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# Online counter for consular services

In 2000, the FDFA introduced the IT application VERA at the representations abroad to manage the personal data of the Swiss Abroad. This software has reached the end of its life cycle and will be replaced by a new application in summer 2016. The new eVERA solution with its online counter will enable consular services to be geared even more effectively to the requirements and issues of the Swiss Abroad and to be provided in line with the current business processes of e-government. The project was launched with the following objectives:

- Customers can enter their data into the new application themselves irrespective of time or place
- Customers can update the data entered themselves
- Customer concerns take precedence over services and responsibility within the scope of the legal provisions

The new application will allow the Swiss Abroad to register and de-register in the eVERA online counter independently of time and place if they can identify themselves electronically. This means that, in future, our customers will be able to use consular services from the comfort of their own homes or using their mobile devices

without having to visit the representation provided they have an electronic identity card (e.g. SuisseID). In future, it will therefore be possible to obtain and request the following services from the consulate responsible for the customer in the same way as with e-banking or online orders:

- Moving to and from Switzerland and countries abroad
- Changes of address
- Registration of civil status matters, such as births, adoptions, marriages and partnerships, divorce and death
- Registration and de-registration for exercising political rights
- Registration and de-registration for publications ("Swiss Review", etc.)
- Ordering attestations (attestation of citizenship and registration)
- Ordering authentication (of documents)

SuisseID is available from various providers. Further information on security, applications and the order process can be found on the [www.suisseid.ch](http://www.suisseid.ch) website. The Swiss Abroad can also obtain or order the services mentioned via the online counter if they do not have an electronic identity card. The customer can register in the online counter with a username and password and then use the services mentioned. However, depending upon




the nature of the service, further ID documents will have to be sent to the representation abroad for identification. All consular services can, of course, still be ordered in person and transacted at any time at the consulate responsible.

## A look to the future

There will be further developments in the field of information transfer and communication between the FDFA and its customers in future. As the authority responsible for consular affairs, the FDFA's Consular Directorate plans to adapt existing and future FDFA products (in particular, brochures, publications, websites, apps and events) and other sources of information to the requirements of the Swiss Abroad on an ongoing basis and to make them user-friendly.

This should simplify navigation in the new eVERA online counter, for example, and also extend the range of information. In addition to basic information, there are also plans to provide further individualised regional information and functions for the Swiss Abroad online. This could provide the representations abroad with the opportunity, for example, to manage relations with Swiss communities via a new communications channel.

### HELPLINE FDFA

☎ from Switzerland +41 800 24 7 365  
 ☎ from abroad +41 58 465 33 33  
 E-Mail: [helpline@eda.admin.ch](mailto:helpline@eda.admin.ch)  
 Skype: helpline-eda

### Travel advice

[www.eda.admin.ch/reisehinweise](http://www.eda.admin.ch/reisehinweise)  
 ☎ from Switzerland +41 800 24 7 365  
 ☎ from abroad +41 58 465 33 33  
[www.twitter.com/travel\\_edadfae](https://www.twitter.com/travel_edadfae)

### itineris

Online registration for Swiss citizens travelling abroad  
[www.fdfa.admin.ch/itineris](http://www.fdfa.admin.ch/itineris)



Plan well.  
Travel well.

App available for free for iOS and Android

The online platform's future clientele will also include Swiss travellers who already have the Itineris portal for registering their details for the event of a crisis. New functions may be added in this area in future.

Technological and social developments in administration and, in particular, in terms of interaction with our customers will be taken into account in a further stage of the eVERA online counter. E-government contributes towards providing Switzerland with a highly effective means of administration for the Swiss community abroad and fostering their ties with their homeland. Independent participation in administrative activities based on equal opportunities and the political involvement of people with disabilities, people with age-related limitations and customers with long journey times can also be significantly increased and improved thanks to e-government.

The Swiss Abroad will be informed in due course of the link to the online counter's homepage. An email address will be required to use the platform. You can ensure that you can be reached quickly now by registering your email address with the representation responsible for you. Please use the attached form or register electronically at: [www.swissabroad.ch](http://www.swissabroad.ch).

## Federal referenda

Voting proposals are determined by the Federal Council at least four months before the voting date. The following four proposals will be put to the vote on 5 June 2016:

- Popular initiative of 30 May 2013: 'Pro Service public' (In favour of public service)
- Popular initiative of 4 October 2013: 'Für ein bedingungsloses Grundeinkommen' (For an unconditional basic income)
- Popular initiative of 10 March 2014: 'Für eine faire Verkehrsfinanzierung' (For fair financing of transport)
- Amendment of 12 December 2014 to the Federal Act on Medically Assisted Reproduction (Reproductive Medicine Act, RMA)
- Amendment of 25 September 2015 to the Asylum Act (AsylA)

Further voting dates in 2016: 25 September and 27 November.

All information on the proposals (voting pamphlets, committees, recommendations of Parliament and the Federal Council, electronic voting, etc.) can be found at [www.admin.ch/votes](http://www.admin.ch/votes).

## Popular initiatives

The list of pending popular initiatives can be found at [www.bk.admin.ch](http://www.bk.admin.ch) > Aktuell > Wahlen und Abstimmungen > Hängige Volksinitiativen

## Appeal

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