Registration Guide

Online Services · Municipality of Vila do Bispo

> The Online Services website is in Portuguese. The screenshots in this guide show the Portuguese screens; the Portuguese terms you will see are given in «quotes», followed by a translation.

1. Why register

The Online Services (**servicos.cm-viladobispo.pt**) can be used in two ways:

Type of user	What you can do
Not registered	Read the information about each service and download the related PDF forms, where available.
Registered and validated	All of the above, plus **fill in and submit requests online** and **check the status of the cases** you are involved in.

You only need to register once. Both individuals and organisations (companies, associations, etc.) can register.

2. Before you start

Choose one of the two ways to register:

	A. With Autenticação.gov (recommended, individuals only)	B. Manual registration
How it works	Your details are read from your Portuguese Citizen Card (*Cartão de Cidadão*) or Digital Mobile Key (*Chave Móvel Digital*) and filled in automatically.	You fill in all your details in the form.
What you need	A Citizen Card with a card reader and the Autenticação.gov software installed, **or** an active Digital Mobile Key.	The documents listed in step 9, as PDF or image files (or, where available, the online access codes described in step 6).
Membership Agreement	**Not required** (Article 4 of Law 37/2014 of 26 June, as amended).	**Must be signed** (handwritten or digital signature) by the applicant or by an attorney; for organisations, by whoever is authorised to bind them (see step 10).

In both cases you need a **valid e-mail address** that you can access, and your Portuguese **tax number (NIF/NIPC)**.

> **Organisations** (companies, associations, etc.) cannot use Autenticação.gov. They always register manually and deliver the signed Membership Agreement and the documents listed in step 9.

3. Open the registration form

1. On the Online Services home page, click ***«Registar»*** (Register) in the dark bar at the top of the page.

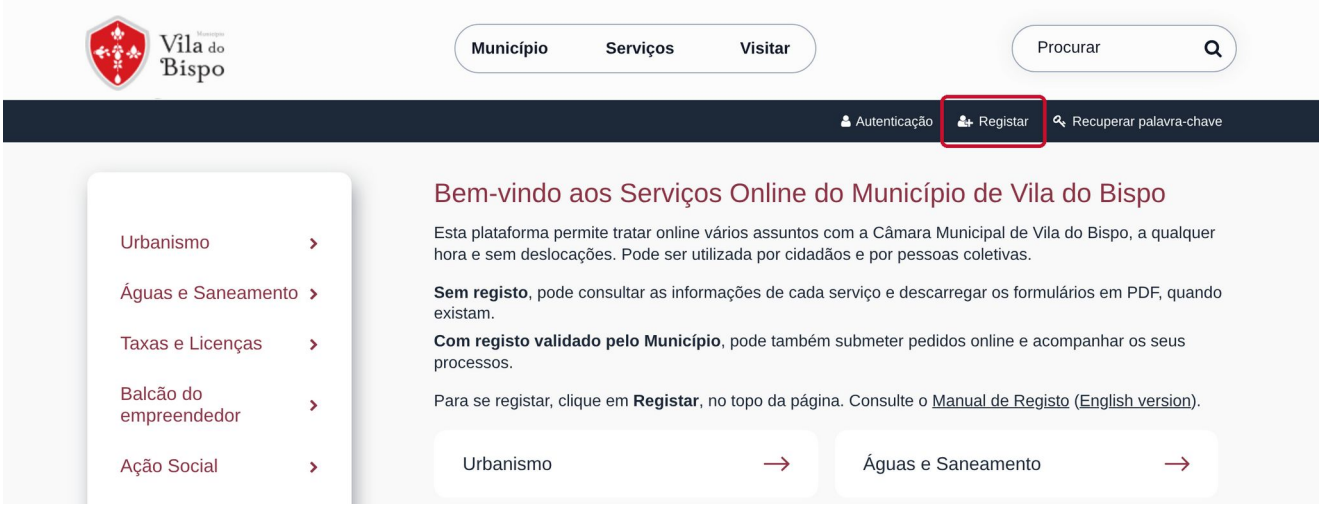


Figure 1 – The «Registar» (Register) link on the home page

At the top of the form there is a summary of the registration rules (the same rules explained in this guide):

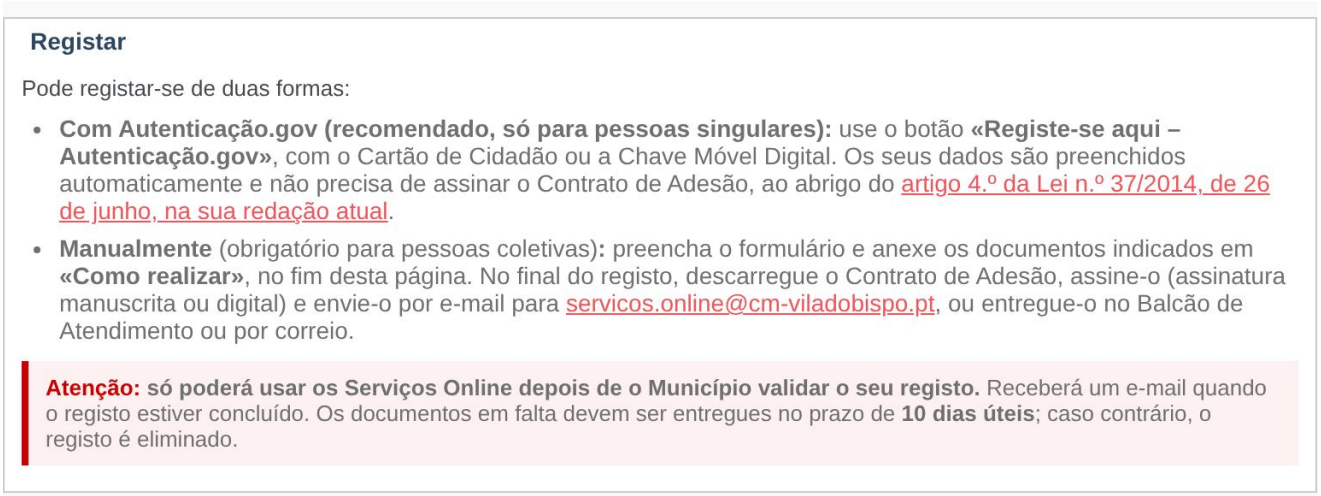


Figure 2 – Information at the top of the registration form

4. Option A – Register with Autenticação.gov

2 Click the ***«registe-se aqui – AUTENTICAÇÃO.GOV»*** button.

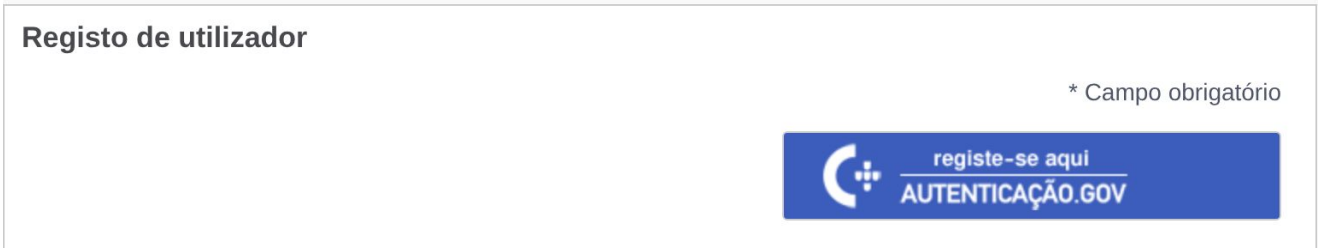


Figure 3 – The Autenticação.gov registration button

3 On the Autenticação.gov page, choose **Citizen Card** or **Digital Mobile Key** and follow the instructions. Authorise the sharing of the requested data.

4 Back on the form, check the details that were filled in automatically and complete any missing ones (for example, telephone and e-mail).

5 Set your **password**, tick both **declarations** and click **«Efetuar registo»** (Register) – see section 5, steps 7 to 9. You do not need to attach documents or sign the Membership Agreement.

5. Option B – Manual registration

6 Fill in ***Identificação*** (Identification) and ***Morada ou sede social*** (Address or registered office). Mandatory fields: name, tax number (NIF/NIPC), telephone, e-mail, street, postal code and postal town (Localidade postal). Also enter the type, number and expiry date of your identity document and, where applicable, the locality (Lugar), parish (Freguesia) and country (País). Organisations enter their NIPC and registered office.

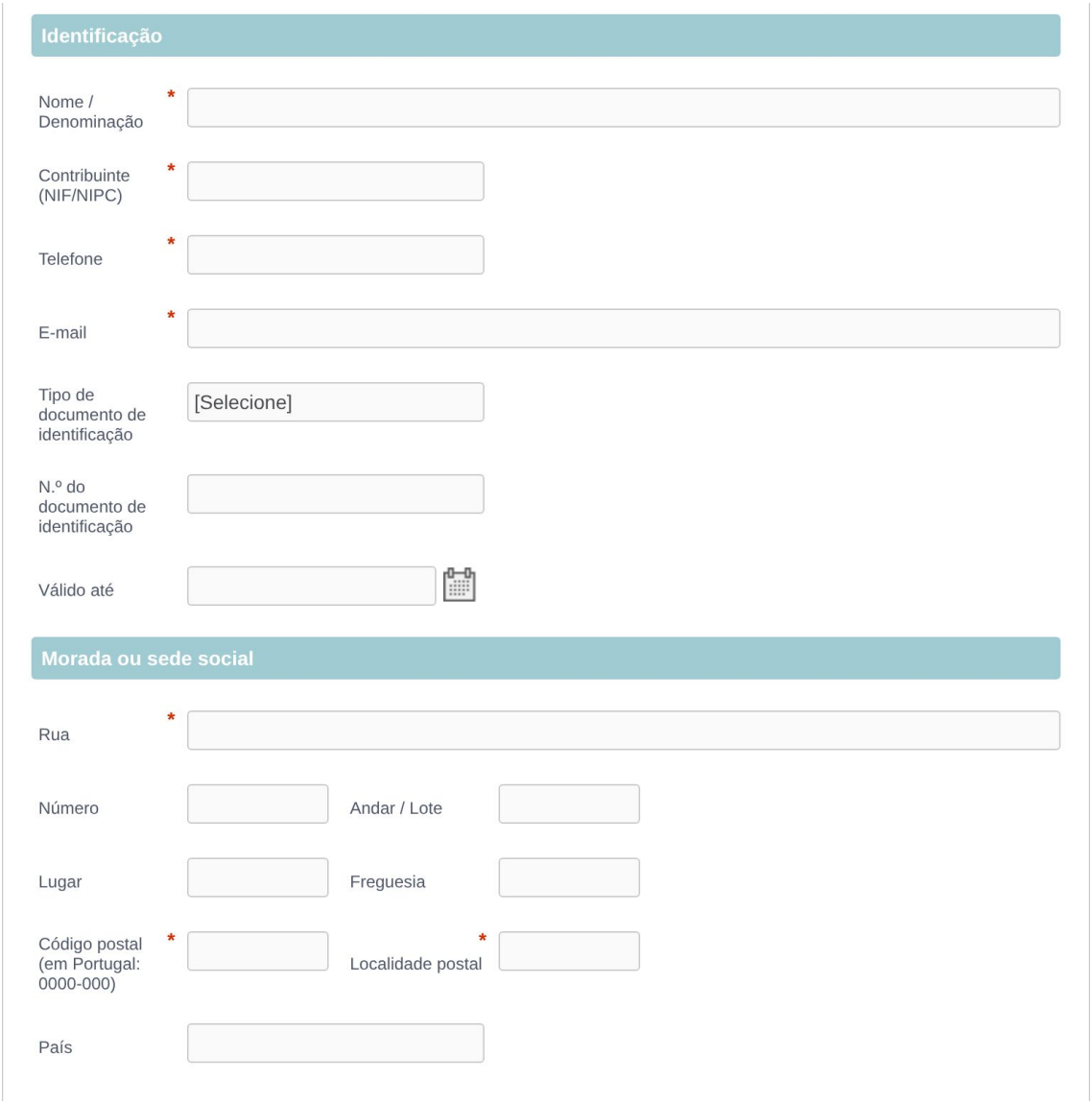


Figure 4 – Identification and address

If you have **online access codes** (for example, for the permanent commercial registry certificate or an online power of attorney), enter them under **Códigos de acesso online (se aplicável)** (Online access codes, if applicable). With the certificate's access code you do not need to attach the certificate. If you enter another code, say which document it refers to.



Figure 5 – Online access codes

7 Under ***Dados de Acesso*** (Access details), choose a password (***Palavra-passe***) and type it again in the confirmation field. The password must have:

- at least **10 characters**;
- at least 1 **lowercase** and 1 **uppercase** letter;
- at least 1 **number** and 1 **special character** (for example ! # $ % & ?).

When you click the field, a checklist appears and each requirement turns green once it is met.

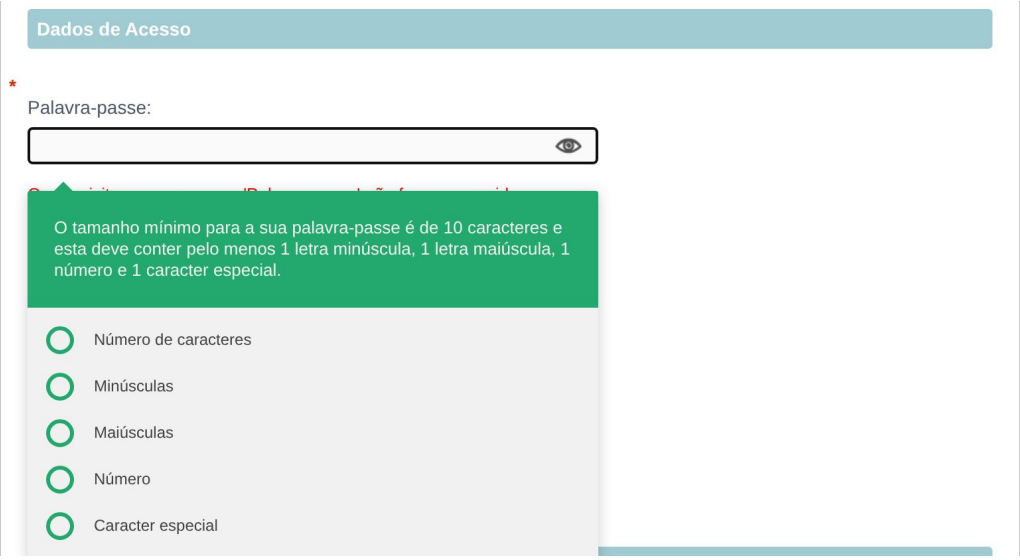


Figure 6 – Password requirements

8 Optionally, add a note under ***Observações*** (Comments). Under ***Declarações*** (Declarations) you can open the Terms of the Membership Agreement and the Privacy and Data Protection Policy. Tick both boxes (mandatory): acceptance of the Terms and the Policy, and the declaration on your honour that your details are true.



Figure 7 – Access details, comments and declarations

9 Attach the required documents:

- **Individuals:** identity document and proof of address (an official document showing the holder's name and address).
- **Organisations:** the permanent commercial registry certificate (certidão permanente) – not needed if you enter its access code in step 6 –, the legal representative's identity document and, if applicable, a power of attorney or a document proving the representative's powers.

Click ***«+ Adicionar»*** (Add) next to each document, or drag the files onto the ***«Área geral de upload»*** (general upload area). Each file can be up to 25 MB (28 MB if compressed). Finally, click ***«Efetuar registo»*** (Register).

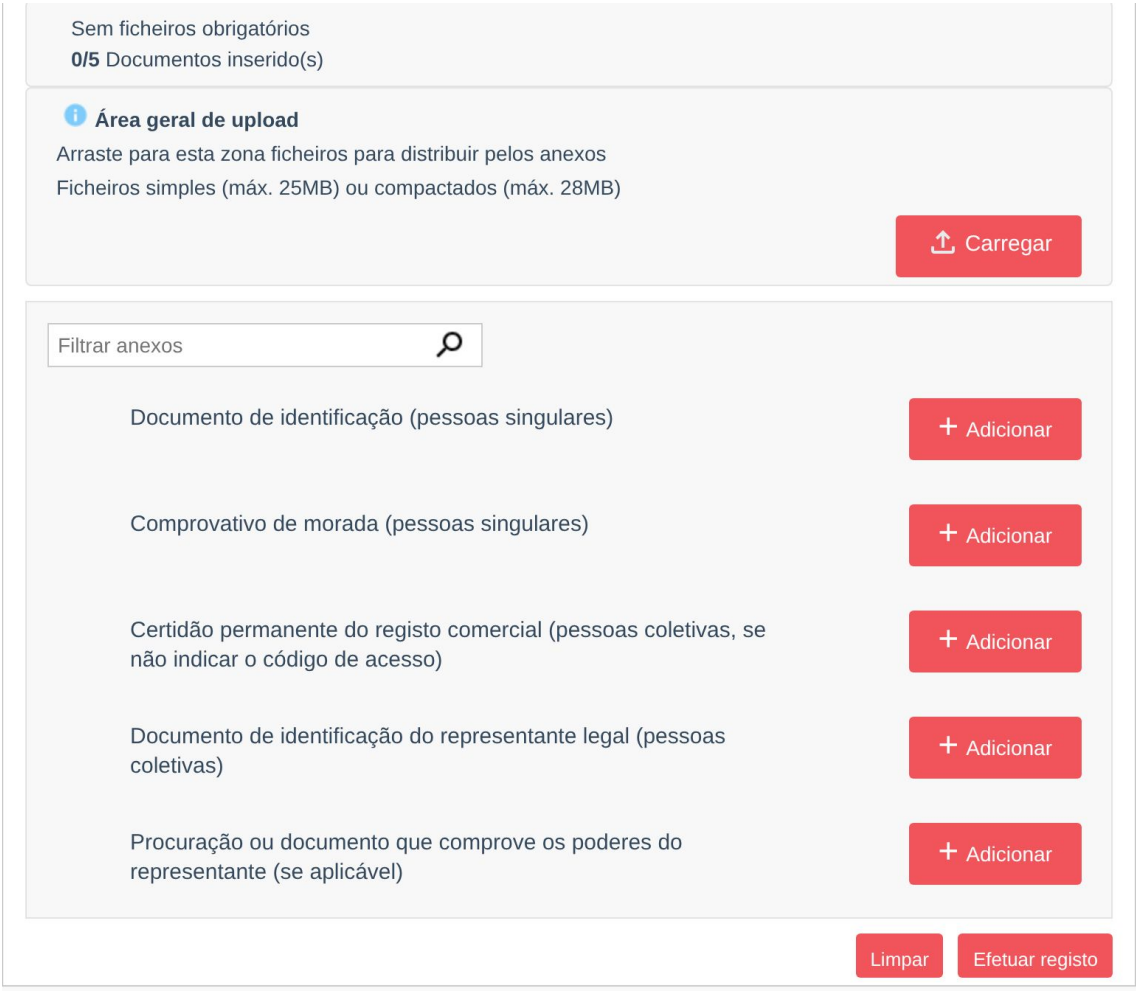


Figure 8 – Attachments and the «Efetuar registo» (Register) button

Don't have the documents with you? You can submit the registration without attachments and deliver them later in one of these ways:

- by e-mail to **servicos.online@cm-viladobispo.pt**;
- in person at the Town Hall front desk (*Balcão de Atendimento*);
- by post to the address in section 8.

Deadline: the documents, including the Membership Agreement, must be delivered within **10 working days**. If they are not delivered, the registration is deleted.

6. After you submit

10 **Membership Agreement (manual registration only).** At the end of the registration process, download the Membership Agreement (Contrato de Adesão) in PDF and save it. It is signed by the applicant or by an attorney; for organisations, by whoever is authorised to bind them under their articles, or by an attorney. If an attorney signs, attach the power of attorney or give its access code. Sign it with a digital signature (Citizen Card or Digital Mobile Key) or with a handwritten signature and deliver it, together with any missing documents, in one of the ways listed in step 9, within 10 working days.

11 **Confirm your e-mail.** You will receive an e-mail with a link to confirm the address you entered. Click that link. If you cannot find it, check your spam or junk folder.

12 **Wait for activation.** The Municipality checks your registration, usually within **24 to 48 hours** (working days). When your account is active you will receive a confirmation e-mail, and you can sign in under ***«Autenticação»*** (Sign in) with your tax number and password.

> **Please note:** you can only submit requests online after you receive the account activation e-mail.

7. Common problems

I did not receive the e-mail	Check your spam or junk folder. Make sure the e-mail address you entered is correct. If you still cannot find it, contact us.
My password is not accepted	Make sure it meets all 5 requirements (10 characters, lowercase, uppercase, number and special character) and that both fields match.
I forgot my password	Use ***«Recuperar palavra-chave»*** (Recover password) at the top of the page.
The card reader does not work	Make sure the Autenticação.gov software is installed and up to date, or use the Digital Mobile Key. Alternatively, use manual registration.
It has been more than 48 hours	Make sure you confirmed your e-mail (step 11) and, for manual registration, that you sent the Membership Agreement and the documents. Then contact us.

8. Contacts

E-mail	servicos.online@cm-viladobispo.pt
Telephone	+351 282 630 600 (in the automatic menu, choose the «Serviços Online» option)
In person / by post	Câmara Municipal de Vila do Bispo, Paços do Concelho, 8650-407 Vila do Bispo, Portugal
Opening hours	Working days, 9:00 to 15:30 (Lisbon time)