

# Living in Athens

**Resource guide for  
refugees,  
asylum seekers  
& migrants**

αλληλεγγύη








SOLIDARITY  
NOW

This is our common ground





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# Accommodation & Housing

**You can find private accommodation through people you know as well as by:**



Consulting announcements in the press or many specialized websites:

**[www.xe.gr/property/](http://www.xe.gr/property/)  
[www.spitogatos.gr](http://www.spitogatos.gr)  
[www.spiti24.gr](http://www.spiti24.gr)  
[www.tospitimou.gr/](http://www.tospitimou.gr/)**



Consulting announcements in the buildings & neighborhoods as you are walking by



Using services from real estate agencies





### ***Be aware that:***

- If you are renting accommodation via a real estate agency, the agency will charge you for the service(s) provided.
- A rental agreement will be signed between you and the owner
- The owner of the property will ask you for one (1) or two (2) months of rent in advance
- There is a variety of different types of private accommodation, that can be rented unfurnished, furnished, or partially furnished

Cost of accommodation varies according to several criteria: the area, the apartment's size, its general condition, floor and the proximity to services & public transport.

### ***Examples:***

Apartment **30-55 m<sup>2</sup>**,  
the average rental price  
varies from **150-250 euro**

Apartment **60-80 m<sup>2</sup>**,  
the average rental price  
varies from **220-300 euro**

Apartment **85-120 m<sup>2</sup>**,  
the average rental price  
varies from **290 – 360 euro**

### ***Utilities:***

- Electricity company (DEH);  
bill is received every 2 months



- Gas (Fysiko Aerio Attikis);  
bill is received every month



- Water & Sanitation (EYDAP);  
bill is received every 3 months





# Access to Employment

## ***Do I have the right to work in Greece?***

If you are an asylum seeker (an applicant for international protection), and you have completed the procedure for your application for international protection, and you possess a valid “applicant for international protection card” or “asylum seeker’s card” then you have the right to work.

If you are an asylum seeker, you do not have the right to be self-employed or start your own enterprise.

*Note that to be legally employed, your asylum seeker’s card must be valid, therefore do not forget to renew your asylum seeker’s card.*

## ***Do I need a work permit?***

No. The “work permit” was previously a prerequisite for asylum seekers in Greece. Under the law 4375/2016 (article 69), it has been abolished.

*Note that employers and accountants are not always aware of all legal developments. You may need to clarify, refer to specific details of the law, or request assistance.*

**To work legally, you must have a tax identification number (AFM) and a social security number (AMKA).**

In your first registration for the AFM, you will be requested to complete an application. If you have an email address, you may register in the online tax registration system "TAXISNET" that will enable you to conduct transactions with the tax authorities online.



If there is any change in your address, you need to go to the tax office closest to your new residence, submit proof of the new address and update your personal details with the tax office. If you are already registered in TAXISNET, you may verify the changes online.



*Note that you can seek assistance from an NGO to complete this procedure.*

## ***How do I obtain a Social Security Number (AMKA)?***

You must have a Social Security Number (AMKA) in order to work legally in Greece. You also need an AMKA to be insured and benefit from the Social Security provisions for employment injury, maternity, sickness, disability, unemployment and family responsibilities.



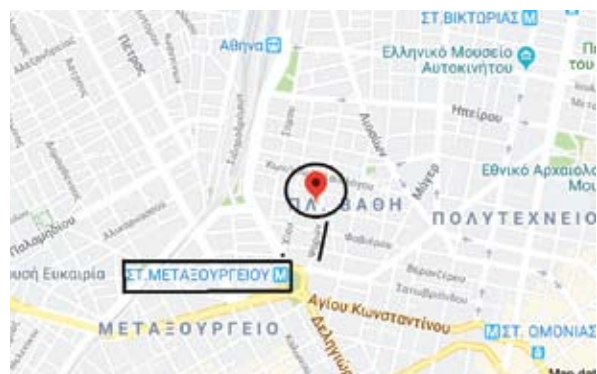
Your AMKA ensures your rights related to labour and pension and also facilitates your access to hospital and pharmaceutical care.

You may submit an application for an AMKA at a Social Security Agency AMKA office, or at a Citizens' Service Center (KEP).



**<http://www.kep.gov.gr/portal/page/portal/kep>**

In Athens you can visit Citizens' Service Center (KEP) for immigrants, which is located in Psaron & Mezonos 45 str., Metro station Metaxourgio.



When you submit the application, you need to present your valid “applicant for international protection card” or “asylum seeker’s card” and proof of your address.

*Note that the experience of applying for the AMKA varies from person to person. In some locations the AMKA is granted quickly to asylum seekers, in other locations the authorities request additional documentation.*

*Pre-registered asylum seekers may experience problems more frequently than fully registered asylum seekers.*

## **What are my rights and obligations as an employee?**

According to the Greek law, asylum seekers have the same labour and insurance rights as Greek nationals. These refer to basic salary, family allowances, hours of work, overtime, annual leave, minimum age of employment, apprenticeship and training, employment injury, maternity leave, sickness leave, unemployment and pension.

Sometimes a special license or additional formalities are necessary for certain types of employment. For instance, if you wish to work in a store that abides by certain hygienic standards, such as restaurants, taverns, cafeterias, you will be expected to have a health certificate and a special work permit issued by a police department.

## **How do I open a bank account in Greece?**

You need a bank account for your salary payments. You can open a bank account by presenting the following documentation to a bank:

- The original and a copy of your valid “applicant for international protection card” or “asylum seeker’s card”;
- Proof of your current address;
- A certificate confirming your employment, issued by your employer, and a copy of your employment contract;

- A copy of the document of issuance of your tax number (AFM);
- Your tax clearance (ekkatharistiko eforias) or an official declaration that you had not submitted an income tax declaration in Greece.



*Note that the experience of opening a bank account in Greece varies from person to person. Some banks are more helpful than others. You may consider seeking assistance from Greek friends or an NGO.*

## **Do I need to pay tax if I work in Greece?**

If you are employed in Greece, you must submit an annual income tax declaration, (dilosi eisodimatos in Greek) for the previous year. All tax declarations have to be filed online through TAXISnet, so an account is needed for that purpose.



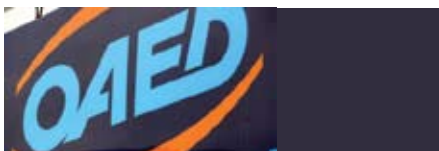
The timeline for submitting an income declaration varies each year, generally from April to June. Different deadlines apply in case the individuals concerned have a registered business in their name etc.

*Note that the submission of a tax declaration in Greek may require some assistance from someone familiar with the process and you may consider seeking assistance from a professional accountant or an NGO.*



## Can I register as an unemployed person?

If you are unemployed and seeking employment, you have the right to be registered in the Registry of OAED, the Manpower Employment Organization.



If you register, you may benefit from OAED services, such as to be referred to a job if there is a vacant position corresponding to your qualifications and interests and to receive an unemployment bulletin. You may also access services and advice including CV registration, preparation of an individual action plan, opportunities to participate in employment or vocational training programs. You may also access other services, depending on your location.

Note that there are offices of OAED in all regions of Greece.

### To access the unemployment bulletin, you need to present the following:

- A copy of your valid “applicant for international protection card” or “asylum seeker’s card”;
- AMKA Number;
- Tax clearance (ekkatharistiko eforias) or an official declaration that you had not submitted an income tax declaration in Greece;
- A utility bill or a lease contract for proving your address;
- Any other document that OAED may consider necessary for verifying that you are unemployed.

## Where can I search for a job?

You can find an employment agency here:

<https://www.xo.gr/dir-az/E/Employment-Agencies/Athens/?lang=en>

<https://www.vrisko.gr/en/dir/employment-agencies/athens>

You can visit web sites such as:

<https://ageliesergasias.gr>

<https://g2red.org/>

<http://socialpolicy.gr/>

<http://www.xe.gr/jobs/>

<http://career.duth.gr/portal/>

<https://www.skywalker.gr/>

<https://www.kariera.gr/>

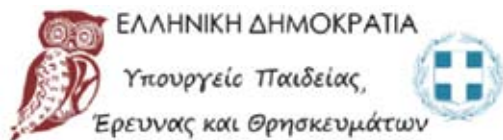
<http://www.careernet.gr/>

*Note that many NGOs provide employability counselling, CV & cover letter writing, interview preparation, etc.*



# Access to Education

The Greek education system is under the central responsibility and supervision of the Ministry of Education, Research and Religious Affairs.



You can find more information in English, Arabic, Farsi:

<http://www.minedu.gov.gr/ng-nea-genia-4/ananeomeno-evropaiko-thematologio-gia-tin-ekpaidefsi-enilikon/ed-guid-immigrants-m>

## ***Can my children access education in Greece?***

Yes. If you are an asylum seeker or a recognized refugee, or a beneficiary of subsidiary protection, your minors may access the national education system under similar conditions as the Greek nationals.

To enroll in Greek schools, you require the same supporting documents that are requested from the Greek nationals. Your children may be enrolled even if you do not have a birth or a family status certificate.

## ***The following documents are required:***

- Your “applicant for international card” or “asylum seeker’s card” or valid residence permit
- A health or a vaccination booklet
- Proof of residence



Education for refugee children is available while they remain in the country; documentation of attendance can be provided upon your request.

## ***Is education in Greece compulsory?***

You should know that education in Greece is divided into **compulsory** for all children (from nursery school to junior high school) and **non-compulsory** (any form of education following junior high school). In practice, this means it is compulsory for every child **aged 5 to 15** to attend school. Also, education is mixed as far as gender is concerned, which means that boys and girls attend classes in the same classroom.

*Note that nonattendance in public education entails legal sanctions for the parents or legal guardians.*

- **Primary education (Demotiko) lasts six (6) years.**

- **Secondary education comes after Primary School and includes two levels:**

1. Junior High School (Gymnasium/Gymnasio) which lasts three (3) years and it is compulsory.
2. General High School (Lyceum/Lykio), Vocational High School and Vocational Schools which are not compulsory.

## ***Pre-school education & early childhood facilities***

In Greece, children aged six (6) months to 2 and a half years old (2,5), may attend infant centers (vrefonipiakos stathmos).



If your child is aged between 2 and a half and five (5) years old, you can request a place in a child center (paidikos stathmos), which are either run by the municipalities or privately funded. From the age of four, children can attend a kindergarten (nipiagogeio), which is compulsory after the age of five.

If you live in a city, you may go to the nearest kindergarten to enroll your child. You will need to complete an application, submit a document that proves your address and present the child’s health booklet that will also prove that she/he has been vaccinated.

Enrollment takes place every year **from June 1th to 15th**, but applications may also be accepted after those dates.

## ***Primary Education***

If your child turns six years old, she/he may be enrolled in the 1st (A') grade of primary school. For children who are older than six years, you must present a relevant certificate or declare how many years they previously attended school and in which country.



You may register children aged between six (6) and fifteen (15) years old in educational classes.

Morning classes are conducted in Primary and Secondary schools under a 'Zone of Educa-



tional Priorities' (ZEP) program operated by the Ministry of Education. Children attend school together with Greek nationals. Reception classes will be established in order to provide additional support, in particular for Greek language comprehension.

## **Enrollment in Kindergarten, Primary School or Gymnasium (5-15 y.o)**

To enroll your children, visit your nearest public school. You can enroll at any time during the school year. When you visit the school to enroll, bring the following documents\* with you:

- Proof of residence
- A health record card/booklet proving the child has completed all required vaccinations
- Your child's pre-registration card, full registration card or residence permit.

**Enrollment in Gymnasium** is automatic for children who have graduated from Primary school in Greece.

If your child has attended Secondary education in your country or in another country, you may present the relevant certificate of attendance. If you are enrolling your child in Gymnasium for the first time, please follow the procedure described above.

## **Enrollment in Lyceum (15-18 y.o)**

Enrollment is automatic for children who have graduated from Gymnasium in Greece. If you are enrolling your children for the first time, you have to enroll through an electronic online platform, at **[www.e-eggrafes.minedu.gov.gr](http://www.e-eggrafes.minedu.gov.gr)**. You will also need the following documents:

- Your pre-registration card, full registration card or residence permit
- A health or vaccination booklet
- Proof of address
- Your tax identification number (AFM) – if you have one

*\* Please note that even if you are missing documents, school principals should enroll your children anyway.*

## **What are Schools of Intercultural Education?**

They are schools where special programs are applied, emphasizing on intercultural communication and on the educational and cultural particularities of the students. Teachers in these schools are selected on the basis of their knowledge on intercultural education, the mother tongues of the school's students and teaching Greek language as a foreign language.

There are 13 intercultural schools of primary education and 13 of secondary education in the country.

*Note that you can find the list of intercultural schools in the following link:*

**<https://edu.klimaka.gr/leitoyrgia-sxoleivn/diapolitismika/548-katalogos-sxoleia-diapolitismikis-ekpaideyshs.html>**

*(the information is provided in Greek)*

## **What are Evening Junior High Schools?**

Evening Junior High Schools are for students who work in the morning (or are unemployed and seeking employment) and are aged 14 or more. The courses last for three years and there are four to five hours of classes every day during evening hours.

*Note: for more information about school enrollment visit the site of the Ministry of Education (in various languages, Arabic/Farsi/English etc.)*

**<https://www.minedu.gov.gr/prosf-ekpaideusi-m/36124-26-07-18-prosvasi-stin-ekpaid-efsi-pliories-gia-to-prosopiko-ton-domon-filoksenias-kai-tous-prosyges-goneis>**

<https://blog.refugee.info/greek-schools-open-for-refugees/>

## ***What about after High School?***

Those who have obtained a High School Graduation Certificate and wish to continue their studies have the following options:

- They can take the admission exams for the country's **Higher Education Institutes** (acronym in Greek: A.E.I.) or **Higher Technological Education Institutions** (in Greek: A.T.E.I.). The Higher Education Institutes include Universities, National Polytechnic Universities and the Athens School of Fine Arts.
- They can pursue admission in a **Vocational Training Institute** (in Greek: I.E.K.) providing training in fields that are job oriented and a certificate of vocational training. This certificate allows the graduates of Vocational Training Centers to participate in exams for the Vocational Training Diploma.

## ***Is adult education available in Greece?***

There are several educational programs for adults organized by state or private agencies, NGOs and other organizations. The General Secretariat of Lifelong Learning of the Ministry of Education is the responsible authority for most of the educational programs for adults.

## ***Is my diploma from another country recognized in Greece?***

If you are a refugee or beneficiary of subsidiary protection, you are treated in the same way as Greek nationals in relation to recognition of foreign diplomas, certificates and evidence of formal qualifications.

The entities responsible for the recognition of foreign academic qualifications are the following:

1. The Department of Studies, Programs, Organization & Student Affairs of the Ministry of Education for the recognition of Primary and Secondary Education certificates.


2. The National Organization for the Certification of Qualifications & Vocational Guidance (Greek acronym: E.O.P.P.E.P.) for the recognition of technical and vocational training certificates.

3. The Hellenic National Academic Recognition Information Center (Hellenic NARIC, Greek acronym: DOATAP) for the recognition of university or technological degrees that are awarded by foreign Higher Education Institutes. More information at:  
<http://www.doatap.gr/gr/index.php>

## ***Useful links***

European Qualifications Passport for Refugees No 0123  
<https://www.coe.int/en/web/education/recognition-of-refugees-qualifications>

General Secretariat for Lifelong Learning  
<http://www.gsae.edu.gr/en/>

 <https://www.studyin-greece.edu.gr/Studying/PlanYourStudies/HowToApply.aspx>

<https://refugees.studyinggreece.edu.gr/>



**Odysseas:** The Odysseas Online Language & History Tutor (Odysseas Project) is a Learning Content Management System complete with over 2 dozen language and history courses that encompass Greek Language, Greek History and Culture.

**Many NGOs provide language classes for free, you can visit the site below to find more information:**  
[www.refugee.info/greece/services/by-category/23/](http://www.refugee.info/greece/services/by-category/23/)





# Access to Welfare

## ***Access to the welfare system and allowances for refugees in Greece***

If you are a refugee or a beneficiary of subsidiary protection, you have the right by law to receive the necessary social assistance under the same conditions as Greek nationals. The Greek welfare system is supervised by the General Secretariat for Welfare of the Ministry of Labor.

## ***The following entities are supervised by the Ministry***

- Legal entities of Public Law, Welfare Providers, such as the Centre for the Education and Rehabilitation of Blind Persons, the National Deaf Institution and the National Centre for Social Solidarity (EKKA);
- The Social Welfare Centers in all the regions of the country;
- The private welfare agencies in Greece, that are accredited by the state such as associations, NGOs;
- The agencies in Greece that are registered in the National Registry.

## Can I access national financial support?

If you are a refugee or a beneficiary of subsidiary protection with a valid residence permit, you may be able to access the national welfare system for the provision of social benefits. Specifically, you may apply for Social Solidarity Income (SSI or KEA in Greek) and it combines:

- Financial support (maximum of 200€ for the head of the family, plus 100€ for any additional adult, plus 50€ per child of the same family; the maximum monthly amount is 900€, regardless of the composition of the household).
- Access to complementary social services, benefits and goods such as free medical care, inclusion in social care facilities and support;
- Services that promote integration into the labour market.

## How do I apply for Social Solidarity Income?



If you already have a tax number (AFM) and you are registered in the database of the General Secretariat of Information Systems (GSIS) of the Ministry of Finance, you may directly submit an application online:

**<https://keaprogram.gr/pubnr>**

Otherwise, you may go either to your municipality in your area of residence, or to a Citizen Service Centre (KEP) to register.

*Note that SSI it is not granted automatically, you must meet special requirements. More information at:*

**<https://www.dikaiologitika.gr/eidhseis/ergasiaka/212783/kea-nea-kritiria-apo-1-i-noemvriou-anatropes-stis-ypoxreoseis-ton-dikaioyxon>** (information only in Greek)

The most practical method is through the municipalities. You must submit the following documents to register:

- A copy of the residence permits of all members of your family;
- Proof of residence such as a utility bill, electronic lease contract, or formal declaration stating that you are hosted by a Greek resident;
- Bank account details for the welfare payments, if your registration is successful; note that NGOs report that you may more easily open a bank account if you first submit the application to the municipality, take the number of protocol and present it to the bank;
- Tax number (AFM), Social security number (AMKA) and copy of your tax declaration and clearance note (ekkatharistiko) for the previous year;
- For single - parent families, certificate of death of the absent parent, or detention certificate;
- OAED certificate stating unemployment status, if it is available;
- Decision of a Centre of Disability Accreditation (KE.P.A. – ΚΕ.Π.Α.), if available;
- Consent form that needs to be submitted, with signatures from all adult household members;
- Any other document that is considered necessary.



# Access to Healthcare



ΥΠΟΥΡΓΕΙΟ ΥΓΕΙΑΣ  
&  
ΚΟΙΝΩΝΙΚΗΣ ΑΛΛΗΛΕΓΥΗΣ



Every refugee and asylum seeker in Greece has the right to free access to primary, secondary and tertiary health care.



## ***To book an appointment at a hospital***

There are several ways to book an appointment at a hospital in Greece.

## ***If you have an AMKA*** **(Social Security Number)**

- Call the national line 1535 or 210 8183900 and follow the instructions (Greek-English)
- If there is a specific hospital that you would like to visit, you may book an appointment by calling the hospital directly
- You can also use the medical services of the Medical Centers of IKA. To book an appointment in these Centers use the national line 14900 and follow the instructions.

### **In case of emergency**



If you are experiencing a medical emergency, and require immediate and urgent medical attention, you can access medical services at the Emergency Department of a hospital. For the hospitals on duty to respond the emergencies

and their schedule, you can visit the site of the Ministry of Health:

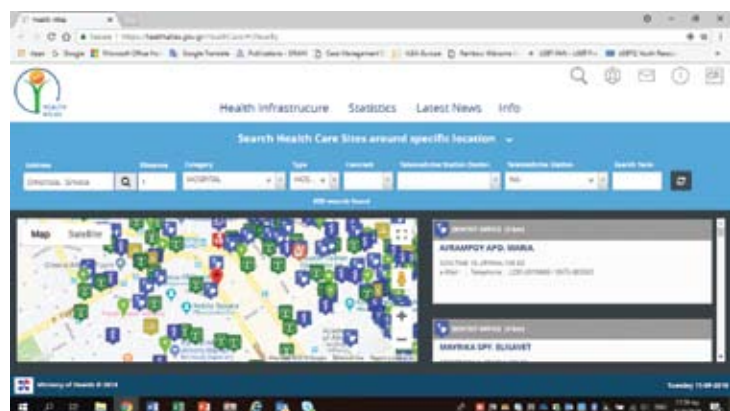
**<http://www.moh.gov.gr/articles/citizen/efhmeries-nosokomeiwn/68-efhmeries-nosokomeiwn-attikhs>**

*Note that information is available only in Greek.*

## ***Search Health care providers*** ***near your home***

**<https://healthatlas.gov.gr/HealthCare/#!/NearBy>**

*Note that the public health system also requires patience and long waiting hours for appointments, that should not be booked unless you intend to go.*





# Access to Public Transportation

## ***What are the different types of tickets & cards for Athens public transport?***

Since 2017, a new electronic ticketing system has been introduced for the Athens public transport network, replacing the older tickets and cards.

There are 3 new types of Athens Transport tickets:

- The Ath.ena Ticket
- The personalized Ath.ena Card
- The anonymous Ath.ena Card



<http://www.athenstransport.com/english/>  
Bus and trolley: <http://www.oasa.gr/>  
Urban railway transportation: <http://www.stasy.gr/>

*Note that you can also download the OASA application in your mobile device. Via this application you can have all kind of information for the public transportation: routes /timetables*

Google play Store for Android devices:  
<https://play.google.com/store/apps/details?id=com.att.android.tfa>

App Store for iOS devices:  
<https://itunes.apple.com/us/app/oasa-telematics/id1104863353mt=8>

WindowsPhones:  
<https://www.microsoft.com/en-us/store/apps/oasa-telematics/9nblggh4nx0l>



## **Sources & references**

<http://help.unchr.org/greece>  
<https://www.refugee.info/greece/categories>  
<http://www.minedu.gov.gr/ekpaideusi/refug-educ>  
<http://asylo.gov.gr/en/>  
<http://www.immigration.gov.gr/web/guest/home>  
<http://www.mopocp.gov.gr/main.php?lang=EN&lang=EN>  
<http://www.greece.iom.int/en>  
<http://www.gsae.edu.gr/en/>  
<https://blog.refugee.info/greek-schools-open-for-refugees/>  
[http://e-learning.keaprogram.gr/el/Lesson/L03/Asset/258079/faq\\_manual](http://e-learning.keaprogram.gr/el/Lesson/L03/Asset/258079/faq_manual)  
DRC leaflet & material

## **Glossary**

- AMKA (AMKA): social security number
- AFM (ΑΦΜ): tax identification number
- Dilosi eisodimatos (ΔΗΛΩΣΗ ΕΙΣΟΔΗΜΑΤΟΣ): tax declaration
- EKKA (EKKA): National Center for Social Solidarity
- Ekatharistiko eforias (ΕΚΚΑΘΑΡΙΣΤΙΚΟ ΕΦΟΡΙΑΣ): tax clearance
- KEA (KEA): social solidarity income (SSI)
- KEP (ΚΕΠ): Citizen's Service Center
- OAED (ΟΑΕΔ): manpower organization or unemployment office








### **Education:**

- Vrefonipiakos stathmos: early childhood facility
- Paidikos stahmnos: early childhood facility
- Nipiagogeio: kindergarten
- Dimotiko: Primary School
- Gymnasio/sium: High School, lower Secondary School
- EPAL: Vocational High School
- Lykeio: upper Secondary School
- Panepistimio: University, higher education institution

**The Mini Lexicon includes useful phrases on general communication. You can also download the application in your mobile device:**

- Google Play Store for Android devices: <https://play.google.com/store/apps/details?id=org.minilexicon.sw>
- App store for iOS devices: <https://itunes.apple.com/us/app/mini-lexicon-for-basic-communi/id1353753063?mt=8>

## Helplines Available in Greece

ORGANIZATION	PHONE NUMBER	SERVICE	LANGUAGES	HOURS
 A21	<b>1109</b>	Legal and psychosocial support to persons at risk of trafficking and persons who have fallen victims of trafficking	Press 2 to be connected to the call center, where multiple languages are spoken	24 hours a day 7 days a week
 Women SOS General Secretariat for Gender Equality	<b>15900</b>	Psychosocial counseling to female survivors of sexual abuse	English	24 hours a day, 7 days a week
 KLIMAKA	<b>1018</b>	Psychosocial support and counselling to persons contemplating suicide	English	24 hours a day, 7 days a week
 Dipla Sou	<b>11528</b>	Information and support for lesbian, gay, bisexual, transgender and intersex (LGBTI) persons in Greece.	English. French is available upon request. Other languages can sometimes be arranged for a follow-up call via Skype. Requests for these Skype calls can be made by emailing <a href="mailto:diplasou@11528.gr">diplasou@11528.gr</a>	Monday-Friday 10:00-19:00
National Centre for Social Solidarity (EKKA) Child Protection Helpline	<b>1107</b>	Information and psychosocial counseling to children facing abuse, neglect, abandonment and/or children who find themselves involved in illegal activities and need support.	English	24 hours a day, 7 days a week
 The Smile of the Child	<b>1056</b>	Protection of children at risk; Reporting cases of abused children; Psychosocial support and emergency response services; Information on children's rights	English, French, Arabic, Farsi	24 hours a day, 7 days a week
 National Confederation of Disabled Persons	<b>210-9949837</b>	Information, guidance and support to refugees and asylum-seekers living with disabilities and/or chronic illnesses	English; Interpreters working with the organization will be asked to support with other languages	Monday-Friday 08:00-16:00
 National Centre for Social Solidarity (EKKA) General Protection Helpline	<b>(210) 197</b>	Information, Guidance, Psychosocial Support and Referral to the Appropriate Service Provider	English	24 hours a day, 7 days a week





Greece Cash Alliance (GCA)	<b>210-3300170</b>	Technical Support for Recipients of Cash Assistance	6944514441(Arabic/French) 6940716099 (other languages)	Monday-Friday 09:00-15:00
Hellenic Red Cross	<b>2105140440 &amp; 6934724893 (whatsapp/viber)</b>	Provision of information, guidance, support and advice. Booking appointments for the services available in their Athens Centre and for the "Restoring Family Links" program that helps people with missing family members find and contact each other	Arabic, Farsi/Dari, Pashtu, English, French, Turkish, Greek, Swahili, Kinyarwanda, Kirundi, Russian, Urdu	Monday-Friday 08:00-20:00

### Helplines and Emergency Services Available in Europe

The Smile of the Child/ European Hotline for Missing Children	<b>116000</b>	Working with police officials and national media to help immediately track missing children, including publishing their photo	English, French, Arabic, Farsi	24 hours a day, 7 days a week
The Smile of the Child/ European Helpline for Children and Adolescents	<b>116111</b>	Children at risk can share their problems and ask for help, receive information on their rights, communicate in case of emergency and be guided to the appropriate services.	English, French, Arabic, Farsi	24 hours a day, 7 days a week
European Emergency Service	<b>112</b>	Emergency response: ambulance service, police or fire brigade	English, French- more may be available at times. Staff are trained to understand the nature of each emergency and able to track the caller's coordinates and locate the emergency	24 hours a day, 7 days a week

### Emergency Services Available in Greece



**166 Ambulance Service (EKAV)**

**100 Police**

**199 Fire Brigade**

**108 Hellenic Coast Guard**

# ACTIVATION OF THE FREE METRO PASS

## Procedure

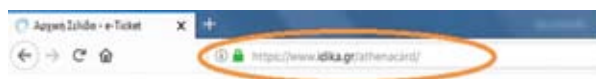
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### 1st Step

You first need to have obtained a personalized Ath.ena Card.

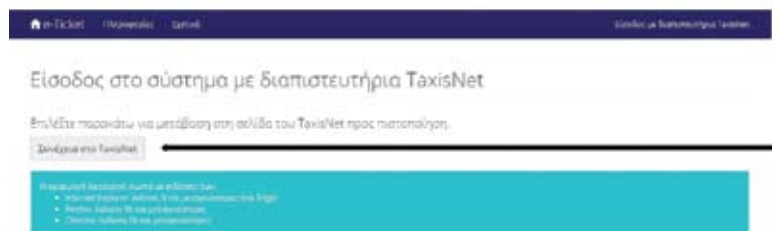
Visit the website  
<https://www.idika.gr/athenacard>



Click on the upper right section  
of the site



The following page opens, and you click on the box “TaxisNet”:



On the page that opens log in to your TAXISnet account with your username and PIN. Then you need to click the left box of the last line



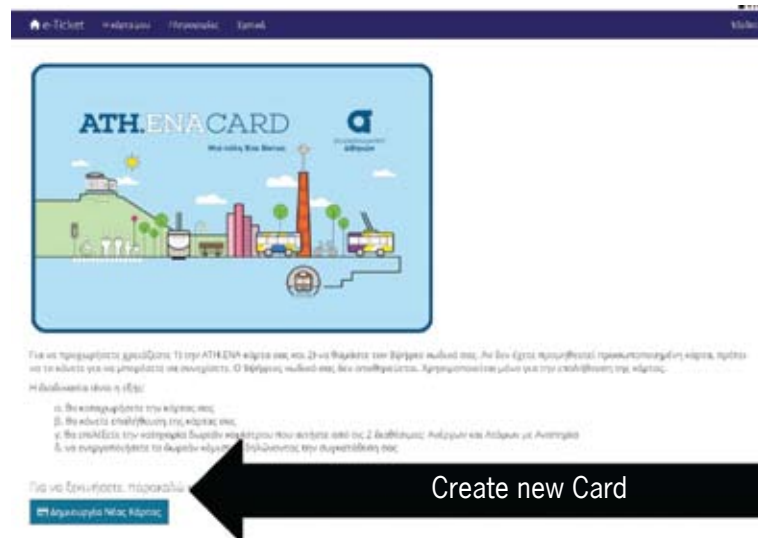
The following page opens. You click on the left box to allow the system to access your data with TAXISnet



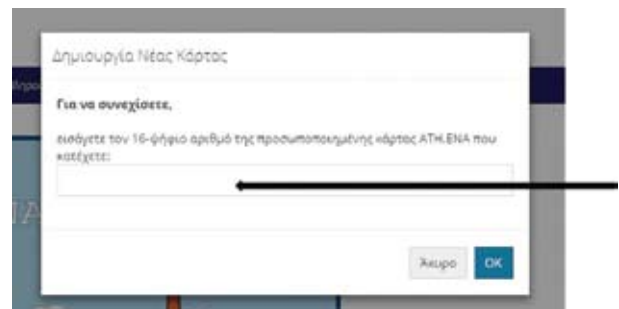
Then, at the page that opens next, you are asked to write your TAX and AMKA Numbers, and then to click the box at the left side below AMKA number:



The page that opens asks you to create a new card



You click on the box and in the pop up window you insert the 16 digit number of the personalized ATH. ENA card which appears at the site of the card that bears your photo



After typing the 16 digit number of the card the system asks you to type the PIN that the issuing ticket officer gave to you with the card and, then your card opens in a new page. You click the left box (if you want to activate the card because of unemployment) or the right box (if you want to activate the card as a person with disabilities).



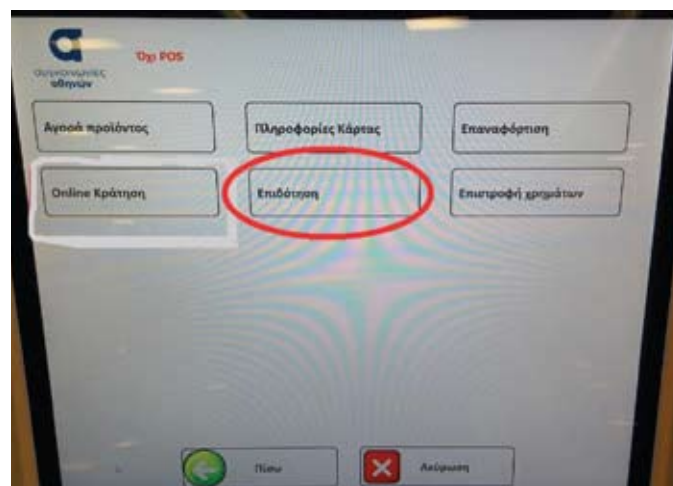


After clicking the activation button your card appears on the next page mentioning the type (unemployment / disabilities)



## Charging the card at the machines located at metro stations

You need to put your card in the box in the left side of the machine and to press the second box of the second line. Then follow the on-screen instructions.



# CERTIFICATION/REGISTRATION WITH THE NATIONAL ELECTRONIC TAX DATA BASE “TAXISNET” (HOW TO CREATE PERSONALIZED ACCOUNT)

## Requirements:

- 1) Tax Number (AFM)
- 2) E-mail address

## Procedure

Application for Certification at TAXISnet (to be submitted only through the website, which is available only in Greek)



## 1st Step

### Submitting the application through the website

At the right section of the website: <http://www.aade.gr/> you click under the column MyTAXISnet the second line (“Εγγραφή Νέου Χρήστη”).



After clicking, another page opens (<https://www1.gsis.gr/registration/chooseRegistrationType.htm>). In the box located in the center of the page you click the second line (“Αρχική Εγγραφή”).



[illegible]

Εισάγετε τα στοιχεία σας εδώ:

\*Όνομα:

\*Επώνυμο:

\*Τηλεφωνικό αριθμό:

Επιλογές του AEM και το αναμενόμενο της

**Topikgebiete zu streichen (entsprechend dem):**

7b. math. \_\_\_\_\_

7d. physik./chem. \_\_\_\_\_

8a. univers. physik./chem. \_\_\_\_\_

8b. \_\_\_\_\_

Επικοινωνήστε μαζί μας χρησιμοποιώντας τον διαδικτυακό μας ιστότοπο



Εθνικό Κέντρο για το Σπουδαστικό της Ελληνικής Γλώσσας

You need to print this page by clicking on the blue box (“Εκτύπωση”) at the right section of the box located in the center of the page and **note down the username and PIN you have chosen for your account with TAXISnet**



## Visit at the Tax Office

- the document you printed when you created the account with TAXISnet and
- your identification document (asylum seeker's card or residence permit).

[illegible][illegible]

## 28



## 3d Step

You click the fourth line for the activation of your account (“Ενεργοποίηση Λογαριασμού”).



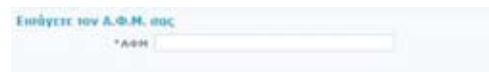
The following page opens



In the first two boxes: you write the username and the PIN you chose when you initially applied for the account (Step 1)



In the next box: you write your Tax Number (AFM)



And in the third box: you write the PIN given to you by the Tax Office.



Finally, you need to type the letters shown before the last box of the page and click the blue box at the right section of the page to proceed.



At the next page:



In the first box **you are asked to set a new PIN, the final one**, and to confirm it by repeating it in the second box. Then, you click the Activation button (“Ενεργοποίηση”) and at the new page you are informed that you have successfully activated your tax account.



Simultaneously, you will receive an e-mail. Informing you that you completed your registration with TAXISnet.



## Moving forward you can access your tax account by:

- The username (Step 1) and
- Final PIN you chose (Step 3)



# Living in Athens για όλους

αλληλεγγύη

**SOLIDARITY  
NOW**

This is our common ground



#ESTIA, the Emergency Support to Integration and Accommodation program, is implemented by SolidarityNow, supported by UNHCR and funded by ECHO.