The Reception and Integration Agency launches a mobile app dedicated to provide information and facilitate integration

In order to solve the fragmented provision of information and ensure fast, reliable and systematised access to the most important information, the Reception and Integration Agency has created a mobile application for foreigners “InfoDesk App”.

This application is intended for foreigners residing in Lithuania, as well as persons accommodated in the Agency’s temporary accommodation facilities. All users use the application without registration. Registration in the application is required only for foreigners residing in the Reception and Integration Agency’s Vilnius, Rukla and Pabradė reception centres.

The application includes two main functions:

- The first is the provision of relevant information on general issues of living in Lithuania, such as the issuance of residence permits, educational opportunities, health services, the labour market, language learning and cultural integration.
- The second is the provision of information to foreigners accommodated in the Agency’s temporary accommodation facilities, including news, events, training, consultations, contacts, services provided and other relevant information. There is also the possibility of sending messages to all residents at the same time, for example, if it is necessary to promptly inform about the situation or important events. (the app will be rolled out in the future for this category of users)

The application has been adapted to persons with disabilities and various linguistic and technical needs: the integrated "text-to-speech" function allows not only reading, but also listening to information, and the translation of information into as many as 20 languages ensures that a foreigner will receive important information in a language he understands.

The initiative is part of the project "Using an innovative approach to creating an information dissemination platform for the Refugee Reception Center" is funded by the European Union - "NextGenerationEU" and is implemented in cooperation with the Innovation Agency.

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