



## Important information for electronic processing

People have the right to interact with the Administration through electronic media and to receive assistance in the use of them. (Article 13 of Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations).

**Natural persons may choose** at any time whether they communicate with Public Administrations to exercise their rights and obligations through electronic media or not, unless they are obliged to communicate with Public Administrations through electronic media. The media chosen by the person to communicate with the Public Administrations may be modified by the person at any time.

**Legal persons**, entities without legal personality and those who carry out a professional activity that requires mandatory membership and their representatives **will be obliged to interact through electronic media** with the Public Administrations to carry out any procedure of an administrative procedure. (Article 13 of Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations).

**The electronic Registry requires an electronic signature as an unequivocal form of identification.**

This signature can be done with:

- Digital certificate.
- Electronic ID..

**Identification using Cl@ve PIN and Permanent Cl@ve is not valid for the electronic Registry**, because the signature requires a higher level of security.

**It is recommended to use the [Dipualba Signature application](#)**, which contains several improvements, such as the largest number of attachments to sign.

- Download the Firma Dipualba application (Windows only) at the following link:  
<http://www.dipualba.es/firmadipualba/>.

**It is also possible to use the [Autofirma](#) application**, developed by the General State Administration for Windows, Linux and MacOS desktop environments. You will need to have the necessary permissions and have an up-to-date version of Java.

- Download Autofirma application, at the following link:  
<http://firmaelectronica.gob.es/Home/Descargas.html>.

**If you wish to carry out procedures on a mobile device or tablet**, you must use the identification and signature mechanism described above, that is, you will have to install your Digital Certificate and the Autofirma / Signature Dipualba application on your device. (in their Android and IOS repositories)

Once the application has been completed and signed by any of the indicated options, it will be understood that the registered document constitutes a request to initiate an administrative procedure under the terms of article 66 of Law 39/2015. Thus, it will be registered electronically and it will not be necessary to submit the application in person.

Please note that once the Instance is completed, it remains **PENDING SIGNATURE**, and you must sign it with your digital signature and the signature component described above (Autosignature / Dipualba Signature). For the purposes of deadlines, they will be understood when the signature is made, having a maximum period of 10 business days to carry it out. After these days, the Instance will no longer be valid.

IF THE APPLICANT DOES NOT HAVE AN **ELECTRONIC SIGNATURE** OR DNI ELECTRONIC MAY: (Only natural persons)

- Carry out the procedure electronically by accessing an email address, in the absence of signing the application. Once the application is registered (in the absence of signing it), you must go in person to the corresponding department, with your ID or equivalent document within a maximum period of 10 business days to sign it in person.
- **Go to the Citizen Service Office of the Manises City Council (OAC)**, to make the request in person, providing your ID and the necessary documentation.

**NOTE:** The electronic administration platform works in any browser, however, IT IS RECOMMENDED TO USE **GOOGLE CHROME**. In your browser, you must allow pop-ups.