

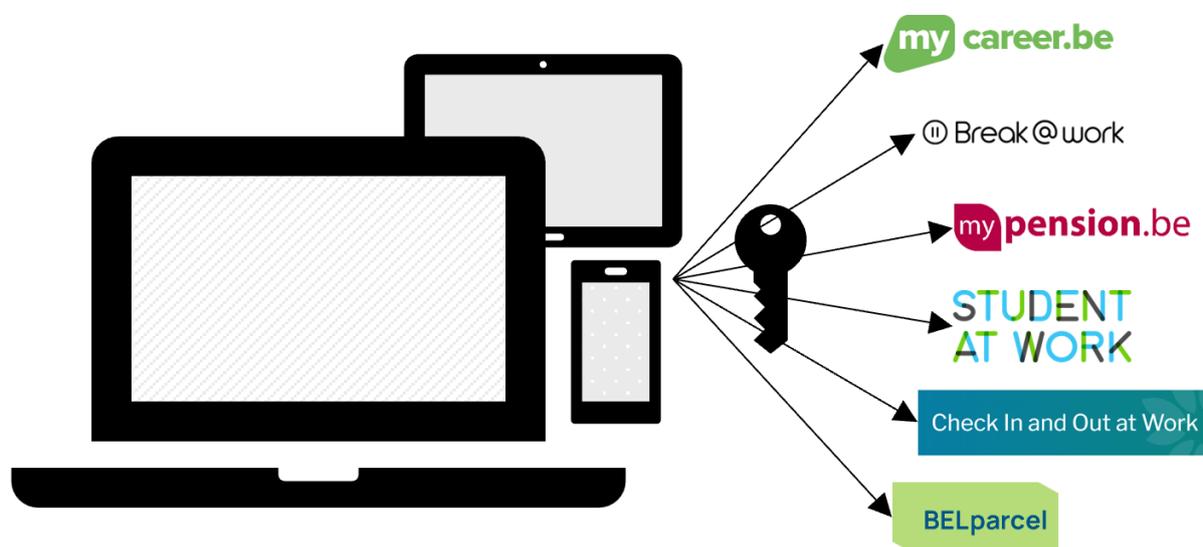
Application for a digital key

Online procedure

How does it work?

Most online public services expect you to have a digital key. You probably may have received such a key using your eID or via itsme.

Recently a digital key can also be obtained online. This is how it works. You make an appointment for a video interview. During this interview your identity data and identity card will be verified. At the end of the interview, you will receive the necessary instructions to activate your digital key. From this moment on all your communications with the public authorities will be realized in a digital and secured manner.



In this document we will explain to you step by step how exactly the procedure works.

Step 1: make an appointment for a video interview

Where can I apply for a video interview?

You can apply for a video interview online via <https://mybelgianid.be/en/>

Which data do I need to make an appointment?

In order to make an appointment you need:

- ✓ personal data: surname, first name(s), date of birth, country of birth, place of birth and sex. If you know your SSIN number, you can also indicate that.
- ✓ contact data: your personal e-mail address.
- ✓ a motivation: a short statement explaining what you will use the digital key for in the short term.
- ✓ a desired time slot: your preference(s) for day(s) and time for the appointment. You better provide a few time slots that suit you. The time slot must be in the near future, i.e. somewhere within the week following your application or the week after.
- ✓ a desired language: the language that is to be used in your interview. The interview can take place in Dutch, French or English.

I agree with the responsible use of my personal data

By filling in the form, you authorize Sigedis to save and process your personal data within the framework of an application for a digital key. Your personal data shall not be communicated to any third parties. More information can be found in our privacy policy.

The personal security code

In response to your application, you will receive a **personal security code**. Save this code because you will need it later on.



Do not share your personal security code with anyone!

My application has been completed ... what now

As soon as your application for an appointment has been sent, we will start the procedure. When a time slot and interviewer are fixed, we will contact you by e-mail for confirmation. Using the **link** that is mentioned in the e-mail AND your **personal security code** you can confirm or modify the time slot or cancel your appointment.

Step 2: confirm your appointment and upload an identity document

I receive an e-mail requesting me to confirm my appointment

The processing of your application will not take long; soon you will receive an e-mail proposing a specific time slot for you to confirm. In this respect we take into account your wishes as much as possible

The e-mail with the proposed time slot contains a **confirmation link**. Please click on the link and use your personal security code to accept the proposal, to apply for another time slot or to cancel the appointment.

In this step you will also be requested to upload a valid identity document (European identity card or international passport). Please make sure to get a high-quality recto-verso colour scan or photo. You can now upload the document(s) and send it/them by clicking the button “accept the appointment”.

Shortly after that, an e-mail will follow specifying that the time slot has now been definitively reserved for you (or released if you decided to reject the proposal). This e-mail will also hold the link for starting the video interview.

What does a high-quality copy of my identity document mean?

TIP

- colour scan or photograph
- recto-verso if relevant information is mentioned on the back
- sharp image and no fuzzy areas
- well-illuminated document (no reflection)
- view of the entire document.

I did not receive any e-mail requesting me to confirm my appointment

Don't forget to check your spam as well. If you still have not received an e-mail after 3 working days, we request you to make another appointment.

I want another time slot

As long as your interview has not taken place you can still cancel the appointment or apply for a rescheduling to another time slot.

To this effect you can use the link that is mentioned in the e-mail you received. Attention: you will need your personal security code to do this.

I can't find my personal security code anywhere...what now?

You will have to make another appointment; without your personal security code you cannot continue.

Step 3: your video interview is being held

How do I prepare for the interview?

I make sure that I have my identity document within reach



For the interview you will need a valid primary identity document. Only an **international passport** or a **European identity card** shall be accepted as a primary identity document. Valid is understood to mean: not expired

You must also be able to show this identity document during the interview.



! Important requirements with respect to the video interview

- Make sure that you come into view in a clearly recognizable manner.
- Keep your original identity document within reach (**the same document that you uploaded before**).
- Make sure that you have a high-quality internet connection and that your webcam and microphone work properly.

I receive an invitation to start the interview

24 hours before the interview you will receive a reminder by e-mail containing the link to the interview in the video tool. The link allows you to directly participate in the interview without having to install any additional software first.

I do not receive an invitation

We do our best to avoid this at all times, but something seems to have gone wrong anyhow. You will have to make an appointment for another interview, sorry!

The document you uploaded before is no good?

In some cases, the interviewer will ask you to upload your identity document once again during the video interview. This means that the document you uploaded before cannot be used to correctly identify you.

I start my interview

In the confirmation mail and reminder mail there is a link that you can use to start up the video interview.

The interviewer will guide you through the procedure in the language you have chosen.

We expect you to stay in view throughout the entire interview. You are allowed to change the background though.

During the interview she/he will assess whether

- ✓ you have an identity document within reach during the interview. This identity document must be valid and primary. In addition, it will also be checked if it is in conformity, not falsified, not stolen, and not cancelled. Finally, the document will also be cross-checked in the government registers.
- ✓ you are indeed the person whom you claim to be.
- ✓ Your personal data in the public systems are (still) correct.

During the interview a picture shall be taken of you and your identity document. This picture may be used (later on) to examine any identity fraud. The interviewer may also ask you to upload a new identity document (recto-verso) during the interview.

At the end of the interview the government employee will explain to you what the following steps are. If everything is all right, she/he will explain to you how to activate your digital key; if not, she/he will specify what information is still lacking and therefore needs to be completed. In exceptional cases your digital key may be refused. As the case may be, the employee must substantiate this decision.

TIP

You can participate in the interview using a laptop, tablet, or smartphone

Step 4: activate your digital key

I activate my key

During the interview you will have received the following elements:

- ✓ an activation code (via the video interview),
- ✓ an activation link (by e-mail).

Open the e-mail stating as subject ' **CSAM – My digital keys: activation**'. Click in this mail on the red button 'Activate your digital keys'. Now the site will open where you can enter your activation code. Enter the activation code that you have received and click on 'next'.

Now you will get a screen where you can activate a digital key of your choice. It is preferable to select as your digital key **one of the “Digital key(s) with security code and user name/password”**.

I select the most appropriate key for me

The government uses various types of keys. This is to increase user-friendliness on the one hand and to apply the correct security procedure on the other.

The possible options are:

- ✓ Digital key(s) with security code and user name/password
 - Security code by mobile app: user name/password + security code generated by a mobile authentication app
 - Security code by e-mail: user name/password + security code received by e-mail
- ✓ Digital key(s) without security code and only user name/password
 - Log-in by using user name/password: user name/password
Attention: most online services do not support this level.

The selected key will determine which online service you will be allowed to access.

I don't seem to be able to activate my digital key

If you fail to activate the key, please contact BOSA via <https://bosa.service-now.com/csp>. They will be happy to help you in any way they can.