application

Send Message Inbox (0)

Application ID: 103620 Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

1 Personal Data
2 Questionnaire
3 Selection
4 Payment Information
5 Documents
6 Submit application

Previous
Contact
Submit Application

[Show Help](#)

Check your data and submit your application.

Expected Future Charges

The following charges will be due for processing your application. Please note that it is a preliminary amount. The actual amount of charges might differ.

Charges	Charges
Service	0.00 EUR
Point of single contact for services	25.50-33.00 EUR
Registration of business enterprise	25.50-33.00 EUR
Sum	25.50-33.00 EUR

Your Documents

Submit the following documents:

Status	Document
✓	Registration of business enterprise
✓	ID (back and front) or passport

Authority Documents

You have requested the following documents by submitting your application. You can download these documents as soon as the authorities processed your application.

Status	Optional	Document
Missing	<input type="checkbox"/>	Confirmation of business registration

Applicant

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.

Your Online Application

Send Message Inbox (0)

Application ID: 103308 Your Contact
Point of Single Contact Hessen, Kassel, +49 561 106-3366

i Application with ID 103308 has been submitted successfully

Thank you for your application.

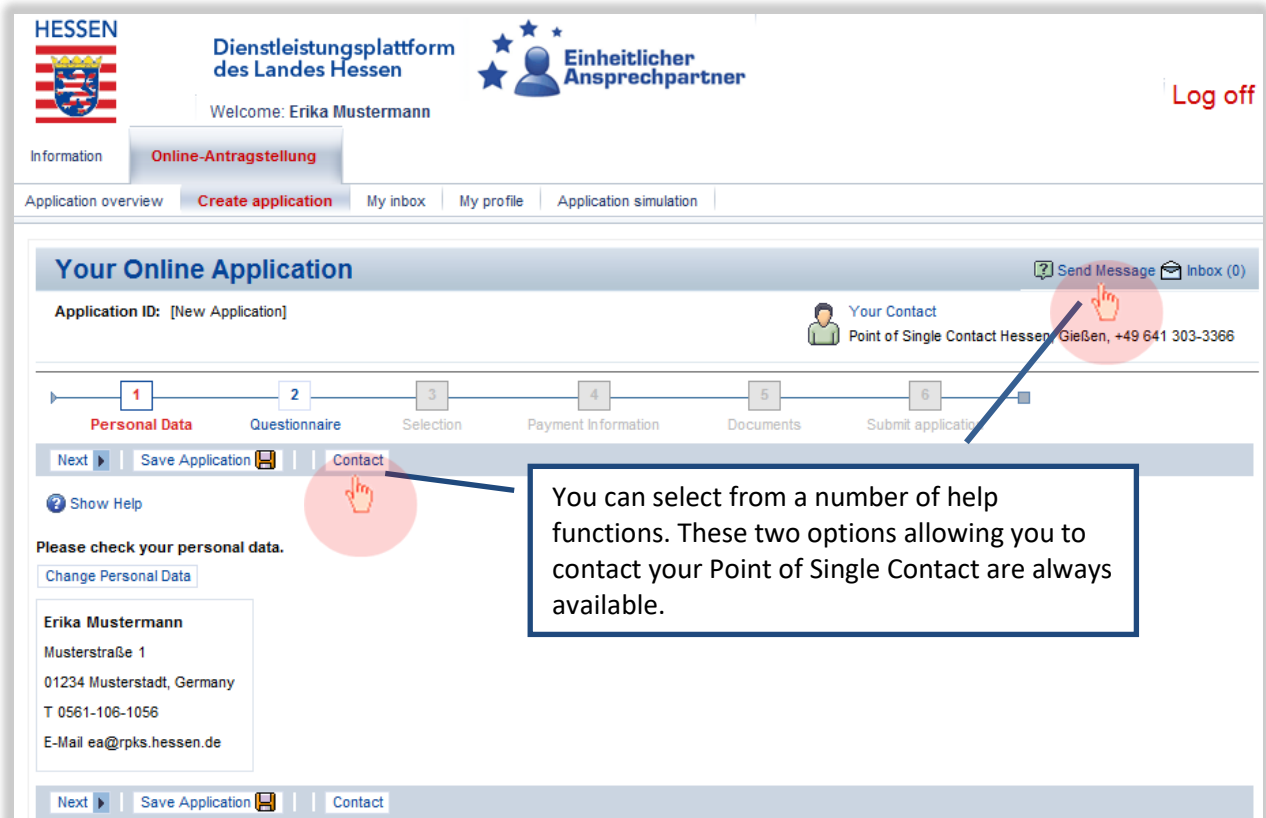
You will receive a confirmation of receipt by e-mail containing a link to your application. This allows you to check the progress of your application. You will also be informed as soon as the notice is ready to be downloaded.

You can always access your application from the "Application Overview". [Go to Application Overview](#)

For any questions you can contact your contact person. Please indicate your application number 103308. [Display Submitted Application](#)

Help functions

The application process encompasses a number of help functions.



HESSEN
Dienstleistungsplattform
des Landes Hessen

Welcome: Erika Mustermann

Log off

Information **Online-Antragstellung**

Application overview **Create application** My inbox My profile Application simulation

Your Online Application [Send Message](#) [Inbox \(0\)](#)

Application ID: [New Application] [Your Contact](#)
Point of Single Contact Hessen, Gießen, +49 641 303-3366

1 Personal Data 2 Questionnaire 3 Selection 4 Payment Information 5 Documents 6 Submit application

[Next](#) [Save Application](#) [Contact](#)

[Show Help](#)

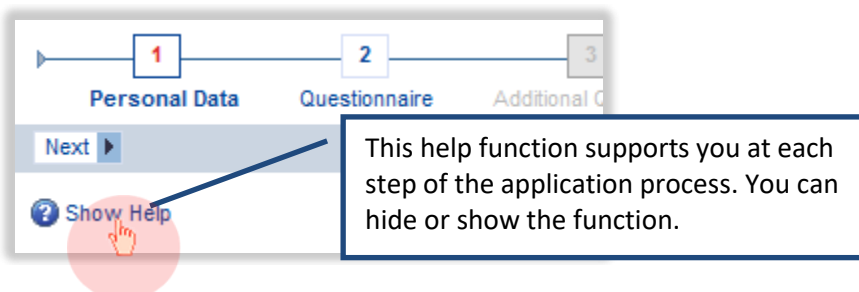
Please check your personal data.
[Change Personal Data](#)

Erika Mustermann
Musterstraße 1
01234 Musterstadt, Germany
T 0561-106-1056
E-Mail ea@rpk.hessen.de

[Next](#) [Save Application](#) [Contact](#)

You can select from a number of help functions. These two options allowing you to contact your Point of Single Contact are always available.

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.



1 Personal Data 2 Questionnaire 3 Additional Data

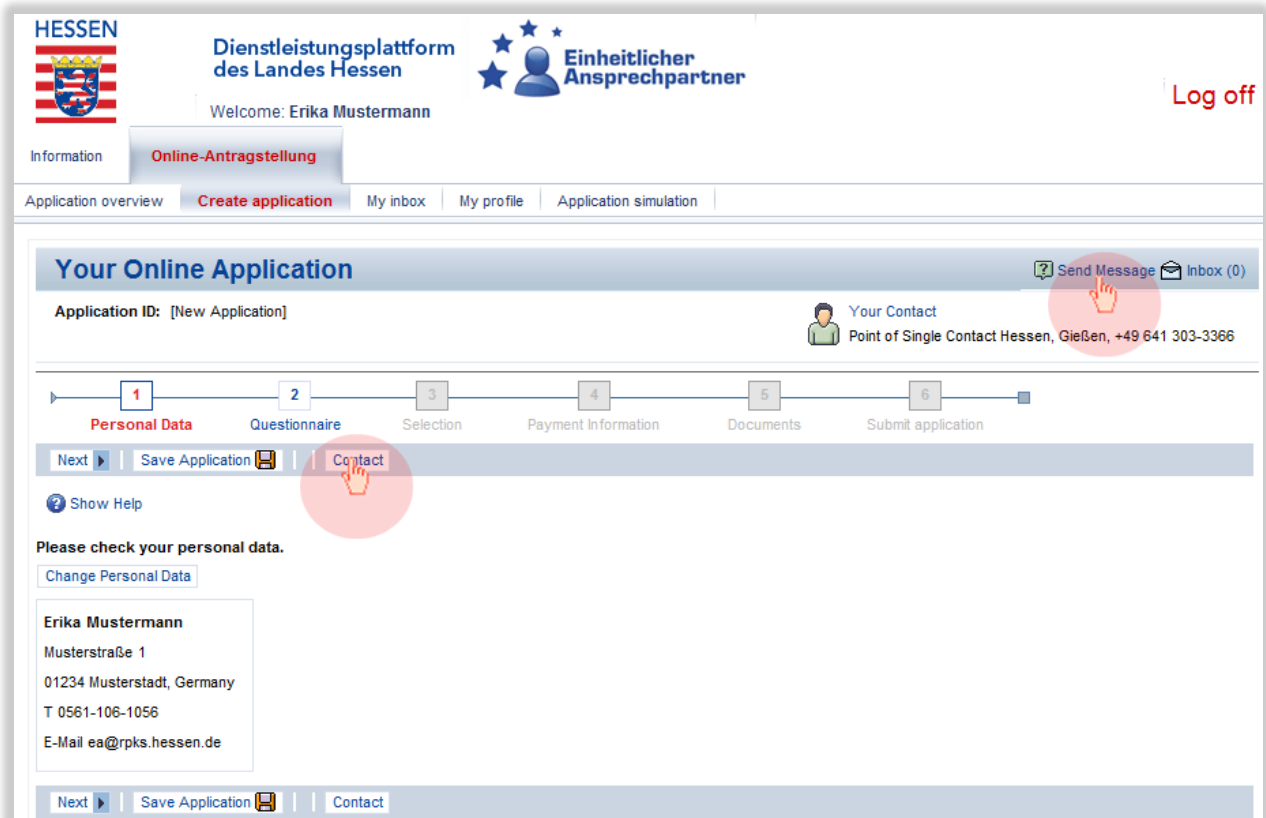
[Next](#)

[Show Help](#)

This help function supports you at each step of the application process. You can hide or show the function.

Messaging

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



HESSEN
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des Landes Hessen
Einheitlicher
Ansprechpartner

Welcome: Erika Mustermann

Log off

Information **Online-Antragstellung**

Application overview **Create application** My inbox My profile Application simulation

Your Online Application [Send Message](#) [Inbox \(0\)](#)

Application ID: [New Application] **Your Contact**
Point of Single Contact Hessen, Gießen, +49 641 303-3366

1 Personal Data 2 Questionnaire 3 Selection 4 Payment Information 5 Documents 6 Submit application

[Next](#) [Save Application](#) [Contact](#)

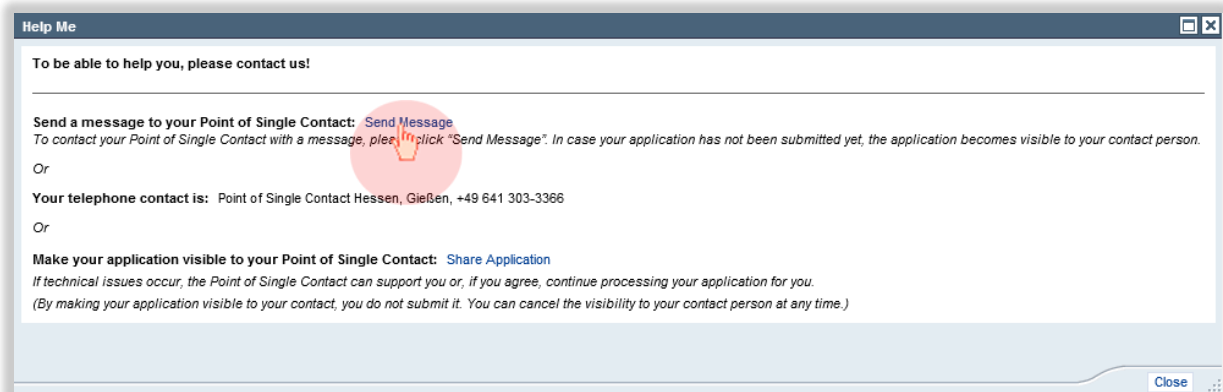
[Show Help](#)

Please check your personal data.
[Change Personal Data](#)

Erika Mustermann
Musterstraße 1
01234 Musterstadt, Germany
T 0561-106-1056
E-Mail ea@rpk.hessen.de

[Next](#) [Save Application](#) [Contact](#)

Clicking on the relevant help function will open a new window. Then click on “Send Message”:



Help Me

To be able to help you, please contact us!

Send a message to your Point of Single Contact: [Send Message](#)
To contact your Point of Single Contact with a message, please click "Send Message". In case your application has not been submitted yet, the application becomes visible to your contact person.

Or

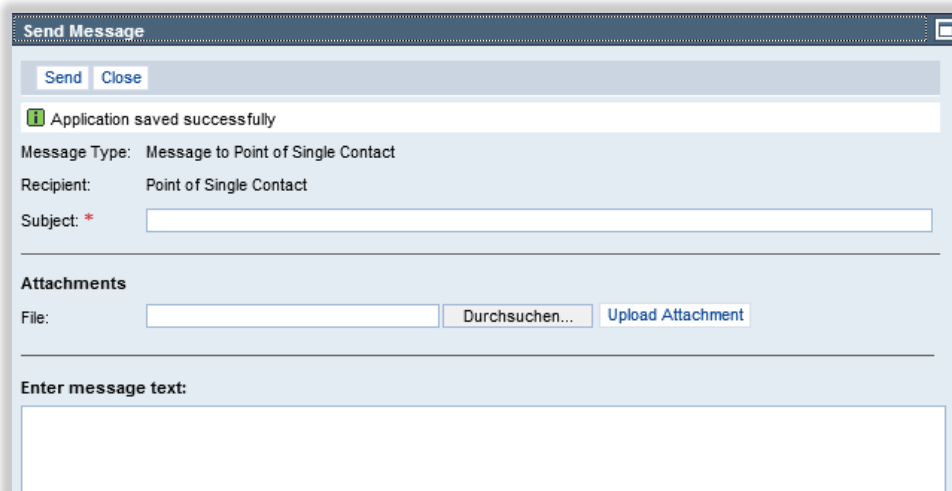
Your telephone contact is: Point of Single Contact Hessen, Gießen, +49 641 303-3366

Or

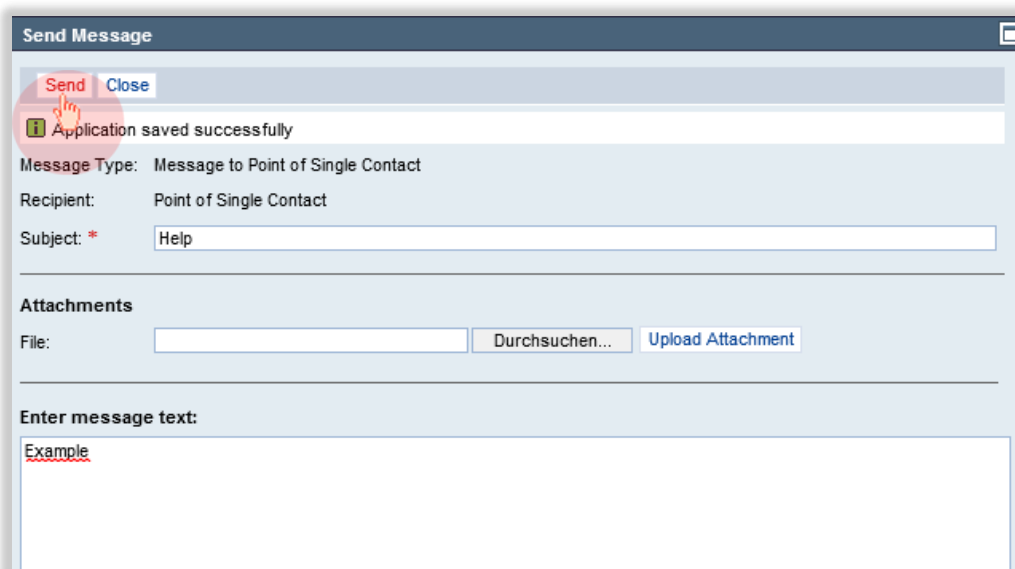
Make your application visible to your Point of Single Contact: [Share Application](#)
If technical issues occur, the Point of Single Contact can support you or, if you agree, continue processing your application for you.
(By making your application visible to your contact, you do not submit it. You can cancel the visibility to your contact person at any time.)

Close

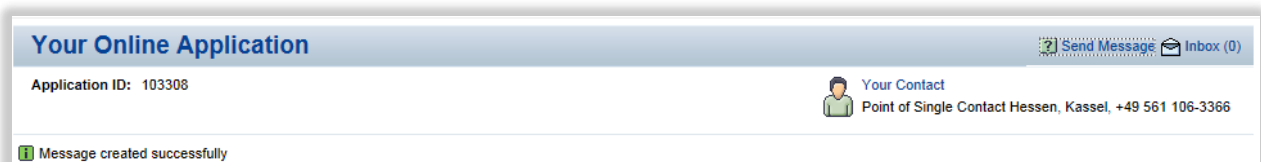
This will display the following message window:



Please complete all the requisite fields. Then click on “Send”.



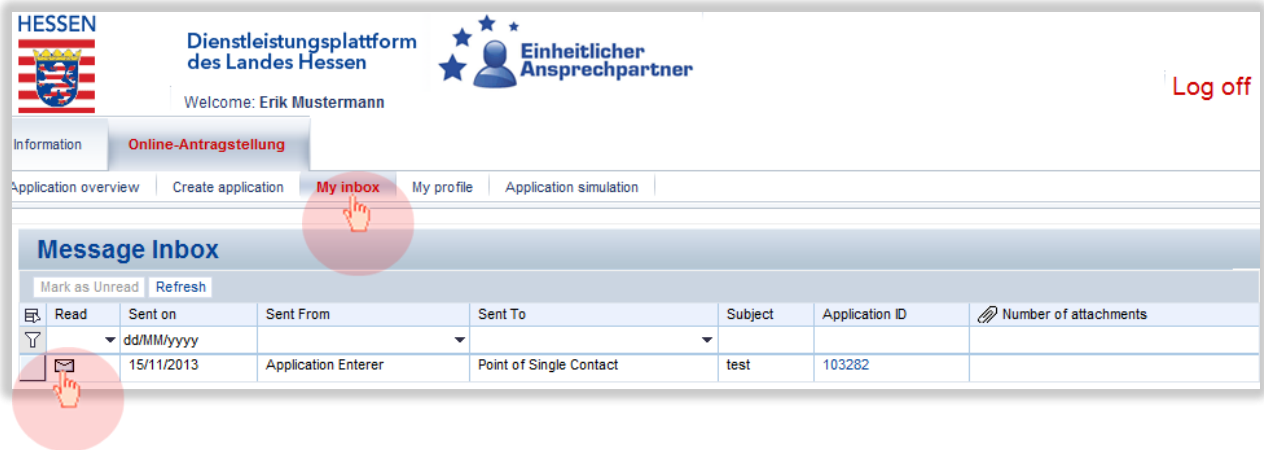
After successfully sending a message, the notification “Message created successfully” appears.



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.



HESSEN Dienstleistungsplattform des Landes Hessen **Einheitlicher Ansprechpartner** Log off
 Welcome: Erik Mustermann
 Information **Online-Antragstellung**
 Application overview Create application **My inbox** My profile Application simulation

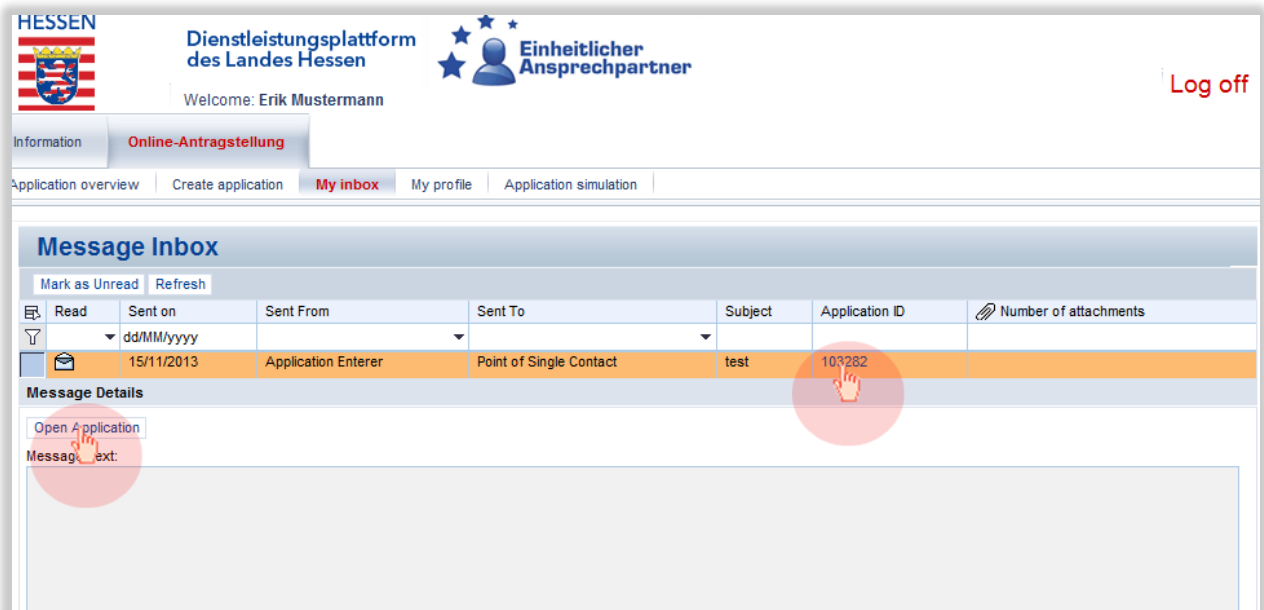
Message Inbox

Mark as Unread Refresh

Read	Sent on	Sent From	Sent To	Subject	Application ID	Number of attachments
	dd/MM/yyyy					
	15/11/2013	Application Enterer	Point of Single Contact	test	103282	

Unfortunately it is not possible that you can directly reply to a message of the single point of contact. Therefore 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”.



HESSEN Dienstleistungsplattform des Landes Hessen **Einheitlicher Ansprechpartner** Log off
 Welcome: Erik Mustermann
 Information **Online-Antragstellung**
 Application overview Create application **My inbox** My profile Application simulation

Message Inbox

Mark as Unread Refresh

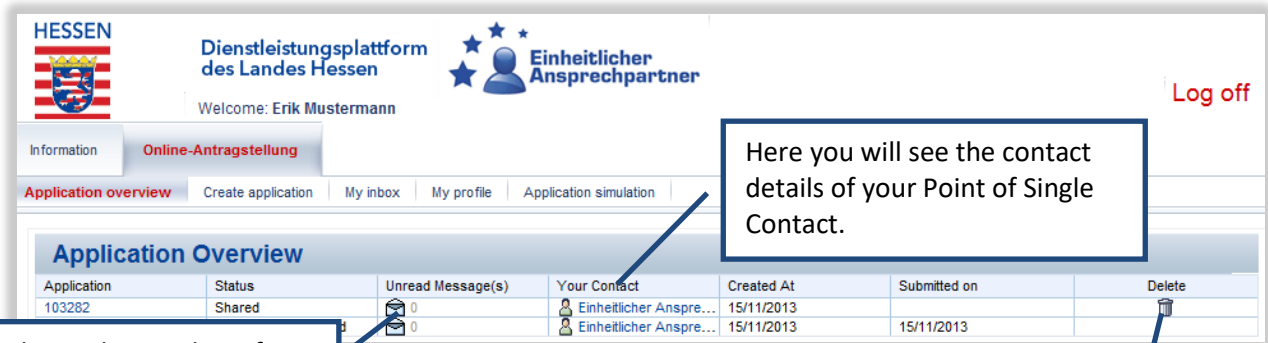
Read	Sent on	Sent From	Sent To	Subject	Application ID	Number of attachments
	dd/MM/yyyy					
	15/11/2013	Application Enterer	Point of Single Contact	test	103282	

Message Details

Open Application

Message text:

Application Overview



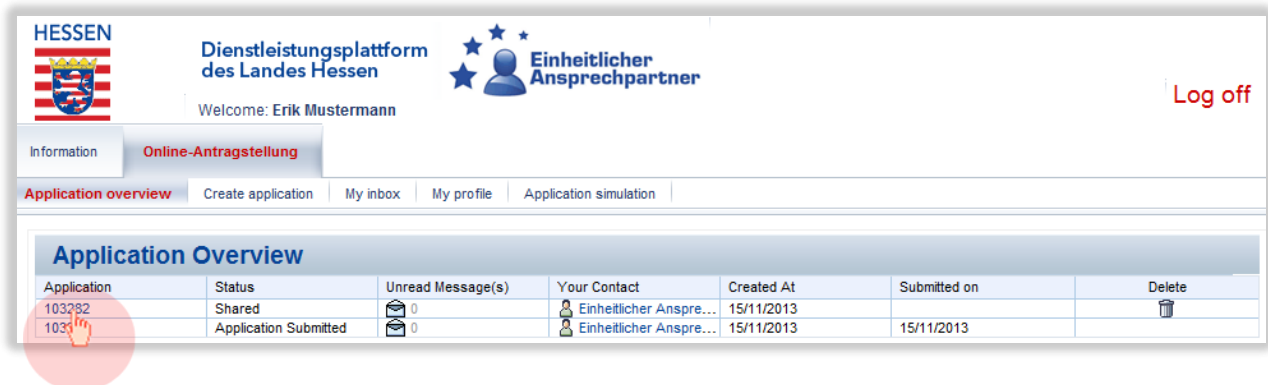
This shows the number of unread messages regarding an application.

Here you will see the contact details of your Point of Single Contact.

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

Using the delete function is no longer possible once the application has been submitted to your Point of Single Contact. After an application has been submitted to 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.



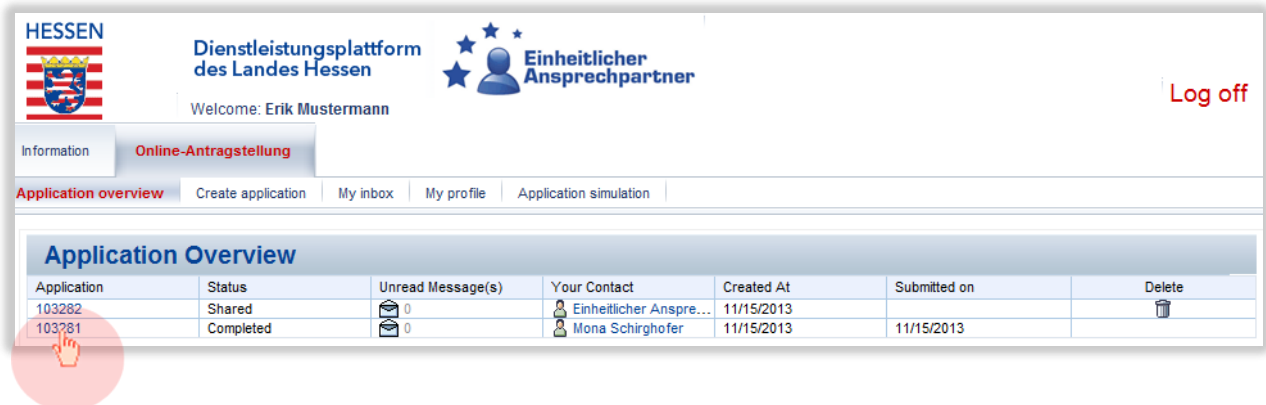
Status

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.



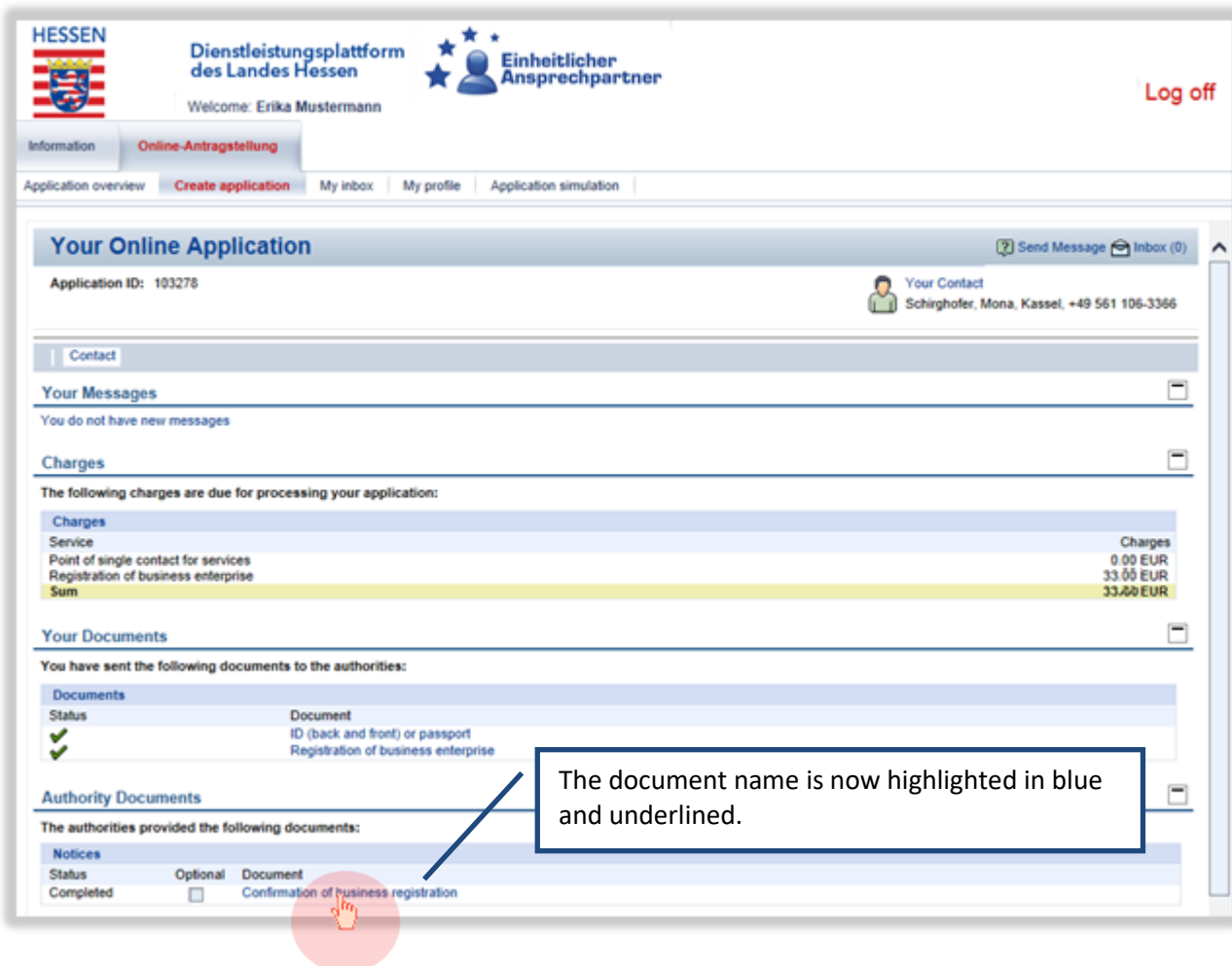
HESSEN Dienstleistungsplattform des Landes Hessen **Einheitslicher Ansprechpartner** Log off
 Welcome: Erik Mustermann

Information **Online-Antragstellung**
Application overview Create application My inbox My profile Application simulation

Application Overview

Application	Status	Unread Message(s)	Your Contact	Created At	Submitted on	Delete
103282	Shared	0	Einheitslicher Anspre...	11/15/2013		
103781	Completed	0	Mona Schirghofer	11/15/2013	11/15/2013	

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.



HESSEN Dienstleistungsplattform des Landes Hessen **Einheitslicher Ansprechpartner** Log off
 Welcome: Erika Mustermann

Information **Online-Antragstellung**
 Application overview **Create application** My inbox My profile Application simulation

Your Online Application

Application ID: 103278 Send Message Inbox (0)
 Your Contact: Schirghofer, Mona, Kassel, +49 561 106-3366

Contact
Your Messages
 You do not have new messages

Charges
 The following charges are due for processing your application:

Charges	Charges
Service	
Point of single contact for services	0.00 EUR
Registration of business enterprise	33.00 EUR
Sum	33.00 EUR

Your Documents
 You have sent the following documents to the authorities:

Status	Document
✓	ID (back and front) or passport
✓	Registration of business enterprise

Authority Documents
 The authorities provided the following documents:

Status	Optional	Document
Completed	<input type="checkbox"/>	Confirmation of business registration

The document name is now highlighted in blue and underlined.

Contact Details

Any questions? Simply contact your Point of Single Contact!



Regional Council of Kassel

Point of Single Contact
Scheidemannplatz 1
34117 Kassel
+49 561 106-3366
ea@rpks.hessen.de

Regional Council of Giessen

Point of Single Contact
Landgraf-Philipp-Platz 1-7
35390 Giessen
+49 641 303-3366
ea@rpgi.hessen.de

Regional Council of Darmstadt

Point of Single Contact
Wilhelminenstrasse 1-3
64283 Darmstadt
+49 6151 12-3366
ea@rpda.hessen.de