

Digitales Amt

Digital citizen request management made easy

Digitales Amt ("Digital government office") is an online platform enabling Austrian citizens to manage official matters anytime, anywhere. On top of eliminating the need to visit government offices in person, all documents and requests can be signed in a legally binding manner via electronic signature. At the same time, Digitales Amt relieves office staff of repetitive routine tasks by streamlining processes, making handling official matters not only simpler, but fostering a more efficient working environment as well.

How it works

Digitales Amt can be accessed via oesterreich.gv.at on desktop computers and mobile devices, or through the app of the same name, which is available to download free of charge from both Android and iOS app stores. To use the services, a valid e-signature is required to digitally sign, seal, and validate documents securely and legally binding.

Digitales Amt makes it easy to quickly and efficiently manage a range of tasks involving multiple federal ministries, e.g. applying for electoral cards, updating your place of residence, and much more – giving Austrian citizens all the tools they need to take care of their official affairs at any time, from anywhere in the world, without needing to visit a government office in person.

Currently, around 3 million Austrians use the service each month. The Digitales Amt app has been downloaded over 300,000 times, and has continued to grow in popularity since its launch. The platform oesterreich.gv.at receives more than 8 million monthly page views, demonstrating the high level of public appreciation for the convenience of managing legal matters on their own terms. To further increase quality and usability, the service is constantly being expanded to cover additional official procedures.

The Big Picture

The recent pandemic has highlighted how both the economy and society can greatly benefit from digital and contactless services. Digitales Amt completely eliminates the need to visit government offices during usually limited opening hours, which are often quite difficult to coordinate with regular work schedules. Instead, citizens can now handle these legalities at their convenience, day or night, from anywhere in the world. This automated, fully digital handling process reduces the number of routine tasks for administrative staff, allowing them to focus on more complex, essential duties. By incorporating the e-signature verification process, the platform ensures EU-standard data protection, providing a safe and user-friendly solution accessible to everyone.

Quick Facts

- Solution area: **Organisations, Processes, Quality assurance and certification, Regulations and compliance, Social participation and engagement**
- Administrative level: **Federation**
- Solution process: **Digitization and technology, Employment and education, Public service, Smart City, Women and family**
- Technology: **Information technology, Platform technology**