

The central online platform of the Austrian Federal Government is revolutionizing access to public services: citizens can now take care of administrative procedures anytime and from anywhere – easily via the user-friendly website or the “ID Austria” app. Thanks to electronic signatures, documents and applications can be completed and submitted legally binding online. This not only eliminates the need for in-person visits to government offices, but also eases the burden on administrative staff through automated processes that enhance both efficiency and service quality.

How it works

Accessible at oesterreich.gv.at and via the app of the same name, ID Austria offers a central point of access for digital government services – available on desktop or via mobile app (Android/iOS). A secure login with ID Austria and a valid electronic signature are required to legally sign and submit documents online.

With around 3 million users per month, over 8 million page views, and more than 300,000 app downloads, it is clear that ID Austria is a key building block of modern, citizen-centric public administration – flexible, time-saving, and continuously expanding with new services.

The Big Picture

ID Austria on oesterreich.gv.at is designed for citizens of all ages and life situations. Services are organized not by administrative structures, but around common life events – from address changes for young adults to family benefits and retirement or long-term care services for seniors. This allows users to quickly find relevant services and handle official matters anytime, anywhere – securely, user-friendly, and in full compliance with data protection standards – without ever needing to visit a government office.

The experiences of recent years have clearly highlighted just how essential digital, contactless administrative solutions are. Thanks to a modern technical infrastructure – including Progressive Web App technology and secure e-signature verification – ID Austria ensures reliable, multi-channel access to services, replacing limited office hours with 24/7 availability.

This digital access not only benefits citizens but also eases the workload of government employees: automated processes reduce repetitive tasks, free up resources for more complex matters, and significantly increase overall administrative efficiency. A consistent and trustworthy design further strengthens public confidence in government services – making public administration more responsive, citizen-focused, and future-ready.

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, Integration, inclusion, diversity, Media and communication, Public service, Smart City, Women and family**
- Technology: **Artificial Intelligence, Information technology, Platform technology**