Agencia Estatal de Seguridad Aérea

Guide to the means of registration and identification at the E-Office for **foreign citizens**

EDITIONS REGISTER

EDITION	APPLICABILITY DATE	REASON FOR EDITING THE DOCUMENT
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REFERENCIAS

CODE	TITLE
MN-CSI-USR-51	*Access through the e4F system for foreign people and companies that cannot use Cl@ve.*

ACRONYMS LIST

ACRONYM	DESCRIPTION
AESA	*Agencia Estatal de Seguridad Aérea*
EU	European Union
DNI	National Identity Card
NIE	Identification Number for Foreigners
E4F	*E-signature for Foreigners*
eIDAS	Identification with European digital identity
EEA	European Economic Area

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1. INTRODUCTION

Article 10 of Law 11/2007, of 22 June, regulates the creation of the electronic office as the electronic address available to citizens through telecommunications networks whose ownership, management and administration corresponds to a Public Administration, administrative body or entity in the exercise of its powers.

On the other hand, Article 24 of Law 11/2007 of 22 June 2007 establishes the obligation of the Public Administrations to create electronic registers for the reception and submission of applications, documents and communications.

The AESA shall have an electronic Register, by different means, for the receipt and submission of standardised electronic documents in the scope of the procedures published in its E-Office, every day of the year, twenty-four hours a day, for national and foreign citizens.

2. PURPOSE AND SCOPE

The purpose of this document is to guide foreign users on the means of registration and identification of the E-Office.

The completion of procedures in the E-Office of the AESA requires the use of admitted means of identification and electronic signature by the interested party or a representative, as established in articles 9 and 10 of Law 39/2015, of 1 October, on the Common Administrative Procedure of the Public Administrations.

3. MEANS OF IDENTIFICATION AND ELECTRONIC SIGNATURE

To access the Virtual Office you must identify yourself using one of the following methods, which can be found at the following link:

https://sede.seguridadaerea.gob.es/oficina/tramites/altaSolicitud.do?id=155&codArea=SOLGEN

This application allows you to access the information on your procedures with the AESA, so that you can consult and modify the following aspects of your procedures: your personal data and contact information that you have provided for communication, as well as indicate the preferred means for receiving notifications

from AESA in a particular procedure, documents submitted in the different files and their status. Prior to access, you must register.

For the **electronic registration** of foreign citizens, the AESA has two different platforms in the E-Office: **Cl@ve** (*DNIe, electronic certificate, clave PIN, móvil, permanente, Ciudadanos UE*) and **e4F**.

3.1. Cl@ve – Electronic certificate or ID, Cl@ve PIN, Cl@ve *Permanente and* Cl@ve *Móvil*

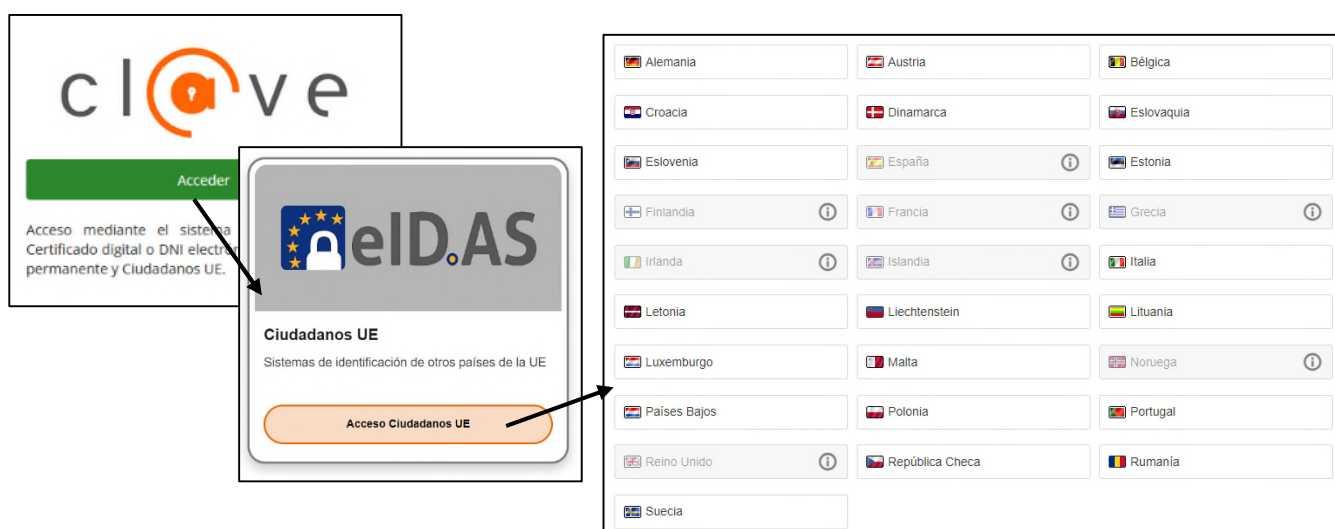- *Link*: https://pasarela.clave.gob.es/Proxy2/ServiceProvider

Only for access to foreign citizens with a Foreigner's Identity Number (NIE), through electronic certificate or ID, *Cl@ve PIN, Permanente and Móvil*.

3.2. Cl@ve - Ciudadanos UE (eID.AS)

- *Link*: https://eidas.redsara.es/SpecificConnector/CountrySelector

Registration platform for citizens of the European Union (EU), using their National Identity Card Number (DNI), for the countries shown in the following image.

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3.3. e4F (eSignature for Foreigners)

- *Link*: https://sede.seguridadaerea.gob.es/safcce-idp/AuthenticateCitizen

If you are a foreign citizen, either from a non-European country, or if you are European and do not have an electronic certificate supported by the @firma platform, AESA offers you the **eSignature for Foreigners (e4F)** identification system to carry out most of your electronic procedures at AESA's E-Office.

3.3.1. *What is eSignature for Foreigners (e4F)?*

In December 2021, following publication in the Official State Gazette, the eSignature for Foreigners (e4F) system was launched, a system developed by AESA to allow foreign citizens not resident in Spain to identify, authenticate and sign electronically in the procedures of the Agency's E-Office for which its use is authorised.

The E4F system aims to facilitate the relations of foreign citizens with AESA, provided that the applicant is a **foreign individual not resident in our country** and the administrative procedure he/she wishes to access is qualified with a low security level. The objective is to provide these citizens with a digital identity within the scope of AESA for certain actions and procedures to be carried out in our E-Office.

3.3.2. *What are the requirements to obtain my eSignature for Foreigners (e4F) passcode?*

The requirements for obtaining an eSignature for Foreigners (e4F) passkey are as follows:

- Be a foreign citizen.
- Lack access for identification, authentication and signature in the Cl@ve system.
- Have an e-mail account for personal use and with permanent access by the citizen.

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- Have a valid passport, or in the case of citizens of a [European Economic Area (EEA)](#) country or Switzerland, a national identity card issued in the country of origin:

Country of applicant	Authorised means to apply for a key in E4F
Spain	None
Germany	Passport / ID card of the EU country of residence
Austria	Passport / ID card of the EU country of residence
Belgium	Passport / ID card of the EU country of residence
Bulgaria	Passport / ID card of the EU country of residence
Cyprus	Passport / ID card of the EU country of residence
Croatia	Passport / ID card of the EU country of residence
Denmark	Passport / ID card of the EU country of residence
Slovenia	Passport / ID card of the EU country of residence
Estonia	Passport / ID card of the EU country of residence
Finland	Passport / ID card of the EU country of residence
France	Passport / ID card of the EU country of residence
Greece	Passport / ID card of the EU country of residence
Hungary	Passport / ID card of the EU country of residence
Ireland	Passport / ID card of the EU country of residence
Iceland	Passport / ID card of the EU country of residence
Italy	Passport / ID card of the EU country of residence
Latvia	Passport / ID card of the EU country of residence
Liechtenstein	Passport / ID card of the EU country of residence
Lithuania	Passport / ID card of the EU country of residence
Luxembourg	Passport / ID card of the EU country of residence
Malta	Passport / ID card of the EU country of residence
Norway	Passport / ID card of the EU country of residence
The Netherlands	Passport / ID card of the EU country of residence
Poland	Passport / ID card of the EU country of residence
Portugal	Passport / ID card of the EU country of residence
Czech Republic	Passport / ID card of the EU country of residence
Slovakia	Passport / ID card of the EU country of residence
Romania	Passport / ID card of the EU country of residence
Sweden	Passport / ID card of the EU country of residence
Switzerland	Passport / ID card of the EU country of residence
Other foreign countries	Passport

3.3.3. *How can I apply for my eSignature for Foreigners (e4F) passcode?*

The application for and activation of an eSignature for Foreigners (e4F) is articulated in the following way:

1. **Registration and request for the password:** registration and request for the password: foreign citizens who wish to use the Agency's e4F password system must provide the personal data necessary to enable the electronic identification, authentication and signature services, as well as a valid passport or national identity card in accordance with the above. Furthermore, they shall be responsible for the veracity of the documents they present.
   The registration and request of the agreed password may be made telematically from the AESA E-Office or in situ, at the AESA headquarters located at Paseo de la Castellana 112, Madrid.

2. **Verification of the means of communication:** a verification of the e-mail address provided by the interested party as a means of communication will be carried out by the e4F password system. To this end, the system will send a verification e-mail to the interested party, which must be validated in order to continue with the process.

3. **Verification of the identity of the data subject:** the Agency staff will verify the documentation submitted by the interested party, as well as the suitability for the use of the e4F password system, being able to use at any time the technical means available for this purpose (e-mails, videoconference, etc.).
   Please note that this process must be carried out manually, during the Agency staff's office hours. If you make a request outside these hours, it cannot be dealt with before the following working day.

4. **Activation and communication of the agreed password to the interested party:** if the identity verification has been successful, the system will send the interested party an e-mail to proceed with the activation of the agreed password.
   When the interested party proceeds to activate it, the process of generating the agreed key will be triggered in a secure and automated electronic environment. This key will be entered into the system by the interested party, processed by means of a series of cryptographic algorithms and will not be stored in the Agency's systems.
   The password shall be valid for a predefined and delimited period of one year from the time it is issued, provided that its validity does not expire before the expiry of this period.
   The user may renew the password during the period of validity through the 'Change password' menu tab of the application, either because he/she has not activated the agreed password within the time established to do so (10 minutes), or because he/she has forgotten it, or because he/she wishes to renew the agreed password before the expiry of its period of validity (1 year).
   In the event that the agreed password is not renewed within the period of validity, the user must go through the entire process of requesting a new password.

Full information about the registration to the e4F platform and its more detailed steps can be found in the user guide: *"Access through the e4F system for foreign people and companies that cannot use Cl@ve"*

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