

How to use the self-service portal of the Integration Foundation



The self-service portal of the Integration Foundation is a web environment which helps to plan your Estonian language learning.

In the self-service portal, you can:

- sign up for suitable language courses
- find interesting events to practise your language skills
- see an overview of completed courses and results
- receive reminders for upcoming events

1. Logging in and entering your personal data

Go to the website **INTEGRATSIION.EE** and press the button

SELF-SERVICE

You can log in with an ID-card, Mobile-ID, or Smart-ID. Your personal identification code, name, and gender are automatically entered into the system. Please enter the rest of the information yourself.

Please note! Fields marked with * are mandatory. Make sure that these are filled in. Please also read the principles of personal data processing and confirm it by ticking the appropriate box.

INSA iseteenindus ENG Emily Smith

Hello, Emily Smith

*mandatory fields are marked with an asterisk

Personal ID code 48402305634

Given name(s) Emily

Surname Smith

Gender Female

E-mail

Telephone number

Place of residence * Select...

Address

Native language * Select...

Citizenship * Select...

I confirm the accuracy of the personal data submitted. I give my consent to the processing of data collected and presented in the questionnaire, the purpose of which is to reveal the level of knowledge of the Estonian language and preferences in the forms of education.
The processor of the personal data is the Integration Foundation, registry code 90000788, address Linda 2, 20309 Narva. The processor of the personal data shall process the data submitted by the data subject solely to promote and offer opportunities for participation in Estonian language studies, to gather feedback and to conduct satisfaction surveys, in justified cases the

2. Signing up for services

Select **'My Services'** from the menu bar. Select **'Add Services'** to find specific courses and events.

In that window, you can select language courses and events appropriate for your language level, location, or happening at a specific time.

Make selections from the menus and press the **'Search'** button.



INSA iseteenindus My services My data ENG Emily Smith

Hello, Emily Smith

My services

+ Add services

Active Past

No active services. You can search for services by clicking on 'Add services'.

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Hello, Emily Smith

Back

Add services

Service Language level Location Start (from) Start (to) Search

Select... Select... Select... dd.mm.yyyy dd.mm.yyyy

Select...
Keelekursus
Erikursus
Keele- ja kultuuriabi
Keelekohvik
Keelesõber
Suhtluspraktika
Huvialaring
Väljasõit
Keelateen...

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Add services

Service Language level Location Start (from) Start (to) Search

Keelekursus B1 Select... dd.mm.yyyy dd.mm.yyyy

Räpina municipality
Saarde municipality
Saaremaa municipality
Saku municipality
Saue municipality
Setomaa municipality
Sillamäe city
Tallinn city
Tapa municipality
Tartu city
Tartu municipality
Toila municipality
Tori municipality
Tõrva municipality

Select the appropriate course or event. Registration for some services is only possible via the customer service.

Please note! You can register for several events, but only for one language course at a time!

In the next window, you can read the description of the course/event. To sign up, press the green **'Register'** button.

After registration, you will be automatically redirected to the **'My Services'** page, where you can see the events and courses you have registered for in chronological order.

Please note! The information will also be sent to your email. Make sure that there is a correct email address in your personal data!

The screenshots illustrate the registration process. The first window shows the search results for 'Keelekursus B1' in Tallinn city, with a green 'Register' button. The second window shows the course description for 'Keelekursus B1' at Integratsiooni Sihtasutus, with a green '+ Register' button. The third window shows the 'My services' page after registration, with a confirmation message: 'You have been registered for the service. Confirmation has been e-mailed to you.'

3. Cancelling the registration

To cancel your registration, go to the **'My Services'** page and press the **red cross X** behind the appropriate course or event.

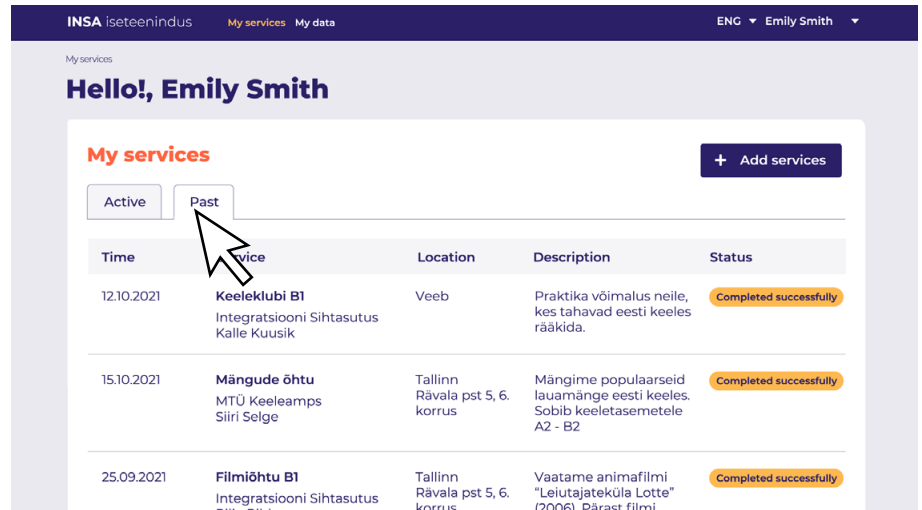
A confirmation box will appear. If you select **'Yes'**, the selected course or event will be deleted from your list of active services.

Information about the cancellation will be sent to your email.

The screenshot shows the 'My services' page with a confirmation dialog box: 'Cancel registration? Are you sure you want to cancel your registration for the Keelekohvik service?'. The dialog has 'Yes' and 'No' buttons. A red 'X' icon is highlighted next to the 'Keelekohvik' service in the list.

4. Past events and courses

You can see all completed courses and events in the 'Past' view.



My services

Hello!, Emily Smith

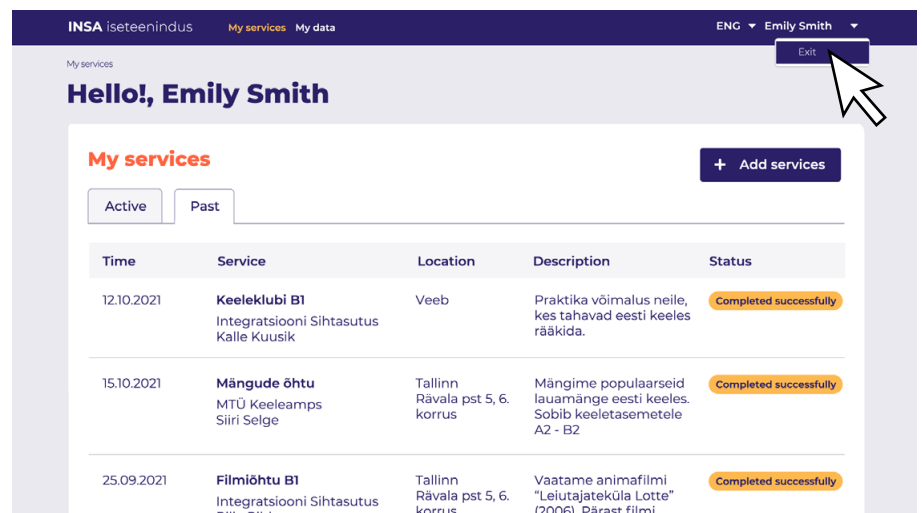
My services + Add services

Active **Past**

Time	Service	Location	Description	Status
12.10.2021	Keeleklubi B1 Integratsiooni Sihtasutus Kalle Kuusik	Veeb	Praktika võimalus neile, kes tahavad eesti keeles rääkida.	Completed successfully
15.10.2021	Mängude õhtu MTÜ Keeleamps Siiri Selge	Tallinn Rävala pst 5, 6. korrus	Mängime populaarseid lauamänge eesti keeles. Sobib keeletasemele A2 - B2	Completed successfully
25.09.2021	Filmiõhtu B1 Integratsiooni Sihtasutus Dilla Dillan	Tallinn Rävala pst 5, 6. korrus	Vaatame animafilmi "Leitajateküla Lotte" (2006). Pärast filmi	Completed successfully

5. Logging out

If you want to log out from the self-service portal, then press the 'Exit' button appearing next to your name.



My services

Hello!, Emily Smith

My services + Add services

Active **Past**

Time	Service	Location	Description	Status
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6. Information and assistance



For information and assistance, contact the customer support of the self-service portal:
klienditeenindus@integratsioon.ee

**EESTI
KEELE
MAJA**

If you need advice or you have questions, then feel free to contact the consultants of the Tallinn and Narva Estonian language houses:
free hotline 800 9999
info@integratsiooninfo.ee
9 a.m. to 5 p.m. on Monday–Thursday,
9 a.m. to 4 p.m. on Friday



Euroopa Liit
Euroopa Sotsiaalfond



Eesti
tuleviku heaks