

□ GUICHET UNIQUE

The concept of the *Guichet unique* (single counter) is now codified in the Act, providing a one-stop shop for Swiss citizens with questions about travel abroad and other matters of interest to Swiss nationals living abroad. The *Guichet unique* can provide information and advice and if necessary direct the client to the competent office. It is a virtual counter service provided by the relevant Swiss representations and the units responsible at head office in Bern, such as the FDFA Helpline (tel. +41 800 24 7 365).

You can therefore continue to contact us or the FDFA Helpline at any time.

Link EDA:

<https://www.eda.admin.ch/eda/de/home/das-eda/organisation-deseda/direktionen-und-abteilungen/konsularische-direktion/zentrum-fuer-buergerservice/helpline-eda.html>

Online desk for Swiss nationals residing abroad

It is our pleasure to inform you that the Federal Department of Foreign Affairs (FDFA) is providing Swiss nationals residing abroad with an online desk for consular services. With the online desk you can enter your own data yourself at any time or place. You can also view your data at any time and in the future you will be able to order consular services and pay for them by credit card via e-Payment.

The desk can be accessed on the FDFA website www.eda.admin.ch under 'Online desk' and on the web-sites of the Swiss representations. In order to use the services available, you will need to register. This can be done in two ways, both of them ensuring protection of client data:

a) Two-factor-authentication via SMS to a mobile telephone number

or

b) Suisse ID (Information on the Suisse ID is available on www.suisseid.ch)

The online desk has a responsive web design and can be used with a PC and all mobile devices (laptops, tablets and smartphones). The FDFA plans to expand the services offered via the online desk on an ongoing basis and hopes that with this innovation Swiss nationals residing abroad will be able to communicate even more easily with the Swiss representations abroad. We will keep you informed about future developments as they become available.

If you have any questions concerning the online desk, please contact the Regional consular center.

Link EDA: <https://www.eda.admin.ch/eda/en/home/services-and-publications/dienstleistungen-schweizer-ausland/online-schalter.html>