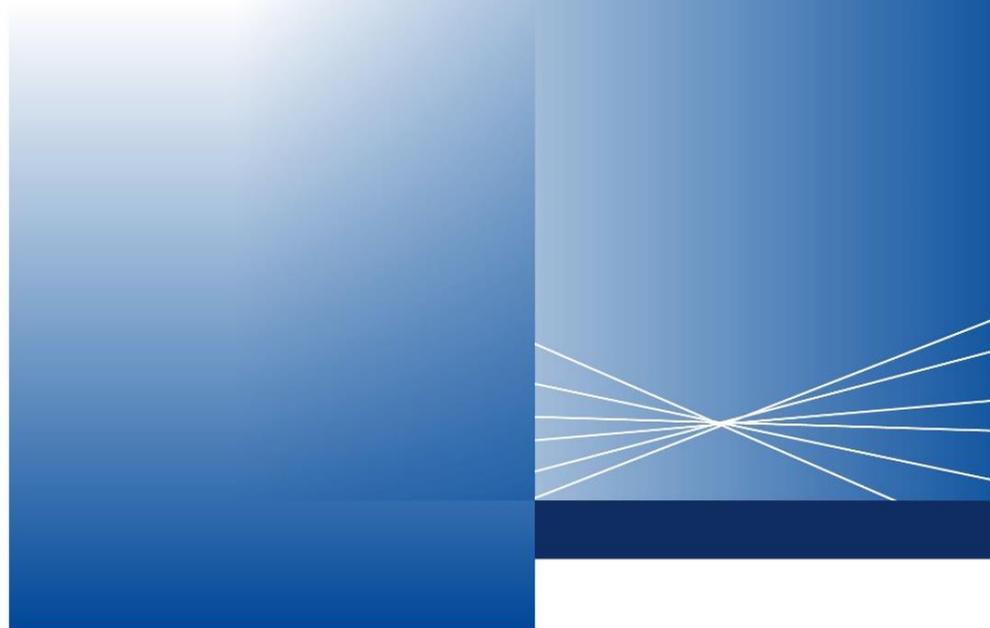




**ΑΑΔΕ**

Independent Authority  
for Public Revenue (IAPR)

SERVING PUBLIC INTEREST  
AND SOCIETY AT LARGE



# **Instructions for using the pilot application for serving deaf/hard- of-hearing and foreign-language- speaking citizens**

ATHENS, 11 JUNE 2025

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## 1 Introductory Note

Dear citizen,

Welcome to Evenly's inclusive communication platform, a modern solution that IAPR uses to enhance its communication with you. Evenly leverages artificial intelligence to eliminate communication barriers. But what makes it unique is its human-centered approach: It empowers understanding and communication, with technology adapting to the unique needs of each person and not the other way around, with the aim of facilitating the daily lives of thousands of people and contributing to their equal participation in society.

With Evenly, IAPR provides deaf/hard of hearing and foreign-language-speaking citizens with the ability to communicate via video call, by selecting Greek Sign Language  (with the participation of certified interpreters), and using artificial intelligence (AI), Greek **GR** subtitles or real-time translation, in 7 different languages:

- English
- Arabic **SA**
- French **FR**
- Urdu (Pakistan) **PK**
- Russian **RU**
- Turkish **TR**
- Filipino **PH**

**Issues for which you can use the service:**

### **myAADElive**

- Issuance of TIN & Authentication Key
- Issuance of Authentication Key

### **KEF (Taxpayer Service Center)**

- Registry Issues
- Income Issues

**Important:** The service is provided by scheduled appointment only.

## Your Contribution

Evenly's system currently has a 96% translation accuracy and is constantly improving. And because your feedback is crucial to our service's improvement, we'll send you a short questionnaire after you complete your appointment. Your participation in the process is valuable because in this way, you'll contribute to creating a society where everyone can participate equally, regardless of the language they speak.

## 2 Preparing to Schedule an Appointment

### 2.1 myAADElive (for TIN & Authentication Key or only Authentication Key issues)

**Important!** To schedule an appointment through Evenly, you must **first have completed the request form for the issuance of a TIN & Authentication Key or only Authentication Key on the IAPR webpage**, so that your personal application number can be created.

**To submit a request for a TIN & Authentication Key**, click here:

<https://apoktisiafm.azurewebsites.net/el-GR>

**To submit a request to obtain an Authentication Key**, click here:

<https://www1.aade.gr/registration/chooseRegistrationType.htm>

**To schedule a video call via Evenly:** Once you have applied for a TIN, schedule your appointment here: <https://myaadelive.evenly.care/>

### 2.2 KEF (for Registry & Income issues)

**To schedule a video call via Evenly:** <https://kef.evenly.care/>

After selecting the service you are interested in, you will be directed to the **corresponding homepage** of each service.

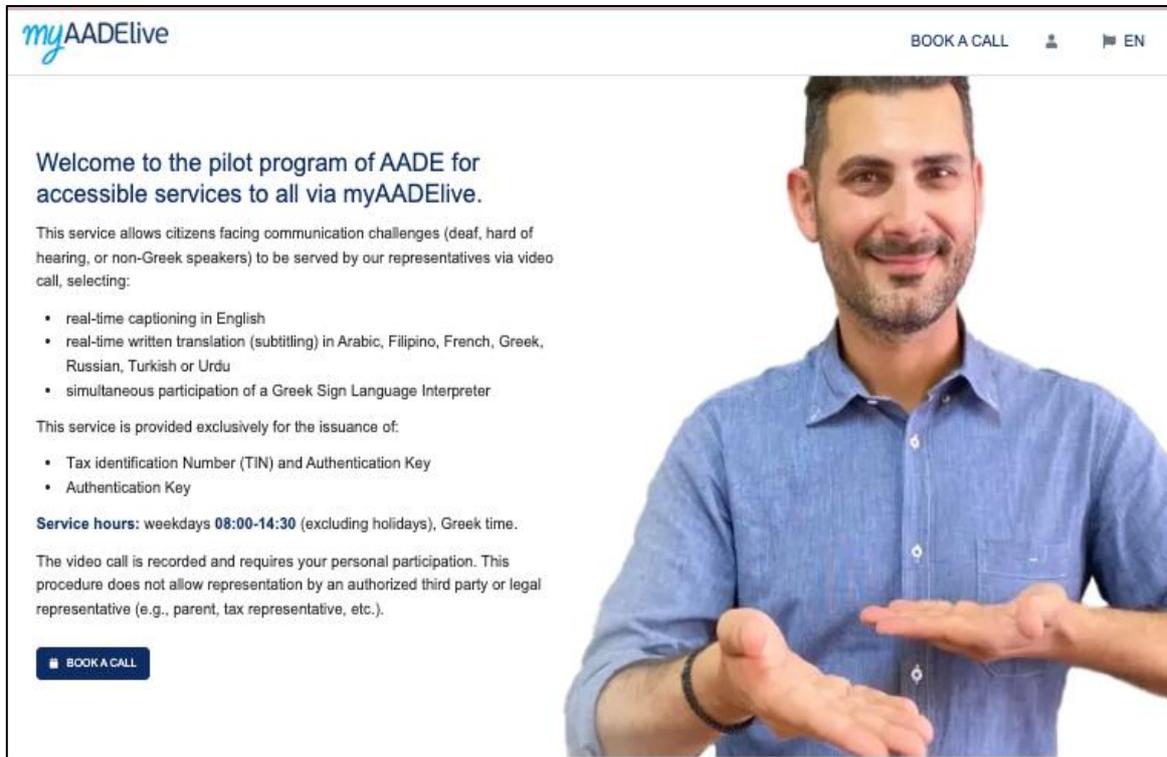


Figure 1. myAADElive homepage

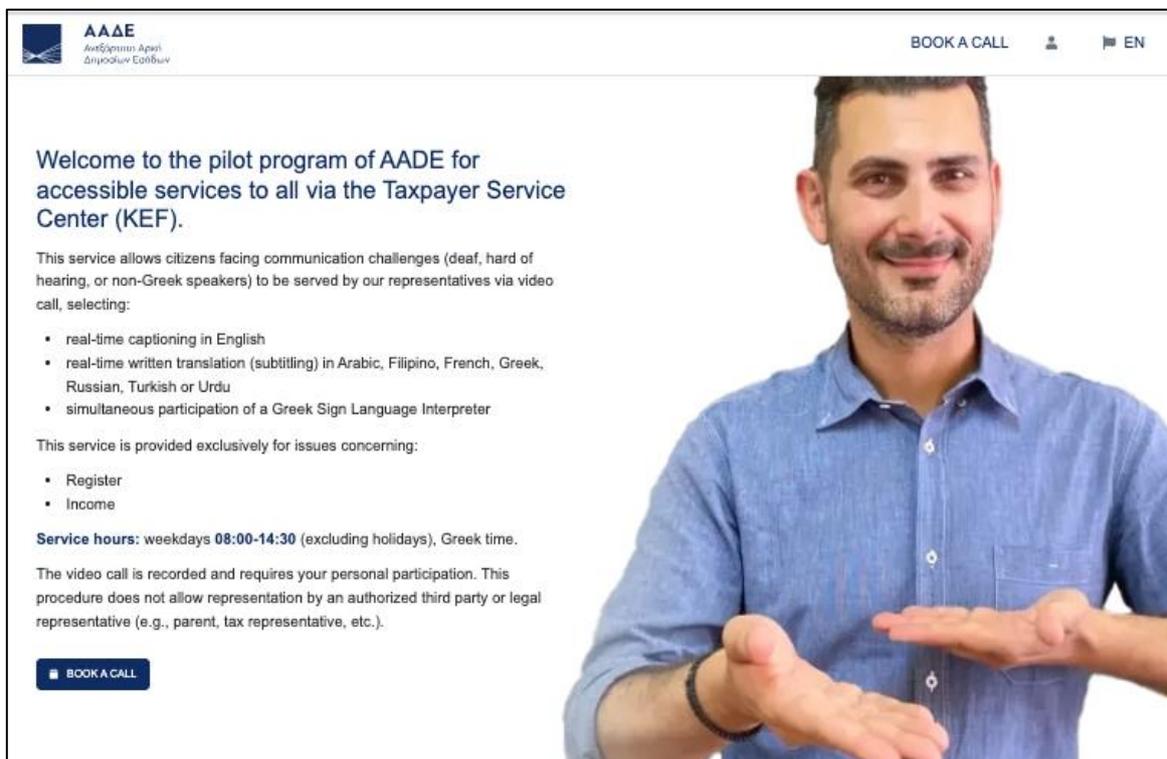


Figure 2. KEF homepage

At the top right of each page, you will see two icons:

**BOOK A CALL**   **EN**

By clicking the **BOOK AN APPOINTMENT** icon, the appointment scheduling process begins.

By clicking the **flag** icon, you select in which language you want to view the service pages, choosing between English and Greek.

At the bottom of each page, you will see **summary information** about using the service.

And at the end, you will see the **cookies policy** of the Evenly inclusive communication platform which you need to accept in order to continue browsing the website seamlessly. To accept, choose between “NECESSARY” or “ALL,” by clicking the corresponding button.

Clicking “Options” opens a window where you can see the **descriptions of each option** and decide whether and with which one(s) you will continue your browsing. After selecting, click “OK”.

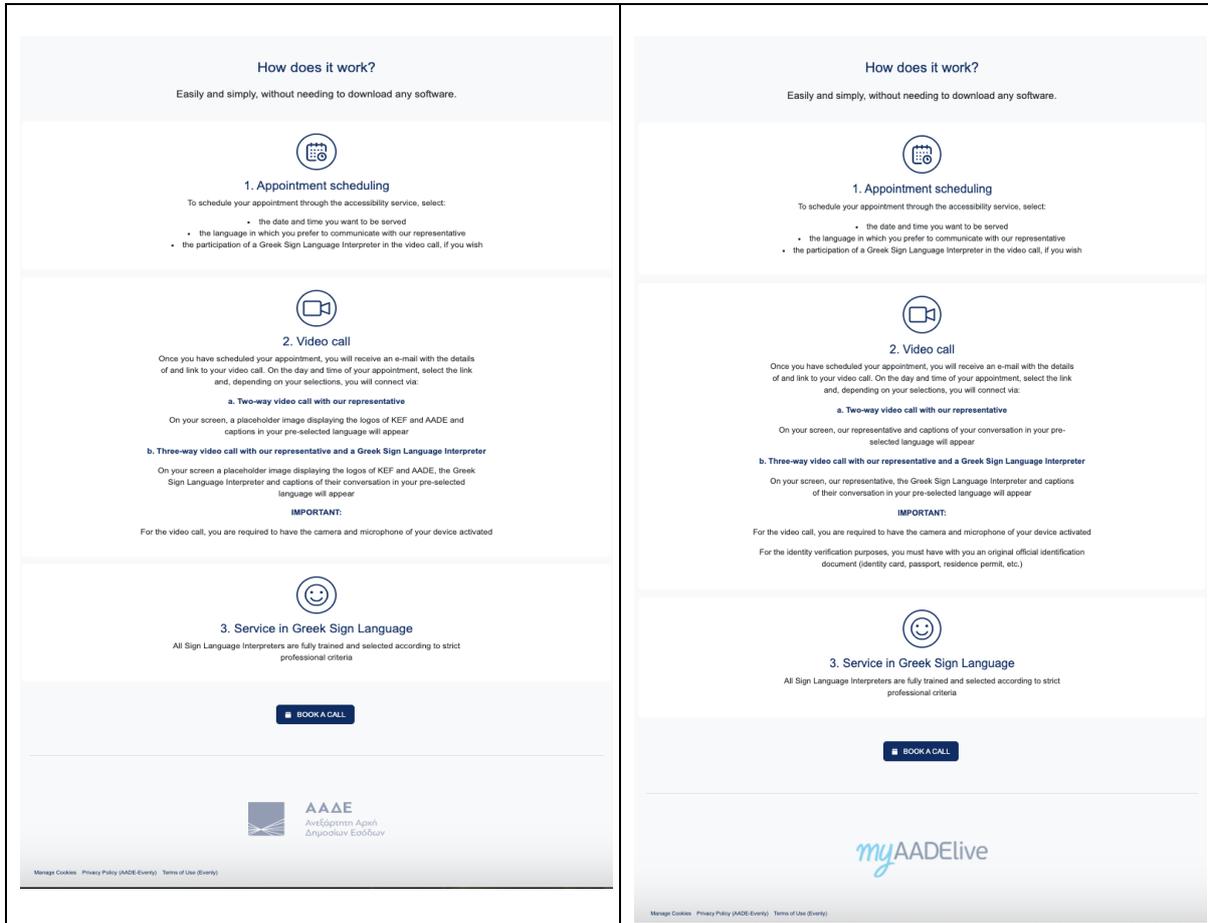


Figure 3. Summary information on the use of the service and cookie policy

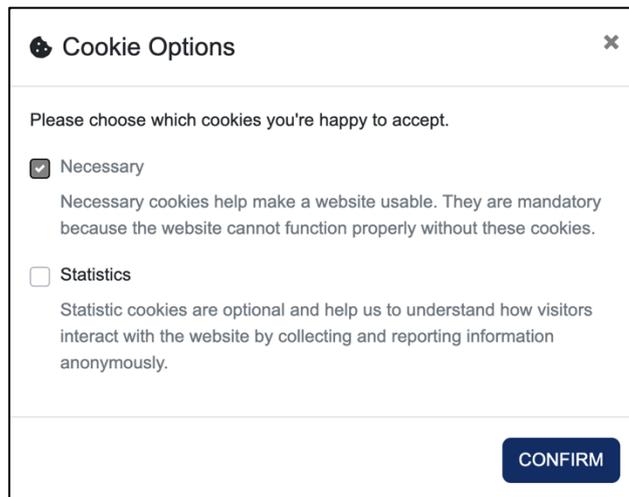


Figure 4. Cookie options

Continuing your browsing on the website automatically implies **acceptance of the necessary cookies.**

If you wish to make an appointment, click the “SCHEDULE AN APPOINTMENT” button to select the **day and time** you wish to be served through Evenly, with subtitling in the language of your choice and/or a Greek Sign Language interpreter.

**Important!** The **video call is recorded** in accordance with the Privacy Policy (IAPR-Evenly) and requires your personal participation. You are not allowed to be represented by an authorized third party, nor by a legal representative (e.g. parent, tax representative, etc.).

### 3 User Identification

By pressing the "SCHEDULE AN APPOINTMENT" button, the following window will appear on your screen to **verify your mobile number**:

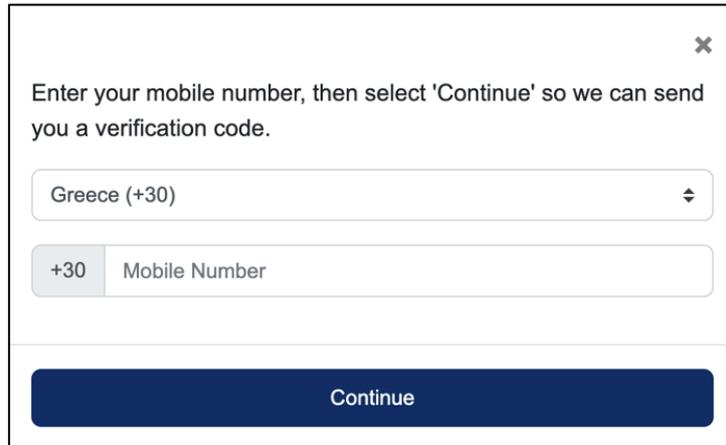


Figure 5. Mobile number verification

After you enter **your mobile phone number** and click "Continue," you will receive a one-time password (OTP) via SMS.

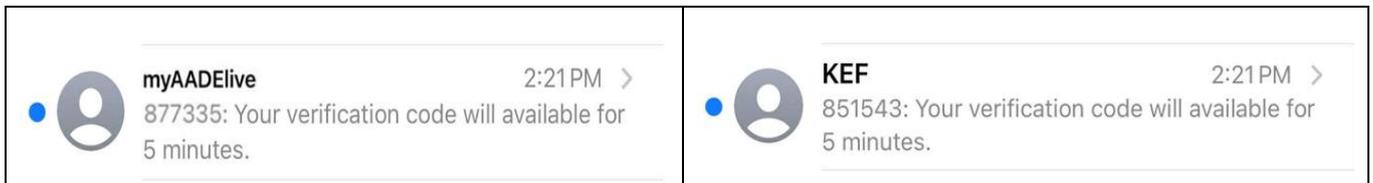
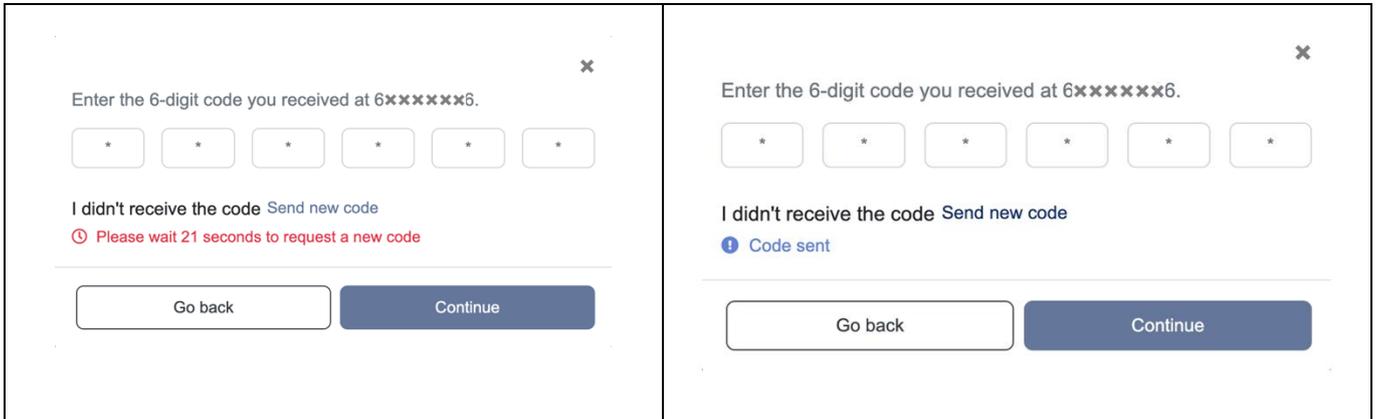


Figure 6. One-Time Password

The code remains **active for 5 minutes**. If you do not use it within this time, it is canceled and you need to click "Send new code," to receive a new code.

If you do not receive your code, click "Send new code" and a **new code** will be sent via SMS to the number you have registered.



Enter the 6-digit code you received at 6xxxxxx6.

I didn't receive the code [Send new code](#)  
⏱ Please wait 21 seconds to request a new code

Go back Continue

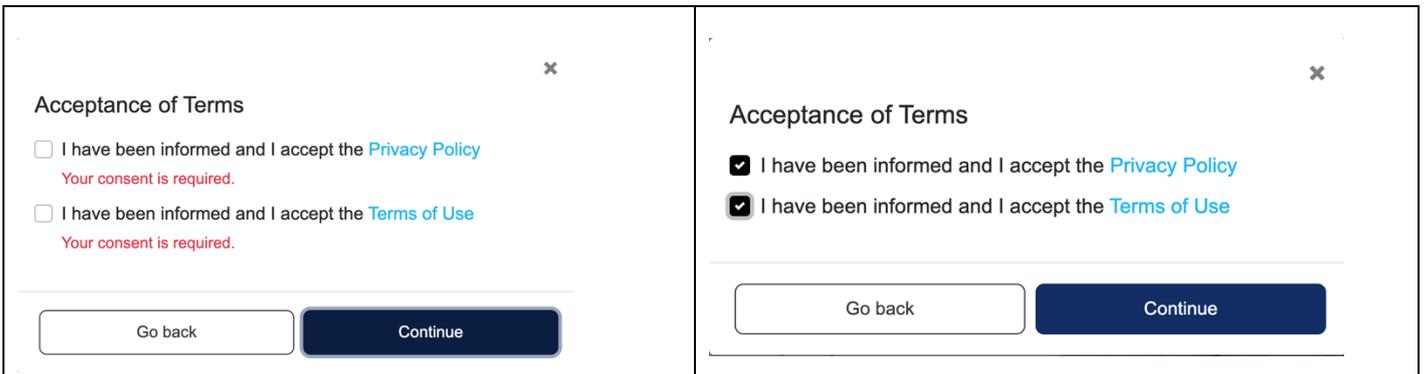
Enter the 6-digit code you received at 6xxxxxx6.

I didn't receive the code [Send new code](#)  
📢 Code sent

Go back Continue

Figure 7. Filling in the Code sent via SMS

Once you have filled in the one-time password, the **Privacy Policy** and **Terms of Use** acceptance window will appear on your screen, and you must accept those in order to continue the process of scheduling your appointment.



Acceptance of Terms

I have been informed and I accept the [Privacy Policy](#)  
Your consent is required.

I have been informed and I accept the [Terms of Use](#)  
Your consent is required.

Go back Continue

Acceptance of Terms

I have been informed and I accept the [Privacy Policy](#)  
 I have been informed and I accept the [Terms of Use](#)

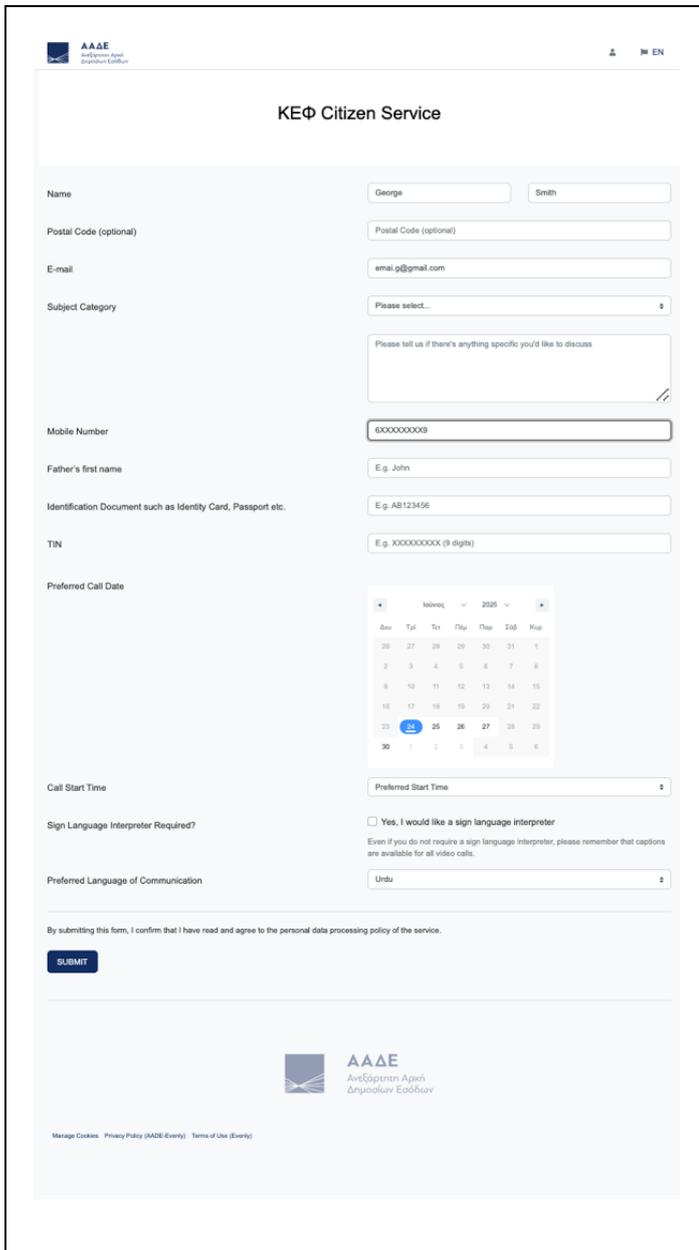
Go back Continue

Figure 8. Acceptance of Privacy Policy and Terms of Use

Select the two boxes to indicate your consent to the **Processing of your Personal Data** and the Webpage's **Terms of Use** and click "Continue."

## 4 Appointment scheduling

Once you complete the user identification process and click "Continue," you will be taken to the corresponding **appointment scheduling form**. The form is designed to be simple and understandable, so that you can easily fill in all the necessary information. Please note that **all fields are required** for scheduling your appointment unless otherwise stated.



**KEΦ Citizen Service**

Name: George Smith

Postal Code (optional):

E-mail: email.g@gmail.com

Subject Category: Please select...

Please tell us if there's anything specific you'd like to discuss:

Mobile Number: 6XXXXXXXX9

Father's first name: E.g. John

Identification Document such as Identity Card, Passport etc.: E.g. AB123456

TIN: E.g. XXXXXXXXXX (9 digits)

Preferred Call Date:
 

Δευ	Τρι	Τετ	Πεμ	Παρ	Σάβ	Κυρ
28	27	26	25	24	23	22
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Call Start Time: Preferred Start Time

Sign Language Interpreter Required?  Yes, I would like a sign language interpreter  
Even if you do not require a sign language interpreter, please remember that captions are available for all video calls.

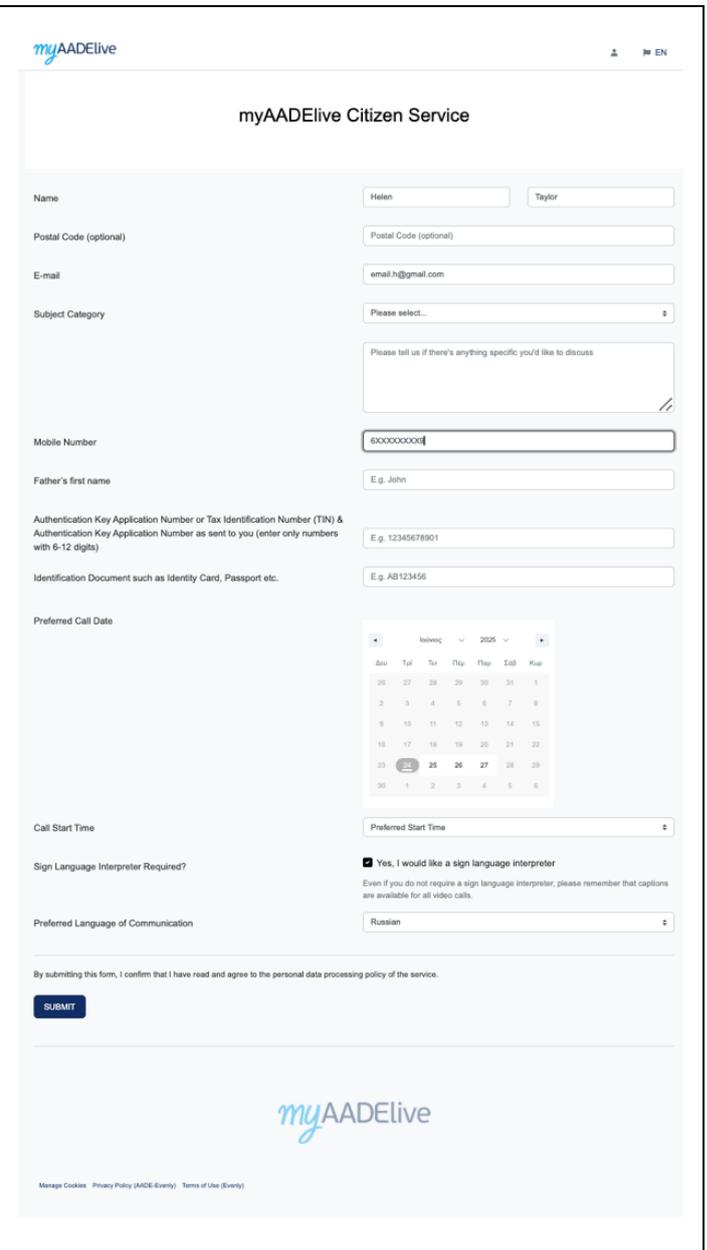
Preferred Language of Communication: Urdu

By submitting this form, I confirm that I have read and agree to the personal data processing policy of the service.

**SUBMIT**

AAAE  
 Ανεξάρτητη Αρχή  
 Δημοσίων Εσόδων

Manage Cookies Privacy Policy (AAAE-Eventy) Terms of Use (Eventy)



**myAADElive Citizen Service**

Name: Helen Taylor

Postal Code (optional):

E-mail: email.h@gmail.com

Subject Category: Please select...

Please tell us if there's anything specific you'd like to discuss:

Mobile Number: 6XXXXXXXX9

Father's first name: E.g. John

Authentication Key Application Number or Tax Identification Number (TIN) & Authentication Key Application Number as sent to you (enter only numbers with 6-12 digits): E.g. 12345678901

Identification Document such as Identity Card, Passport etc.: E.g. AB123456

Preferred Call Date:
 

Δευ	Τρι	Τετ	Πεμ	Παρ	Σάβ	Κυρ
28	27	26	25	24	23	22
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Call Start Time: Preferred Start Time

Sign Language Interpreter Required?  Yes, I would like a sign language interpreter  
Even if you do not require a sign language interpreter, please remember that captions are available for all video calls.

Preferred Language of Communication: Russian

By submitting this form, I confirm that I have read and agree to the personal data processing policy of the service.

**SUBMIT**

myAADElive

Manage Cookies Privacy Policy (AAAE-Eventy) Terms of Use (Eventy)



Figure 9. Appointment scheduling form

Select your preferred appointment date from the calendar and then view the **available start times** for your video call by clicking the arrow in the corresponding field and selecting the one you prefer.

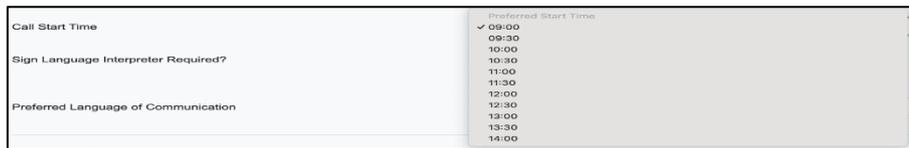


Figure 10. Selecting an appointment start time

If you wish to have a **sign language interpreter**, check the box in that field.



Figure 11. Selecting interpreter participation

To select **subtitle language**, click on the arrow in the corresponding field and select the one you prefer.

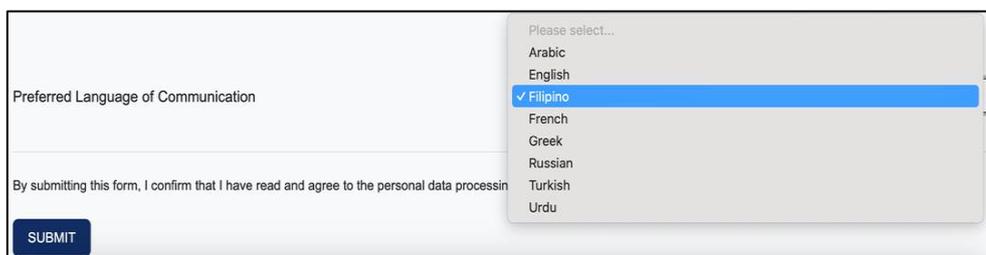


Figure 12. Subtitle language selection

After completing all required fields of the form, click **“SUBMIT.”**

## 5 Appointment Confirmation

After submitting the form, you will be taken to your appointment **confirmation page**.

**Booking Confirmation**

Thanks. We'll send you an email or SMS to confirm all the details of the appointment. We look forward to assisting you soon!

---

Your call will take place on:

📅 Jun 25, 2025

Your call will start at:

🕒 09:00 (UTC+03:00, Europe/Athens)

Figure 13. Appointment confirmation

Then, you will receive:

- **email** with your appointment details and the link for the video call.

<p>● <b>myAADElive</b> 14:03</p> <p>myAADElive: Video Call Appoint...</p> <p>Dear Madam/Dear Sir, We confirm your appointment via video call wi...</p>	<p>● <b>Κέντρο Εξυπηρέτησης...</b> 14:06</p> <p>ΚΕΦ: Video Call Appointment Co...</p> <p>Dear Madam/Dear Sir, We confirm your appointment via video call wi...</p>
<p>Dear Madam/Dear Sir,</p> <p>We confirm your appointment via video call with our representative for:  <b>10/06/2025 at 12:00</b></p> <p>To start the video call, please select the link below on the day and time of your appointment.</p> <p><span style="background-color: red; color: white; padding: 5px 15px; border-radius: 3px;">Start</span></p> <p>Please note that, for identification purposes, the video call will be recorded.</p> <p>If you wish to change your appointment, click <a href="#">here</a>.</p>	

Figure 14. Email with the appointment details

- **SMS** with your appointment details and the link for the video call.

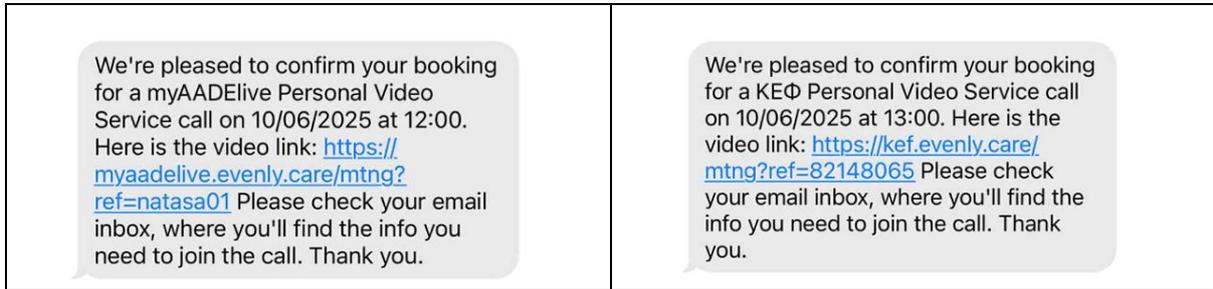


Figure 15. SMS with the appointment details

If you wish to **cancel or change the date and time for your appointment**, click on the relevant links as indicated in the messages you have received and you will be directed to the **appointment management page**.

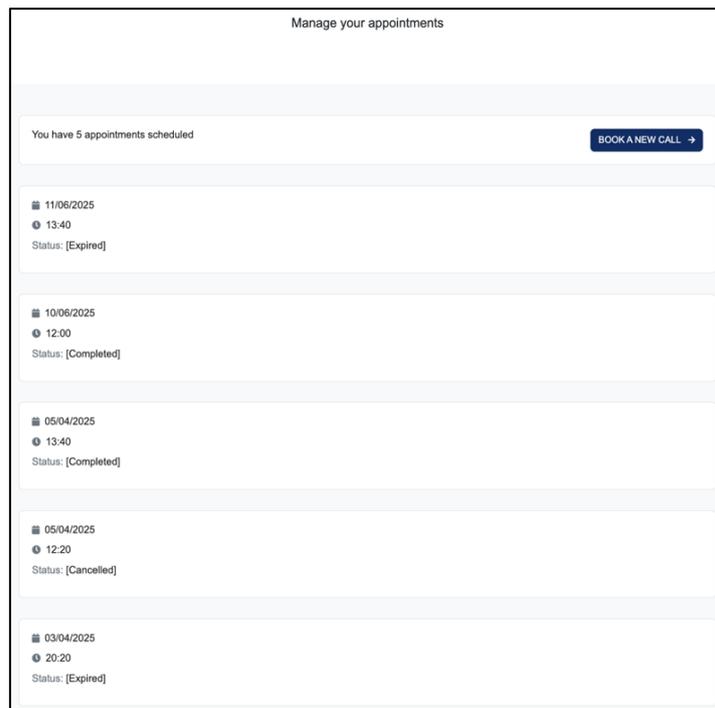


Figure 16. Canceling or changing the date and/or time of the appointment

**Important!** Save the email and SMS - you will need them to connect to the video call.

## 6 Joining the Video Call

### 6.1 Before the call

- **On the day of your appointment**, you will receive a **reminder SMS** with your appointment details.
- **At the time of your appointment**, make sure that:
  1. you have a **stable connection** to the Internet
  2. your device's **camera** and **microphone** are working properly
  3. you are in a **quiet environment**
  4. you have an **original official identification document** with you (police ID, passport, residence permit, etc.) - **For myAADElive**
- **To join the video call**:
  1. **Open the email or SMS** you have received
  2. **Click the link** for the video call

### 6.2 During the call

After clicking the video call link, the page will **automatically open in your default browser**. Depending on your choices, you will connect via:

#### 6.2.1 Two-way video call with our representative

- **Our representative** (IAPR)/ **human participation icon**  (KEF) and **subtitles** in the language you have preselected will appear on your screen.
- Everything you say will be **automatically** subtitled for our representative and vice versa, while you will see it in the language you have preselected.

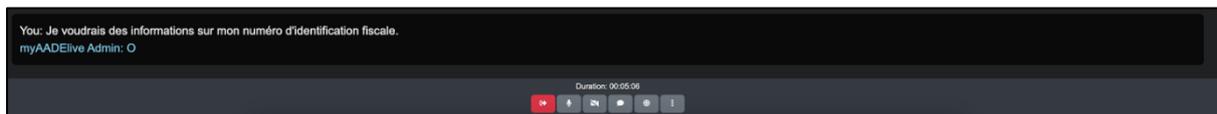


Figure 17. Subtitles in the selected language

#### Tips for better communication in subtitling and translation:

- Speak clearly and at a normal pace.
- Make short pauses between sentences.
- Use the chat for numbers and codes.

## 6.2.2 Three-way video call with our representative and a Greek sign language interpreter

- **Our representative (IAPR)/ human participation icon**  (KEF), a **Greek sign language interpreter** and **subtitles** of the conversation in the language you have preselected will appear on your screen.
- The interpreter will be translating **in both directions**. Everything they say will be automatically subtitled for our representative, and you will be able to follow either the interpreter or the subtitles of what our representative says in the language of your choice.

### Tips for better communication in sign language:

- Position the camera so that **your hands are visible**.
- Ensure **good lighting**
- Make sure there is enough **room for movement**

After the video call begins, a **reminder** will appear on your screen that it is being **recorded** based on the consent you provided when scheduling your appointment.



Figure 18. Video call recording

## 6.2.3 Useful buttons during the call

At the bottom of your screen, you will see six buttons.



Figure 19. Useful buttons during the call



Press the **end button** if you wish to **end** the video call.



Press the **microphone button** to turn your microphone **on/off**.



Press the **camera button** to turn your camera **on/off**.



Press the **chat button** to open the **chat**.

By pressing the **chat button**, the chat field will open on the left of your screen where you can communicate in writing with our representative.

Write any information you want in the field and click "**Send**" to send it to our representative.



Figure 20. Chat



Press the **language button** to change the language through which **you want to communicate**.



Press the **settings button** to customize the service based on **your preferences**.

### 6.3 End of call

Each video call lasts up to 40 minutes. Once your service is complete, our representative will end the call and you will be automatically redirected to the **call completion page**.

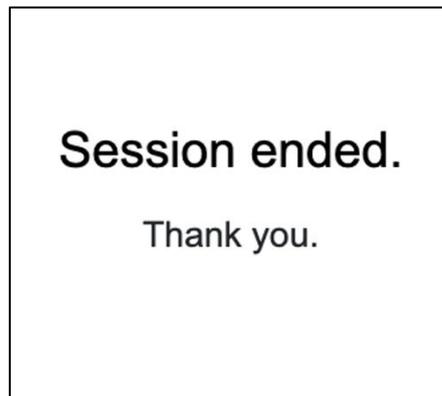


Figure 21. Completing the video call

**Finally**, you will receive:

- **email to complete** your video call.

<ul style="list-style-type: none"> <li> <b>myAADElive</b> 13:22            myAADElive: Video Call Appoint...            Dear Madam/Dear Sir, Thank you for communicating with us today. We...         </li> </ul>	<ul style="list-style-type: none"> <li> <b>Κέντρο Εξυπηρέτηση...</b> 13:25            ΚΕΦ: Video Call Appointment Co...            Dear Madam/Dear Sir, Thank you for communicating with us today. We...         </li> </ul>
<p>Dear Madam/Dear Sir,</p> <p>Thank you for communicating with us today.</p> <p>We remain at your disposal for anything you may need.</p> <p>Sincerely,</p> <p>myAADElive - Service Team Support Department: -</p>	<p>Dear Madam/Dear Sir,</p> <p>Thank you for communicating with us today.</p> <p>We remain at your disposal for anything you may need.</p> <p>Sincerely,</p> <p>ΚΕΦ - Service Team Support Department: -</p>

Figure 22. Email for completing the video call

- SMS with the service evaluation questionnaire.**

<p>We hope you enjoyed the Personal Video Service service - good or bad, why not rate your experience? Give us a rating: <a href="https://myaadelive.evenly.care/mtng-qnr?ref=natasa01">https://myaadelive.evenly.care/mtng-qnr?ref=natasa01</a></p>	<p>We hope you enjoyed the Personal Video Service service - good or bad, why not rate your experience? Give us a rating: <a href="https://kef.evenly.care/mtng-qnr?ref=82148065">https://kef.evenly.care/mtng-qnr?ref=82148065</a></p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Figure 23. SMS with the service evaluation questionnaire

**Your evaluation is valuable** because it helps us improve our service so that it best meets your needs.

## 7 Technical Support

If you need further support using the platform, please contact us in one of the following suggested ways:

- by phone at (+30) 213 162 1000, with the Taxpayers Service Center (KEF) of IAPR, on working days and hours 07:30 – 17:00 or
- via an electronic query to IAPR.

a) for registered users: on the myAADE digital portal ([myaade.gov.gr](http://myaade.gov.gr)) by going to: Register and Contact > Inquiries to IAPR.

b) for not registered users: on the IAPR website ([aade.gr](http://aade.gr)) in the section: Contact > Electronic query > Query submission form.

### Questions

Q: Do I need to download/install any special application to use the service?

A: No, the service works via the browser of your mobile phone, laptop, tablet or computer.