



Management of Access Managers (MAM)

Step-by-step Guide

English

July 2023



CSAM is a set of agreements and of rules to organise identity and access management within e-government.

CSAM ensures, both for citizens acting on their own behalf and those acting on behalf of a company:

- Identification,
- Authentication,
- Authorisation,
- Management of mandates.

In addition, CSAM enables companies to structure and organise the access management of their employees.

Currently, CSAM includes the following services:

- FAS: service for identification and authentication of persons,
- MAM: service for managing Access Managers within a company,
- SSM: generic service for managing mandates.

CSAM is constantly evolving. Improvements are coming and, in time, new services will also be offered.

CSAM's partners offering generic services take operational responsibility for these services. From CSAM we draw up agreements with them regarding: availability, performance, look & feel, security, architecture, support, etc.

The service for managing Access Managers is offered within the framework of CSAM by the National Social Security Office (NSSO).

As part of CSAM, the service's visual identity and terminology are also being updated:

- 'Person in Charge of Entity Access' becomes 'Chief Access Manager' (CAM)',
- 'Local Administrator' becomes 'Access Manager (AM)'
- and applications are grouped by 'domain'.

Step by step, the new terminology is being introduced everywhere, so on some screens or in some manuals you may currently still come across the old terms (VTE, Local Administrator, quality). Eventually, only the new terminology will be used.

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I. Appointing a Chief Access Manager (CAM)¹ – Standard procedure

a. Requirements

- a) A legal representative (LR)² of the company must log in with one of the digital keys proposed on the screen in order to request an access online.
- b) Only a legal representative can request an access online.
- c) The Chief Access Manager must be an employee or a legal representative of the company.

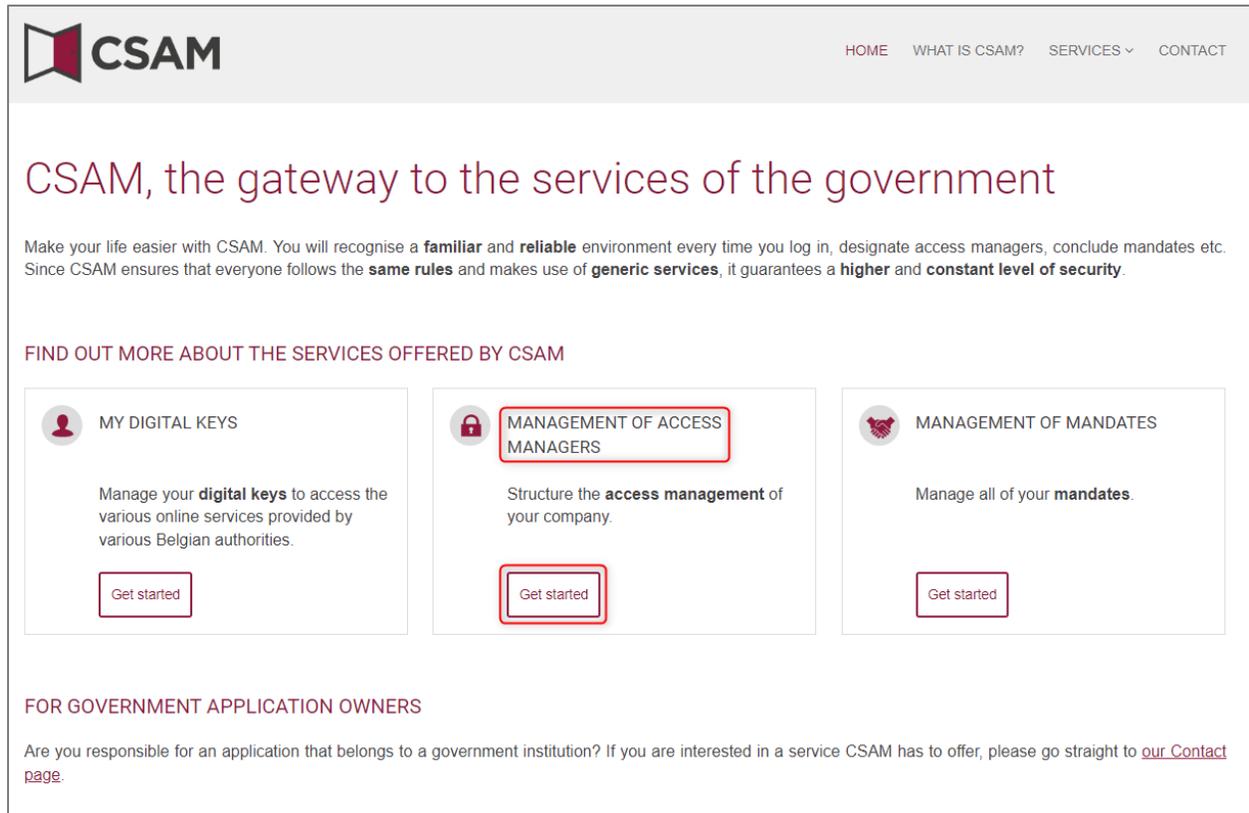
¹ 'Chief Access Manager' is the new term for Person in Charge of Entity Access (Responsable Accès Entité).

² LR: Acronym for Legal Representative. This is a person who exercises a legal function within the company and is known as such to the Crossroads Bank for Enterprises (CBE).

b. Registering the request: the legal representative appoints themselves as CAM

→ Go to www.csam.be

→ Choose 'Get started' under 'Management of Access Managers'



The screenshot shows the CSAM website homepage. At the top left is the CSAM logo. To the right is a navigation menu with links for HOME, WHAT IS CSAM?, SERVICES (with a dropdown arrow), and CONTACT. Below the navigation is a main heading: "CSAM, the gateway to the services of the government". Underneath is a paragraph: "Make your life easier with CSAM. You will recognise a **familiar** and **reliable** environment every time you log in, designate access managers, conclude mandates etc. Since CSAM ensures that everyone follows the **same rules** and makes use of **generic services**, it guarantees a **higher** and **constant level of security**." Below this is a section titled "FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM" which contains three service cards. The first card is "MY DIGITAL KEYS" with a person icon and a "Get started" button. The second card is "MANAGEMENT OF ACCESS MANAGERS" with a padlock icon, a description "Structure the **access management** of your company.", and a "Get started" button. The third card is "MANAGEMENT OF MANDATES" with a crown icon and a description "Manage all of your **mandates**." and a "Get started" button. At the bottom of the screenshot is a section titled "FOR GOVERNMENT APPLICATION OWNERS" with the text: "Are you responsible for an application that belongs to a government institution? If you are interested in a service CSAM has to offer, please go straight to [our Contact page](#)."

→ Choose **'Appointing a Chief Access Manager'**.



Management of Access Managers

To provide employees of your company with access to the online services of the government, you must register your company with the service for the Management of Access Managers (MAM). Read more about this procedure in our ["step-by-step guide \(in french\)"](#).

The first step is to appoint or modify a Chief Access Manager. He is the main person responsible for the access management of your company and is authorised to appoint Access Managers. They, in turn, manage access to applications, such as finance, mobility etc., for a specific group ("domain").

● ○ ○ **APPOINTING A CHIEF ACCESS MANAGER**

▼

→ Choose **'Appointing a Chief Access Manager'** under 'Standard Procedure' and log in.

STANDARD PROCEDURE

Appointing a Chief Access Manager 

Attention: this procedure has to be executed by a legal representative of the company.



→ Type the company number in the field and click '**Registering my company with CSAM**'.

 Registration in CSAM

Welcome, XXXXXXXXXXXXXXXX

Appointing a Chief Access Manager

To have your company's employees work with government online services, you need to **register your company within CSAM**. This will enable you to activate all online services of public institutions that work with CSAM, as well as your e-Box Enterprise. In CSAM you can manage identities and access for e-government. After registering within CSAM you will also have access to the Management of Access Managers (MAM).

To register a company within CSAM, you must **hold a legal position within that company**. Your legal position must be acknowledged by the Crossroads Bank for Enterprises and be valid at this moment. Use [CBE Public Search](#) if you are not sure whether you are currently acknowledged as the legal representative of the company you want to register.

Enter the company number of a company of which you are a legal representative to:

- register your company within CSAM, and
- appoint yourself or someone else as Chief Access Manager 

Company number (10 figures)

Registering my company with CSAM

→ If a CAM has already been appointed for your company, the name of the current CAM will be displayed with the message below.

This company is already registered in CSAM.

→ If you already are the CAM, you cannot appoint yourself a second time. Close the request. If you have any questions concerning your access, please get in touch with the [Social Security Contact Centre \(page in French\)](#).

This company is already registered in CSAM. You are already known as a Chief Access Manager for this company. You can appoint another person as a Chief Access Manager.



→ Type the **email address** and **telephone number** and click 'Next'.

 Registration in CSAM

Welcome, XXXXXXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number XXXXXXXXXXXXXXXXXXXX

Company name XXXXXXXXXXXXXXXXXXXX

Address XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

Company e-mail *

Please note: all contact details are used for CSAM communication campaigns and for **e-Box Enterprise** notifications (e.g. when you receive a new message).

Therefore, make sure that the e-mail address you provide:

- is a **correct** and **existing** email address, and
- is a **general** e-mail address (e.g. management@company.be).

This is important to ensure the company receives and handles CSAM messages even when a specific contact person is not reachable.

Chief Access Manager

The Chief Access Manager is the main responsible for managing all access for your company. He or she can:

- **delegate** access management, by appointing Access Managers for specific domains (groups of applications) and
- **appoint** one or more co-Chief Access Managers for assistance.

Do you want to appoint someone other than yourself to be the Chief Access Manager? The person you want to appoint needs to be an employee or a legal representative of the company.

Chief Access Manager XXXXXXXXXXXXXXXXXXXX
 Another person

National register number * XXXXXXXXXXXXXXXXXXXX

E-mail address of the Chief Access Manager *
This e-mail address will be used for all communication related to your company's access management.

Telephone *

Next

→ Check the box 'Yes, I agree' and click the 'Agree' button.

 **Registration in CSAM**

Welcome, XXXXXXXXXXXXXXXXXXXX

Registering your company with CSAM - Confirmation

Company

Company number	XXXXXXXXXXXXXXXXXX
Company name	XXXXXXXXXXXXXXXXXX
Address	XXXXXXXXXXXXXXXXXX
Company e-mail	XXXXXXXXXXXXXXXXXX

Chief Access Manager

Name	XXXXXXXXXXXXXXXXXX
National register number	XXXXXXXXXXXXXXXXXX
Email	XXXXXXXXXXXXXXXXXX
Telephone	XXXXXXXXXXXXXXXXXX

Your contact metadata

Name	XXXXXXXXXXXXXXXXXX
National register number	XXXXXXXXXXXXXXXXXX
Email	XXXXXXXXXXXXXXXXXX
Telephone	XXXXXXXXXXXXXXXXXX

Conditions of activation

I confirm that these details are correct and complete.
Upon creating this account:

- I accept that the company's contact details I have provided will be used by CSAM and e-Box Enterprise, and
- I am aware that e-Box Enterprise is activated and will be used by public institutions to send messages to my company.

Furthermore, I declare to be informed of and to comply with the legislation related to the processing of personal data, in particular the [General data protection regulation \(GDPR\)](#) and the [Law of 30 July 2018 \(in French\)](#) on the protection of natural persons with regard to the processing of personal data. I will immediately notify any change concerning the Chief Access Manager and/or service provider through CSAM Management of Access Managers.

Yes, I agree

→ The Chief Access Manager has been appointed.

 Registration in CSAM

Welcome, XXXXXXXXXXXXXXXX

The Chief Access Manager has been appointed!

Your company, XXXXXXXXXX is now activated with CSAM.
You have appointed yourself as Chief Access Manager. A confirmation email with further instructions will be sent to Xxx@xxx

CSAM allows you to:

- appoint Chief Access Managers
- adjust employee access rights to online services
- modify a Chief Access Manager

Please refer to the [user manual](#) for more information on access management.

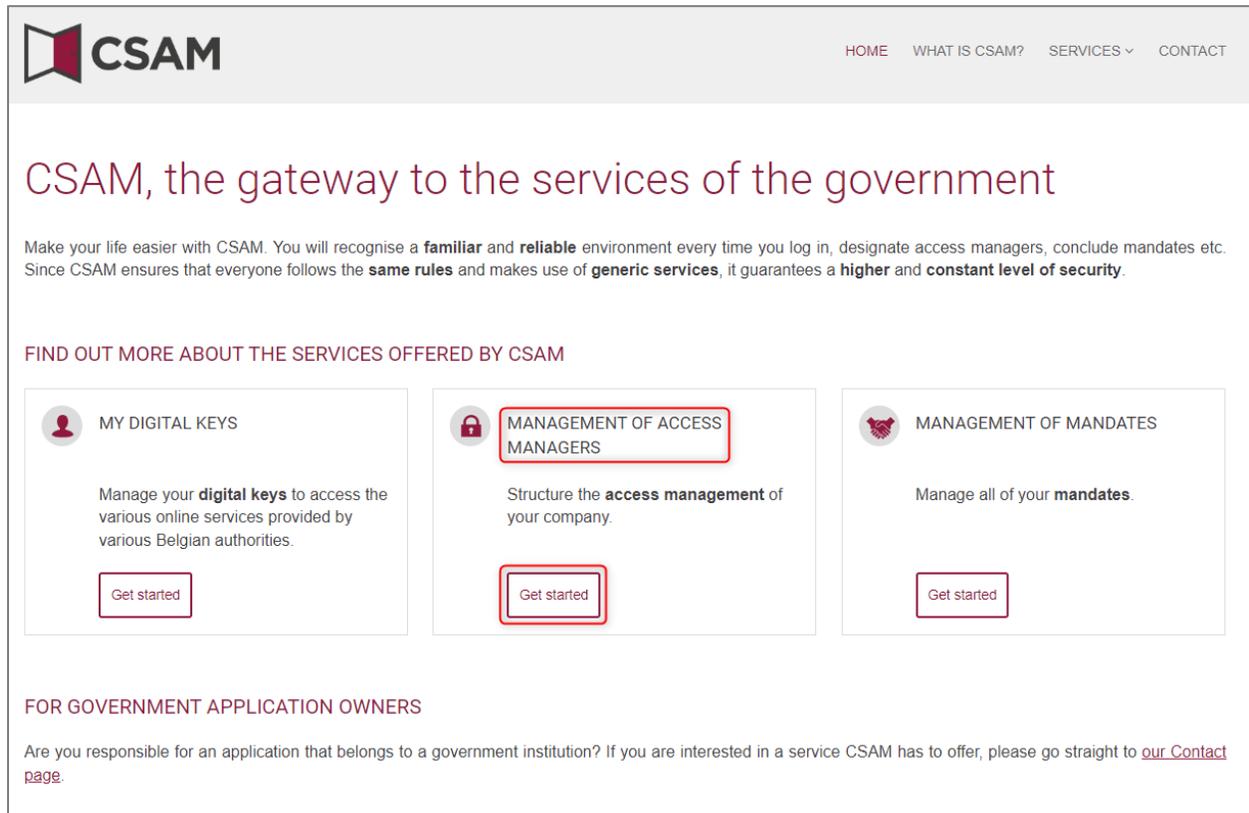
In order to manage access rights for your co-workers, make sure to log in to the appropriate management system:

- For social security and eHealth : [Access Management for Companies and Organisations](#)
- For online services related to finance, mobility, as well as specific online services for the Brussels and Walloon Regions: [My eGov role management](#)
- For the online services of the Flemish government: [User management for the Flemish government](#) (in Dutch)

c. Registration of the request: the legal representative appoints another person as CAM

The Chief Access Manager (CAM) must be an employee or another legal representative of the company.

- Go to www.csam.be
- Choose **'Get started'** under **'Management of Access Managers'**.



The screenshot shows the CSAM website home page. At the top left is the CSAM logo. At the top right is a navigation menu with links for HOME, WHAT IS CSAM?, SERVICES (with a dropdown arrow), and CONTACT. The main heading is "CSAM, the gateway to the services of the government". Below this is a paragraph: "Make your life easier with CSAM. You will recognise a **familiar** and **reliable** environment every time you log in, designate access managers, conclude mandates etc. Since CSAM ensures that everyone follows the **same rules** and makes use of **generic services**, it guarantees a **higher** and **constant level of security**." Below this is a section titled "FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM" which contains three service cards. The first card is "MY DIGITAL KEYS" with a person icon, description "Manage your **digital keys** to access the various online services provided by various Belgian authorities.", and a "Get started" button. The second card is "MANAGEMENT OF ACCESS MANAGERS" with a padlock icon, description "Structure the **access management** of your company.", and a "Get started" button. The third card is "MANAGEMENT OF MANDATES" with a crown icon, description "Manage all of your **mandates**.", and a "Get started" button. Below these cards is a section titled "FOR GOVERNMENT APPLICATION OWNERS" with the text: "Are you responsible for an application that belongs to a government institution? If you are interested in a service CSAM has to offer, please go straight to [our Contact page](#)."

→ Choose **'Appointing a Chief Access Manager'**.



Management of Access Managers

To provide employees of your company with access to the online services of the government, you must register your company with the service for the Management of Access Managers (MAM). Read more about this procedure in our ["step-by-step guide \(in french\)"](#).

The first step is to appoint or modify a Chief Access Manager. He is the main person responsible for the access management of your company and is authorised to appoint Access Managers. They, in turn, manage access to applications, such as finance, mobility etc., for a specific group ("domain").

● ○ ○ **APPOINTING A CHIEF ACCESS MANAGER**

→ Choose **'Appointing a Chief Access Manager'** under **'Standard Procedure'** and log in.

STANDARD PROCEDURE

Appointing a Chief Access Manager 

Attention: this procedure has to be executed by a legal representative of the company.

→ Type the company number in the field and click '**Registering my company with CSAM**'.

 Registration in CSAM

Welcome, XXXXXXXXXXXXXXXX

Appointing a Chief Access Manager

To have your company's employees work with government online services, you need to **register your company within CSAM**. This will enable you to activate all online services of public institutions that work with CSAM, as well as your **e-Box Enterprise**. In CSAM you can manage identities and access for e-government. After registering within CSAM you will also have access to the Management of Access Managers (MAM).

To register a company within CSAM, you must **hold a legal position within that company**. Your legal position must be acknowledged by the Crossroads Bank for Enterprises and be valid at this moment. Use **CBE Public Search** if you are not sure whether you are currently acknowledged as the legal representative of the company you want to register.

Enter the company number of a company of which you are a legal representative to:

- register your company within CSAM, and
- appoint yourself or someone else as Chief Access Manager 

Company number (10 figures)

Registering my company with CSAM

→ If a CAM has already been appointed for your company, the name of the current CAM will be displayed with the message below.

This company is already registered in CSAM.

- Select **'Another person'**, type the National Register Number, email address and telephone number of the CAM and also add your own email address and telephone number. Then click **'Next'**.

 Registration in CSAM

Welcome. XXXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number: XXXXXXXXXXXXXXXXX

Company name: XXXXXXXXXXXXXXXXX

Address: XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

Company e-mail *

Please note: all contact details are used for CSAM communication campaigns and for e-Box Enterprise notifications (e.g. when you receive a new message).

Therefore, make sure that the e-mail address you provide:

- is a correct and existing email address, and
- is a general e-mail address (e.g. management@company.be).

This is important to ensure the company receives and handles CSAM messages even when a specific contact person is not reachable.

Chief Access Manager

The Chief Access Manager is the main responsible for managing all access for your company. He or she can:

- delegate access management, by appointing Access Managers for specific domains (groups of applications) and
- appoint one or more co-Chief Access Managers for assistance.

Do you want to appoint someone other than yourself to be the Chief Access Manager? The person you want to appoint needs to be an employee or a legal representative of the company.

Chief Access Manager XXXXXXXXXXXXXXXXX
 Another person

National register number * (11 figures)

E-mail address of the Chief Access Manager *
This e-mail address will be used for all communication related to your company's access management.

Telephone *

Your contact metadata

Name: XXXXXXXXXXXXXXXXX

National register number: XXXXXXXXXXXXXXXXX

Contact e-mail address for registration *
This e-mail address will only be used by the administration to contact you in relation to processing your registration within CSAM.

Telephone *



→ Check the box 'Yes, I agree' and click the 'Agree' button.

 **Registration in CSAM**

Welcome, XXXXXXXXXXXXXXXXXXXX

Registering your company with CSAM - Confirmation

Company

Company number	XXXXXXXXXXXXXXXXXX
Company name	XXXXXXXXXXXXXXXXXX
Address	XXXXXXXXXXXXXXXXXX
Company e-mail	XXXXXXXXXXXXXXXXXX

Chief Access Manager

Name	XXXXXXXXXXXXXXXXXX
National register number	XXXXXXXXXXXXXXXXXX
Email	XXXXXXXXXXXXXXXXXX
Telephone	XXXXXXXXXXXXXXXXXX

Your contact metadata

Name	XXXXXXXXXXXXXXXXXX
National register number	XXXXXXXXXXXXXXXXXX
Email	XXXXXXXXXXXXXXXXXX
Telephone	XXXXXXXXXXXXXXXXXX

Conditions of activation

I confirm that these details are correct and complete.
Upon creating this account:

- I accept that the company's contact details I have provided will be used by CSAM and e-Box Enterprise, and
- I am aware that e-Box Enterprise is activated and will be used by public institutions to send messages to my company.

Furthermore, I declare to be informed of and to comply with the legislation related to the processing of personal data, in particular the **General data protection regulation (GDPR)** and the **Law of 30 July 2018 (in French)** on the protection of natural persons with regard to the processing of personal data. I will immediately notify any change concerning the Chief Access Manager and/or service provider through **CSAM Management of Access Managers**.

Yes, I agree

→ The Chief Access Manager has been appointed.

 Registration in CSAM

Welcome, XXXXXXXXXXXXXXXX



The Chief Access Manager has been appointed!

Your company, XXXXXXXXXXXX is now activated with CSAM.
You have appointed XXXXXXXXXXXX as Chief Access Manager. A confirmation email with further instructions will be sent to XXXXXXXXXXX@XXXXXXXX

CSAM allows you to:

- appoint Chief Access Managers
- adjust employee access rights to online services
- modify a Chief Access Manager

Please refer to the [user manual](#) for more information on access management.

Would you like to get access to an online service? Ask your Chief Access Manager to grant you the access rights in the appropriate management system:

- For social security and eHealth : [Access Management for Companies and Organisations](#)
- For online services related to finance, mobility, as well as specific online services for the Brussels and Walloon Regions: [My eGov role management](#)
- For the online services of the Flemish government: [User management for the Flemish government](#) (in Dutch)

II. Appointing a Chief Access Manager (CAM) – Exception Procedure

a. Requirements

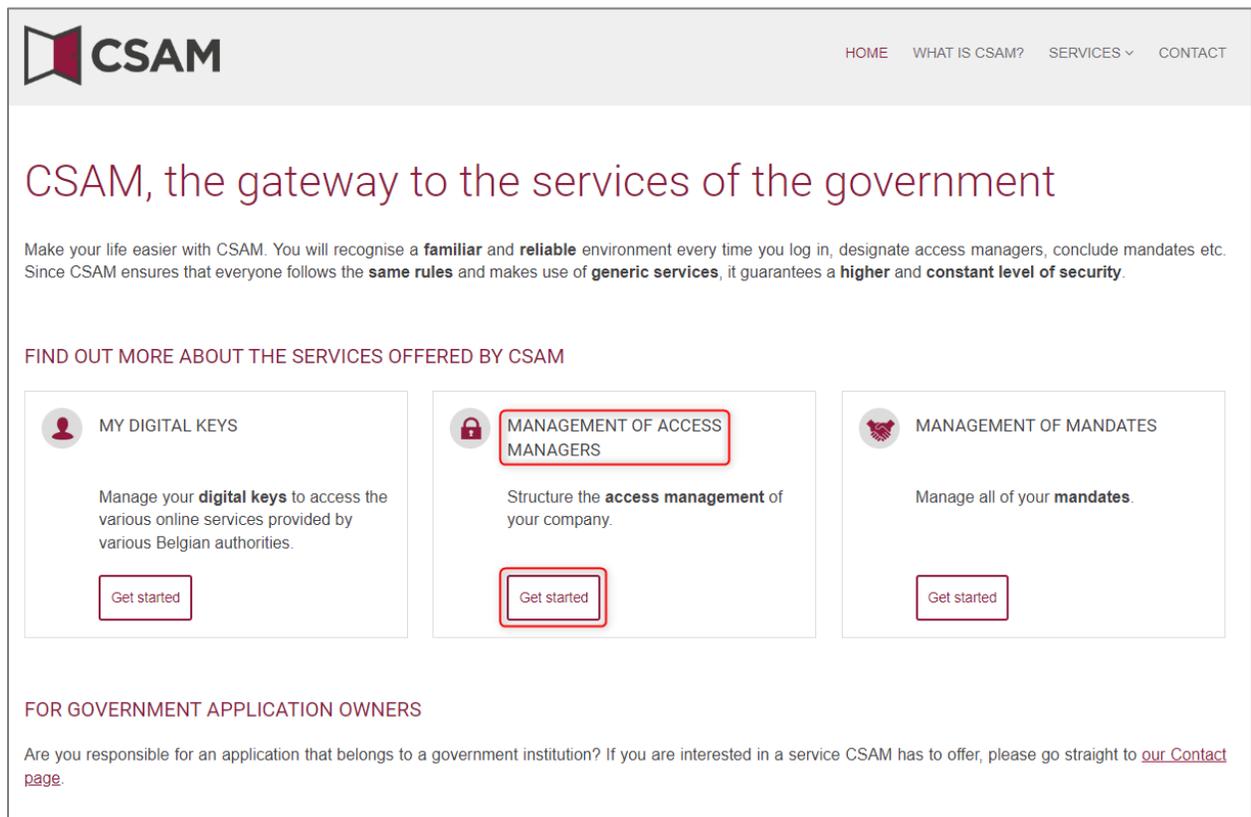
This procedure for the registration of a company can **only** be used if the legal representative of the company does not possess an eID or an electronic foreigner card.

The Chief Access Manager must be an employee or a legal representative of the company.

b. Registration of the request: the legal representative appointing themselves as CAM

→ Go to <https://www.csam.be/>

→ Choose **'Get started'** under **'Management of Access Managers'**.



The screenshot shows the CSAM website homepage. At the top left is the CSAM logo. To the right is a navigation menu with links for HOME, WHAT IS CSAM?, SERVICES (with a dropdown arrow), and CONTACT. The main heading reads "CSAM, the gateway to the services of the government". Below this is a paragraph: "Make your life easier with CSAM. You will recognise a **familiar** and **reliable** environment every time you log in, designate access managers, conclude mandates etc. Since CSAM ensures that everyone follows the **same rules** and makes use of **generic services**, it guarantees a **higher** and **constant level of security**." Underneath is the section "FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM" which contains three service cards. The first card is "MY DIGITAL KEYS" with a person icon and a "Get started" button. The second card is "MANAGEMENT OF ACCESS MANAGERS" with a padlock icon and a "Get started" button. The third card is "MANAGEMENT OF MANDATES" with a document icon and a "Get started" button. At the bottom is the section "FOR GOVERNMENT APPLICATION OWNERS" with a paragraph: "Are you responsible for an application that belongs to a government institution? If you are interested in a service CSAM has to offer, please go straight to [our Contact page](#)."

→ Choose 'Appointing a Chief Access Manager'.

Management of Access Managers

To provide employees of your company with access to the online services of the government, you must register your company with the service for the Management of Access Managers (MAM). Read more about this procedure in our "[step-by-step guide \(in french\)](#)".

The first step is to appoint or modify a Chief Access Manager. He is the main person responsible for the access management of your company and is authorised to appoint Access Managers. They, in turn, manage access to applications, such as finance, mobility etc., for a specific group ("domain").

● ○ ○ APPOINTING A CHIEF ACCESS MANAGER

→ Choose 'Exception Procedure' and click the link.

EXCEPTION PROCEDURE

You do not have an eID or electronic foreigner's card?

[Then follow this procedure to appoint a Chief Access Manager \(in french\)](#) 

Please note: do not send your documents by post!

In order to have your appointments handled efficiently, please follow with accuracy the steps described in the procedure.



→ Type the **National Register Number** (or Foreign Register Number), **surname** and **name** of the legal representative, as well as the company number. (Do not use stops or hyphens.) Click **'Registering my company with CSAM'**.

 Registration in CSAM

Appointing a Chief Access Manager

To have your company's employees work with government online services, you need to **register your company within CSAM**. This will enable you to activate all online services of public institutions that work with CSAM, as well as your **e-Box Enterprise**. In CSAM you can manage identities and access for e-government. After registering within CSAM you will also have access to the Management of Access Managers (MAM).

In order to register a company in CSAM, you must **have a legal function within the company**. Your legal function must be recognized by the Crossroads Bank for Enterprises and be valid at the time of registration. Use **CBE Public Search** if you are unsure whether you are currently recognized as a legal representative of the company you wish to register.

Please enter hereunder your national register number, your name, surname and the company number of the company of which you are the legal representative in order to:

- register your company in CSAM, and
- appoint yourself or someone else as a Chief Access Manager 

National register number (11 figures)

Surname

Name

Company number (10 figures)

[Registering my company with CSAM](#)



→ Type your **email address** and **telephone number** and click 'Next'.

 Registration in CSAM

Welcome, XXXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number XXXXXXXXXXXXXXXXXXXX

Company name XXXXXXXXXXXXXXXXXXXX

Address XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

Company e-mail *

Please note: all contact details are used for CSAM communication campaigns and for **e-Box Enterprise** notifications (e.g. when you receive a new message).

Therefore, make sure that the e-mail address you provide:

- is a correct and existing email address, and
- is a general e-mail address (e.g. management@company.be).

This is important to ensure the company receives and handles CSAM messages even when a specific contact person is not reachable.

Chief Access Manager

The Chief Access Manager is the main responsible for managing all access for your company.

He or she can:

- delegate access management, by appointing Access Managers for specific domains (groups of applications) and
- appoint one or more co-Chief Access Managers for assistance.

Do you want to appoint someone other than yourself to be the Chief Access Manager? The person you want to appoint needs to be an employee or a legal representative of the company.

Chief Access Manager XXXXXXXXXXXXXXXXXXXX
 Another person

National register number * XXXXXXXXXXXXXXXXXXXX

E-mail address of the Chief Access Manager *
This e-mail address will be used for all communication related to your company's access management.

Telephone *

Next

→ Check the box 'Yes, I agree' and click the 'Agree' button.

 Registration in CSAM

Registering your company with CSAM - Confirmation

Company

Company number	XXXXXXXXXXXXXXXX
Company name	XXXXXXXXXXXXXXXX
Address	XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX
Company e-mail	XXXXXXXXXXXXXXXX

Chief Access Manager

Name	XXXXXXXXXXXXXXXX
National register number	XXXXXXXXXXXXXXXX
Email	XXXXXXXXXXXXXXXX
Telephone	XXXXXXXXXXXXXXXX

Conditions of activation

I confirm that these details are correct and complete.
Upon creating this account:

- I accept that the company's contact details I have provided will be used by CSAM and e-Box Enterprise, and
- I am aware that e-Box Enterprise is activated and will be used by public institutions to send messages to my company.

Furthermore, I declare to be informed of and to comply with the legislation related to the processing of personal data, in particular the General data protection regulation (GDPR) and the Law of 30 July 2018 (in French) on the protection of natural persons with regard to the processing of personal data. I will immediately notify any change concerning the Chief Access Manager and/or service provider through CSAM Management of Access Managers.

Yes, I agree

→ Click **'Download the document'**.

Download, print, sign and scan the document, and send it to accesspers@smals.be.

When the document has been treated, the Chief Access Manager will receive an email with further instructions.

 **Registration in CSAM**

Finalization of the request



Your request has been successfully registered in the system under the ticket number 22A00203CP31Z. Please use this number in all communications with the Contact Center (mail, email, phone, fax or other).

Last step: signature

Before your request can be processed, the official document must be signed by a legal representative of the company. That person is mentioned in the company statutes and has an active mandate in the company. This information is available in the Crossroads Bank for Enterprises (CBE).

You can download the document by using the button hereunder and sign it.

[Download the document](#)

Please note : because of the COVID-19 crisis, the exception procedure has been adapted.

You will receive a PDF document, which you must now return by e-mail instead of through the post.

Please proceed as follows:

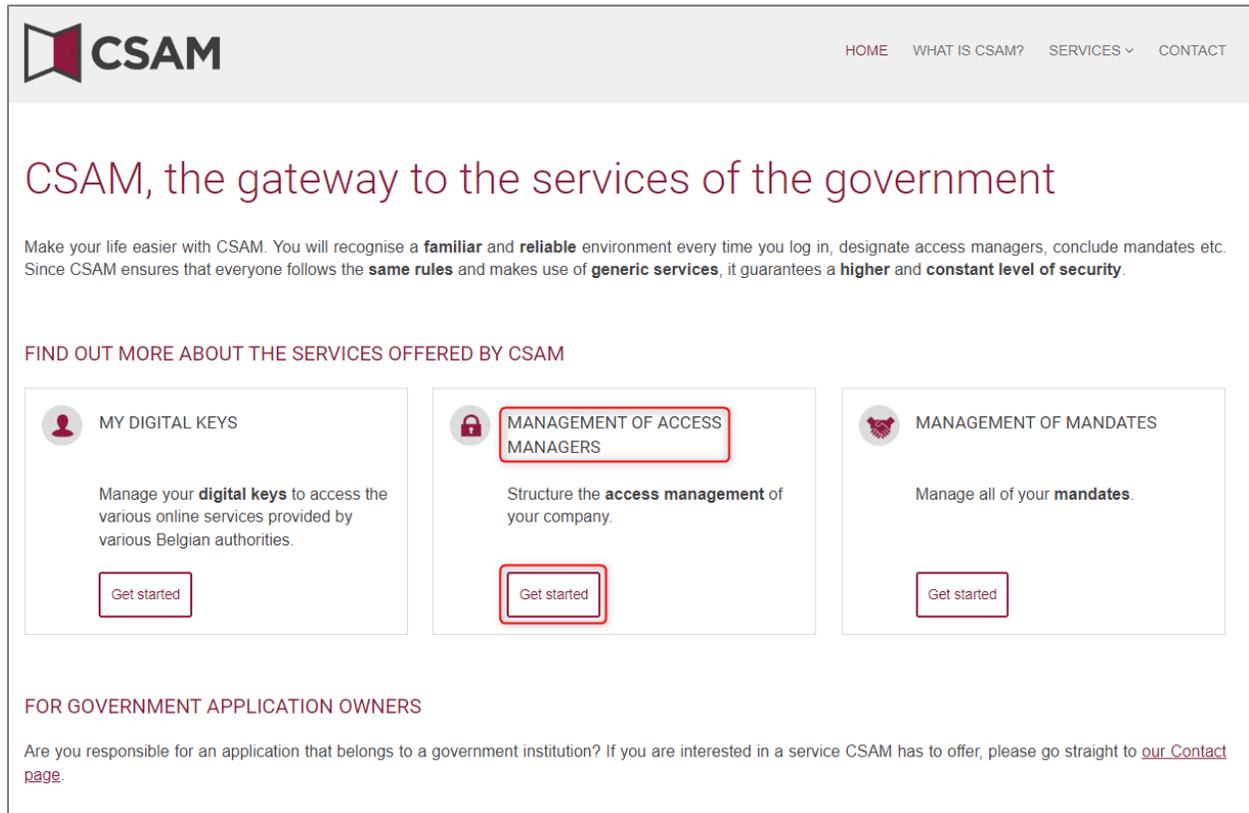
- print the PDF,
- sign it by hand,
- scan it, and
- send it by e-mail to accesspers@smals.be.

c. Registration of the request: the legal representative appoints another person as CAM

The Chief Access Manager (CAM) must be an employee or another legal representative of the company.

→ Go to <https://www.csam.be/>

→ Choose 'Get started' under 'Management of Access Managers'.



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→ Choose 'Appointing a Chief Access Manager'.



Management of Access Managers

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The first step is to appoint or modify a Chief Access Manager. He is the main person responsible for the access management of your company and is authorised to appoint Access Managers. They, in turn, manage access to applications, such as finance, mobility etc., for a specific group ("domain").

● ○ ○ APPOINTING A CHIEF ACCESS MANAGER

▼

→ Choose 'Exception Procedure' and click the link.

EXCEPTION PROCEDURE

You do not have an eID or electronic foreigner's card?

[Then follow this procedure to appoint a Chief Access Manager \(in french\)](#) 

Please note: do not send your documents by post!
In order to have your appointments handled efficiently, please follow with accuracy the steps described in the procedure.

- Type the **National Register Number** (or Foreign Register Number), **surname** and **name** of the legal representative, as well as the company number. (Do not use stops or hyphens.) Click **'Registering my company with CSAM'**.

 **Registration in CSAM**

Appointing a Chief Access Manager

To have your company's employees work with government online services, you need to **register your company within CSAM**. This will enable you to activate all online services of public institutions that work with CSAM, as well as your e-Box Enterprise. In CSAM you can manage identities and access for e-government. After registering within CSAM you will also have access to the Management of Access Managers (MAM).

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Please enter hereunder your national register number, your name, surname and the company number of the company of which you are the legal representative in order to:

- register your company in CSAM, and
- appoint yourself or someone else as a Chief Access Manager 

National register number (11 figures)

Surname

Name

Company number (10 figures)

Registering my company with CSAM

- ➔ Select **'Another person'**, type the National Register Number, email address and telephone number of the CAM and also add your own email address and telephone number. Then click **'Next'**.

 | Registration in CSAM

Welcome. XXXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number: XXXXXXXXXXXXXXXX
Company name: XXXXXXXXXXXXXXXX
Address: XXXXXXXXXXXXXXXX
Company e-mail *

Please note: all contact details are used for CSAM communication campaigns and for e-Box Enterprise notifications (e.g. when you receive a new message).

Therefore, make sure that the e-mail address you provide:

- is a correct and existing email address, and
- is a general e-mail address (e.g. management@company.be).

This is important to ensure the company receives and handles CSAM messages even when a specific contact person is not reachable.

Chief Access Manager

The Chief Access Manager is the main responsible for managing all access for your company. He or she can:

- delegate access management, by appointing Access Managers for specific domains (groups of applications) and
- appoint one or more co-Chief Access Managers for assistance.

Do you want to appoint someone other than yourself to be the Chief Access Manager? The person you want to appoint needs to be an employee or a legal representative of the company.

Chief Access Manager XXXXXXXXXXXXXXXX
 Another person

National register number * (11 figures)

E-mail address of the Chief Access Manager *
This e-mail address will be used for all communication related to your company's access management.

Telephone *

Your contact metadata

Name: XXXXXXXXXXXXXXXX
National register number: XXXXXXXXXXXXXXXX
Contact e-mail address for registration *
This e-mail address will only be used by the administration to contact you in relation to processing your registration within CSAM.

Telephone *



→ Check the box 'Yes, I agree' and click the 'Agree' button.

 **Registration in CSAM**

Registering your company with CSAM - Confirmation

Company

Company number	XXXXXXXXXXXXXXXX
Company name	XXXXXXXXXXXXXXXX
Address	XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX
Company e-mail	XXXXXXXXXXXXXXXX

Chief Access Manager

Name	XXXXXXXXXXXXXXXX
National register number	XXXXXXXXXXXXXXXX
Email	XXXXXXXXXXXXXXXX
Telephone	XXXXXXXXXXXXXXXX

Conditions of activation

I confirm that these details are correct and complete.
Upon creating this account:

- I accept that the company's contact details I have provided will be used by CSAM and e-Box Enterprise, and
- I am aware that e-Box Enterprise is activated and will be used by public institutions to send messages to my company.

Furthermore, I declare to be informed of and to comply with the legislation related to the processing of personal data, in particular the General data protection regulation (GDPR) and the Law of 30 July 2018 (in French) on the protection of natural persons with regard to the processing of personal data. I will immediately notify any change concerning the Chief Access Manager and/or service provider through CSAM Management of Access Managers.

Yes, I agree

→ Click **'Download the document'**.

Download, print, sign and scan the document, and send it to accesspers@smals.be.

When the document has been treated, the Chief Access Manager will receive an email with further instructions.

 **Registration in CSAM**

Finalization of the request



Your request has been successfully registered in the system under the ticket number 22A00203CP31Z. Please use this number in all communications with the Contact Center (mail, email, phone, fax or other).

Last step: signature

Before your request can be processed, the official document must be signed by a legal representative of the company. That person is mentioned in the company statutes and has an active mandate in the company. This information is available in the Crossroads Bank for Enterprises (CBE).

You can download the document by using the button hereunder and sign it.

[Download the document](#)

Please note : because of the COVID-19 crisis, the exception procedure has been adapted.

You will receive a PDF document, which you must now return by e-mail instead of through the post.

Please proceed as follows:

- print the PDF,
- sign it by hand,
- scan it, and
- send it by e-mail to accesspers@smals.be.



III. Role of the Chief Access Manager

Once a Chief Access Manager has been appointed for the company, they automatically also become Access Manager for all groups of applications (domains).

They can therefore start working immediately and assign roles to employees, to allow them to access government services.

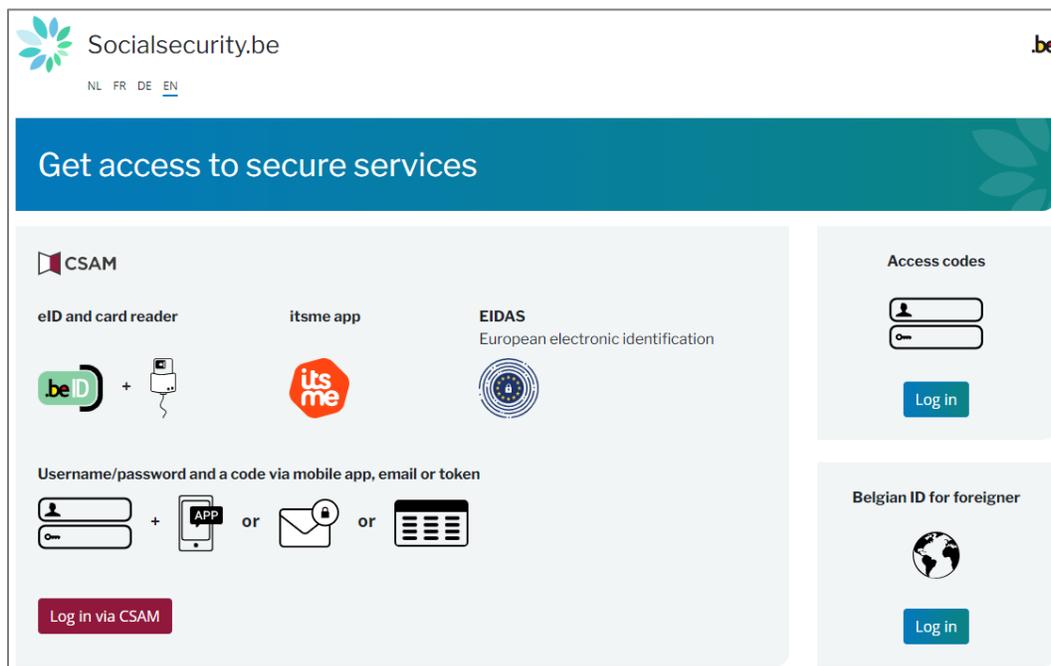
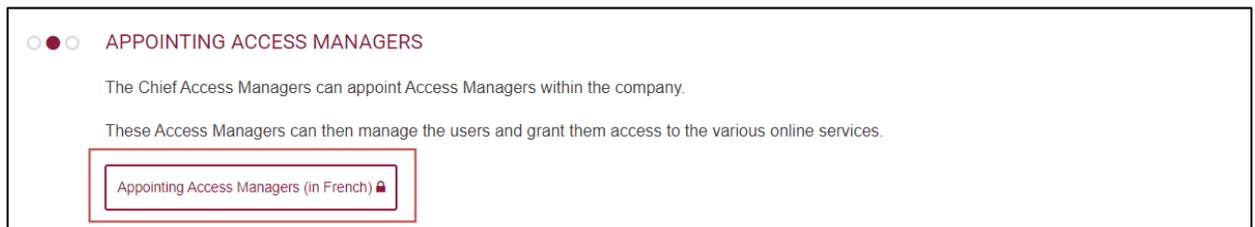
By appointing other or additional Access Managers, the Chief Access Manager can further delegate access management within the company (see next step: 'Appointing Access Managers').

IV. Appointing Access Managers (AM)³

The Chief Access Manager (CAM) has the ability to delegate access management within the company by designating Access Managers per group of applications (domain). This is optional. Initially, the CAM is automatically Access Manager of all domains.

a. Appointing Access Managers for other domains than the social security

→ Go to [Management of Access Managers \(CSAM\)](#) and click 'Appointing Access Managers (in French)'.
 → Log in.



³ In CSAM, 'Local Administrator' (LA) becomes 'Access Manager' (AM).

Le Gestionnaire d'Accès Principal ainsi que les co-Gestionnaires d'Accès Principaux sont aussi des Gestionnaires d'Accès pour tous les domaines de l'entité.

Gestionnaires d'Accès

Domaine	Nom	Adresse mail de contact du domaine
Affaires étrangères	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +
Affaires intérieures	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +
Chaîne alimentaire	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +
Economie	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +
Emploi	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +
Environnement	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +
Finances	Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail +

→ Search for your Access Manager using their SSIN. The SSIN is the National Registry number or Foreign Registry BIS number of the person you wish to designate. Click on "Add" ("**Ajouter un Gestionnaire d'Accès**").

→

Ajouter un Gestionnaire d'Accès au domaine x

Numéro d'identification à la Sécurité Sociale (NISS)

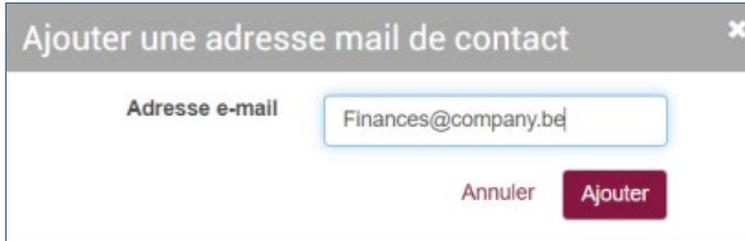
Afficher l'utilisateur John Doe

Annuler

→ If you wish to add an e-mail address, click on the plus sign after "**Add an e-mail address**". ("**Ajouter une adresse e-mail**").

Finances	John Doe <input type="button" value="x"/> Ajouter un Gestionnaire d'Accès <input style="float: right;" type="button" value="+"/>	Ajouter une adresse mail <input style="float: right;" type="button" value="+"/>
----------	---	---

→ Enter the e-mail address for the new Access Manager and click "Add" ("Ajouter").

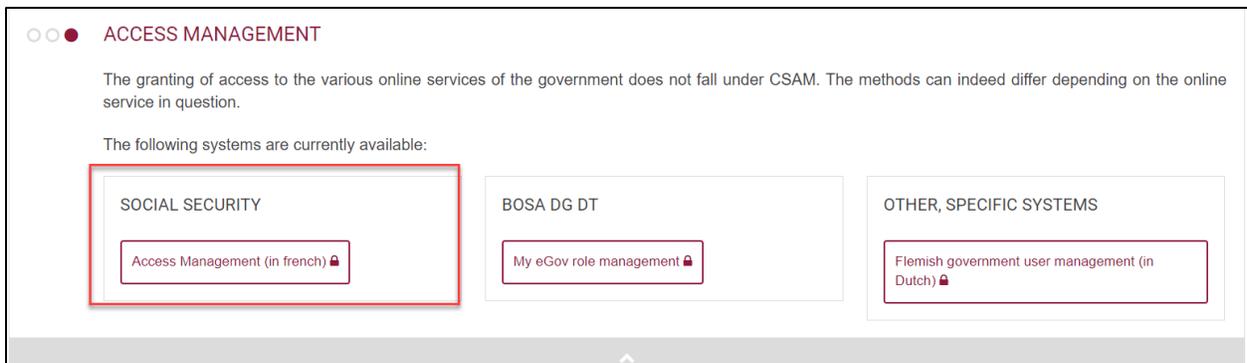


→ Click on the pencil to change the e-mail address or on the small cross to delete it.

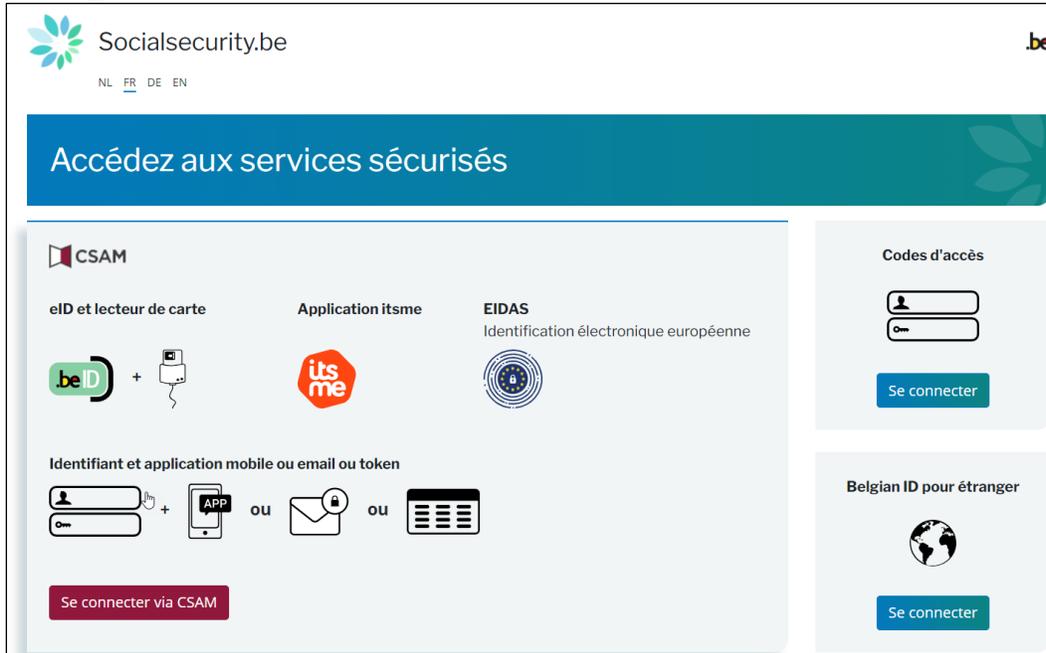


b. Designating Access Managers for the Social Security

- Go to [Management of Access Managers \(CSAM\)](#).
- Choose "Access Management" and click on "Access Management (in french)" under the "Social Security" heading.



→ Log in.



Please note: You will see that in the following screens the old terms Person in Charge of Entity Access (Responsable Accès Entité), Local Administrator (Gestionnaire Local) and quality (qualité) are used instead of Chief Access Manager (HTB), Access Manager (TA) and domain. In this manual, we will always include the screens as you see them.

➔ Click on the **company name** (Dénomination).

Bienvenue **XXXXXXXXXX XXXXXXXXXXXX**, vous vous trouvez sur la page d'accueil de l'application de Gestion des accès pour Entreprises et Organisations.

Dans la liste déroulante ci-dessous se trouvent toutes les entités dans lesquelles vous êtes enregistré(e).

Lorsque vous sélectionnez une entreprise ou une organisation dans cette liste, les différents rôles qui vous ont été donnés s'afficheront en dessous, sous la forme d'un hyperlien. Cliquez alors sur le lien souhaité.

Vous pouvez revenir sur cette page-ci à tout moment en cliquant sur le bouton [Home](#) se trouvant dans le coin supérieur droit de la fenêtre.

En cas de nécessité, le manuel utilisateur est accessible via le lien [Help](#).

Choisissez l'entreprise ou l'organisation pour laquelle vous souhaitez travailler au sein de cette application

XXXXXXXXXXXXX; Numéro de Pharmacie: 999999-99

Cliquez sur le lien souhaité

Dénomination: [XXXXXXXXXXXXX Numéro de Pharmacie: 999999-99 \(Responsable Accès Entité\)](#) 

Qualité: [Pharmacie ehealth; Numéro de Pharmacie: 999999-99 \(Gestionnaire Local\)](#)

➔ Click on the **domain (Qualité)** for which you want to appoint an Access Manager.

Dénomination: XXXXXXXXX; Numéro d'entreprise: 999.999.999

Bienvenue **XXXXXXXXXX XXXXXXXXXXXX**, vous accédez en tant que [Responsable des Accès](#) au portail de la Sécurité Sociale:

Dénomination: XXXXXXXXX;
Numéro d'entreprise: 999.999.999
Date de création: XX/XX/XXXX

Pensez à vérifier régulièrement [les données relatives à vos activités professionnelles](#) et à mettre à jour [vos propres données](#) lorsque celles-ci changent.

La gestion des domaines est désormais exclusivement prise en charge au sein de l'application [Gestion des gestionnaires d'accès](#) (GGA).

Liste des qualités ⓘ

Nom	Identifiant
Employeur ONSS	Matricule ONSS : 9999999-99

Changing the Access Manager (Gestionnaire Local)

- ➔ Select 'Change Access Manager' (Changer de Gestionnaire Local) in the dropdown at the bottom of the screen.
- ➔ Type the **Social Security Identification Number (NISS)** in the field next to that. The SSIN is the National Registry number or Foreign Registry (BIS) number of the person you want to appoint.
- ➔ Click **Next (Suivant)**.

Dénomination: XXXXXXXXXXXXX; Numéro de Pharmacie: 999999-99
 Qualité: Pharmacie ehealth; Numéro de Pharmacie: 999999-99

Utilisateurs

Afficher la liste des utilisateurs en fonction des critères suivants

Nom : Prénom :

Nom d'utilisateur : Type :

NISS  : Statut :

Applications sécurisées :

Page 1 1 utilisateur trouvé.

<input type="checkbox"/>	Nom	Prénom	Nom d'utilisateur	Type	NISS	Statut	Action
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	GL	999999 99 99	Actif	 

Supprimer utilisateur(s) [Exporter les utilisateurs \(.csv\)](#)

Changer de Gestionnaire Local NISS:

- ➔ Click **Save (Enregistrer)**.

Création d'un Gestionnaire Local Les champs marqués d'un * sont obligatoires

Données d'identification

Nom d'utilisateur : XXXXXXXXXXXX

Introduisez deux fois le mot de passe  !

Mot de passe (première fois) * : XXXXXXXXXXXX

Mot de passe (confirmation) * : XXXXXXXXXXXX

NISS : 999999 999 99

Choix linguistique : Français ▼

Adresse e-mail utilisateur * : XXXXXXXXXXXX @XXXXX.XXX

Adresse e-mail locale :

Nom * : XXXXXXXXXXXX

Prénom * : XXXXXXXXXXXX

Titre : Mlle ▼

NISS * : XXXXXXXXXXXX

Choix linguistique : Français ▼

Adresse e-mail * : XXXXXXXXXXXX

(cette adresse peut être utilisée dans le cadre de vos contacts individuels avec le centre de contact Eranova)

Applications sécurisées

Annuler Enregistrer

➔ Click **Confirm** (Confirmer).

Création d'un Gestionnaire Local

Données d'identification

Nom d'utilisateur : XXXXXXXXXXXXXXXX

Nom : XXXXXXXXXXXXXXXX

Prénom : XXXXXXXXXXXXXXXX

Titre : Mlle

NISS : 999999 999 99

Choix linguistique : Français

Date création : XX/XX/XXXX

Date modification :

Statut : Actif

Adresse e-mail utilisateur : XXXXXXXXXXXXXXXX

Adresse e-mail locale :

Applications sécurisées

Précédent Confirmer

The Access Manager has been changed.

■ **Les données du Co-Gestionnaire Local ont bien été enregistrées**



Appointing additional Access Managers

- ➔ Select ‘Add a Access Co-Manager’ (Ajouter un co-Gestionnaire Local) in the dropdown at the bottom of the screen.
- ➔ Type the **Social Security Identification Number (NISS)** in the field next to that. The SSIN is the National Registry number or Foreign Registry (BIS) number of the person you want to appoint.
- ➔ Click **Next** (Suivant).

Dénomination: XXXXXXXXXXXX; Numéro d'entreprise: 999 999 999
 Qualité: Employeur ONSS; Matricule ONSS: 9999999-99

Utilisateurs

Afficher la liste des utilisateurs en fonction des critères suivants

Nom : Prénom :
 Nom d'utilisateur : Type :
 NISS : Statut :
 Applications sécurisées :

[Début / Précédent] 1 102 utilisateurs trouvés.

<input type="checkbox"/>	Nom	Prénom	Nom d'utilisateur	Type	NISS	Statut	Action
<input type="checkbox"/>	XXXXXXXXX XXXXXXXX	XXXXXXXXXX	XXXXXXXXXX XXXXXXXXXX	GL	999999 999 99	Actif	

Supprimer utilisateur(s) [Exporter les utilisateurs \(.csv\)](#)

Ajouter un Co-Gestionnaire Local NISS: 999999 999 99

Een Co-Lokale Beheerder toevoegen INSZ: 99999999999

- ➔ Click **Save** (Enregistrer).

Création d'un Co-Gestionnaire Local Les champs marqués d'un * sont obligatoires

Données d'identification

Nom d'utilisateur : XXXXXXXXXXXX
 Nom : XXXXXXXXXXXX
 Prénom : XXXXXXXXXXXX
 Titre : Mlle
 NISS : 999999 999 99
 Choix linguistique : Français

Adresse e-mail utilisateur * : XXXX@XXX.XX
 Adresse e-mail locale :

(cette adresse peut être utilisée dans le cadre de vos contacts individuels avec le centre de contact Eranova)

Applications sécurisées

- ➔ Click **Confirm** (Confirmer).

Création d'un Co-Gestionnaire Local

Données d'identification

Nom d'utilisateur	: XXXXXXXXXXXXX
Nom	: XXXXXXXXXXXXX
Prénom	: XXXXXXXXXXXXX
Titre	: Mlle
NISS	: 999999 999 99
Choix linguistique	: Français
Date création	: XX/XX/XXXX
Date modification	:
Statut	: Actif
Adresse e-mail utilisateur	: XXXXXXXXXXXXX
Adresse e-mail locale	:

Applications sécurisées

Précédent **Confirmer**

The person has been appointed Access Co-Manager.



The person has been appointed Access Co-Manager.

V. About mandates

If you wish to mandate an accredited social secretariat or a service provider to take charge of some or all of your administrative duties, please follow procedure:

- For social security: for an explanation in English, please refer to ‘Appointing a social secretariat or payroll firm’ at the bottom of the [Declaring Employees in Belgium page of Settling in Belgium](#).

In order to appoint a mandatary for your social security administration, you must be an employer subject to the NSSO.

- For tax returns (Tax-on-web), VAT returns (InterVAT), etc. and healthcare applications (eHealth), you can conclude mandates via [the generic mandate service offered in CSAM](#) by the FPS Finance.

In future, other types of mandates will be managed through CSAM.

VI. Do you have any questions?

If you have any questions concerning the appointment of Access Managers within your company, please get in touch through the [Settling in Belgium Contact page](#).