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EU+ countries continued to enhance the provision of information to asylum applicants through digital innovations and improvements. In 2021, national authorities worked on mobile applications, online portals, information hubs, updated websites and new features on existing information platforms to enable applicants to access information faster and more easily. The information provided through these platforms was also made available in multiple languages.

Targeted information provision was set up for specific groups in need of protection, for example for evacuees from Afghanistan and displaced persons from Ukraine. Apart from providing information on the asylum procedure, EU+ countries also informed applicants and beneficiaries of international protection about everyday life in the host country, rights and obligation, and services available to them.

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