



State portal eesti.ee

The state portal eesti.ee is a secure, convenient and time-saving gateway to the Estonian state's e-services. For Estonian citizens and residents alike, this portal offers information on what to do in case of certain life events and availability to interact with the state. What makes this portal unique and user-friendly is that a person does not have to know which institution to turn to – instead the portal focuses on topics such as “family” or “business” and offers all services connected to that subject area regardless of which government authority is actually responsible for a particular service.

As 99% of government services are accessible online, you will find anything ranging from creating family and changing your place of residence to buying a car or signing up for your pension payments. The portal is also a convenient channel to communicate with public authorities. Queries sent via the portal are answered directly by user support or passed on to the relevant department – users do not need to do this themselves.

When logging into the portal www.eesti.ee (using either an ID card, mobile-ID or Smart-ID), a person sees relevant information about themselves – from their data in the Population Register to details about their family doctor – and can access different state-provided e-services. While Estonia uses a decentralised distributed data control system, the data is not on the eesti.ee portal, but is exchanged through the “X-tee” Data Exchange Layer. The individual has direct control over their data and can see who has requested their data from which database and for what reason.

@eesti.ee mailbox

In a digital country, the communication between resident and the state should arguably also be digital. For this purpose, the state has created an email address in the form of personalidentificationcode@eesti.ee for every ID-card holder. The @eesti.ee mailbox is used by local governments and state agencies alike, for example the Tax and Customs Board, the Health Insurance Fund etc. In one use case, a person can receive a letter from the Transport Administration when their driver's license is about to expire.

From 2022 onwards, the Estonian Defence Forces will also start drafting military personnel through the @eesti.ee address.

Following a regulatory change in March 2021, the state mailbox is directed automatically to the e-mail addresses and telephone numbers indicated in the Population Register. This means that crucial state-level notifications (about vaccination etc.) will reach people immediately.

Most visited pages/services

- Unemployment benefits
- e-Prescriptions
- Pension calculator
- Health insurance and family physician info

→ The state portal was established in 2003 and has undergone several re-designs since. Developments to further improve user-friendliness and implement new solutions continue to this day. One of the main goals for the coming years is to provide even more life event-based and proactive services to the end-users.