Requesting a grant or subsidy, tracking your own dossiers, requesting your own information ... everything's easy, efficient and fast when using the online counters at the Government of Flanders. Moreover, it is completely secure thanks to your own personal digital keys.

Did you know that everyone can activate and manage their own digital keys?

Surf to csam.be/myprofile/ and follow the foolproof registration procedure. Sign in with your eID and connected card reader or with itsme® and activate your digital keys.

After that you will be able to log in quickly and easily to the online counters of both the Flemish and the federal government. Not to mention a fair number of local authorities.

FIND OUT MORE?

Are you stuck? We always offer online assistance, both in activating your digital key and when registering for the online counters at the Government of Flanders.

During your registration at the Government of Flanders just click "Need help?". You will then find answers to all FAQs, as well as our contact details.

Do you want to take another look?
Surf to csam.be/myprofile
or scan the QR code.

Vlaamse overheid

CAN'T SIGN IN?

Try the following:

- make sure that your software is updated,
- delete your browser's cookies/history,
- close your browser completely,
- restart your browser in private/ incognito mode.

Questions or problems?
Are you stuck? Call our free number **1700**, a member of our helpdesk staff will be pleased to help you.

REGISTERING ONLINE
WITH THE GOVERNMENT OF FLANDERS

Digital keys

Vlaamse overheid

DIGITAAL VLAANDEREN

ACTIVATE YOUR DIGITAL KEYS NOW

to access online counters at the Government of Flanders

What are digital keys?

Many online government services require a digital key to gain access. Compare it to a locked house.

This also requires a key to enter. There are various types of digital keys. You can choose the type you prefer. Please note: each online service determines the selection of keys that can be chosen for access. This means that not all digital keys can be used for all online government services.

Why are online government services protected?

If we are to provide you with appropriate information, the online counters needs to know who you are. This prevents someone else being able to view your information or doing something in your name without your permission.

Do you already have a digital key?

Did you know that everyone in Belgium already has a digital key for which no activation is required?

Indeed, we all have an eID. Be sure to keep track of the PIN code of your eID. It is just as important as the PIN code for your bank card.

Signing in with an eID and connected card reader or with itsme®

Signing in with your eID, your PIN code and a connected eID card reader or signing in with itsme® offer you the highest level of security. These are therefore the default ways to sign in. You can only activate other digital keys after first signing in with your eID or itsme®.

Tip

Still need a card reader? You can find one in most supermarkets or multimedia stores. They are not expensive.

You can also often go to the library or town hall to register with a card reader there.

How to activate your itsme®

First download the app to your smartphone from the App Store. Then link your identity details once to your itsme® account via your bank card or your eID.

Follow the step-by-step guide on itsme.be/en/get-started.

User name and password

You will need to give a user name and password the first time you register with "My digital keys". These will immediately create a new digital key that is sometimes required in combination with another key.

Tip

It's convenient to activate a variety of digital keys. This means you'll always have one handy, even if you don't have your eID close by.

You can activate your own digital keys on csam.be/myprofile.

Security code via text message (SMS)

Some online government services are accessible using a code received by SMS. This code may be used once allowing you to sign in. You will not be charged for the SMS. Your user name and password will also be required for this key.

Security code via mobile app

There are various mobile apps to generate a unique, time-related security code with which you can sign in. These can be downloaded for free on your tablet or smartphone. Your user name and password will also be required for this key.

Security code via e-mail

Some online government services can be accessed with a code sent to you via email. You can use this code once to sign in. You will also need your user name and password for this key.

Other digital keys

Surf to icsam.be/myprofile and see which digital keys you can use.