



Your Europe

Practical questions deserve practical answers



Presentation — 2021

What is Your Europe?

- Digital single access point built on **youreurope.eu**
- Integrates European and national public services under one portal
- Offers individuals and companies information and assistance they need to operate more easily in other EU countries
- Helps create the **genuine digital single market**

Building the gateway with youreurope.eu

- **One-stop shop** - information on living, moving, working and operating in other EU countries
- **Guidance** - EU and national rules, administrative procedures and steps
- **23 languages**
- **Reliable** - searches information only from official, verified sources

Towards paperless administration in the EU

Now

- **Information, procedures and assistance services** for citizens and companies are up-to-date and easily findable
- Users to give **feedback** on the quality of the information and services

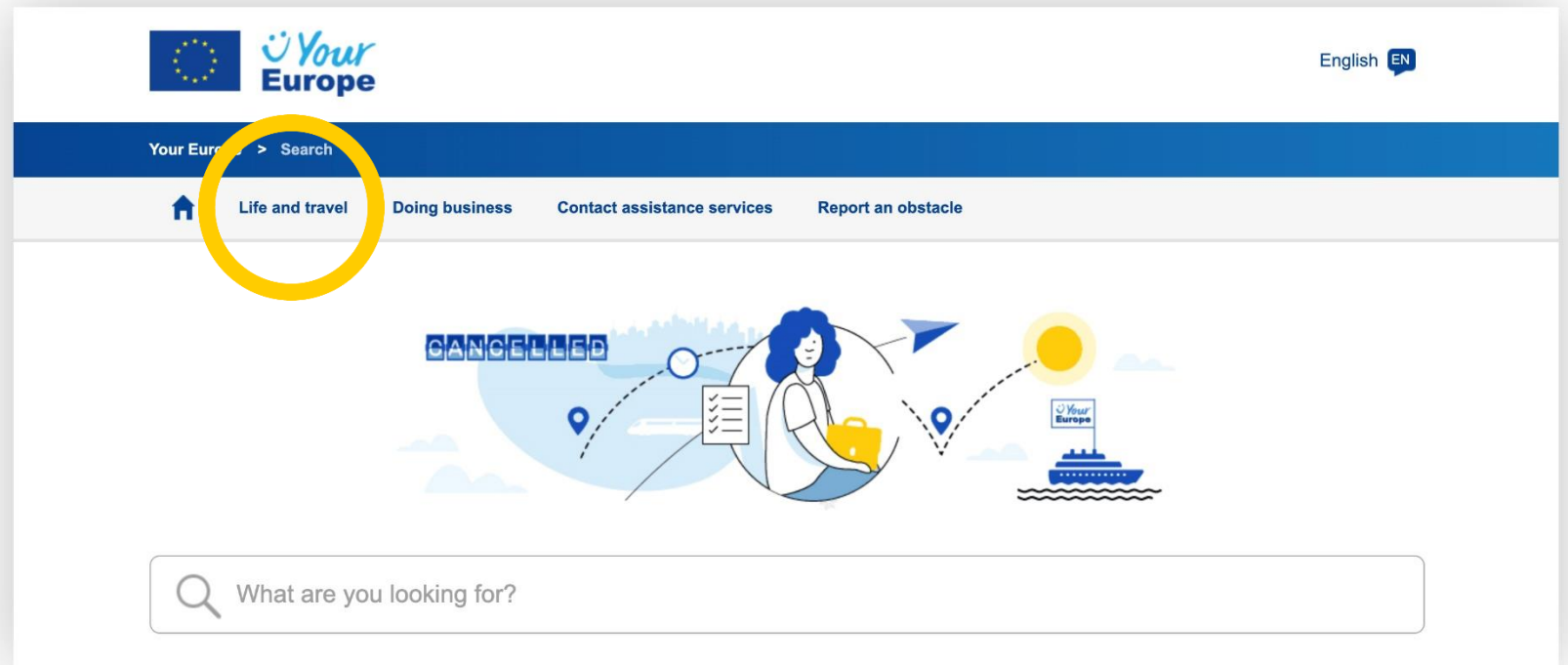
By the end of 2023

- **21 important administrative procedures** made digital
- **Once-only principle** for submitting administrative documents
- **Local and regional** administration digitalised

Information for citizens - now

Citizens will find information on

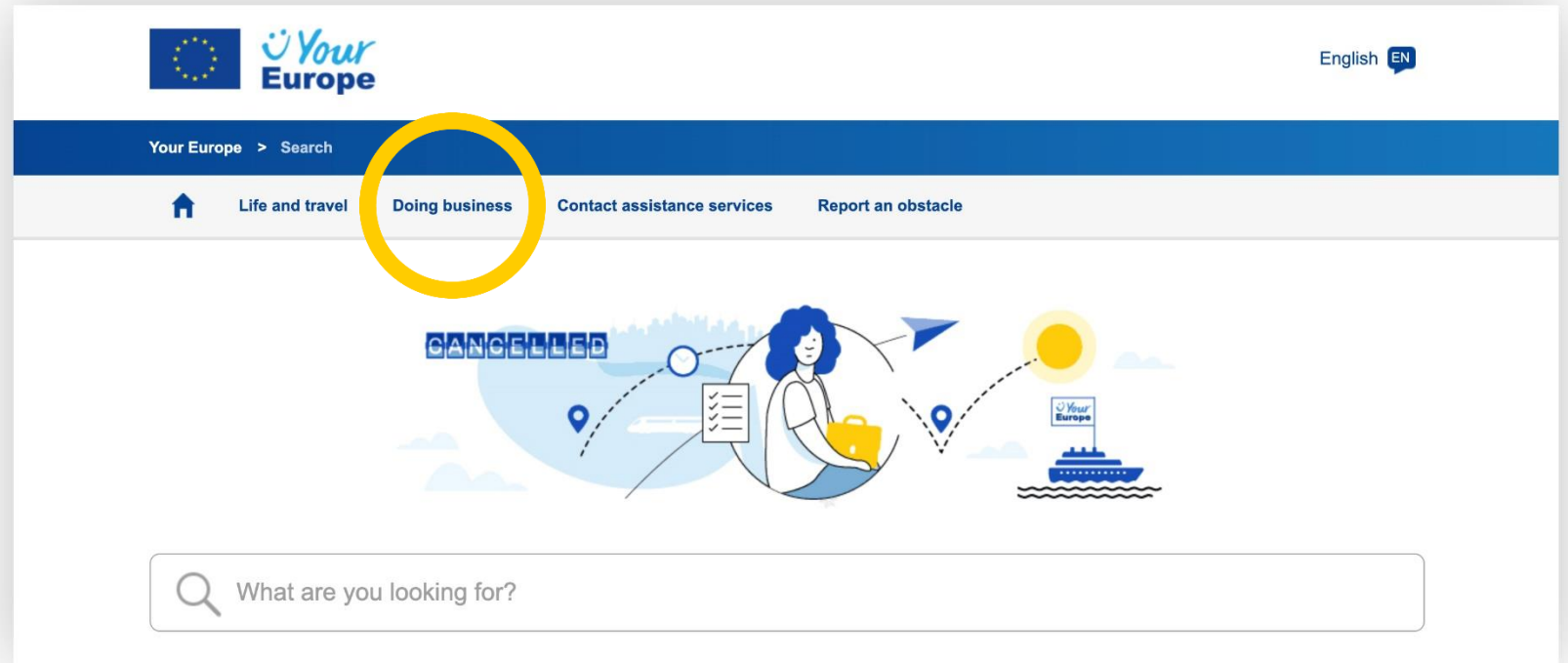
- travel
- work & retirement
- vehicles
- residence formalities
- education & youth
- health
- family
- consumers



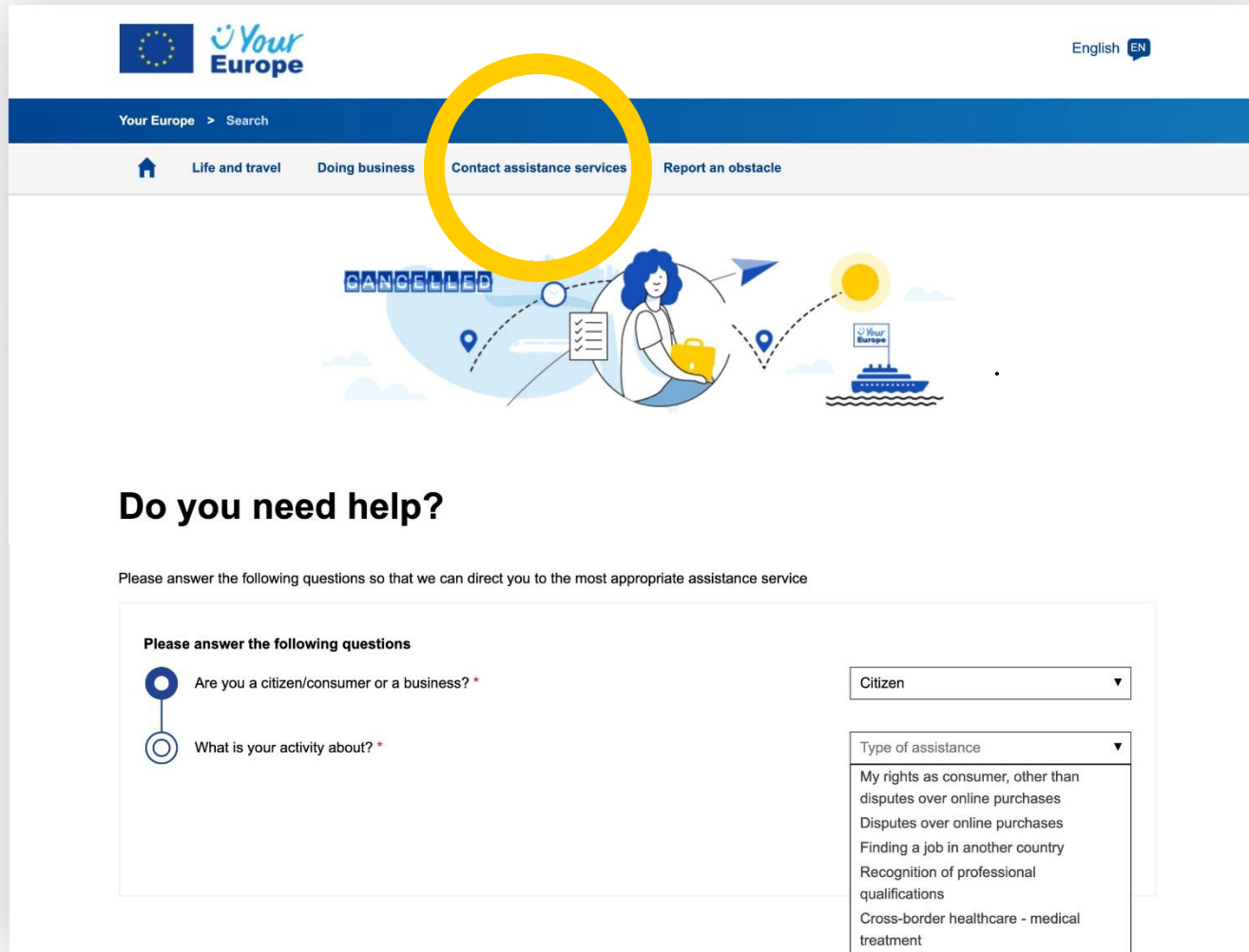
Information for companies - now

Companies will find information on

- running a business
- taxation
- selling in the EU
- human resources
- product requirements
- finance & funding
- dealing with customers



Assistance services - now



The screenshot shows the 'Your Europe' portal interface. At the top, there is a navigation bar with the 'Your Europe' logo and a search bar. Below the navigation bar, there are several menu items: 'Life and travel', 'Doing business', 'Contact assistance services', and 'Report an obstacle'. The 'Contact assistance services' menu item is circled in yellow. Below the navigation bar, there is a large illustration of a woman holding a suitcase, with a 'CANCELLED' sign and a ship icon. Below the illustration, there is a section titled 'Do you need help?' with a sub-heading 'Please answer the following questions so that we can direct you to the most appropriate assistance service'. There are two questions: 'Are you a citizen/consumer or a business?' and 'What is your activity about?'. The first question has a dropdown menu with 'Citizen' selected. The second question has a dropdown menu with 'Type of assistance' selected, and a list of options: 'My rights as consumer, other than disputes over online purchases', 'Disputes over online purchases', 'Finding a job in another country', 'Recognition of professional qualifications', and 'Cross-border healthcare - medical treatment'.

If users cannot find the relevant information on the portal and are still confused about which rules apply or have trouble with a procedure, they will be guided to the **EU or national assistance service** most suited to address their problem.

Feedback tools - now

Users are the guardians of the quality of the services and the portal:

- provide **feedback on the obstacles** they encounter on the portal or with service from the national authority
- help **improve the quality of the portal** by reporting any missing or incomplete information
- feedback used as an input for the EU policy-making.

Tell us about your problem.

This tool is designed for you to give anonymous feedback on any obstacles you may have encountered when exercising your internal market rights. Your feedback will help us improve the Single Market for citizens and businesses. We will not come back to you individually. Please do not submit any personal data via its form.

Please answer the following questions

Where did your issue happen? *

Are you a citizen/consumer or a business? *

Please choose issue type *

Please describe your issue in some words *

Employees
Taxes
Goods
Services
Funding a business

The impact

By 2023, a fully functional digital gateway is expected to

- reduce administrative burden and make it paperless
- bring significant cost and time savings for users
- boost the European's mobility and economy
- encourage companies to grow and expand
- help citizens claim their rights and use the opportunities EU can offer

Spread the word



- Help promote Your Europe as the “**go-to source of information** for living, moving, working, studying, retiring, or doing business in the EU” among your target audience but also among other organisations/companies that work in your field of expertise
- Use the **toolkit materials and the promotion guidelines** to communicate through your channels and convince other organisations/companies to share the toolkit as well
- Become an **active campaign partner, be part of an event or media campaign**
- Use the **feedback mechanism** to enhance the quality of information and services provided on the portal
- **Gain visibility** for your organisation at national and EU level

More information

YourEurope.eu

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<https://www.linkedin.com/showcase/your-europe-business-showcase/>