

Sign In with your e-ID

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Accessing and Using mygov.mt

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**Registering for an e-ID account
(Maltese Citizens)**

You must have an e-ID to use e-Government Services. The e-ID, or electronic identity, is a trusted authentication mechanism for citizens and businesses to identify themselves to electronically access services from across government.

To register for your e-ID, follow the guidelines below:

STEP 1 - If you already have a new Identity Card, call on 25904300 or send a request by email on info@mygov.mt

Step 1 - If you already have a new Identity Card, then you may request your e-ID by calling on 25904300 or sending a request by email on info@mygov.mt.

OR - If you don't have a new Identity Card, visit one of the e-ID Registration Offices in Blata I-Bajda Malta or in Rabat (Gozo)

If you don't have a new Identity Card, then you need to visit the Registration Offices in Blata I-Bajda Malta or in Rabat (Gozo), and apply for a new Identity Card while also providing an email address. The registration for an e-ID account will be made automatically with your request for a new Identity Card.

MALTA (Identity Management Office, Gattard House, National Road, Blata I-Bajda, Malta)

Monday to Friday : 7.30 a.m. to 2 p.m.
 Wednesday : 7.30 a.m. to 2 p.m. and
 3 p.m. to 6 p.m.
 Saturday : 7.30 a.m. to 11 a.m.

RABAT, GOZO (28 A St. Francis Square, Rabat, Gozo)

Winter (From 1st October to 15th June)

Monday to Friday : 7.30 a.m. to 1.30 p.m.
 Saturday : 7.30 a.m. to 11 a.m.

Summer (From 16th June to 30th September)

Monday to Friday : 7.30 a.m. to 12.00 p.m.
 Saturday : 7.30 a.m. to 11 a.m.

**Registering for an e-ID account
(eResidence Document Holders)**

You must have an e-ID to use e-Government Services. The e-ID, or electronic identity, is a trusted authentication mechanism for citizens and businesses to identify themselves to electronically access services from across government.

To register for your e-ID, follow the guidelines below:

STEP 1 - Visit one of the e-ID Registration Offices in Blata I-Bajda Malta or in Rabat (Gozo)

Presentation of one's residence document and an email account are required to apply for an e-ID account.

MALTA (Identity Management Office, Gattard House, National Road Blata I-Bajda, Malta)

Monday to Friday : 7.30 a.m. to 2 p.m.
 Wednesday : 7.30 a.m. to 2 p.m. and
 3 p.m. to 6 p.m.
 Saturday : 7.30 a.m. to 11 a.m.

RABAT, GOZO (St. Francis Square, Rabat, Gozo - same Office as Passports)

Winter (From 1st October to 15th June)

Monday to Friday : 7.30 a.m. to 1.30 p.m.
 Saturday : 7.30 a.m. to 11 a.m.

Summer (From 16th June to 30th September)

Monday to Friday : 7.30 a.m. to 12.00 p.m.
 Saturday : 7.30 a.m. to 11 a.m.

STEP 2 - Activating your e-ID

1. After confirming your identity, the Registration Authority will send you an email called 'Activate Account' including a button and a link to activate your account.
2. Click on the button QR copy and paste the URL into your web browser.

Activate Your Account

Dear Mr. **Steph**,

Welcome to mygov.mt portal, the place from where you can obtain access to the public services you need safely and efficiently.

Before starting to use your online services, you need to confirm your email address and activate your account. Click on the button below to proceed with the activation.



If you cannot click on the button, copy and paste this URL into a web browser:



The link is valid until: 06/12/2016 09:59

A step by step guide to activate your account is available at <https://mygov.mt/PORTAL/webforms/howdoigetaccesstomygov.aspx#Activate>

If you did not request this, you can ignore this email or contact us on info@mygov.mt

For assistance you can also reach our support helpdesk by using the contact form available at <https://mygov.mt/PORTAL/webforms/helpdeskregistration.aspx>

Regards,
Registration Administrator

Disclaimer

This message and attachments are intended only for the use of the person or persons to whom it is addressed. It may contain information, which is privileged and confidential within the meaning of applicable law. If you are not the intended recipient kindly notify the sender immediately by return e-mail and delete the message from your system.

Figure 1: Activation Email

3. You will be redirected to the new e-ID Sign On page, where you need to enter your e-ID username (this is the same as your ID number) and your document number (this is the document number on your ID Card or Residence Permit Card). Please look at the samples provided on the screen if you have difficulty identifying the numbers to be used. Click on 'Activate' to continue with the activation process.

Activate Account EN | MT

Welcome

Please enter the information below to activate your account.

e-ID Number (view sample)

This is the same as your ID Card Number.

Document No. / Application Ref. (view sample)

Residents who have not yet received their Residence Documentation / Permit can use the Application Reference printed on their Receipt. (view sample).

ACTIVATE ▶ **CANCEL**

Figure 2: Activation using eID number and document number

4. You will now be asked to create a password for the first time, as can be seen in Figure 3. Type in a new password and confirm the password by typing the new password again in the next text-field. Make sure that the new password contains both letters and numbers. Finally click on 'Apply' to log in.

Create Password EN | MT

To complete the activation process you need to assign a new password to your account.

New password

8 characters, contains lowercase (a-z), uppercase letters (A-Z), digits (0-9)

Confirm new password

APPLY ▶ **CANCEL**

Figure 3: Creating your password for the first time

5. You will then be logged on and redirected to mygov.mt, as shown in Figure 4

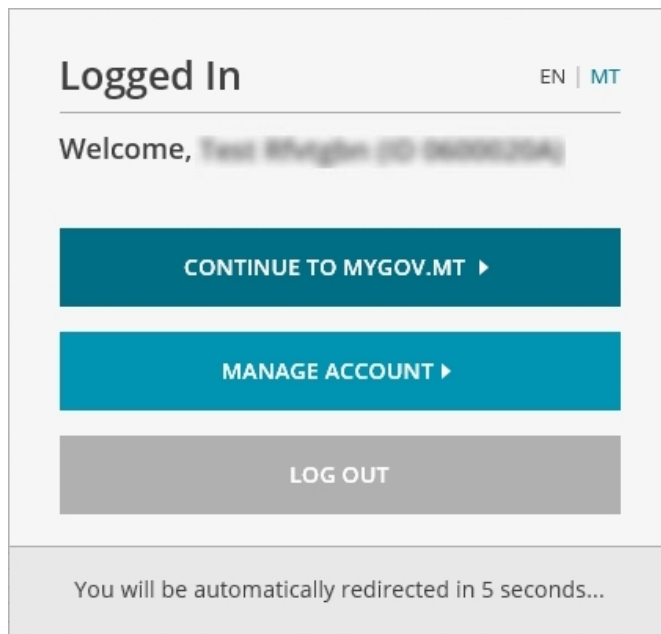


Figure 4: Logged In

STEP 3 - Installing the electronic ID Card and reader (Optional)

Click here for help on how to install the electronic ID Card and reader: <https://www.identitymalta.com/eidreader/>

STEP 4 – Authenticating with the electronic ID Card (Optional)

1. If a service provider requires authentication with ID Card, the eID SSO screen will be shown as per Figure 5.

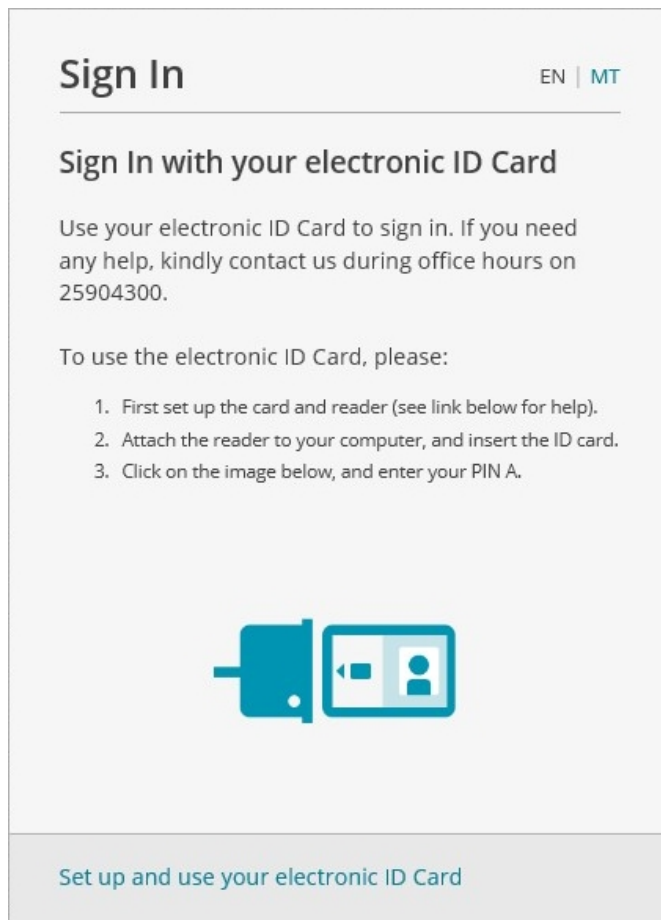


Figure 5: eID SSO screen – Sign in with your electronic ID card

2. Connect the external Smart Card reader to the computer
3. Insert the eID Card into the Smart Card Reader
4. On the Single Sign-On screen click on the image depicting a Smart Card reader
5. A popup, as per Figure 6, should appear to load the Digital Certificate:

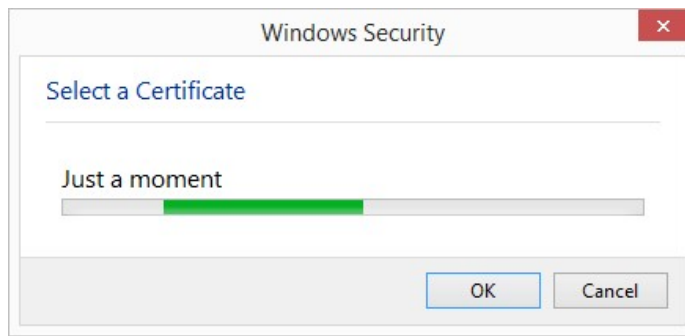


Figure 6: Windows Security – Select a Certificate

6. Select the Authentication Certificate, and click "OK"



Figure 7: Select Certificate

7. Enter the Authentication PIN Code and click the "OK" button

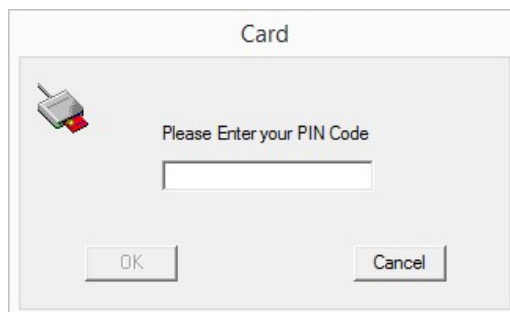


Figure 8: Authentication PIN Code

8. After logging in, the user shall have the certificate information in the middle of the header indicating that the log through Card was successful.
9. User will be automatically redirected in 5 seconds to the service.

STEP 5 - Activating Two-Factor Verification (Optional)

Click here for help on how to activate two-factor authentication for your e-ID account: [Two-Factor Authentication](#)
