

## CSAM – Activating digital keys

What do you need to activate a digital key?

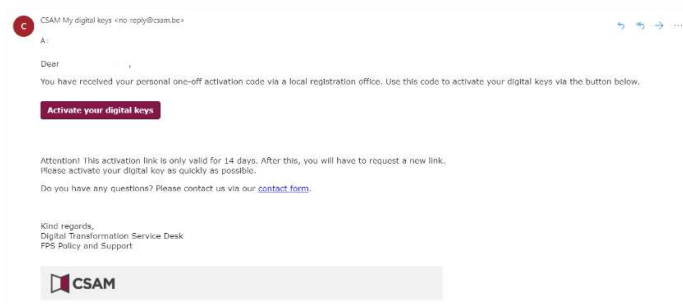
### What you need

1. Activation link, sent by email
2. Activation code, delivered on paper

### Activating digital keys

#### Activation link

1. Check the letterbox related to the E-mail address provided when registering.
2. Open the e-mail entitled "CSAM - My digital keys: activation". Click on the button **Activate your digital keys**
3. Continue to next step "activation code"



#### Activation code

1. After opening the activation link, the applicant must enter the activation code that was given on paper. Enter the activation code
2. Click on **Next**
3. Continue to the next step "Activating a digital key"

#### Activating a digital key

Après After correctly entering the activation code, the applicant can activate a digital key. Three types of digital keys are possible:

1. Mobile application
2. Security code via SMS
3. Security code by email

You must select a numeric key of your choice, accept the terms of use and click on **Activate the digital key**.

The screenshot shows the first step of the activation process. At the top, it says 'Activating your digital key'. Below that is a progress bar with three steps: 'Enter activation code' (1), 'Select your digital key' (2), and 'Activate your digital key' (3). The first step is active. The main area contains the text 'Enter your personal activation code.' and a form with four input fields for the activation code. A 'Next' button is at the bottom right.

Activate the digital key "security code by email"

The screenshot shows the second step of the activation process. The progress bar now highlights step 2, 'Select your digital key'. The main area contains the text 'Select the digital key you wish to activate'. Below that is a recommendation: 'We recommend you to activate "Security code by email" or "Security code via mobile app". With these digital keys, you can log into most online services: Why?'. There are three options: 'Security code by e-mail' (with a green checkmark), 'Security code via mobile app', and 'Security code via text message'. At the bottom, there is a language selector set to 'English' and a checkbox for 'I accept the terms of use \*'. An 'Activating your digital key' button is at the bottom right.

#### Creation of username and password

After choosing a digital key, you must enter a user name and a password.

1. Enter the username
2. Enter the password

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3. Repeat the password

4. When all the data has been entered, click on, click on **Next**.

Go to your personal mailbox

You have received an e-mail from "CSAM My Digital Keys" containing an activation code.



Activating the digital key "Security code by email"

Please enter the activation code in the box provided and click on **Next**.

The digital key "Security code by email" has been activated.

### Links

Manage your digital keys yourself: <https://iamapps.belgium.be/sma>

Help center : <https://sma-help.bosa.belgium.be/en>

Helpdesk My digital keys:

02 740 79 92

[https://bosa.service-now.com/csp?id=csp\\_index](https://bosa.service-now.com/csp?id=csp_index) and select "Digital Administration"

eID helpdesk:

02 518 21 16

[helpdesk.belpic@rrn.fgov.be](mailto:helpdesk.belpic@rrn.fgov.be)