



## Frequently Asked Questions



Τμήμα ΣΤ΄

Εφαρμογών Γραμματειών Έρευνας και Τεχνολογίας,  
Νέας Γενιάς και Διά Βίου Μάθησης,

Ministry of Education, Religious Affairs and Sports

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## FREQUENTLY ASKED QUESTIONS

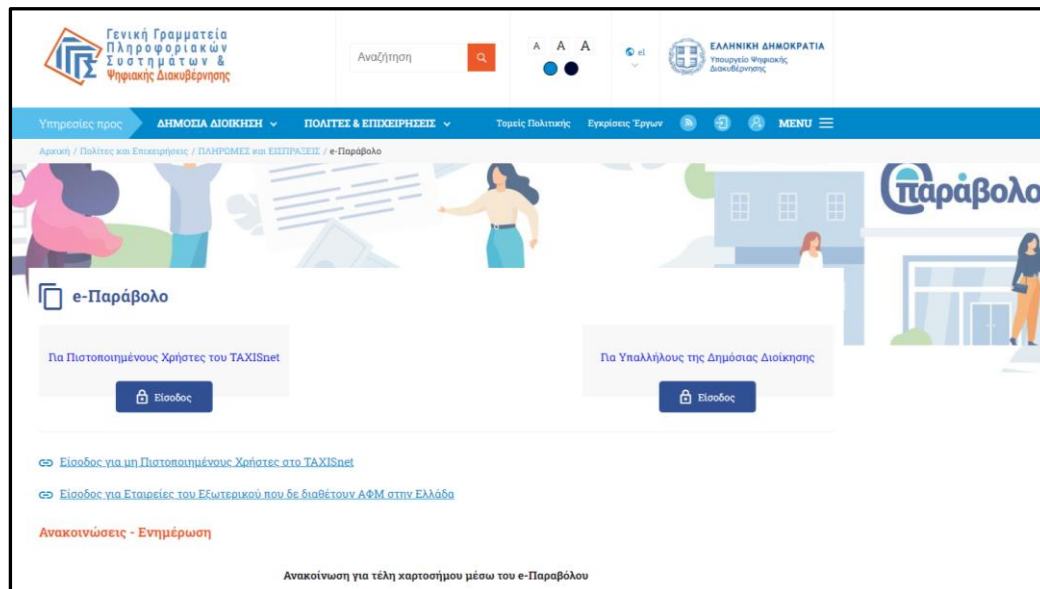
### 1 When should I issue the e-fee (electronic fee) for the examination fee to participate in the Ellinomatheia exams?

The candidate must have completed the process of issuing and paying the fee for the exam they wish to take before submitting the application and before the application deadline. This is because, firstly, after the final submission of the application, the candidate cannot further edit/modify their application, and secondly, because the status update of an electronic fee to PAID is not always instantaneous, so it may not be accepted by the system.

### 2 How can I issue an electronic fee?

#### 2.1 Via the internet using TAXISNET codes, following the instructions below:

- The citizen connects to the website of the General Secretariat of Information Systems: <https://www.gsis.gr/polites-epiheiriseis/pliromes-kai-eispraxeis/e-paravolo>



- From the "Electronic Fee Application (e-fee)" page:
  - If they have TAXISNET codes, they will select "Login for Certified Taxisnet Users".
  - If they do not have TAXISNET codes, they will select "Login for Non-Certified Users".
- They select "Fee Issuance" and fill in the corresponding form (Fee Issuance Request) as follows:
  - **Public Body:** Ministry of Education and Religious Affairs
  - **Fee Category:** Exams of Greek language, history, and culture
  - **Fee Type:** Code 162 for exams in Greek language, history, and culture OR Code 181 for exams in Greek history and culture only.
- After the above selections, the fee amount will appear on the right side of the screen: €50 for code 162 or €20 for code 181.
- Then, fill in your Tax Identification Number (AFM) and personal details.

- Submit the application by selecting "Submission" and receive a unique payment code at the email you have provided, which you must print.
- With the unique payment code, the citizen proceeds to pay the fee using one of the following methods:
  - **By credit or debit card of Greek banks** (only for certified users).
  - **At all Banks and Hellenic Post (ELTA)** (at no extra cost, by providing the unique digital payment code received by email).

## 2.2 Via the internet without TAXISNET codes following the instructions below:

1. <https://www1.gsis.gr/sgsisapps/eparavolo/public/welcome.htm> and read the instructions.
2. Select "issuance of fee" and on the following screen search with code 162 for exams in Greek language, history, and culture OR 181 for exams in Greek history and culture only, and then follow steps (4) onwards as above.

## 2.3 Via Citizen Service Centers (KEP).

### 3 What should I be careful about when issuing a fee?

The fee amount must be available for commitment when the candidate enters the Information System and electronically submits their application for participation in the Ellinomatheia exams. When payment is made by card, the amount is immediately available. However, when payment is made at Banks or ELTA, it may take 1-2 days for the amount to be committed, so the candidate should ensure they have paid the fee in good time, taking into account the application deadline.

### 4 Where should I go for the fee commitment?

Nowhere, as the entire process is carried out electronically by the service, provided the fee has been paid in good time by the candidate.

**5 If I do not attend the exams for personal reasons, can my fee be refunded?**

No. After the electronic application deadline has passed.

**6 Do I need to issue a new fee if I am a candidate from a previous exam period but did not take the Ellinomatheia 2022 exams due to exceeding the maximum number of candidates?**

Yes, if the amount of your old fee has been refunded. Otherwise, if the type of examination you are selecting today is the same as your previous one and, therefore, the fee amount is correct, you may simply enter your unique application fee number into the system so that its details can be retrieved automatically. If the status of the application fee appears on the screen as PAID, then you will not be required to issue a new fee payment.

**7 I did not have time / forgot to finally submit my application. Am I entitled to take the upcoming Ellinomatheia exams?**

Unfortunately not. After the deadline for electronic submission of applications for the Ellinomatheia exams has passed, no application submission or modification (including final submission) is permitted. Both timely final submission of the electronic application and timely fee payment are necessary for participation in the exams.

**8 I finalized my application for the Ellinomatheia exams, but I realize my entries are incorrect. What can I do?**

Please contact [ellinodesk@minedu.gov.gr](mailto:ellinodesk@minedu.gov.gr) explaining the problem you are facing. The competent staff will decide whether your request can be accommodated.

**9 I finalized my application for the Ellinomatheia exams, but I no longer wish to take the exams. What can I do?**

After finalizing your application in the system, there is no possibility of cancellation.

**10 I have applied for the exams in the past but did not attend on the exam day according to my candidate ticket. Am I entitled to be examined with priority this time?**

No, unfortunately. In order to be examined, you must submit a new application and issue a new fee to obtain a Candidate Ticket.

**11 I had applied for the 2024 Ellinomatheia exams and did not participate due to exceeding the maximum number of candidates. Am I entitled to be examined with priority this time?**

Yes, provided you submit a new application with your old fee number, as long as the fee amount has not been refunded to you. If you do not remember your old candidate code or the fee number you issued (which you have not received a refund for or cancelled), then you

must immediately contact [ellinodesk@minedu.gov.gr](mailto:ellinodesk@minedu.gov.gr), providing your details to the competent staff so that your old code can be sent to you, in order to enter it in the new application.

## **12 How will I know where and when I will be examined?**

If you finalized your application on time, the competent committee staff will check it and, if approved, your fee will be committed. Then the committee will define the exam centers and assign approved candidates to them, prioritizing candidates from the previous question. Not all approved candidates may be able to be examined in this exam period. When the committee completes the preparation of exam centers, an announcement will be posted on our home page asking you to log in again to your account.

Upon logging in, if all has gone well, you will receive your Candidate Ticket, which includes your unique candidate code and lists all necessary information regarding the exam center location, dates, and times you must attend for the exams.

## **13 Can I use the same email address to register more than one candidate?**

No. For candidate applications for the Ellinomatheia exams, each candidate has their own account in the system, and each account is associated with a different email.

## **14 Should my details in the application be in Greek or Latin characters?**

All details should be entered in uppercase Latin characters, exactly as they appear on your valid passport or, if you do not have a passport, on your residence permit.

**CAUTION:** The candidate's details must be correctly filled in (pay special attention to spelling errors) and exactly the same as those on the supporting documents that the candidate has uploaded to their electronic application.

## **15 What type of files should the supporting documents I upload to the electronic application be?**

The application supporting documents to be uploaded to the application must be **.pdf** files of up to **2 MB** in size. The content of the files must correspond to the category of supporting document to which they belong, and only that.