

User Guide for DiDb e-services

First login:

Steps to enable 2-factor authentication:

1. Install the "Google Authenticator" app on your phone from the Play Store (Android) or App Store (IOS) for scanning the QR code
2. By scanning the QR code, the Authenticator will automatically create a unique account for you, including your username, to access the DiDb application.
3. Enter the 6-digit code generated by the Authenticator in the field provided and save the process.
4. The next time you log in, open the Authenticator app on your phone, then enter the generated code to enter the software.

Process of DiDb e-services:

It is highly recommended to start the provision of service only if all the documents and photo are available to the given driver, you have made sure that one of the personal documents is still valid for 31 days and the others have not expired, the data sheets have been signed by the driver and 2 witnesses and all documents have been scanned.

For driver identification, you can search by date of birth or by DiDb membership number.

- if the driver is not included in the list or you have an empty list, you can start the e-registration service
- if the driver is included in the list, click on the service which is available
- if no service is available, it may be due to the next reasons:
 - o the driver has an **approved status**
 - o a previous service is still **under assessment**
 - o **pending service** due to non-submitted Certificate of Conduct
 - o **invalid documents** are recorded for the driver (please send valid documents to documents@didb.eu)
 - o driver is **non-certified by DiDb**

Personal data

Type of data	Requirement
Driver name	enter the full name as it appears in the personal docs
Birth name	shall be typed only if different than presently used name (eg. for women)
Mother's/father's name	necessary only if it is relevant in given country or is included in any of the driver's personal docs
Place of birth	enter in the language of the country of birth
Further citizenship	if the driver has a dual citizenship (eg. Romanian-Ukrainian, Ukrainian-Hungarian, Russian-Belarusian etc.)
Photo	a scanned ID photo is not acceptable, only a portrait photo, shall be made from shoulder up; there should be nothing on the driver's head, ears, eyes; unless he is wearing glasses

Contact data

Type of data	Requirement
Contact language	choose language from the list which is spoken or understood by the driver
Driver's phone number	the correct format after entering the country phone prefix is: 1122333 (numbers only!)
Driver's email address	private mail address of driver (no company email address, nor registrant email address is accepted!)

Address(es)

- driver's home address -> all data must be entered in the appropriate field (country, postcode, town, street number)
- if the mailing address is different from the home address, it is necessary to mark and then fill in the appropriate fields

Documents

- membership related documents shall be signed by the driver and by 2 witnesses before uploading

Personal documents

Type	Requirement
In the case of the personal ID card, passport and driving license, the general rule is that the documents to be uploaded must not be expired and min. one must be valid for more than 31 days.	
Personal ID card	<ul style="list-style-type: none">- both sides need to be uploaded- both letters and numbers are accepted in ID number field
Passport	<ul style="list-style-type: none">- if the identity card is not available, a passport shall be definitely uploaded- highly recommended to upload even if an ID card was uploaded- if passport is not available, you can leave this part blank
Driving license	<ul style="list-style-type: none">- both sides need to be uploaded- letters and numbers are accepted in ID number field- validity: reverse side, column 11, validity of category C / CE
Certificate of Conduct	<ul style="list-style-type: none">- issued within 3 months- if you do not upload it, then do not write anything in the fields- can be also uploaded to the services as data modification or please send it to documents@didb.eu- certificate shall be issued by the authority of the driver's citizenship; in case of dual citizens (e.g. Hungarian citizens born in Romania / Ukraine / Serbia, we also accept Hungarian certificate; Belarusian citizens born in Russia, we also accept Belarusian certificate)

Overview

- always check if all data and documents are correctly uploaded

Save

- the button in the upper right corner is served for saving the already uploaded data and documents if there is no possibility to continue the service

Reports/ Services

- In the case of incomplete service the service can be reopened and edited only on the given day
- It is no longer possible to reopen and edit a service which assessment process has been already finished by SECTRAN

Application assessment

- The processing of applications will only start if all data and documents (including Certificate of Conduct) have been filled in and uploaded correctly and completely
- If above condition is met, the **deadline for the processing of applications submitted from 8:00 to 17:30 Monday to Thursday and from 8:00 to 16:00 on Friday is a maximum of 2 hours.**
- This deadline only applies if submitted certificate does not include any records
- In case the **certificate contains any criminal record(s)**, the deadline for assessment is **30 working days**.