

## 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

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## CONTENTS:

<b>1. INTRODUCTION .....</b>	<b>4</b>
1.1. <i>OBJECTIVE AND PURPOSE</i> .....	4
1.2. <i>SCOPE OF APPLICATION</i> .....	4
<b>2. LIST OF TERMS AND ABBREVIATIONS .....</b>	<b>4</b>
<b>3. REQUIREMENTS FOR USE .....</b>	<b>5</b>
<b>4. APP OVERVIEW .....</b>	<b>5</b>
<b>5. SCREEN DESCRIPTIONS .....</b>	<b>6</b>
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

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## 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.

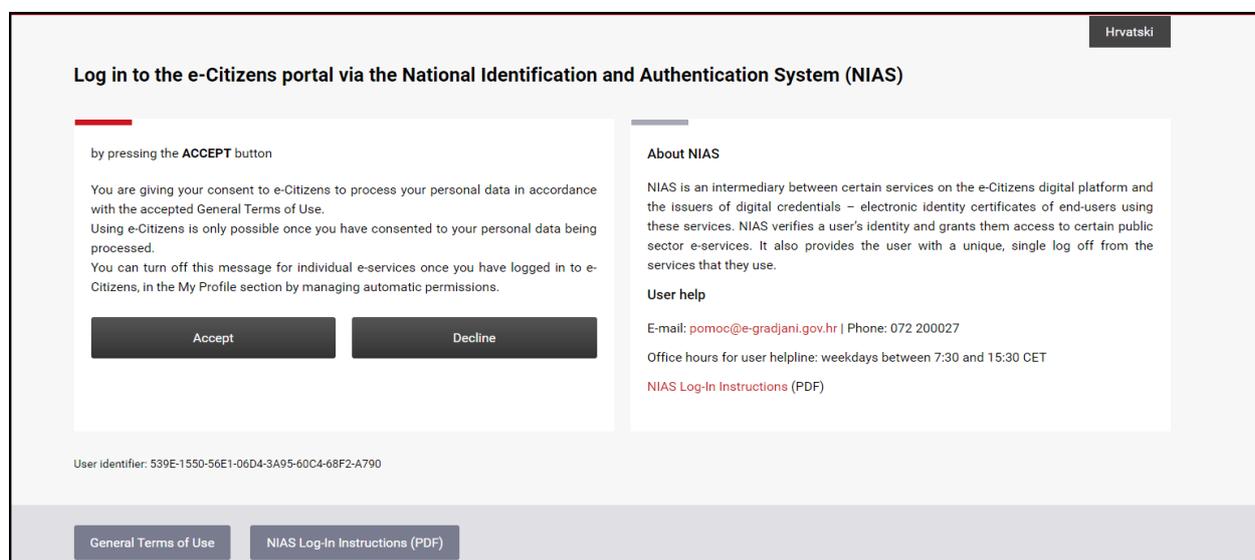


Figure 1 – Authentication – service does not support EU/EEA citizens

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.

The screenshot shows a web interface for logging into the e-Citizens portal via the National Identification and Authentication System (NIAS). The page is in Croatian, as indicated by the 'Hrvatski' language selector in the top right corner. The main heading is 'Log in to the e-Citizens portal via the National Identification and Authentication System (NIAS)'. Below this, there is a consent form with the following elements:

- A red horizontal line above the text: 'by pressing the **ACCEPT** button'.
- Text explaining consent: '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.'
- Two buttons: 'Accept' and 'Decline'.
- Text for non-Croatian citizens: 'If you are not a Croatian citizen and/or do not have residency in Croatia'.
- A dropdown menu currently showing 'Croatia' and a 'Deselect' button.
- A 'User help' section containing:
  - 'About NIAS': A paragraph explaining NIAS as an intermediary between services and digital credential issuers.
  - 'User help': Contact information including email (pomoc@e-gradjani.gov.hr), phone (072 200027), and office hours (weekdays between 7:30 and 15:30 CET).
  - A link for 'NIAS Log-In Instructions (PDF)'.
- A 'User identifier' field at the bottom left containing the value: 539E-1550-56E1-06D4-3A95-60C4-68F2-A790.
- Footer links: 'General Terms of Use' and '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](mailto: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 <input checked="" type="checkbox"/>	Fina soft certifikat <input checked="" type="checkbox"/>	ePass <input checked="" type="checkbox"/>
Fina RDC osobni certifikat razina 4 <input checked="" type="checkbox"/>	HZZO <input checked="" type="checkbox"/>	AAI@EduHr <input checked="" type="checkbox"/>
Fina RDC poslovni certifikat <input checked="" type="checkbox"/>	mToken <input checked="" type="checkbox"/>	HT Telekom ID <input checked="" type="checkbox"/>
kID Certifikat <input checked="" type="checkbox"/>	HPB token <input checked="" type="checkbox"/>	ePošta <input checked="" type="checkbox"/>
ID.HR <input checked="" type="checkbox"/>	ZABA token <input checked="" type="checkbox"/>	
	PBZ <input checked="" type="checkbox"/>	
	RBA <input checked="" type="checkbox"/>	
	KentBank <input checked="" type="checkbox"/>	
	OTP banka d.d. <input checked="" type="checkbox"/>	
	Erste e-Gradani <input checked="" type="checkbox"/>	
	Addiko Bank <input checked="" type="checkbox"/>	
	Istarska Kreditna Banka Umag d.d. <input checked="" type="checkbox"/>	

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-C3DF-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.

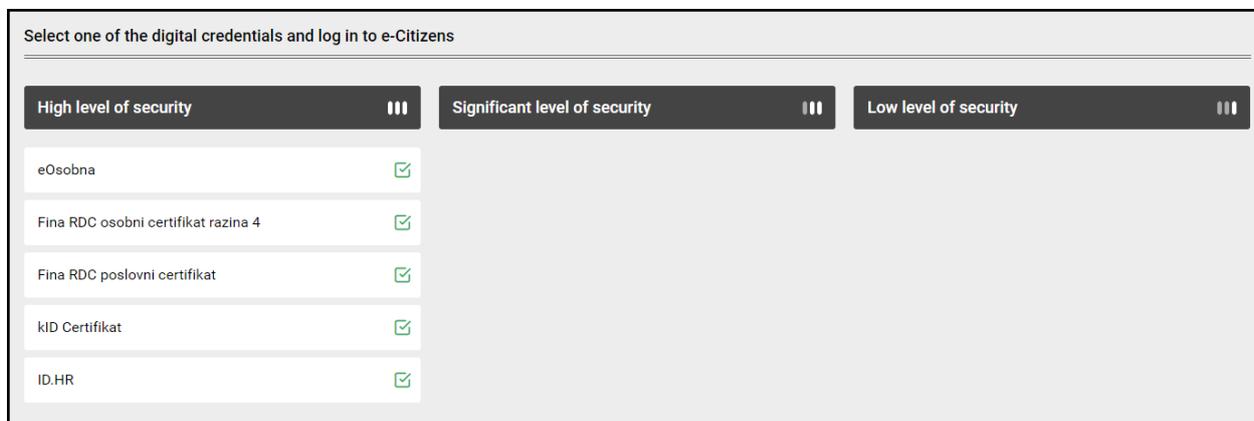


Figure 4 - Selecting an authentication mode

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).

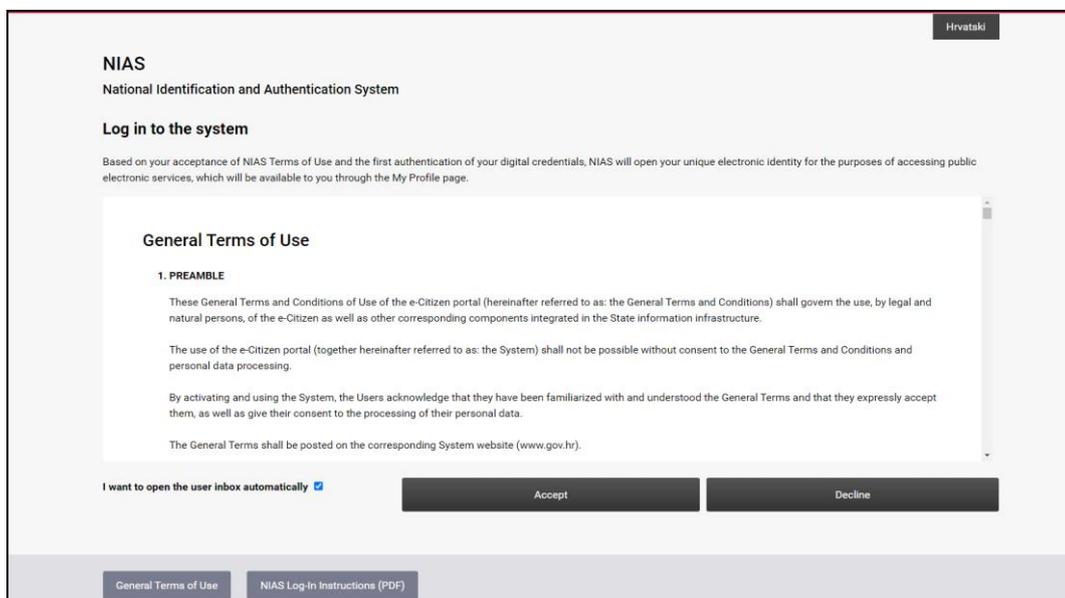


Figure 6 – Accepting the Terms of Use when logging in for the first time

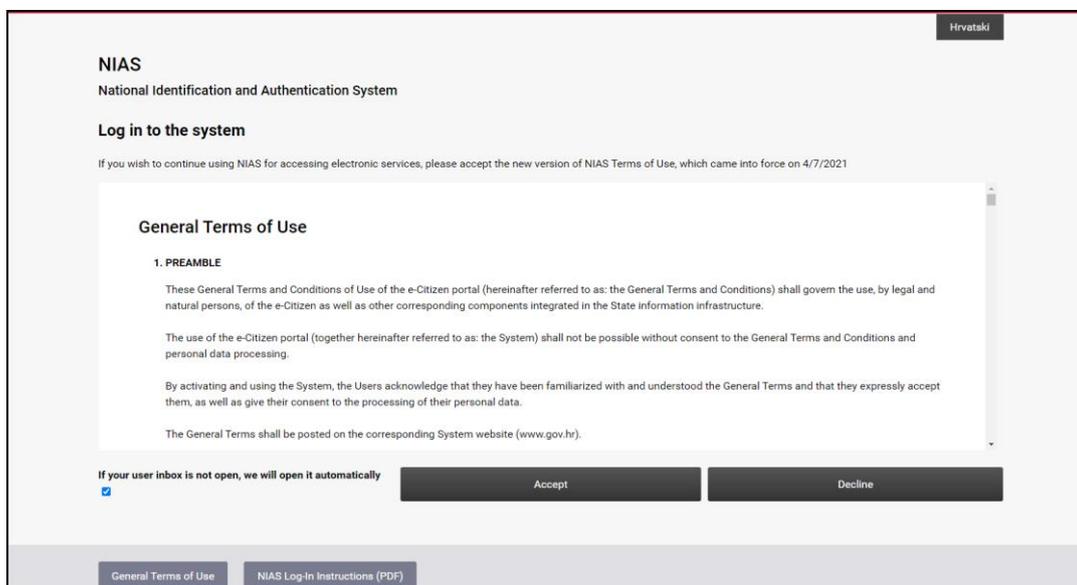


Figure 7 – Accepting the Terms of Use following an update of the Terms of Use

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.

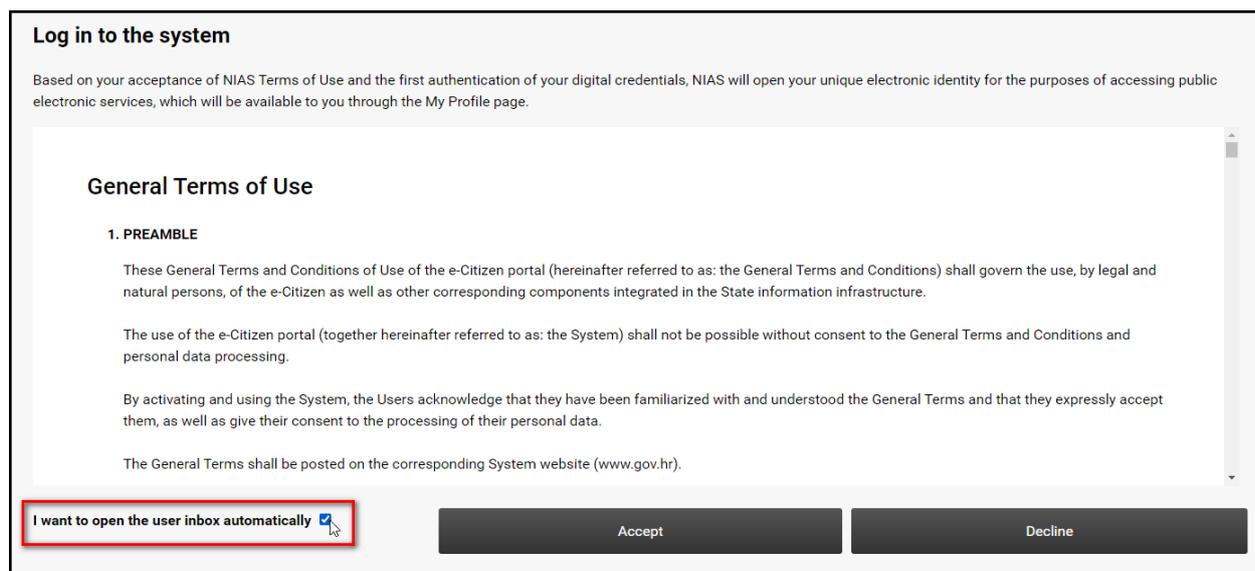


Figure 8 - Automatic opening of a personal Inbox.

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.

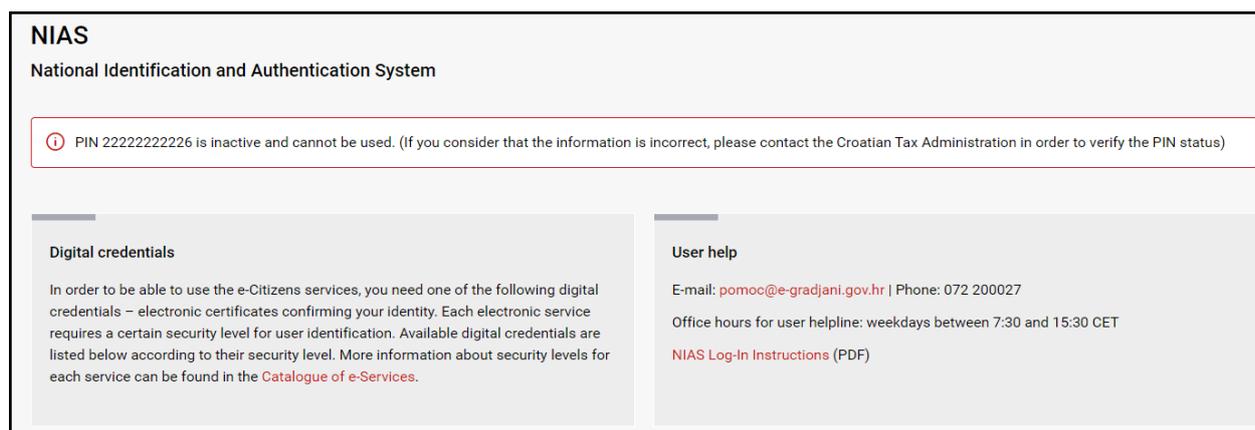


Figure 9 – Inactive User PIN

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.

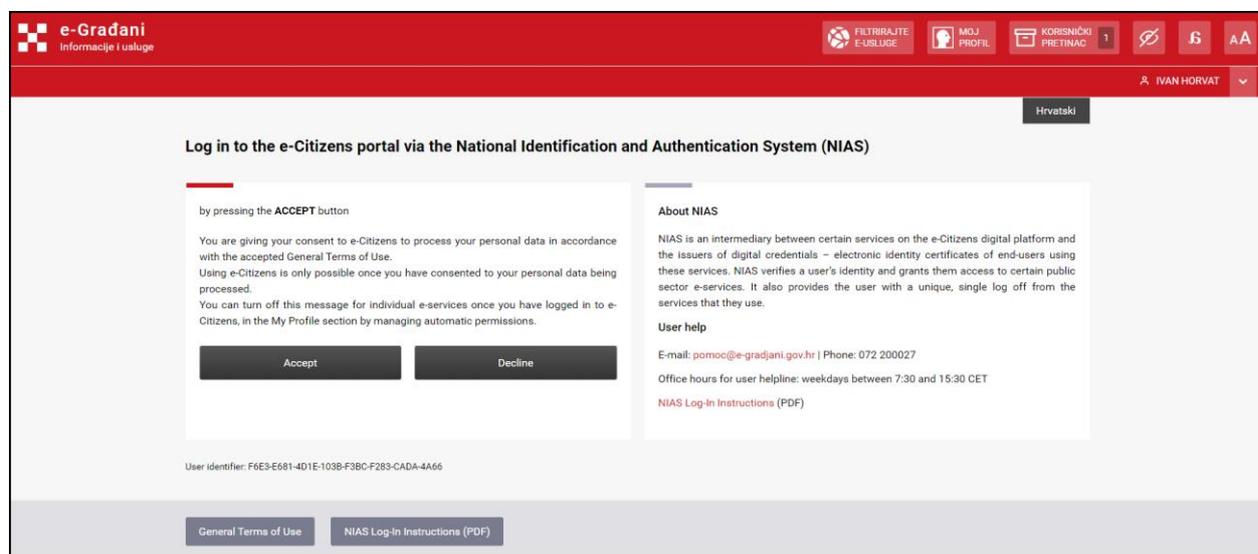


Figure 10 – Login when the User has already logged in to NIAS

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).

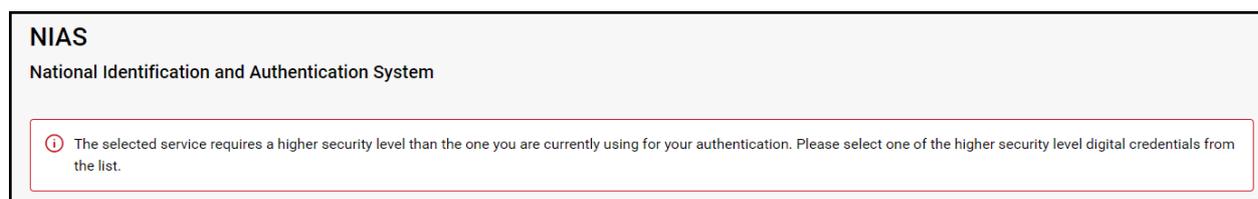


Figure 11 – Message notifying the User to log in again due to an insufficient level of security

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.

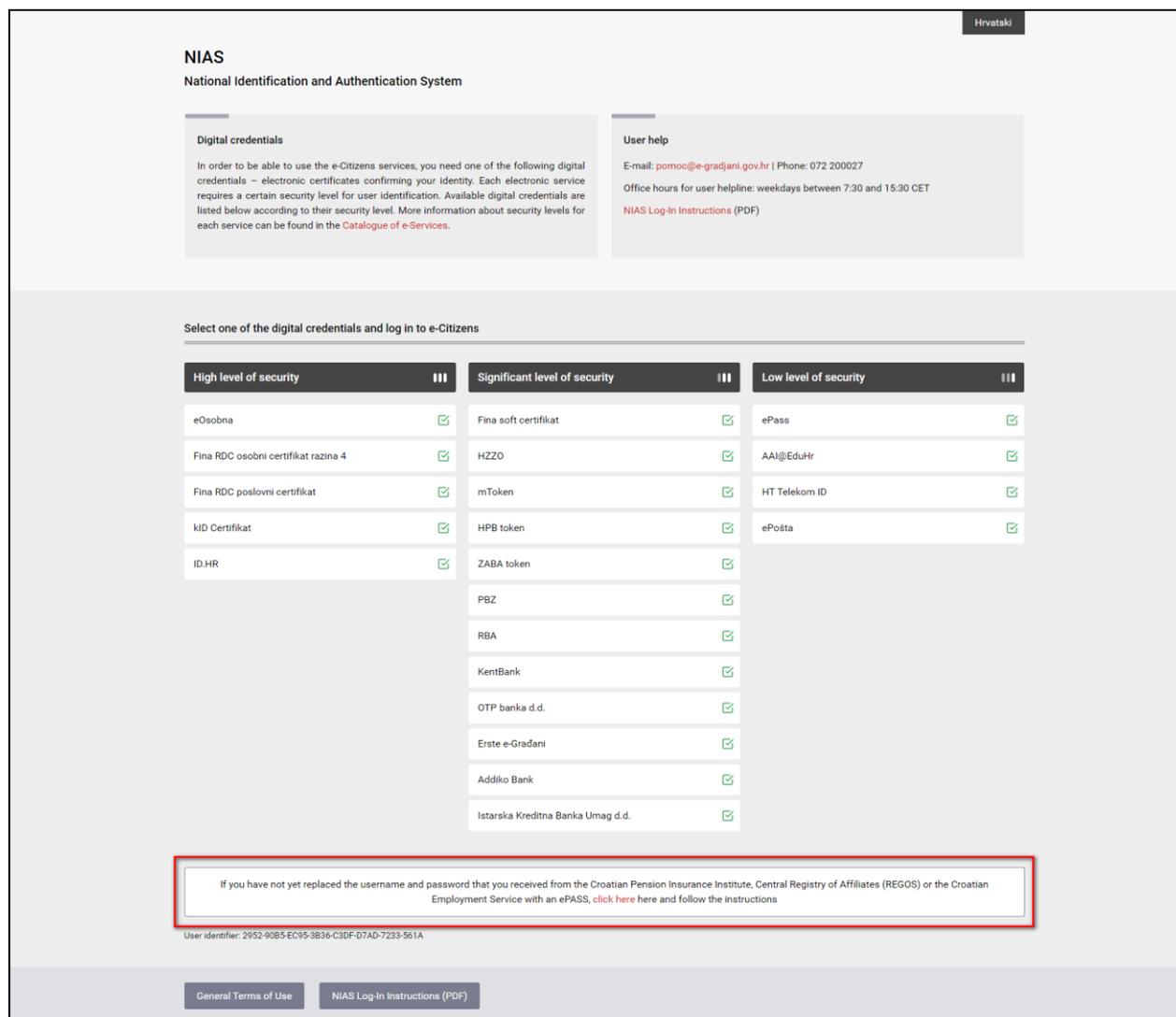


Figure 12 - Credential replacement link

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>.

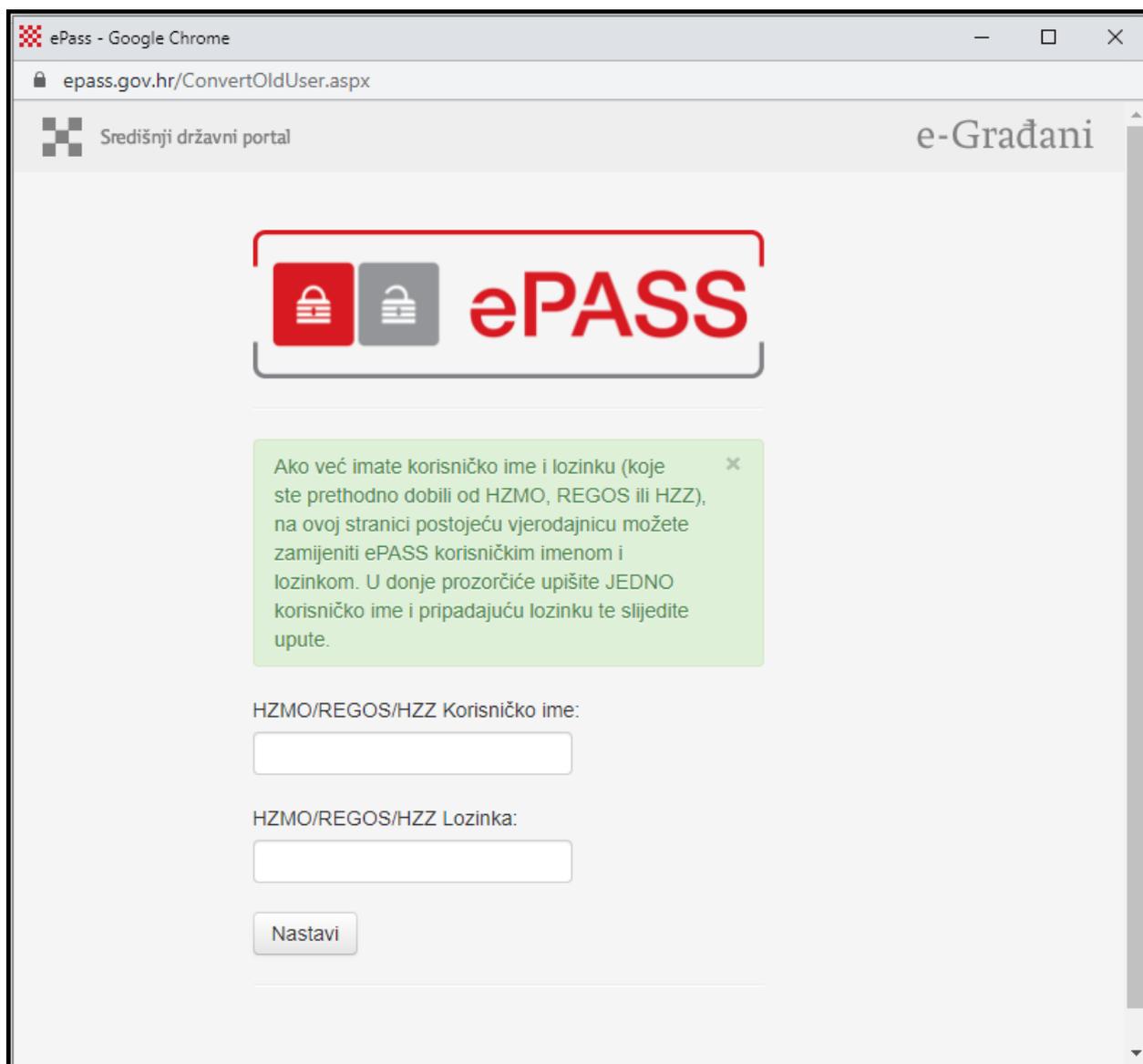


Figure 13 - Credential replacement screen

## 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.

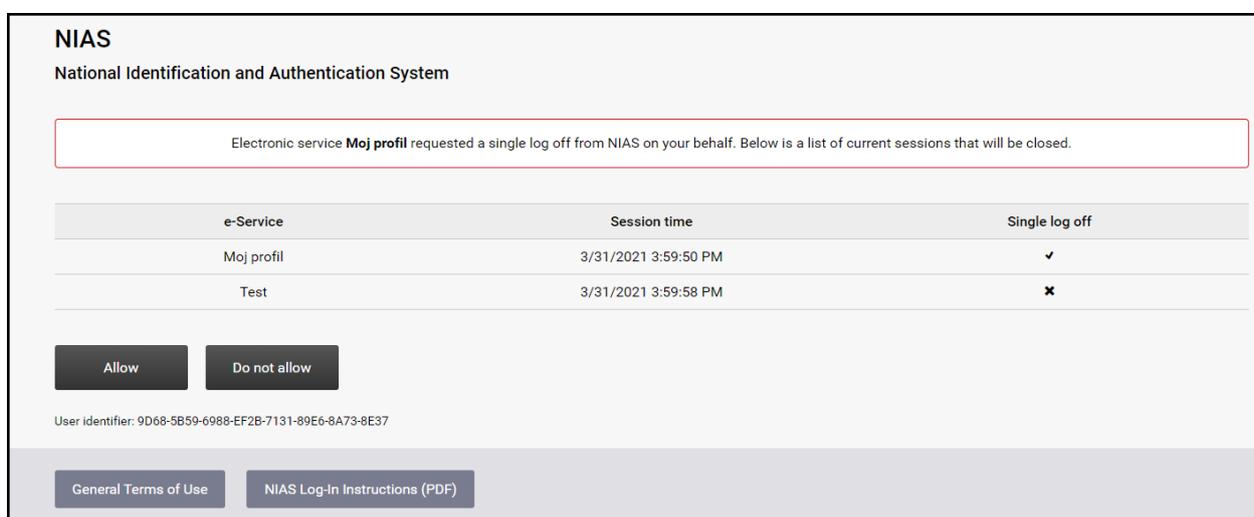


Figure 14 – Single Sign Out screen

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.

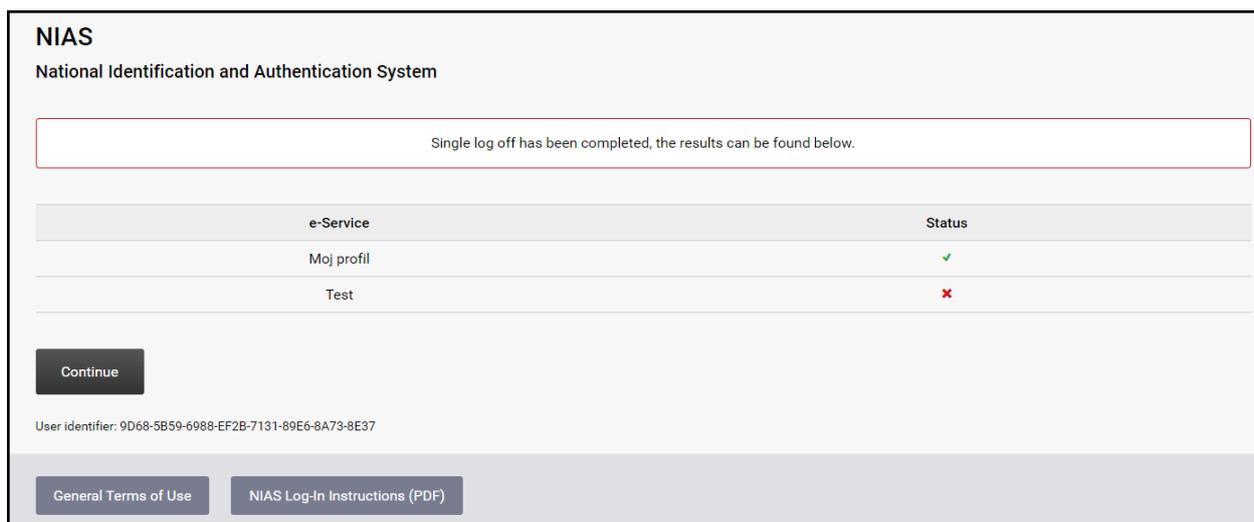


Figure 15 – Results of the Single Sign Out

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.

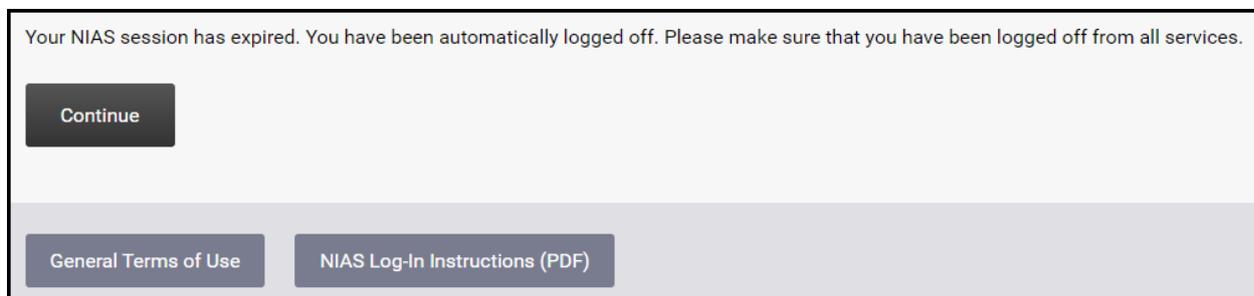


Figure 16 - Single Sign Out in the case of an expired NIAS session

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).

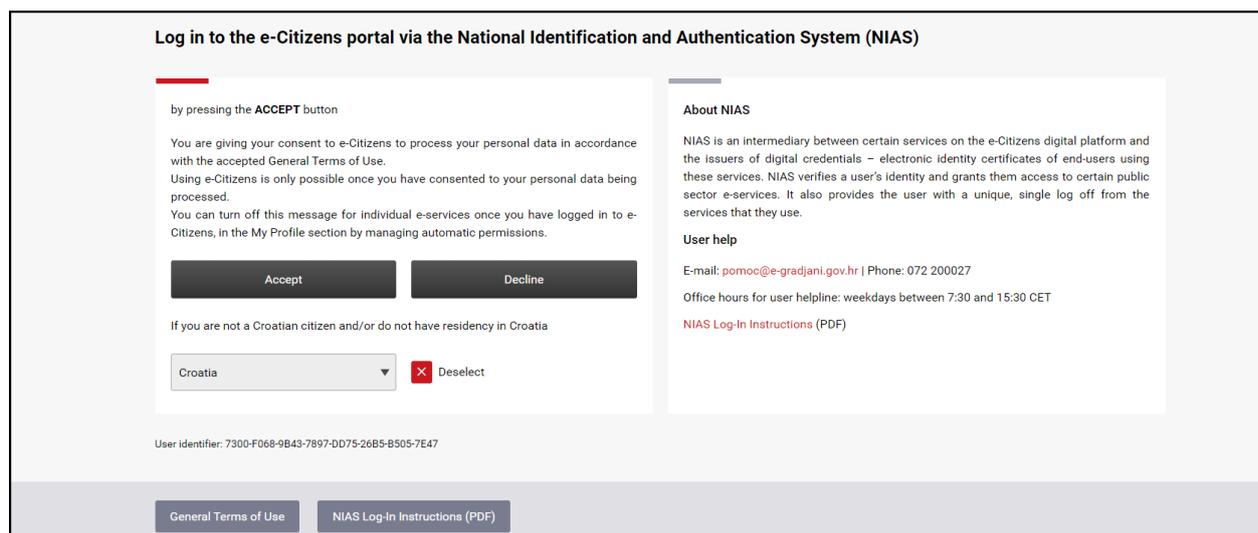


Figure 17 – Authentication

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

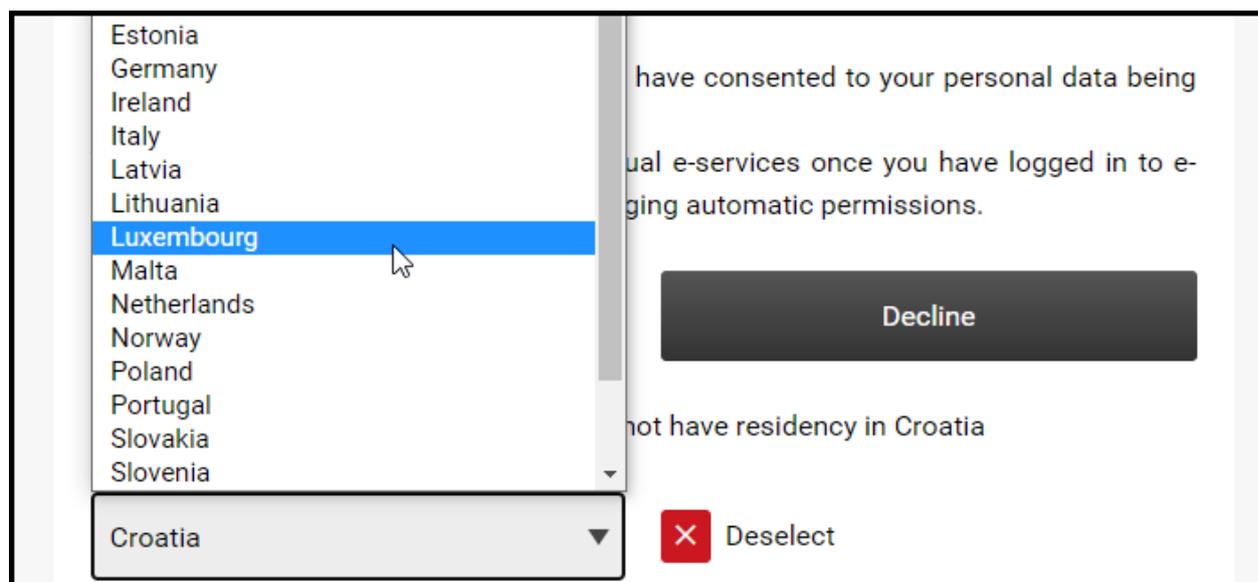


Figure 18 - Country selection

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

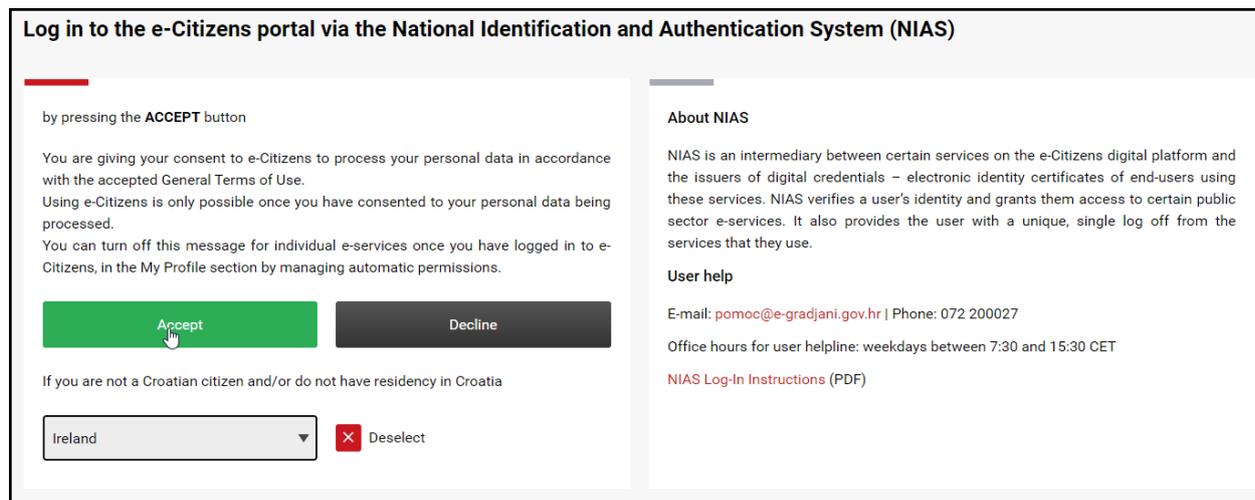


Figure 19 - Clicking on the Accept button

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

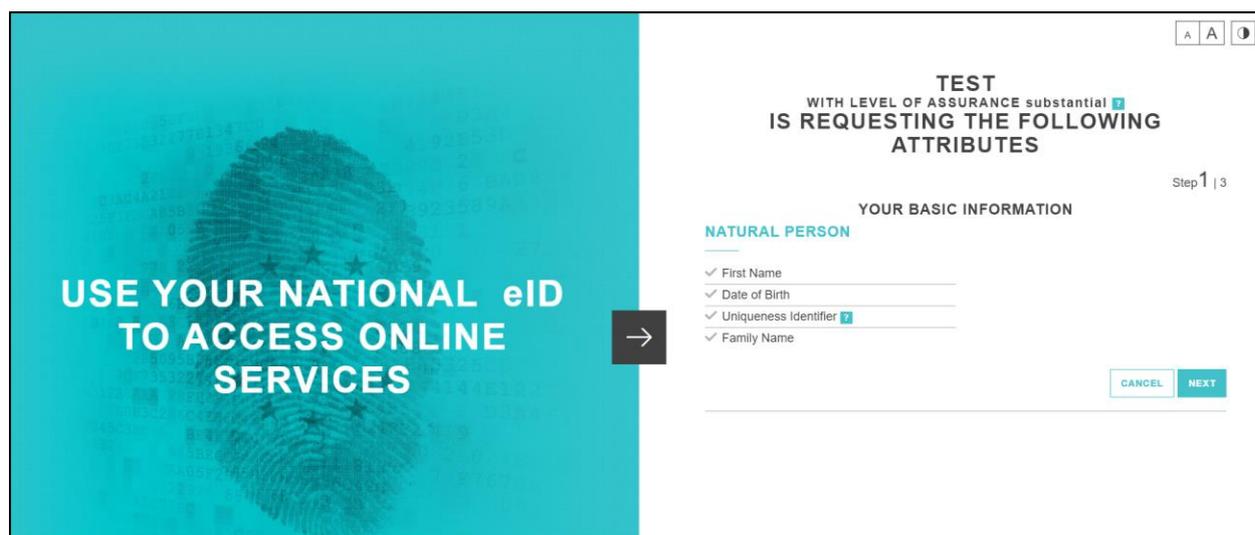


Figure 20 - Verification of mandatory basic information

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

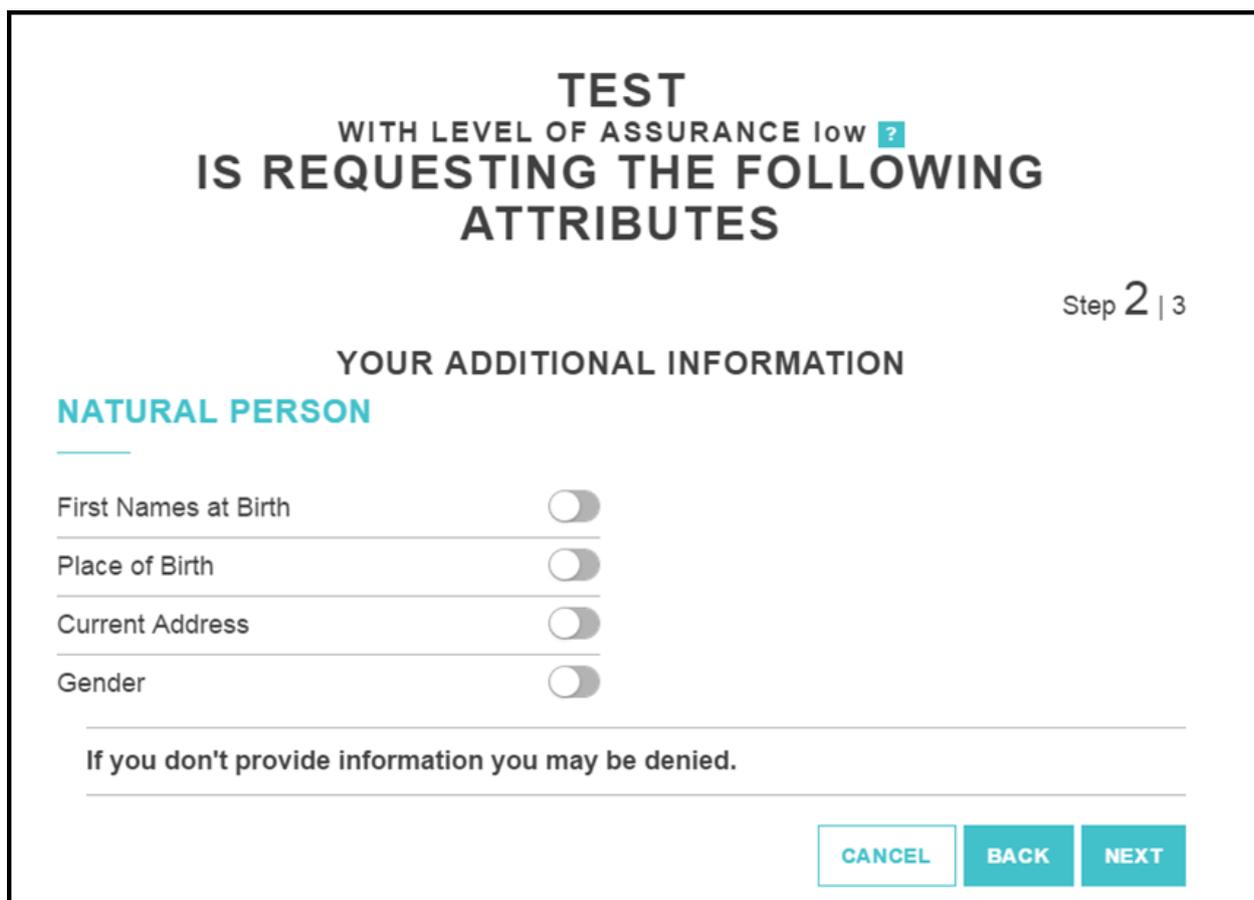


Figure 21 - Additional information view

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

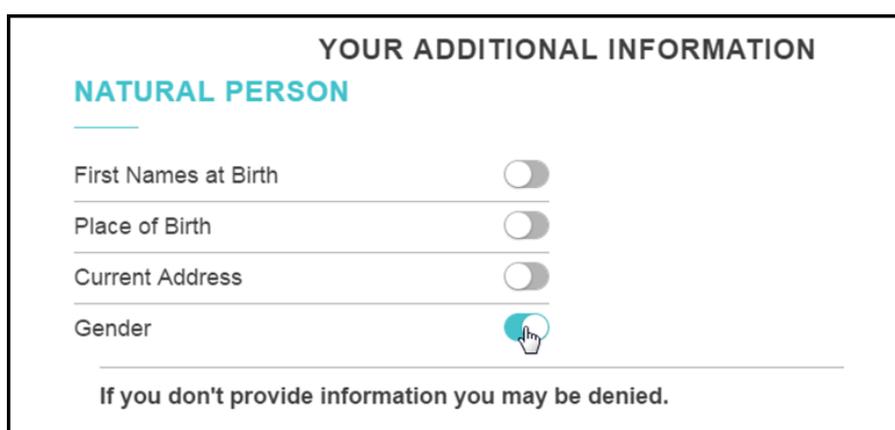


Figure 22 - Additional information selection

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 confirmation screen with the following elements:

- Top right: Accessibility icons (A, A, and a moon icon).
- Center: Large text stating "TEST WITH LEVEL OF ASSURANCE high 2 IS REQUESTING THE FOLLOWING ATTRIBUTES".
- Right side: "Step 3 | 3" indicating the current step in a process.
- Section header: "YOUR RESUME" followed by "NATURAL PERSON".
- Form fields:
  - Uniqueness Identifier: CA/HR/11111
  - Family Name: Phil
  - First Name: claude
  - Date of Birth: 1965-01-01
  - Current Address: fullCvaddress: Current Address
- Bottom right: Two buttons, "CANCEL" and "SUBMIT".
- Left side: A teal vertical bar with a dark grey square containing a white right-pointing arrow.

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.

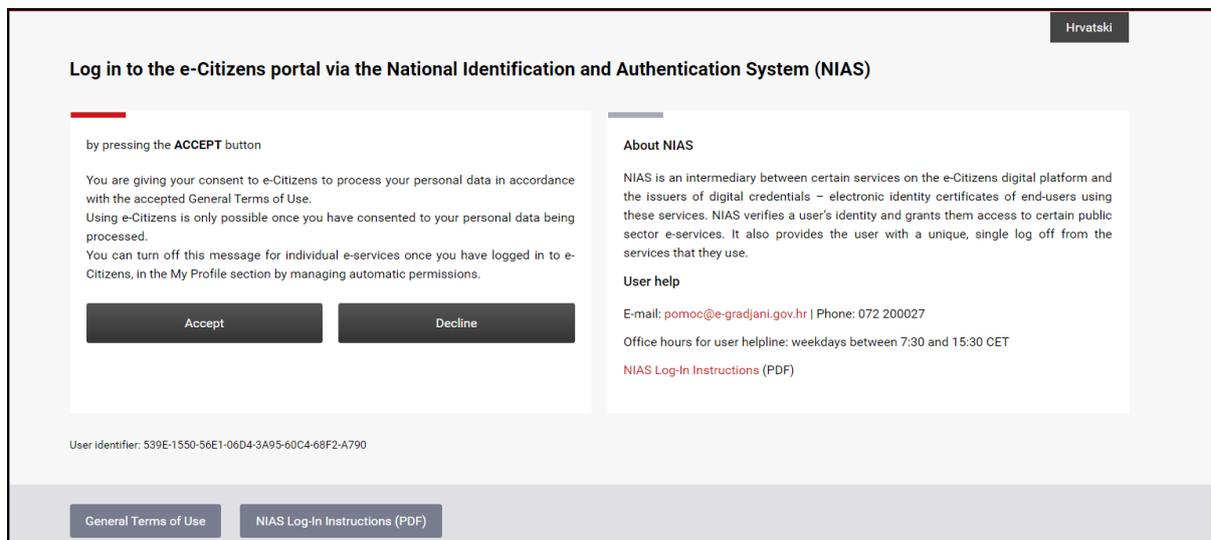


Figure 27 - The User is redirected to NIAS

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.

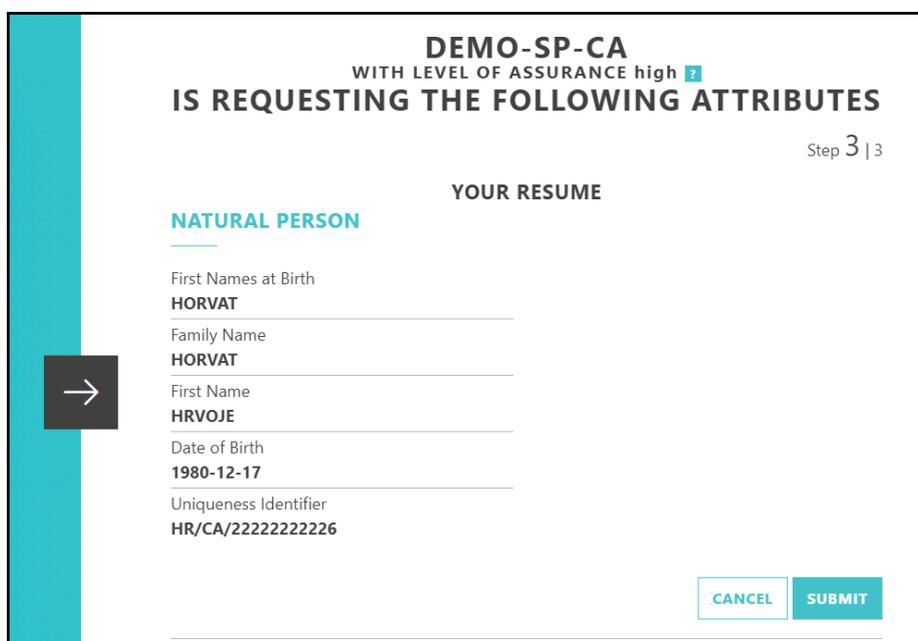


Figure 28 - View of information to be forwarded to the service

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 a footer section with two columns of links under the heading 'e-Citizens'. The left column includes links for 'Koronavirus.hr', 'Cijepise.zdravlje.hr', 'eObnova', 'Potres info', 'Izvozni portal', and 'Portal otvorenih podataka'. The right column includes links for 'e-Savjetovanja', 'List of Accepted Digital Credentials', 'Uvjeti korištenja', 'Accessibility Statement', 'Za institucije u projektu', and 'Cookies Policy'. To the right of these links is a feedback form titled 'Help us improve this page'. The form includes a question 'Has this content been useful?' with radio buttons for 'Yes', 'No', and 'Partly'. Below this is a text area for 'Your suggestion or comment:'. Further down is a 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 field for 'Please enter the control number: 39825' and a '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 is a close-up view of the feedback form. The 'Has this content been useful?' question has the 'Yes' radio button selected. The 'Your suggestion or comment:' text area contains the word 'test'. The 'Your e-mail address:' field contains 'test@adresa.hr'. Below the email field is the same note as in Figure 29. The 'Please enter the control number: 43969' field contains '43969'. A green 'Submit' button with a hand cursor is visible at the bottom right.

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.

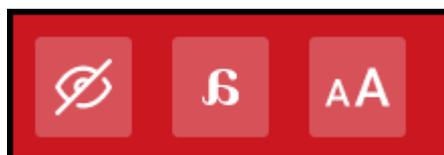


Figure 31 - Accessibility options

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 .

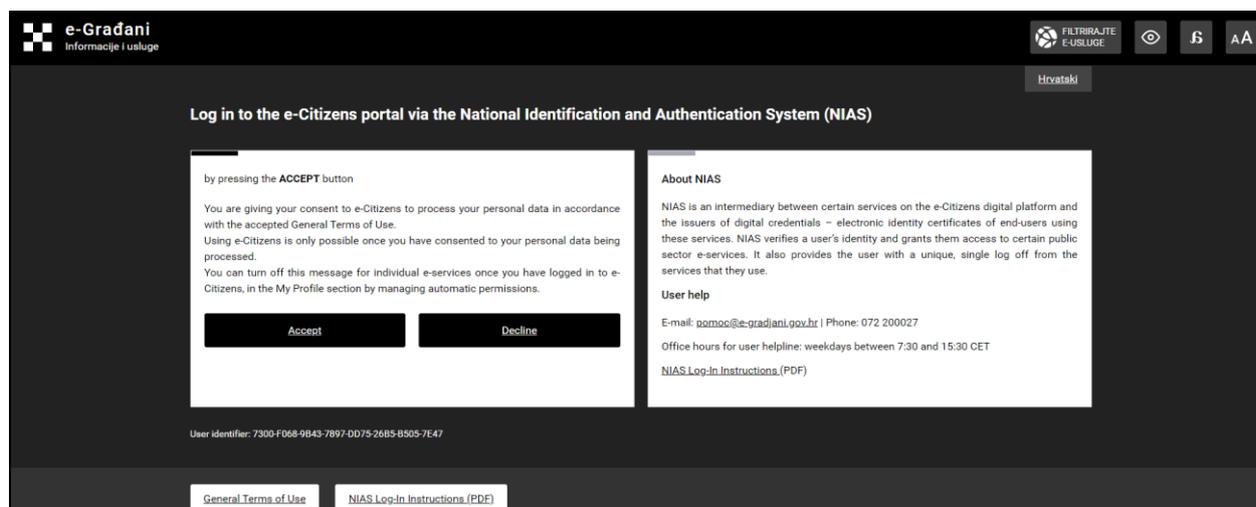


Figure 32 - Customisation for visual impairment

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 .

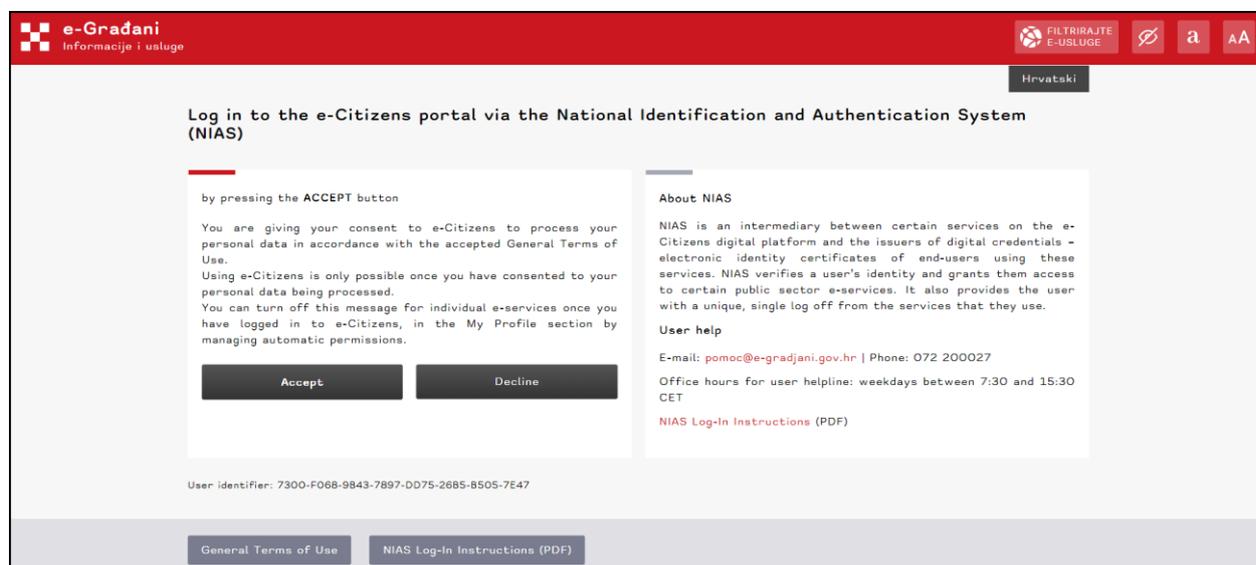


Figure 33 - Customisation for dyslexia

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 .

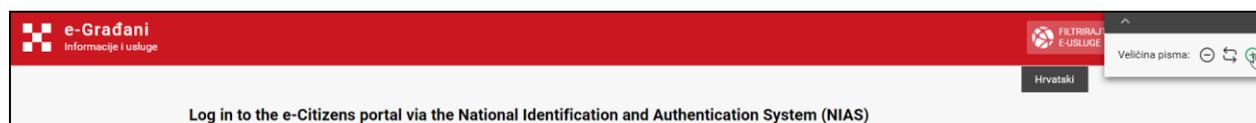


Figure 34 - Changing the font size