



Token phase-out

Step-by-step

V 1.0 19/07/2023

Table of contents

End-user Procedure (context)	3
1. Step-by-Step Guide	5
A. Digital key 'Security code by e-mail'	7
B. Digital key 'Security code via mobile app'	9
2. Error Messages	11

End-user Procedure (context)

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

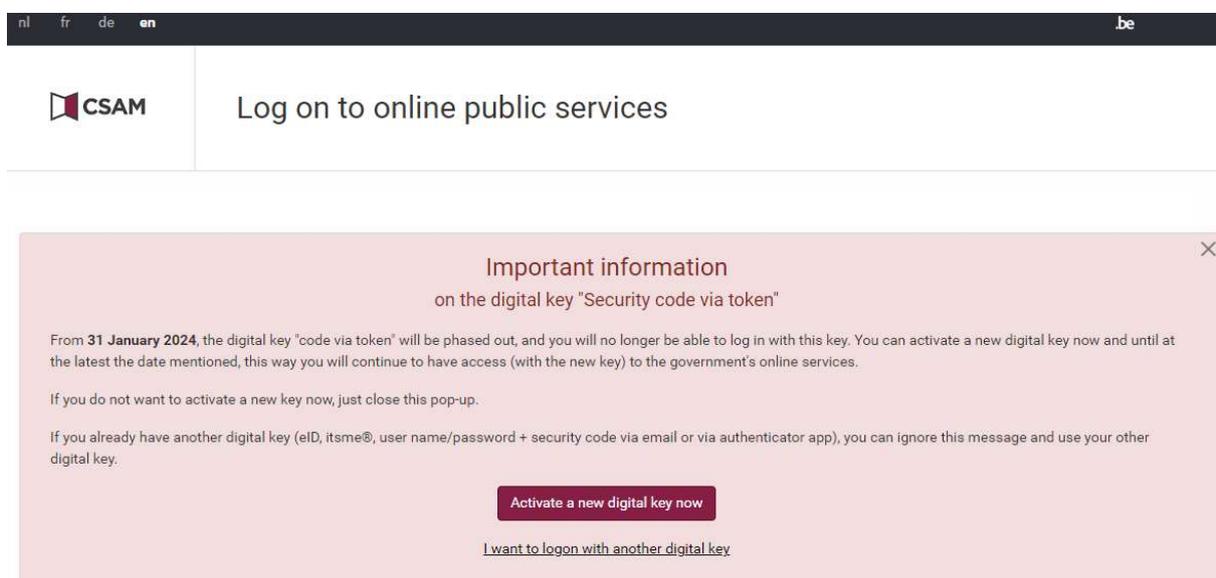
If you currently (regularly) use the digital key 'security code via token' to logon to the online services of the government, this document contains very important information for you, please read it carefully. The information below explains how to activate a new digital key, so you will be able to continue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



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 “**I want to logon with another digital key**”, 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: digital 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**'.

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CSAM Log on to online public services

Logging in with security code via token

1 Enter your **username and password**

Username

Password

[Forgotten your username and/or password?](#)

2 Click **Next**

Next

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 [here](#) to create or edit your digital keys.

Enter the correct **security code** from your personal token card.

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CSAM Log on to online public services

Logging in with security code via token

1 Take your personal paper card (token) in hand

2 Enter the security code number 18 of your card

security code

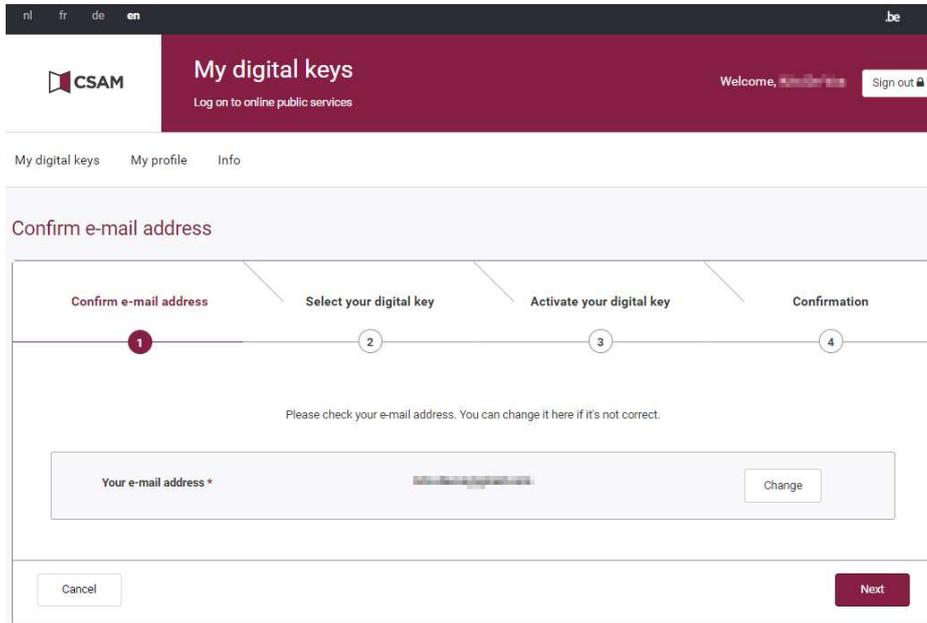
3 Click **Next**

Next

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 [here](#) 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.

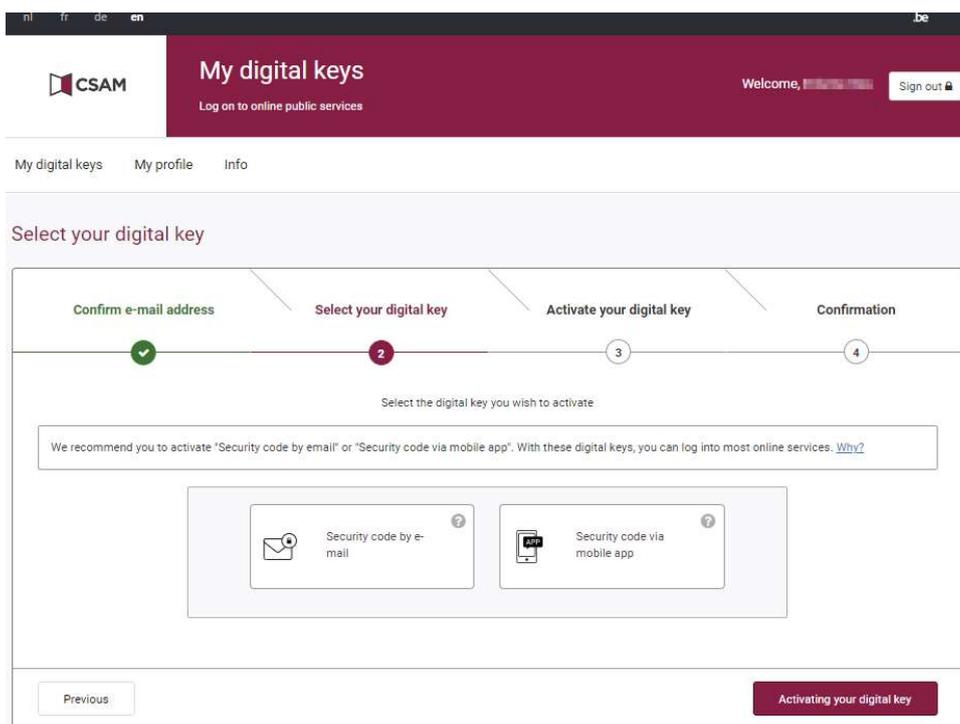


Please check that the email address is correct.

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:



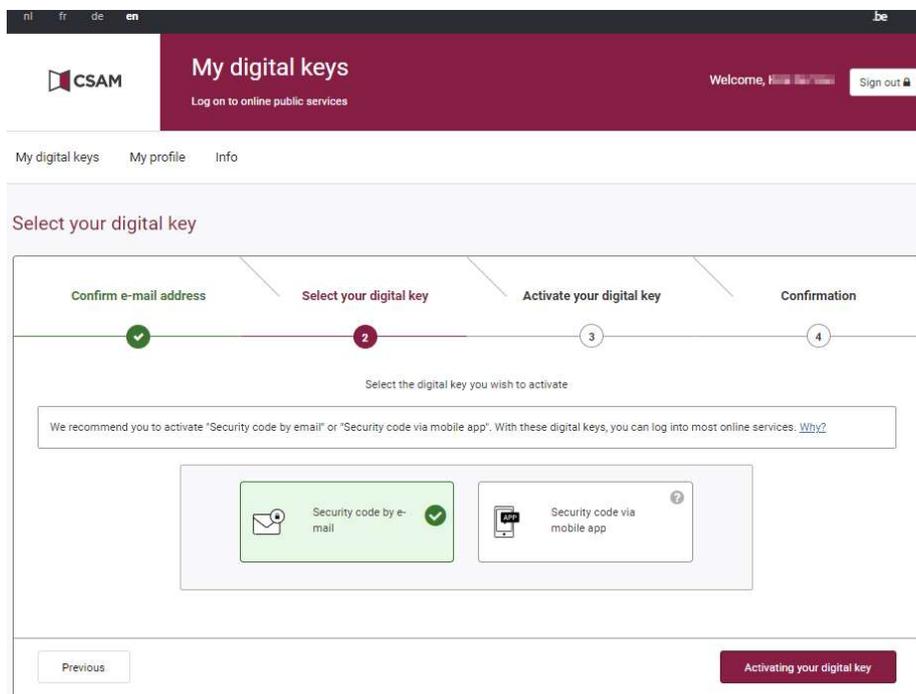
According to the digital key that you want to activate, you find the appropriate step-by-step procedure in the next sections:

- ☞ 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!
- ☞ In **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:

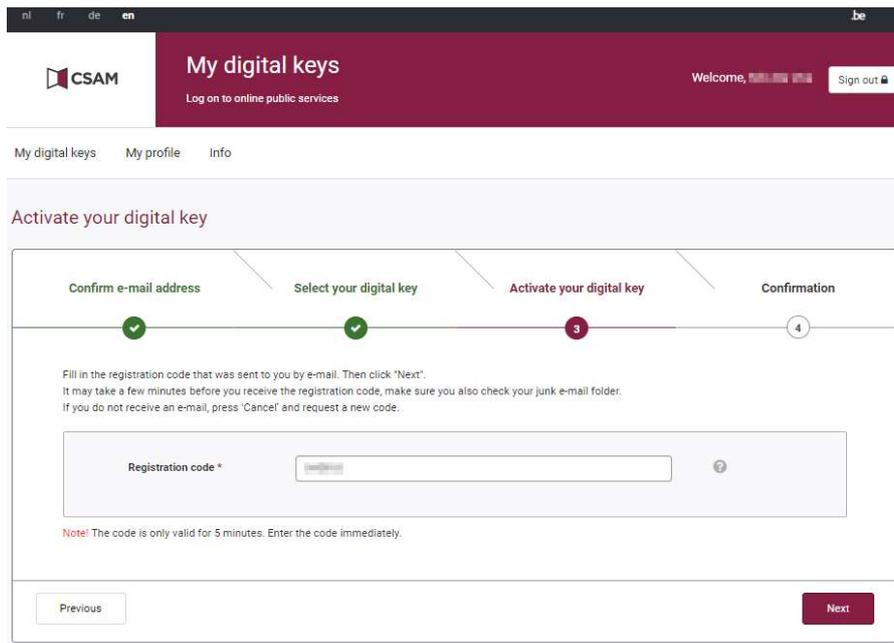
<https://sma-help.bosa.belgium.be/en/security-code-email#7304>)



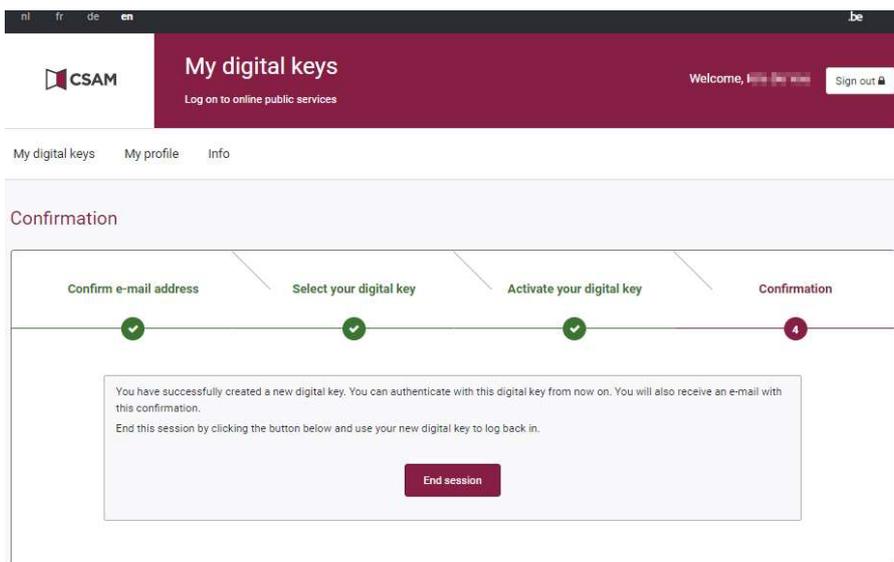
Click **‘Security code by e-mail’** to choose this digital key, and then click **‘Activating your digital key’**.

Shortly after, you will receive a mail with an unique **‘registration code’**, 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’**.



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



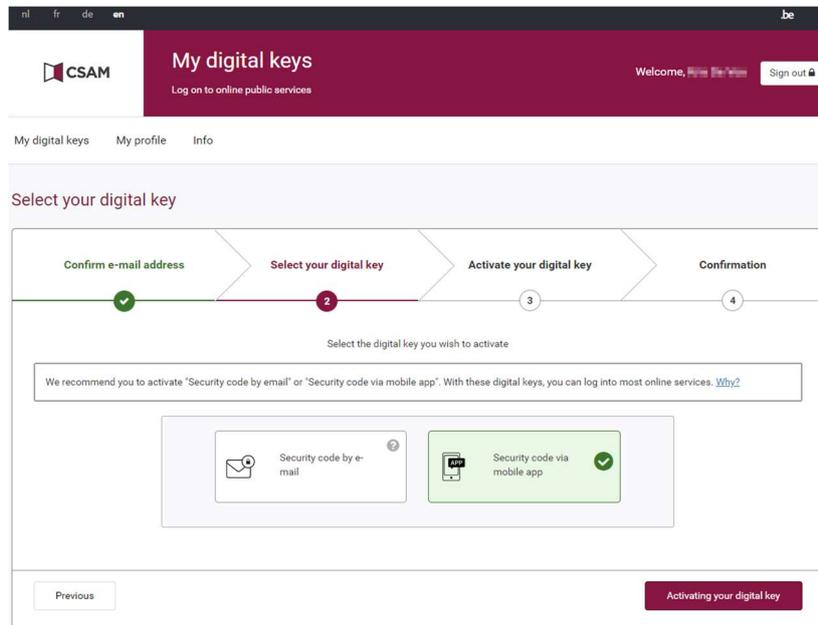
You now have successfully activated your new digital key 'code by email'!

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’

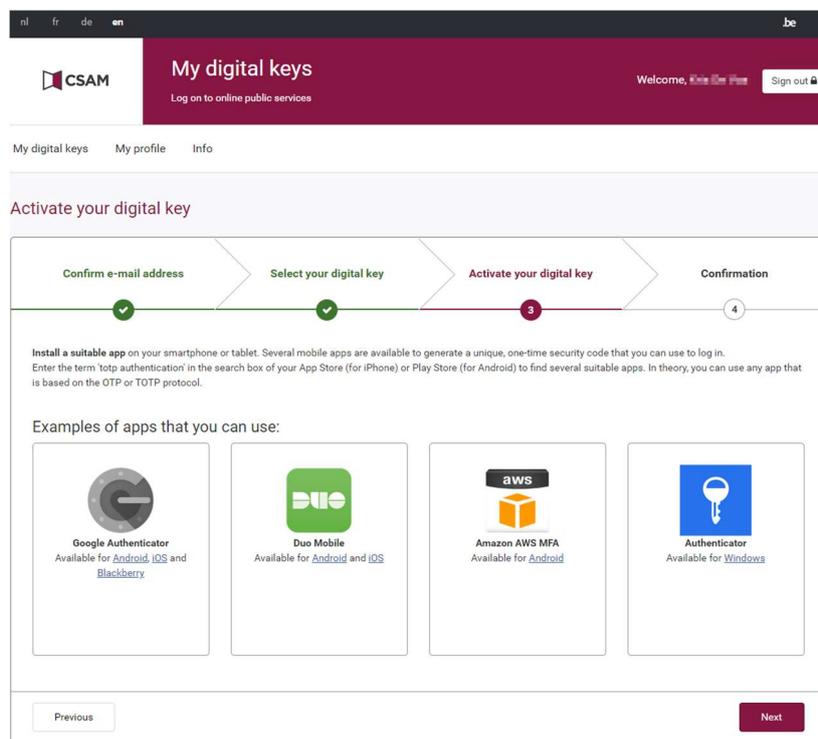
(You can find more information on the digital key ‘security code via mobile app’ on this link:
<https://sma-help.bosa.belgium.be/en/security-code-mobile-app#6834>)



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

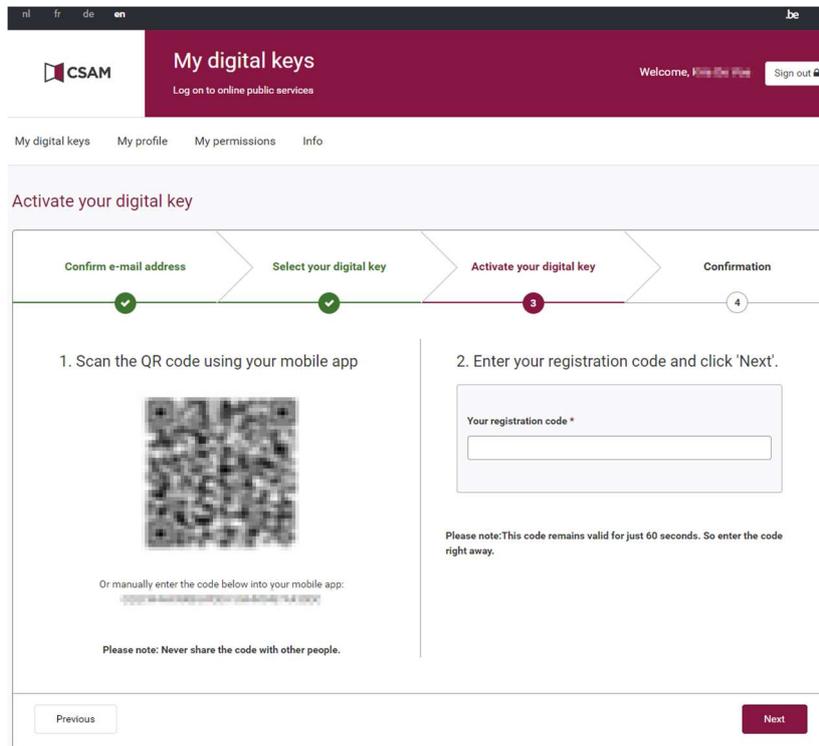
You will get the next screen.

Install the [mobile authenticator app](#) of your choice on your personal mobile phone and then click ‘Next’.



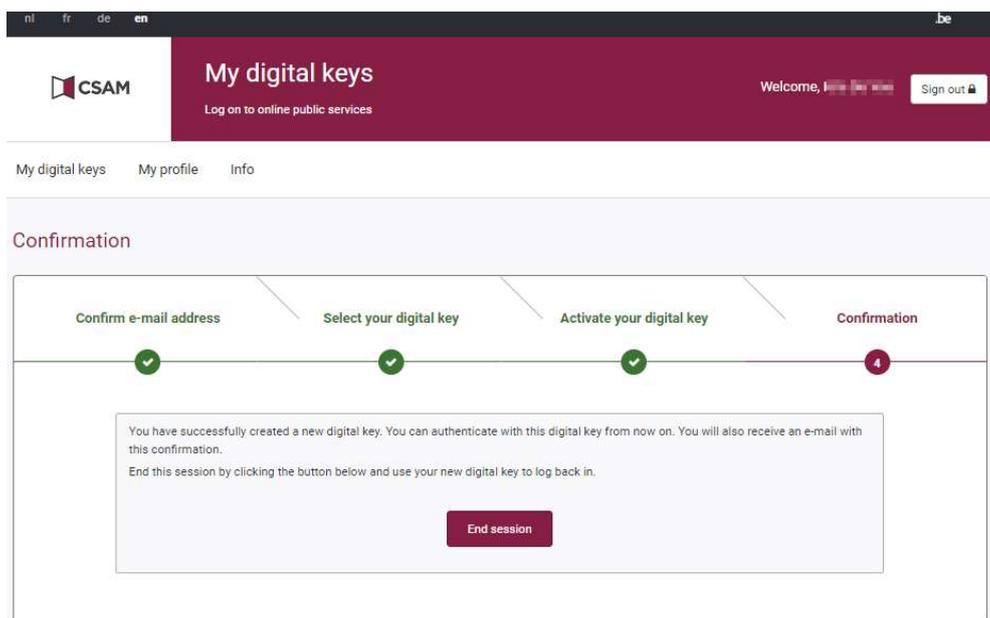
You now get the next screen.

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



Click **'Next'**.

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



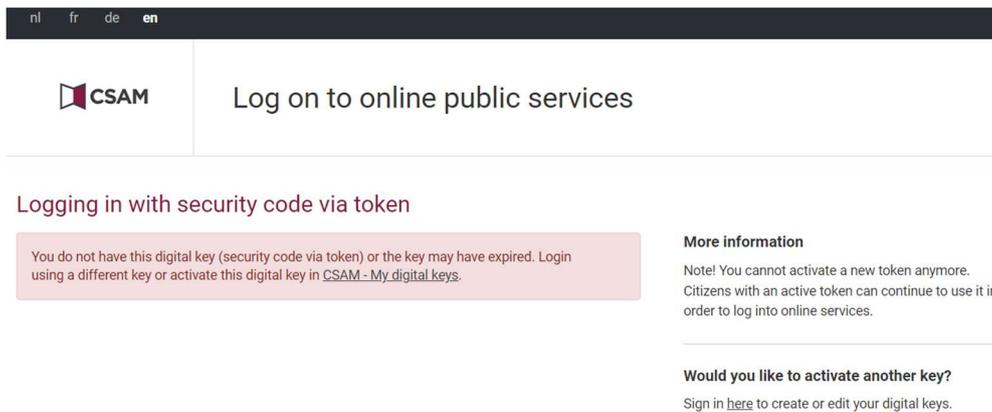
You now have successfully activated your new digital key 'security code via mobile app'!

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.



The screenshot shows the CSAM login interface. At the top, there are language options: nl, fr, de, en. The CSAM logo is on the left, and the text 'Log on to online public services' is on the right. Below this, the heading 'Logging in with security code via token' is displayed. A pink error message box contains the text: '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 [CSAM - My digital keys](#).' To the right, under 'More information', it states: '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.' Below that, under 'Would you like to activate another key?', it says: 'Sign in [here](#) to create or edit your digital keys.'

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