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.

TIPS & TRICKS

Our aim is to keep improving our online services. We are working hard to make our procedures smoother, without affecting security in any way.

These tips and tricks are sure to help you in completing your registration successfully:

- Have your eID (electronic identity card) **card reader** ready with your **eID and its PIN code**. If you're signing in with **itsme®**, have your smartphone to hand.

- Use a computer with an **up-to-date** system.

- If necessary, get some help from someone who is familiar with **online services**.

- Do you want to appoint someone as an access manager? Think about it carefully. An access manager is a highly **responsible** position. Appoint someone that you trust.
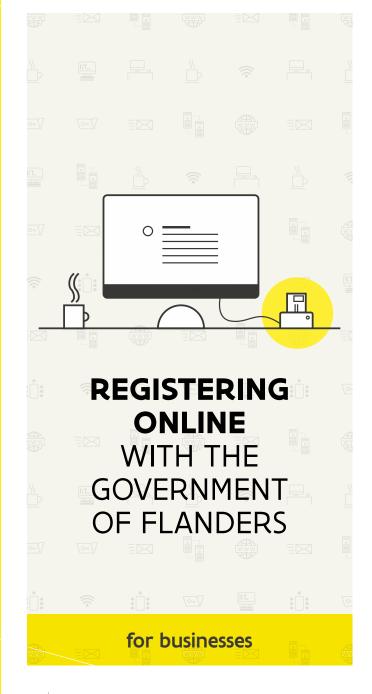
Get yourself ready right now. Register online securely once and start working with the online services at the Government of Flanders.

All information can be found (only in Dutch) on **vlaanderen.be/aanmelden-als-ondernemer**

Vlaamse overheid

REGISTERING ONLINE WITH THE GOVERNMENT OF FLANDERS

for businesses

Vlaamse overheid

DIGITAAL VLAANDEREN

With its online services the Government of Flanders aims to provide you and your company with the best support.

By using online counters you can access a wide range of services that are useful or essential to your company.

Getting hold of the right information, tracking and completing dossiers, requesting subsidies, limiting the amount of administration ... is much more efficient online.

Nothing but benefits

Using online counters:

- receive the right digital information for your company,
- manage government information online with secure access,
- carry out online transactions quickly, easily and safely,
- track the status of your dossiers, whenever and wherever you want, using a PC, tablet or smartphone,
- give the right users access to the relevant online counters.

GETTING STARTED

You will need to run through a few steps in order to use our online counters:

1 Create digital keys

Many online government services are secured. You'll need digital keys to access the different online counters. Just compare it with a door lock, you need the right key to get in. You only need to create this key once. You can then use it for different online apps.

The most important digital keys consist of your eID with its PIN code and connected card reader, or your itsme®. You need one of the two digital keys to be able to create other digital keys, so that you don't always have to use your eID and card reader.

2 Give your users access to the right online counters and organise the access managers

As your company's legal representative, you have direct access to the User Management and you can register yourself or another person as the Chief Access Manager in the Management of Access Managers (MAM).

A Chief Access Manager has access to the User Management and can assign user rights to your company's employees, and also appoint other access managers. They, in turn, can grant other people access rights to the different online services.

Within the User Management, you or another access manager can decide who in your company can use the Government of Flanders different online counters.