

Token phase-out

Step-by-step

V 1.0 19/07/2023



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End-user Procedure (context)

From <u>31st January 2024</u> on, the digital key 'Token' (security code via token) will no longer be available for logging on to online services of the government.

If you currently (regularly) use the digital key 'security code via token' to logon to the online services of the government, this document contains <u>very important information</u> for you, <u>please read it carefully</u>. The information below explains how to activate a new digital key, so you will be able to continue to logon with that key to the online services of the government.



If you don't use the digital key 'security code via token' at all, you can ignore the information in this document and stop reading now.

Current situation:

When you want to logon to an online service of the government with the digital key 'security code via token', you will get the next pop-up:

nl fr de en	be					
CSAM	Log on to online public services					
	Important information					
	on the digital key "Security code via token"					
From 31 January 202 the latest the date me	From 31 January 2024, the digital key "code via token" will be phased out, and you will no longer be able to log in with this key. You can activate a new digital key now and until at the latest the date mentioned, this way you will continue to have access (with the new key) to the government's online services.					
If you do not want to a	If you do not want to activate a new key now, just close this pop-up.					
If you already have an digital key.	If you already have another digital key (eID, itsme®, user name/password + security code via email or via authenticator app), you can ignore this message and use your other digital key.					
	Activate a new digital key now					
	Lwant to logon with another digital key					

Now you have 3 options:

- The first and best option is to "Activate a new digital key now".
 - We will explain on the next pages of this document the step-by-step procedure you have to follow to activate a new digital key. Hereafter, you will be able to continue to logon to the online services of the government with the new digital key that you activated.



- When you click on "<u>I want to logon with another digital key</u>", you will be returned to the main logon screen where you can select another digital key. You should only use this option if you are sure that you already have another active digital key (such as "security code by e-mail" or "security code via mobile app"). If not, please choose the first option.
- When you close the pop-up (via the cross in the top right corner), you can continue to logon with the digital key 'token' for the time being (until at last 30 January 2024).
 We strongly discourage this if you are not sure that you already have another active digital key.



1. Step-by-Step Guide

In the next pages, we will explain the procedure for activating a new digital key.

Important remark: digitals keys are strictly personal.

It is not allowed (and even a criminal offence) to execute the procedure below, if you are not the person to which the digital key 'token' is linked to.

In the pop-up, click on "Activate a new digital key now".

You will get a screen in which you have to input your username and password. Click 'Next'.

nl fr de en	nl fr de en be				
CSAM	Log on to online public services				
Logging in with se	Logging in with security code via token				
	Username and password	More information Note! You cannot activate a new token anymore. Citizens with an active token can continue to use it in order to log into online services.			
	Password 💿	Would you like to activate another key?			
Sign in <u>here</u> to create or edit your digital keys. Forgotten your username and/or password?					
2 Click Next					
	Next				

Enter the correct security code from your personal token card.

nl fr de en	nl fr de en				
CSAM	Log on to online public services	3			
Logging in with se	ecurity code via token e your personal paper card (token) in hand er the security code number 18 of your card	More information Note! You cannot activate a new token anymore. Citizens with an active token can continue to use it in order to log into online services.			
3 Clic	sk Next	Would you like to activate another key? Sign in <u>here</u> to create or edit your digital keys.			



You are now logged on to 'My Digital Keys', and your known email address is shown on the screen.

nl fr de en		be
CSAM	My digital keys Log on to online public services	Welcome, Sign out 🔒
My digital keys My profil	e Info	
Confirm e-mail addr	ess	
Confirm e-mail add	ress Select your digital key Activate your digital key 2	Confirmation
	Please check your e-mail address. You can change it here if it's not correct.	
Your e-mail add	Your e-mail address * Change	
Cancel		Next

Please check that the email address is correct.

If this is not the case, you can change your email address by clicking on the '**Change'** button and then follow the steps on the screen.

Click 'Next'.

A screen will be shown with the choice between 2 new keys you can activate:

nl fr de en					.be
CSAM	My digit	al keys public services		Welcome,	Sign out 🔒
My digital keys My pr	ofile Info				
Select your digita	key				
Confirm e-mail	address	Select your digital key	Activate your digital key	Confirmat	ion
0		2 Select the digital k	ev you wish to activate	4	
We recommend you to	activate "Security code	by email" or "Security code via mobi	e app". With these digital keys, you can log ir	nto most online services. <u>Why?</u>	
		Security code by e- mail	Security code via mobile app		
					_
Previous				Activating your digi	tal key



According to the digital key that you want to activate, you find the appropriate step-by-step procedure in the next sections:

- In case A we will describe the flow using the Security code by e-mail (page 7-8) We strongly advise you to execute this case A procedure!
- The case B we will describe the flow using the Security code via mobile app. (page 9-11)

A. Digital key 'Security code by e-mail'

(You can find more information on the digital key 'security code by e-mail' on this link: <u>https://sma-help.bosa.belgium.be/en/security-code-email#7304</u>)

nl fr de en	My digital keys			be
CSAM	Log on to online public services		Welcome, Hand San Tan	Sign out 🔒
My digital keys My profile	e Info			
Select your digital ke	≥y			
Confirm e-mail add	ress Select your digital key	Activate your digital key	Confirmati	on
0	2	3	4	
	Select the digital ke	y you wish to activate		
We recommend you to acti	vate "Security code by email" or "Security code via mobil	e app". With these digital keys, you can log into	most online services. <u>Why?</u>	
		0	14.	
	Security code by e-	Security code via mobile app		
Previous			Activating your digit	al key

Click 'Security code by e-mail' to choose this digital key, and then click 'Activating your digital key'.

Shortly after, you will receive a mail with an unique '<u>registration code</u>', please check your mailbox. Beware that the 'registration code' is only valid for a period of 5 min., so please continue this procedure as soon as you received the email.

On the next screen, you need to fill in this 'registration code', and then click 'Next'.



nl fr de en					.be
CSAM	My digi Log on to online	Cal keys		Welcome, 198	Sign out 🔒
ny digital keys My pr	ofile Info				
ctivate your digit	tal key				
Confirm e-mail :	address	Select your digital key	Activate your digital key	Con	firmation
Fill in the registratio It may take a few m If you do not receive	n code that was sent t inutes before you rece e an e-mail, press 'Cano	o you by e-mail. Then click 'Next'. we the registration code, make sure yo cel' and request a new code.	u also check your junk e-mail folder.		
Regist	tration code *			0	
Notel The code is or	nly valid for 5 minutes.	Enter the code immediately.			
Previous					Next

Now, you can click on 'End Session', this will bring you back to the main logon screen.

y digital keys n to online public services nfo		Welcome, i 🖛 🖿	Sign out i
nfo			
Select your digital	xey Activate your digi	ital key Conf	irmation
lly created a new digital key. You can au clicking the button below and use your	ithenticate with this digital key from now or new digital key to log back in. End accesion	n. You will also receive an e-mail with	
-	Select your digital k	Select your digital key Activate your digital Control of the second seco	Select your digital key Activate your digital key Conf

You now have successfully activated your new digital key 'code by email'!

For your information: in your mailbox, you will have received 2 more emails:

- A first email to confirm that your digital key 'security code via token' has been deactivated.
- A second mail to inform you that the digital key 'security code by e-mail' has been activated.



B. Digital key 'Security code via mobile app'

(You can find more information on the digital key 'security code via mobile app' on this link: <u>https://sma-help.bosa.belgium.be/en/security-code-mobile-app#6834</u>)

nl fr de en		be
CSAM	My digital keys Log on to online public services	Welcome, Sign out A
My digital keys My pro	file Info	
Select your digital	key	
Confirm e-mail a	ddress Select your digital key Activate	your digital key Confirmation
	Select the digital key you wish to activate	
We recommend you to	activate "Security code by email" or "Security code via mobile app". With these digit	al keys, you can log into most online services. <u>Why?</u>
	Security code by e-	unty code via
Previous		Activating your digital key

Click 'Security code via mobile app' to choose this digital key, and then click 'Activating your digital key'.

You will get the next screen.

Install the mobile authenticator app of your choice on your personal mobile phone and then click 'Next'.

	digital keys o online public services		Welcome, 🚥 🖉 🐜	Sign out
digital keys My profile Info	5			
tivate your digital key				
Confirm e-mail address	Select your digital key	Activate your digital key	Confirmatio	n
Install a suitable app on your smartphon Enter the term 'totp authentication' in the	e or tablet. Several mobile apps are available to g e search box of your App Store (for iPhone) or Pla	enerate a unique, one-time security code tha y Store (for Android) to find several suitable :	it you can use to log in. apps. In theory, you can use an	y app that
is based on the OTP or TOTP protocol. Examples of apps that you	u can use:			
Google Authenticator Available for Android, JOS and Blackberry	Duo Mobile Available for <u>Android</u> and iOS	Amazon AWS MFA Available for Android	Authenticator Available for <u>Window</u>	89
Google Authenticator Available for <u>Androids</u> JOS and <u>Blackberry</u>	Duo Mobile Available for <u>Android</u> and <u>LOS</u>	Amazon AWS MFA Available for <u>Android</u>	Authenticator Available for <u>Window</u>	9



You now get the next screen.

Open on your smartphone the **authenticator app that you have installed**, and **scan the QR code** <u>or</u> enter **manually** the **registration code that you get in your authenticator app**.

nl fr. de en	be
My digital keys Log on to online public services	Welcome, Name and Sign out A
My digital keys My profile My permissions Info	
Activate your digital key	
Confirm e-mail address Select your digital key	Activate your digital key Confirmation
1. Scan the QR code using your mobile app	2. Enter your registration code and click 'Next'.
	Your registration code *
國建國國	Please note: This code remains valid for just 60 seconds. So enter the code right away.
Or manually enter the code below into your mobile app:	
Please note: Never share the code with other people.	
Previous	Next

Click 'Next'.

Now, you can click on 'End Session', this will bring you back to the main logon screen.

nl fr de en			.be
CSAM	My digital keys		Welcome, I Sign out
My digital keys My p	rofile Info		
Confirmation			
Confirm e-mail	address Select your digits	al key Activate your digital key	Confirmation
You hav this con End this	e successfully created a new digital key. You can firmation. session by clicking the button below and use yo	n authenticate with this digital key from now on. You will bur new digital key to log back in. End session	also receive an e-mail with

You now have successfully activated your new digital key 'security code via mobile app'!





For your information: in your mailbox, you will have received 2 emails:

- A first email to confirm that your digital key 'security code via token' has been deactivated.
- A second mail to inform you that the digital key 'security code via mobile app' has been activated.

2. Error Messages

After you have activated a new digital key (following the procedure in the pages above of this guide), and you try to logon with the digital key 'security code via token', you will get the error message below. This is normal as the 'token' digital key has been deactivated.

nl fr de en			
CSAM	Log on to online public services		
Logging in with se			
You do not have this digital key (security code via token) or the key may have expired. Login using a different key or activate this digital key in <u>CSAM - My digital keys</u> .		More information Note! You cannot activate a new token anymore. Citizens with an active token can continue to use it in	
		order to log into online services.	
		Would you like to activate another key? Sign in <u>here</u> to create or edit your digital keys.	

Please use the newly activated digital key to logon to the online services of the government.