

Instruction for user account registration

 **Living in Serbia** <https://livinginserbia.gov.rs/>

 **eKonzulat** <https://econsulate.gov.rs/>

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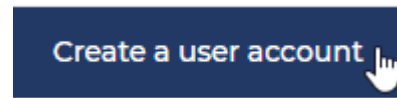
Registration

This instruction explains the steps for creating a user account for foreign citizens in the Republic of Serbia.

On home pages of these two websites „Create a user account“ button needs to be activated.

<https://livinginserbia.gov.rs/>

<https://econsulate.gov.rs/>



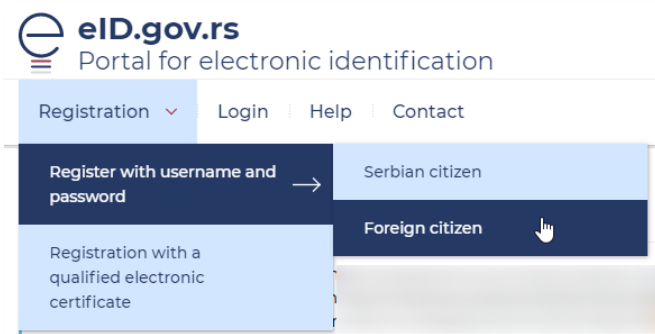
After that, a form for creating a user account opens where it is possible to create a user account in two ways:

- Register with username and password
- Register with qualified electronic certificate

Register with username and password

For this type of registration an email address is required (email address that will represent your username).

Select „**Register with username and password**“ in horizontal navigation and then select „**Foreign citizen**“ option.



Then fill in all required information.
All fields marked with a circle are required.

If you have a foreigner's registration number you need to enter it.

This is a number you obtained by registering your residence in the Republic of Serbia for more than 90 days and you have it in your passport.



If you have forgotten this number or you do not have it at all, then indicate this.

Do you have a foreigner's registration number?

Choose one of the answers

Choose one of the answers

Yes

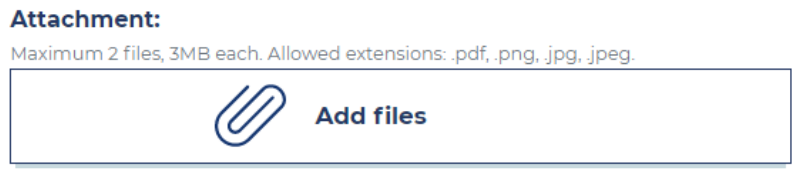
No

Forgotten

If you want to register with a username and password, you need to attach a read, scanned or photographed ID (personal file or passport).

If you are attaching a photo or a scanned ID card, you need to attach both pages of the document.

If you in your passport also have a foreigner's registration number assigned by the Republic of Serbia, submit also this photographed or scanned page.



The email address you provided will receive a message and a link through which you need to confirm your registration.

After confirming the registration, in order to use the services on the eGovernment Portal, you need to wait until you receive another confirmation email. That is, your user account becomes active when the documents are checked by an authorized person, within 24 hours at the latest.

It is possible that these mails reach the user in the Junk/Spam folder.

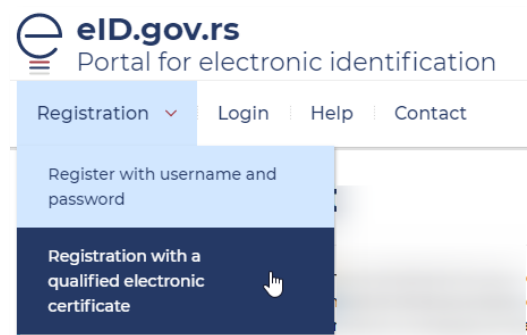
Register with qualified elektronik certificate

For this way of registration, the user needs to have a qualified electronic certificate which is issued in the Republic of Serbia by official certification bodies:

- [Ministarstvo unutrašnjih poslova Republike Srbije](#)
- [JP Pošta](#)
- [Privredna komora Srbije](#)
- [HALCOM](#)
- [eSMART Systems](#)

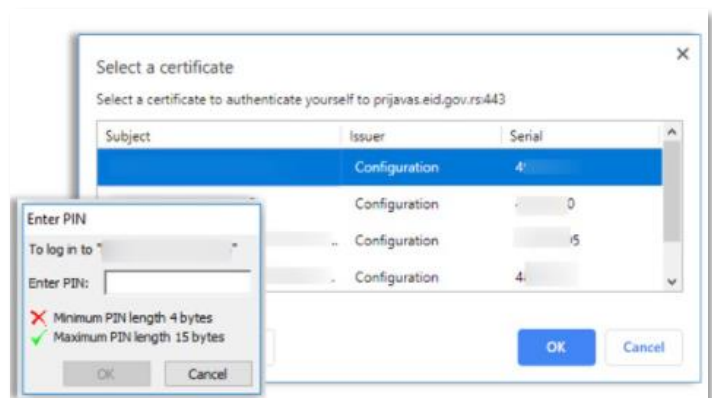
The certificate needs to be installed on your computer in accordance with the Instructions available on the website of the certification body.

Select „Register with qualified electronic certificate“ in horizontal navigation.



If the certificate has been installed correctly*, immediately after you have confirmed „Register with qualified electronic certificate“ a Pop-Up window will appear where you need to select certificate, and to enter PIN.

*only for Windows OS



The data from your electronic certificate will be automatically entered in the required fields.

At this point you may change the email address downloaded from your electronic certificate, or enter it if the information on email address does not exist on your electronic certificate.

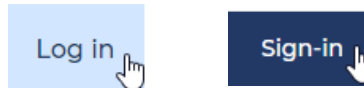


Login

On home pages of these two websites „Log in“ button needs to be activated.

<https://livinginserbia.gov.rs/>

<https://econsulate.gov.rs/>



After that, the form for selecting login mode opens, where it is possible to select the following two ways of login:

- Login with qualified electronic certificate
- Login with username and password

A form titled 'Select login method' with a light blue header. It contains three dark blue buttons, each with a white icon of a document with a checkmark and white text. The buttons are: 'Login with qualified electronic certificate', 'Login with mobile phone (two-factor authentication)', and 'Login with username and password'.

Login with username and password

When you select this way of login, a form opens where you need to enter your user name (email used during registration) and password.

Confirm on “Log in”.

A form titled 'Enter your details' with a light blue header. It has two input fields: 'Username: (email address used during registration)' and 'Your password:'. The password field has a 'SHOW' button to its right. At the bottom, there is a dark blue button with 'Log in' and a hand cursor icon. Below the button is a link that says 'Password forgotten?'.

Password forgotten ?

On the same page below „Log in“ button, confirm „Password forgotten?“ link.

The page for password resetting will open.

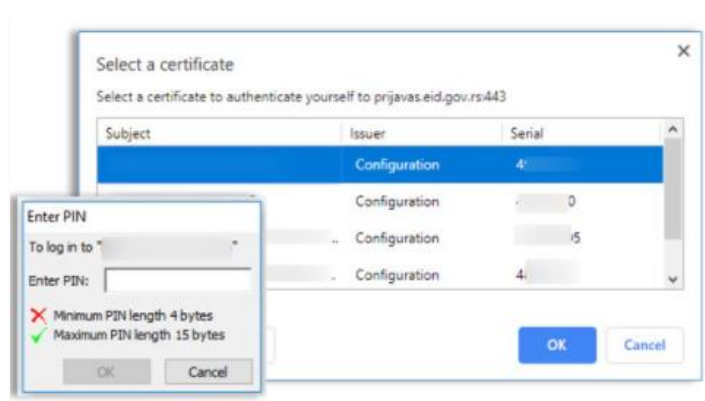
Enter your user name (email used during registration) and confirm on „Send“ button.

A form titled 'Password recovery' with a dark blue header. It has a light blue header area with the text 'Enter the password recovery data'. Below that is an input field for 'Username (email address used during registration)'. At the bottom, there are two dark blue buttons: 'Send' and 'Exit'.

Login with qualified electronic certificate

By selecting this way of login (if the certificate is installed correctly*), Pop-Up window will open where you need to select certificate, and to enter PIN.

*only for Windows OS



If you have entered the wrong PIN more than four times or have forgotten PIN of qualified electronic certificate, contact the certification body that issued the certificate.

Official certification bodies:

- [Ministarstvo unutrašnjih poslova Republike Srbije](#)
- [JP Pošta](#)
- [Privredna komora Srbije](#)
- [HALCOM](#)
- [eSMART Systems](#)