

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.

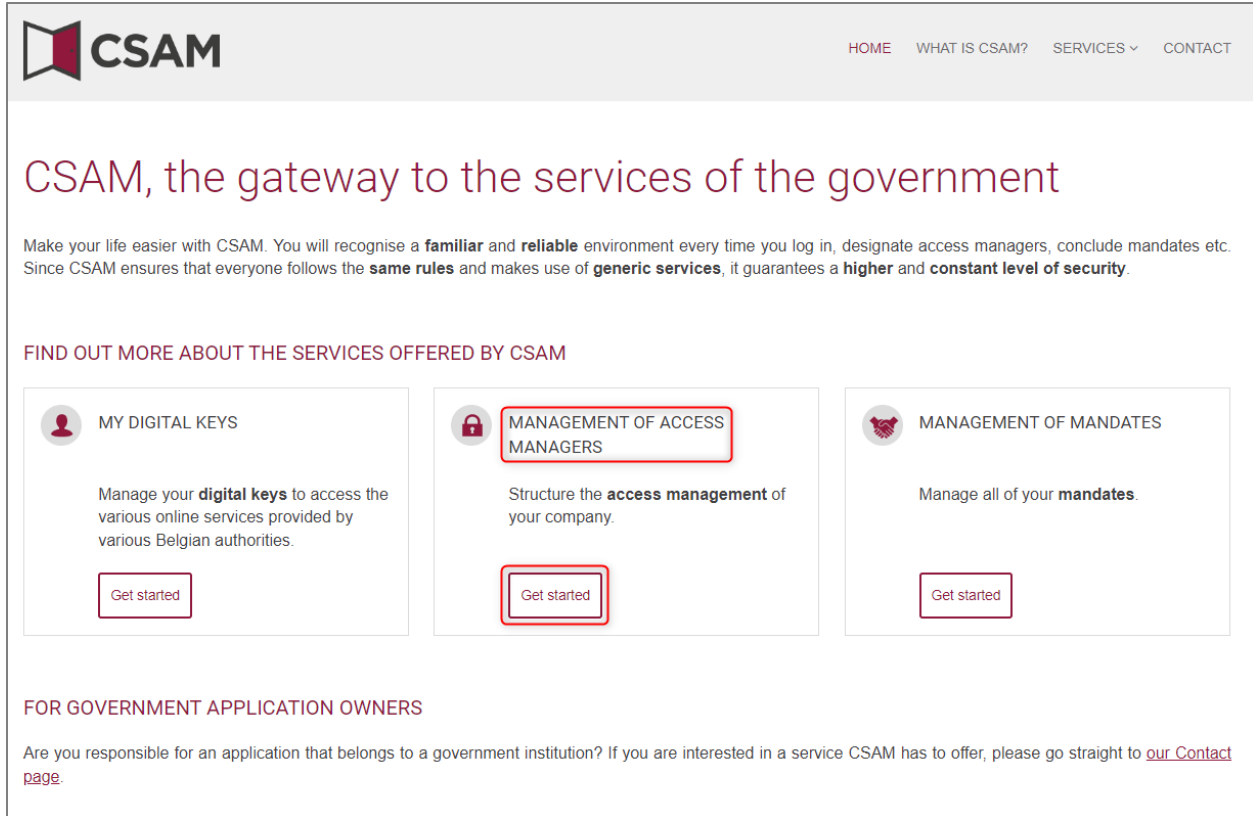
¹ 'Chief Access Manager' is the new term for Person in Charge of Entity Access (Responsable Accès Entité).

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 home page. At the top is a navigation bar with the CSAM logo on the left and links for HOME, WHAT IS CSAM?, SERVICES (with a dropdown arrow), and CONTACT on the right. Below the navigation bar is a large heading: "CSAM, the gateway to the services of the government". Underneath this heading is a paragraph explaining that CSAM provides a familiar and reliable environment for logging in, designating access managers, and concluding mandates, while ensuring everyone follows the same rules and uses generic services for a higher and constant level of security. A section titled "FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM" follows, containing 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; this card and its "Get started" button are highlighted with red rectangles. The third card is "MANAGEMENT OF MANDATES" with a document icon and a "Get started" button. Below these cards is a section for "FOR GOVERNMENT APPLICATION OWNERS" with a link to the "Contact page".

CSAM HOME WHAT IS CSAM? SERVICES CONTACT

CSAM, the gateway to the services of the government


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**.

FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM

**MY DIGITAL KEYS**


Manage your **digital keys** to access the various online services provided by various Belgian authorities.

[Get started](#)

**MANAGEMENT OF ACCESS MANAGERS**

Structure the **access management** of your company.

[Get started](#)

**MANAGEMENT OF MANDATES**

Manage all of your **mandates**.

[Get started](#)

FOR GOVERNMENT APPLICATION OWNERS

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, XXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number

XXXXXXXXXXXXXXXXXX

Company name

XXXXXXXXXXXXXXXXXX

Address

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX

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 *

XXXXXXXXXXXXXXXXXX

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

CSAM – MAM Step by Step Guide
A service provided by the NSSO

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


CSAM

Registration in CSAM

Welcome, XXXXXXXXXXXXXXXX

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

Correct


Agree

→ The Chief Access Manager has been appointed.

 **CSAM**

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.

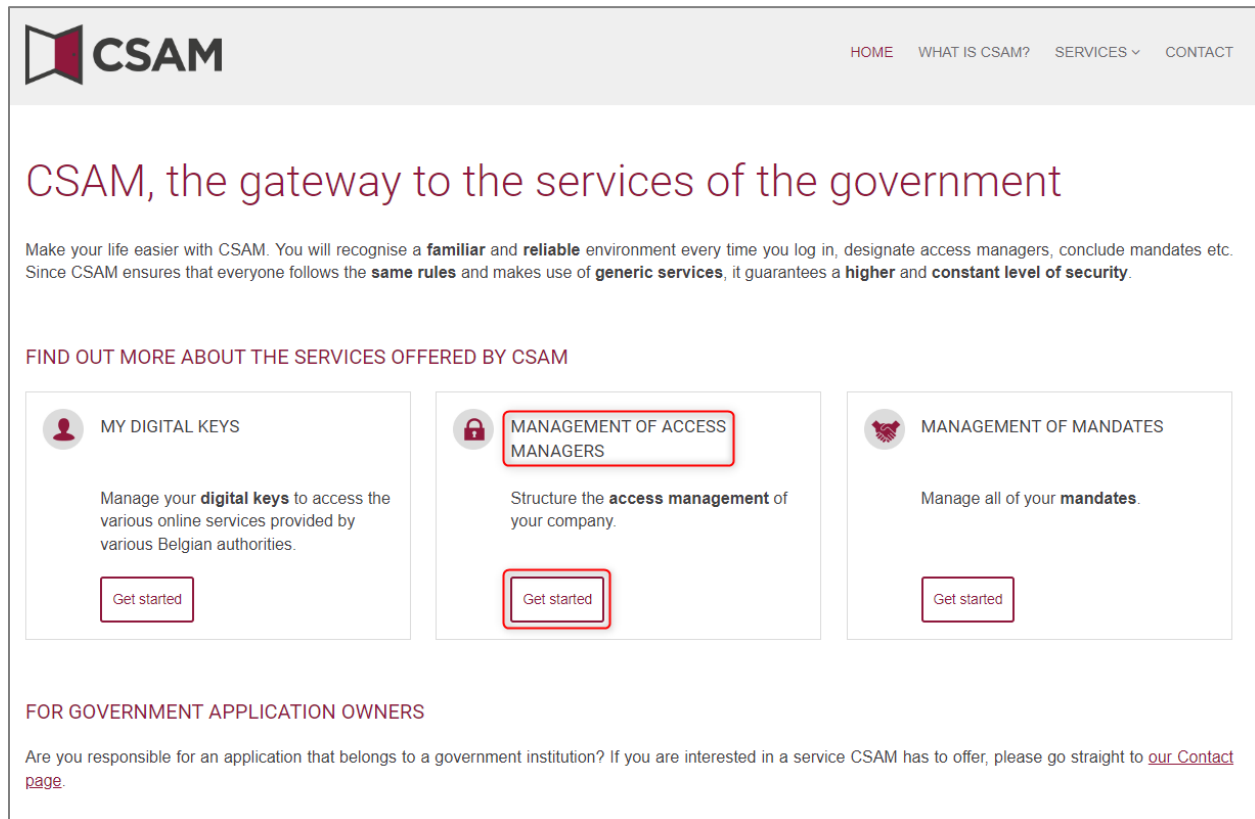
In order to manage access rights for your co-workers, make sure to log in to the appropriate management system:

- 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 homepage. At the top is the CSAM logo and a navigation bar with links: 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 explaining the service: "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 the paragraph is a section titled "FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM" containing three service cards:

- MY DIGITAL KEYS**: Manage your **digital keys** to access the various online services provided by various Belgian authorities. Includes a "Get started" button.
- MANAGEMENT OF ACCESS MANAGERS**: Structure the **access management** of your company. Includes a "Get started" button.
- MANAGEMENT OF MANDATES**: Manage all of your **mandates**. Includes a "Get started" button.

Below the service 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'**.


CSAM

Registration in CSAM

Welcome, XXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number XXXXXXXXXXXXXXXX
Company name XXXXXXXXXXXXXXXX
Address XXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX
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 *

➔

Next

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


CSAM

Registration in CSAM

Welcome, XXXXXXXXXXXXXXXXX

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


Correct

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 XXXXXXXXX@XXXXXXXXX

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

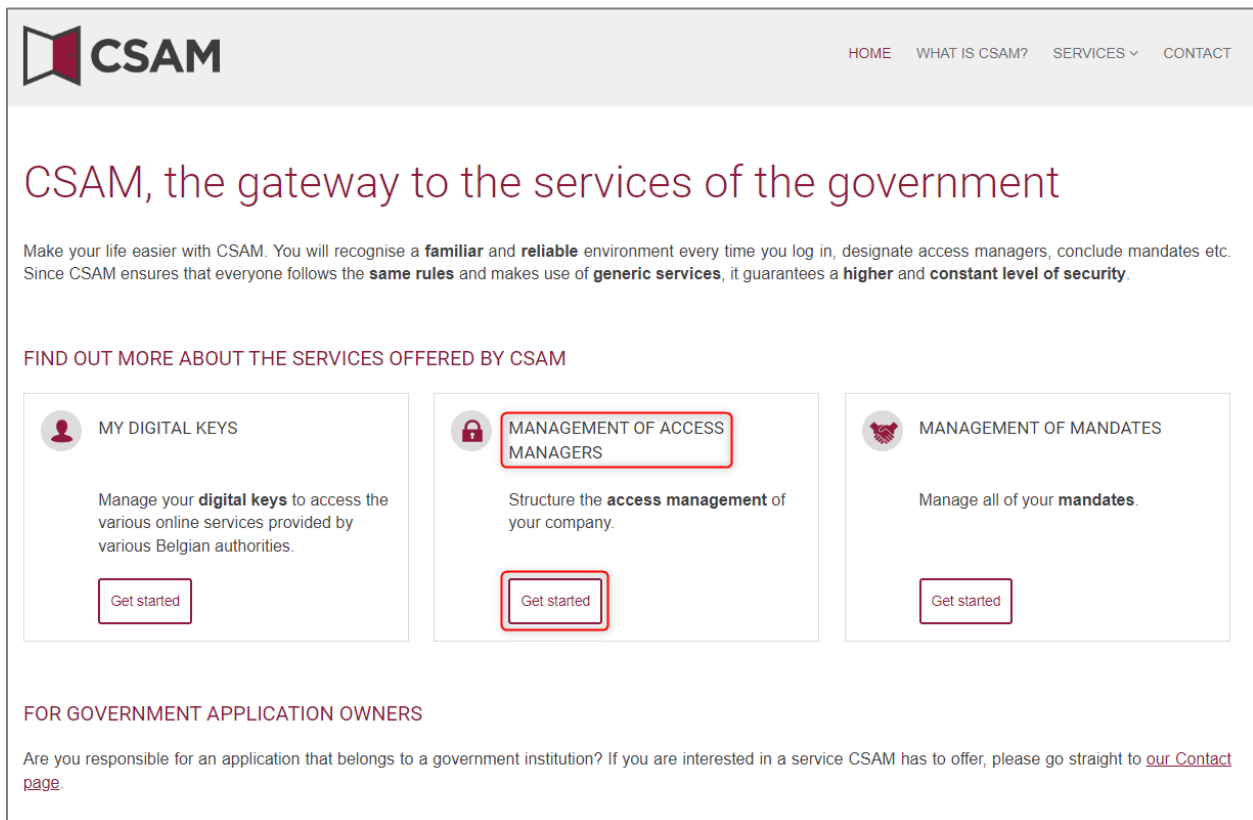
This procedure for the registration of a company can **only** be used if the legal representative of the company does not possess an eID or an electronic foreigner card.

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 is the CSAM logo and a navigation bar with links: 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 explaining CSAM's purpose: "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 the paragraph is a section titled "FIND OUT MORE ABOUT THE SERVICES OFFERED BY CSAM" containing three service cards:

- MY DIGITAL KEYS**: "Manage your **digital keys** to access the various online services provided by various Belgian authorities." with a "Get started" button.
- MANAGEMENT OF ACCESS MANAGERS**: "Structure the **access management** of your company." with a "Get started" button. This card is highlighted with a red border in the original image.
- MANAGEMENT OF MANDATES**: "Manage all of your **mandates**." with a "Get started" button.

At the bottom 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 '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, XXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number	XXXXXXXXXXXXXXXXXX
Company name	XXXXXXXXXXXXXXXXXX
Address	XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXX
Company e-mail *	<input type="text"/>

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	<input checked="" type="radio"/> XXXXXXXXXXXXXXXXXXXX <input type="radio"/> Another person
National register number *	XXXXXXXXXXXXXXXXXX
E-mail address of the Chief Access Manager *	<input type="text"/> <small>This e-mail address will be used for all communication related to your company's access management.</small>
Telephone *	<input type="text"/>

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

Correct
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.

 **CSAM**

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.

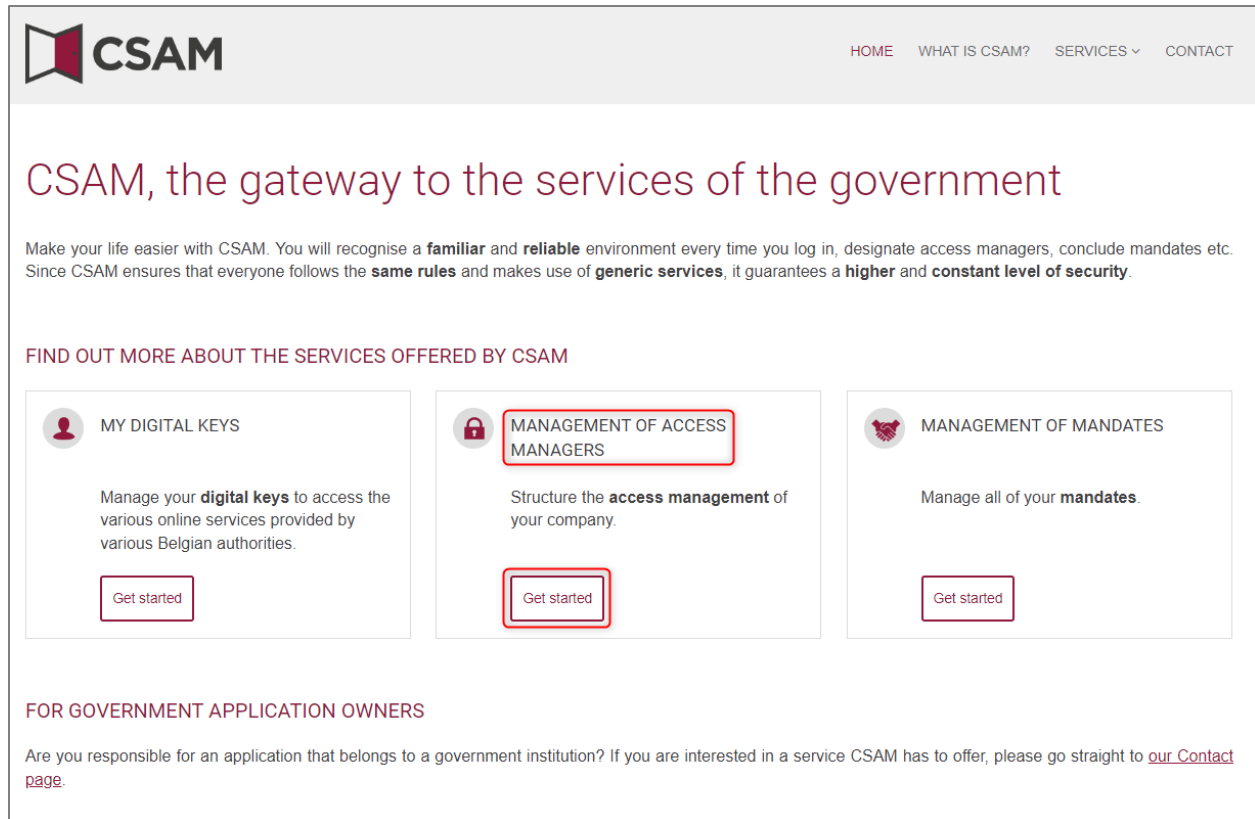
Please proceed as follows:

- 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'.



The screenshot shows the CSAM website homepage. At the top is the CSAM logo and a navigation bar with links: HOME, WHAT IS CSAM?, SERVICES (with a dropdown arrow), and CONTACT. Below the navigation bar is a large heading: "CSAM, the gateway to the services of the government". Underneath this heading is a paragraph explaining that CSAM provides a familiar and reliable environment for logging in, designating access managers, and concluding mandates, while ensuring everyone follows the same rules and uses generic services for 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 description and a "Get started" button. The second card is "MANAGEMENT OF ACCESS MANAGERS" with a description and a "Get started" button; this card and its button are highlighted with a red border. The third card is "MANAGEMENT OF MANDATES" with a description and a "Get started" button. At the bottom of the screenshot is a section titled "FOR GOVERNMENT APPLICATION OWNERS" with a paragraph advising interested parties to go to the "our Contact page" (with "our Contact" as a link).

→ 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

- ➔ 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, XXXXXXXXXXXXXXXX

Registering your company with CSAM

Company

Company number XXXXXXXXXXXXXXXX

Company name XXXXXXXXXXXXXXXX

Address XXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX

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 *

➔ 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

Correct
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.

 **CSAM**

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').

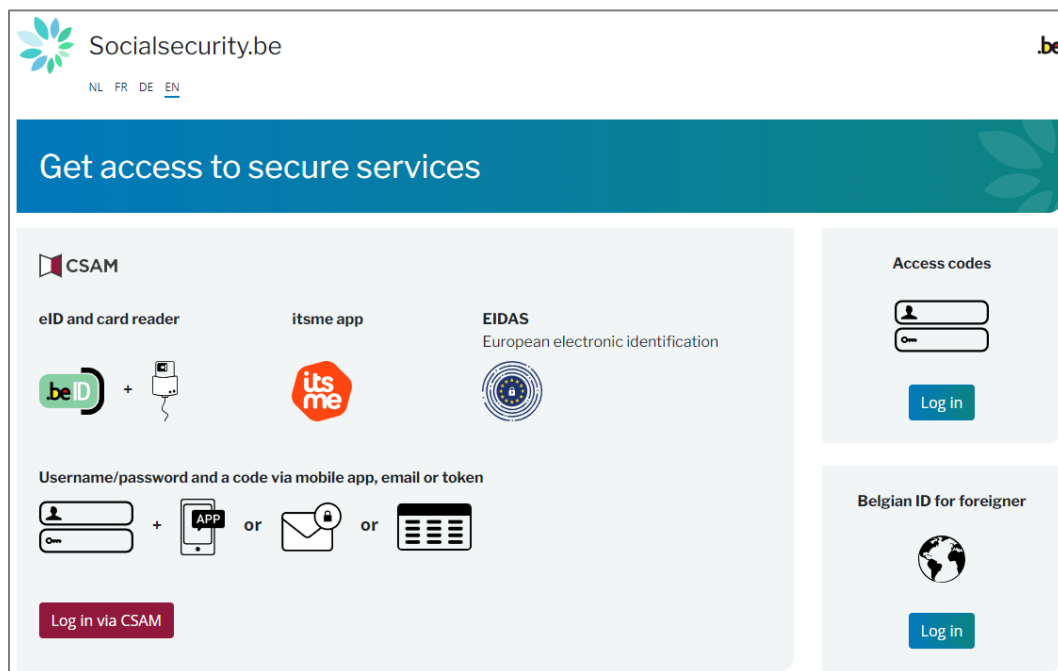
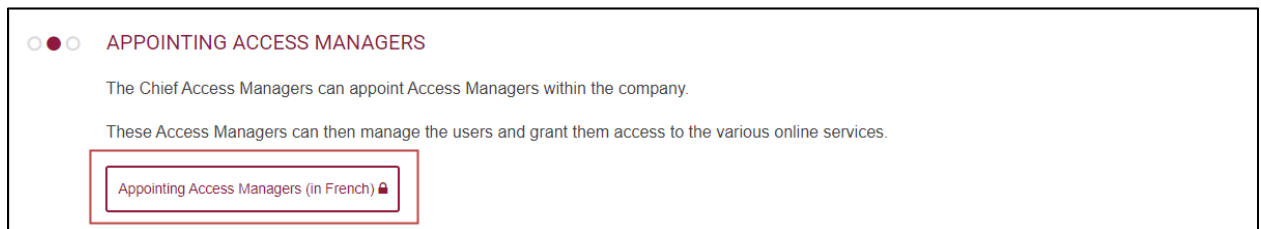
IV. Appointing Access Managers (AM)³

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).

This takes you to the Access Manager Management page for your company.

nl fr de Aide


Gestion des **Gestionnaires d'Accès**

Xxxxxxxxxx

Xxxxxxxxxx
xxxxxxxxxx

Xxxxxxxxxx
xxxxxxxxxx

Xxxxxxxxxx
xxxxxxxxxx

Xxxxxxxxxx
xxxxxxxxxx

Xxxxxxxxxx
xxxxxxxxxx

Adresse mail entité
xxxxxxxxx

Gestionnaire et co-Gestionnaires d'Accès Principaux

Adresse mail de contact
xxxxxxxxx ✎ ✕

Ajouter un co-Gestionnaire d'Accès Principal ➕

Rôle	Nom
Gestionnaire d'Accès Principal	Xxxxxxxxxx

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 ➕
Justice	Ajouter un Gestionnaire d'Accès ➕	Ajouter une adresse mail ➕

Scroll down to Access Managers and you will see a list of all the domains and any Access Managers that have already been designated.

Add an Access Manager

- ➔ Search for the desired domain in the list.
- ➔ Click on the plus sign next to « **Add an Acces Manager** » (« **Ajouter un Gestionnaire d'Accès** »).

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 ✕

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 ✕ Ajouter un Gestionnaire d'Accès +	Ajouter une adresse mail + 
----------	---	--

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

Ajouter une adresse mail de contact

Adresse e-mail

Finances@company.be

Annuler

Ajouter

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

Finances	John Doe 	Finances@company.be  
	Ajouter un Gestionnaire d'Accès 	

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.

ACCESS MANAGEMENT


The granting of access to the various online services of the government does not fall under CSAM. The methods can indeed differ depending on the online service in question.

The following systems are currently available:


SOCIAL SECURITY

Access Management (in french) 

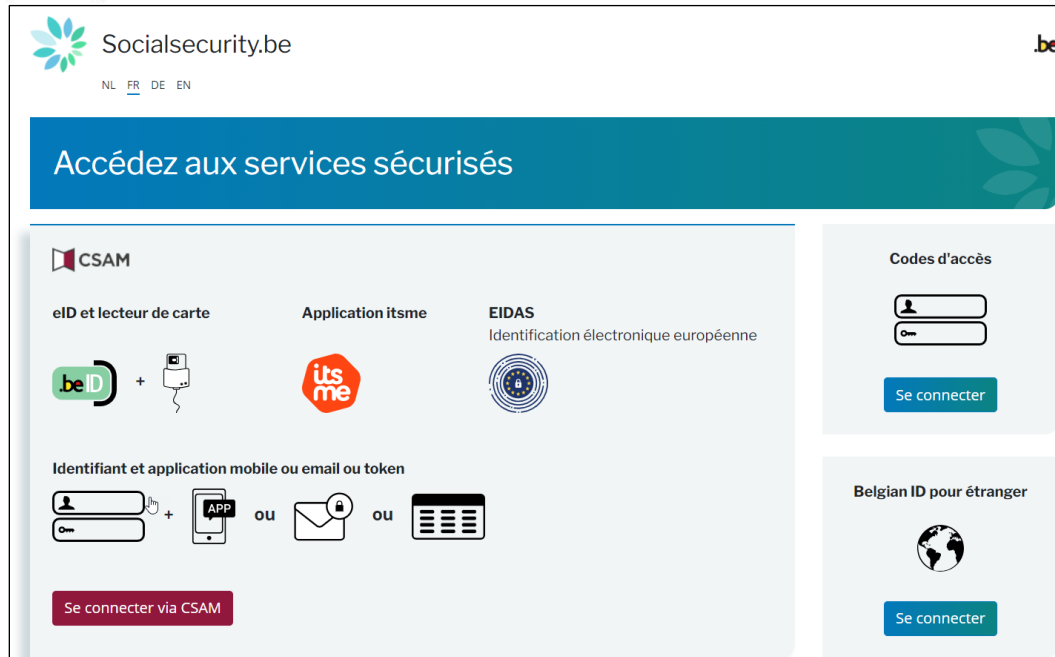
BOSA DG DT

My eGov role management 

OTHER, SPECIFIC SYSTEMS

Flemish government user management (in Dutch) 

- 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 XXXXXXXXXXXXXXXXXXXX, 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 XXXXXXXXXXXXXXXXXXXX, vous accédez en tant que [Responsable des Accès](#) au portail de la Sécurité Sociale:

Dénomination: XXXXXXXXXXXX
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: XXXXXXXXXXXX; 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.

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

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

Changer de Gestionnaire Local

- ➔ Click **Save** (Enregistrer).

Création d'un Gestionnaire Local

Les champs marqués d'un * sont obligatoires

Données d'identification

Nom d'utilisateur : XXXXXXXXXX

Introduisez deux fois le mot de passe !

Mot de passe (première fois) * : XXXXXXXXXX

Mot de passe (confirmation) * : XXXXXXXXXX

NISS : 999999 999 99

Choix linguistique : Français

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

Adresse e-mail locale :

Nom * : XXXXXXXXXX

Prénom * : XXXXXXXXXX

Titre : Mlle

NISS * : XXXXXXXXXX

Choix linguistique : Français

Adresse e-mail * : XXXXXXXXX

(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 : XXXXXXXXXXXX

Nom : XXXXXXXXXXXX

Prénom : XXXXXXXXXXXX

Titre : Mlle

NISS : 999999 999 99

Choix linguistique : Français

Date création : XX/XX/XXXX

Date modification :

Statut : Actif

Adresse e-mail utilisateur : XXXXXXXXXXXX

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.

	Nom	Prénom	Nom d'utilisateur	Type	NISS	Statut	Action
<input type="checkbox"/>	XXXXXXXX XXXXXXX	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 : XXXXXXXXXXXXXXXX
 Nom : XXXXXXXXXXXXXXXX
 Prénom : XXXXXXXXXXXXXXXX
 Titre : Mlle
 NISS : 999999 999 99
 Choix linguistique : Français

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

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

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 mandatory 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](#).