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## USER MANUAL FOR THE MUNICIPALITY PORTAL E-SERVICES

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### INTRODUCTION

The purpose of the E-Services User Manual is to adequately describe the e-services provided by the web portal of the Municipality of Salamina, in order to understand their use and functionality to the users.

## E-SERVICES

### Description – Page location

The e-services provided by the web portal of the Municipality of Salamina are the submission of a request / complaint or in general a comment to the Municipality of Salamina and the electronic application for the issuance of a municipal certificate by the citizens of the Municipality of Salamina. The electronic services are both accessible from the main menu of the Municipal Portal, within the option "ON-LINE-SERVICES",

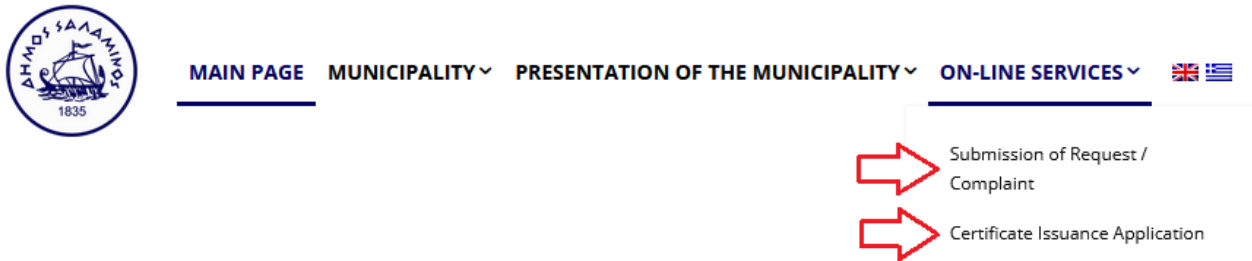


Figure 1: Access e-services from the main menu

as well as from the lower left part of the pages of the Municipal Portal, at the point where the E-Services of the Municipality are mentioned.

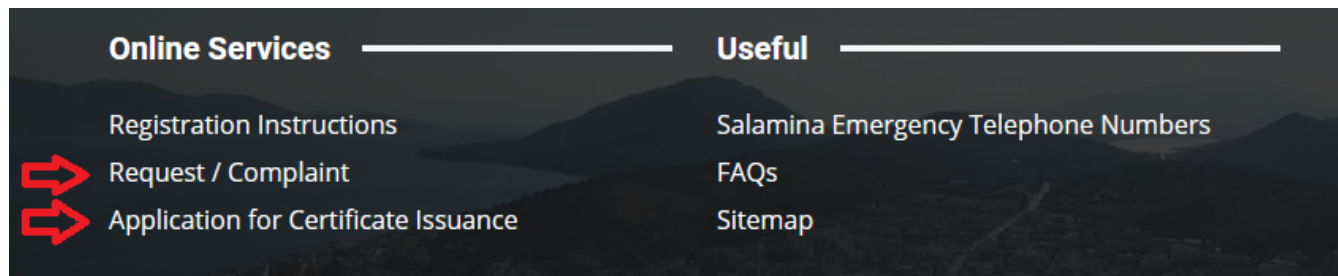


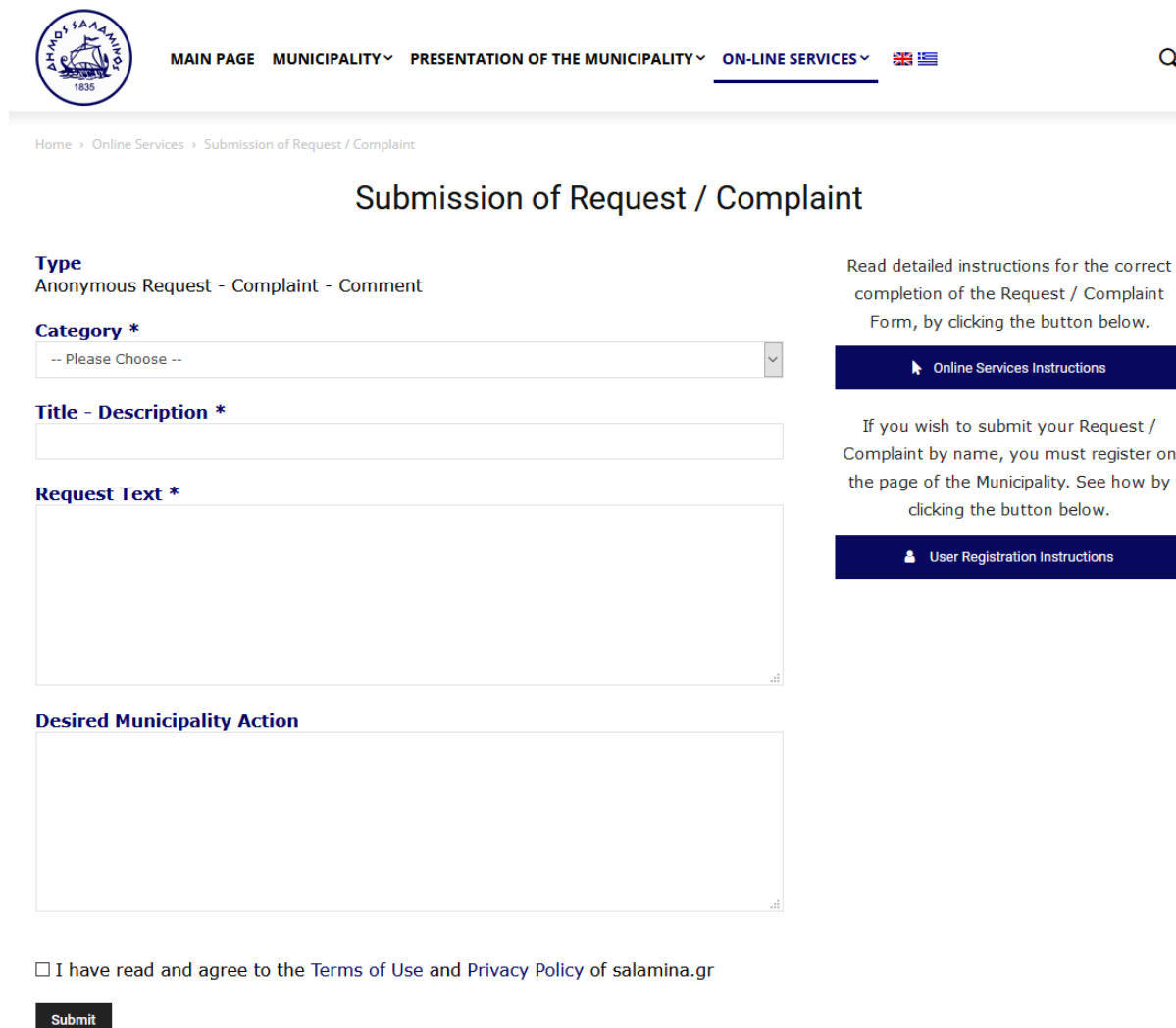
Figure 2: Access e-services from the bottom of the page

Both e-services are offered to registered users at the Municipal Portal, while the "Request / Complaint" can be done anonymously. Each service is described in detail below.

## Request / Complaint

The Request / Complaint service works in the following two ways:

### Anonymous Request - Complaint - Comment



The screenshot shows the web interface for submitting an anonymous request. At the top, there is a navigation menu with links for 'MAIN PAGE', 'MUNICIPALITY', 'PRESENTATION OF THE MUNICIPALITY', and 'ON-LINE SERVICES'. The 'ON-LINE SERVICES' link is highlighted. A search icon is located in the top right corner. Below the navigation, a breadcrumb trail reads 'Home > Online Services > Submission of Request / Complaint'. The main heading is 'Submission of Request / Complaint'. The form is divided into two columns. The left column contains the following fields: 'Type' (pre-filled with 'Anonymous Request - Complaint - Comment'), 'Category \*' (a dropdown menu with '-- Please Choose --'), 'Title - Description \*' (a text input field), 'Request Text \*' (a large text area), and 'Desired Municipality Action' (a text input field). Below these fields is a checkbox labeled 'I have read and agree to the Terms of Use and Privacy Policy of salamina.gr'. At the bottom left is a 'Submit' button. The right column contains instructional text: 'Read detailed instructions for the correct completion of the Request / Complaint Form, by clicking the button below.' Below this text is a dark blue button labeled 'Online Services Instructions'. Further down, another instruction states: 'If you wish to submit your Request / Complaint by name, you must register on the page of the Municipality. See how by clicking the button below.' Below this is another dark blue button labeled 'User Registration Instructions'.

Figure 3: Anonymous Request - Complaint - Comment

This functionality is available to visitors of the Municipal Gate, without the need to register and sign in, so it is anonymous. The visitor selects one of the predefined Categories or the option "Other" and fills in the Title - Description and the Request Text. It also has the option to fill in a Desired Municipality Action. After filling in the fields and necessarily reading and accepting the Terms of Use and the Privacy Protection Policy of the Municipal Portal, the user can submit his request to the Municipality by clicking the "Submit" button. After the successful submission of the Request, the employees of the Municipality of Salamina are informed in order to evaluate it and to take the necessary actions, if such a thing is deemed necessary. The visitor who submitted the request, can not be informed of its progress, as the Municipal Portal does not identify the user, due to anonymous submission of the request.

## Not Anonymous Request - Complaint - Comment



### Submission of Request / Complaint

#### Type

Not Anonymous Request - Complaint - Comment

#### Firstname \*

#### Lastname \*

#### E-mail \*

#### Category \*

#### Title - Description \*

#### Request Text \*

#### Desired Municipality Action

I have read and agree to the [Terms of Use](#) and [Privacy Policy](#) of [salamina.gr](#)

Read detailed instructions for the correct completion of the Request / Complaint Form, by clicking the button below.

Figure 4: Not Anonymous Request - Complaint - Comment

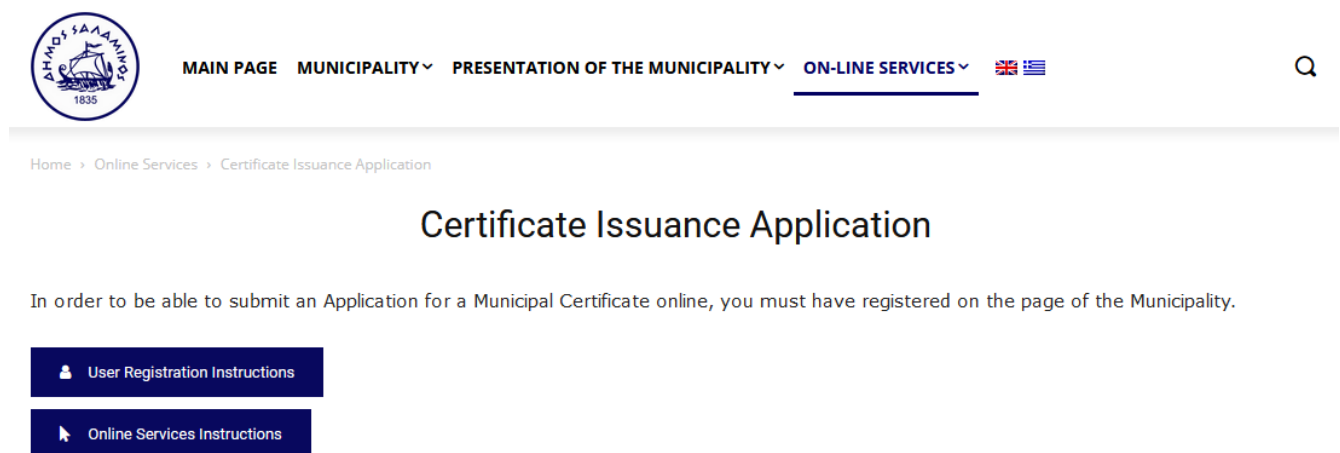
This functionality requires the user having already registered and logged in to the Municipal Portal. After the user signs in to the Municipal Portal and selects "Submission of Request / Complaint" the user has the ability to submit a new request including the name, according to the information stated

during registration as a user of the Municipal Portal. To submit a new Request, the user selects one of the predefined Categories or the option "Other" and fills in the Title (short description) and the Request Text (extended description). It also has the option to fill in a Desired Municipality Action. After filling in the fields and necessarily reading and accepting the Terms of Use and the Privacy Policy of the Municipal Gate, the user can submit the request to the Municipality by clicking the "Submit" button.

After the successful submission of the Request, the employees of the Municipality of Salamina are informed, in order to evaluate it and take the necessary actions, and if deemed necessary they will contact the user who submitted the request. The user who submitted the request, can be informed about his progress, by contacting the Municipality and having available the information he has stated during his registration at the Municipal Portal, as he will be asked to identify the Request.

## Certificate Issuance Application

This functionality requires the user having already registered and logged in to the Municipal Portal, therefore if the visitor has not logged in, he is urged to create an account, so that he can submit his application.



*Figure 5: Certificate Issuance Application - Visitor*

After the user signs in to the Municipal Portal and selects "Certificate Issuance Application" the user has the ability to submit the certificate application by name, according to the information stated during registration as a user of the Municipal Portal.



## Certificate Issuance Application

Type \*

-- Please select --

Read detailed instructions for the correct completion of the Certificate Issuance Application Form by clicking the button below.

[Online Services Instructions](#)

First Name \*

Last Name \*

Father's Name \*

Mother's Name \*

E-mail \*

Phone

Mobile Phone \*

Message (Comments - Details - Remarks) \*

How to Send the Certificate

-- Please choose --

I have read and agree to the [Terms of Use](#) and [Privacy Policy](#) of [salamina.gr](#)

Submit

Figure 6: Certificate Issuance Application - Registered User

For the submission of the Application, the user must select one of the predefined Types of Certificates that he wishes to be issued, fill in the details, the text with any details or comments and selects the Method to send the Certificate he wishes. After filling in the fields and after necessarily reading and accepting the Terms of Use and the Privacy Policy of the Municipal Portal, the user submits the application by clicking the "Submit" button.

After the successful submission of the application, the employees of the Municipality of Salamina are informed, who will take care of its processing and if deemed necessary will contact the user who submitted the application. The user who submitted the application, can be informed about its progress, by contacting the Municipality and having available the information he has stated during his registration at the Municipal Portal, as he will be asked to identify the Application for the issuance of the certificate requested.