DigiSkiPasS – Digital Skills Passport for Senior

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[*www.digiskipass.com*](www.digiskipass.com)

DOCCLE

DOCCLE

INTRODUCTION

Welcome to our guide on **Doccle**, a **digital service** designed to help you manage all your important documents in one secure place. Whether it's invoices, contracts, or pay slips, Doccle makes it simple to organize and access them from anywhere. This guide will explain what Doccle is, how to create an account, and how to use it, step by step.

WHAT IS DOCCLE?

Doccle is a service that allows you to centralize all your important documents. Think of it as a digital filing cabinet. With Doccle, you can store and manage your documents from various partners online. These can range from energy bills to certificates for your tax return. Doccle processes documents from nearly 250 companies across different sectors, including: Banking, Energy, Government, Health, Insurance, Medical Labs, Social Insurance Funds, Waste Collection, Water Companies.

HOW DOES IT WORK?

Once you have Doccle, you can store all your documents. Doccle automatically saves them, and with its search feature, you can quickly find any document you need. With Doccle, you can easily share documents with your partner, family, accountant, notary, or broker. You can also upload your own documents, whether they are new or existing.Doccle is available on smartphones, tablets, and PCs. It's always free to use, without any subscription or fee.

HOW CAN YOU USE IT?

Using Doccle is simple: download the app from the App Store or Play Store, create an account, and connect it to the companies whose documents you want to receive. You can upload, organize, and categorize your documents, and use the search feature to find any document quickly. The platform also allows you to share documents securely and set reminders for due dates, making it easy to manage all your important paperwork in one place.

To conclude, Doccle is a powerful **tool** to help you manage your **important documents** easily and securely. By following this guide, you can set up and use Doccle with confidence. Remember, Doccle is here to simplify your document management, keep you organized, and ensure your data is secure.
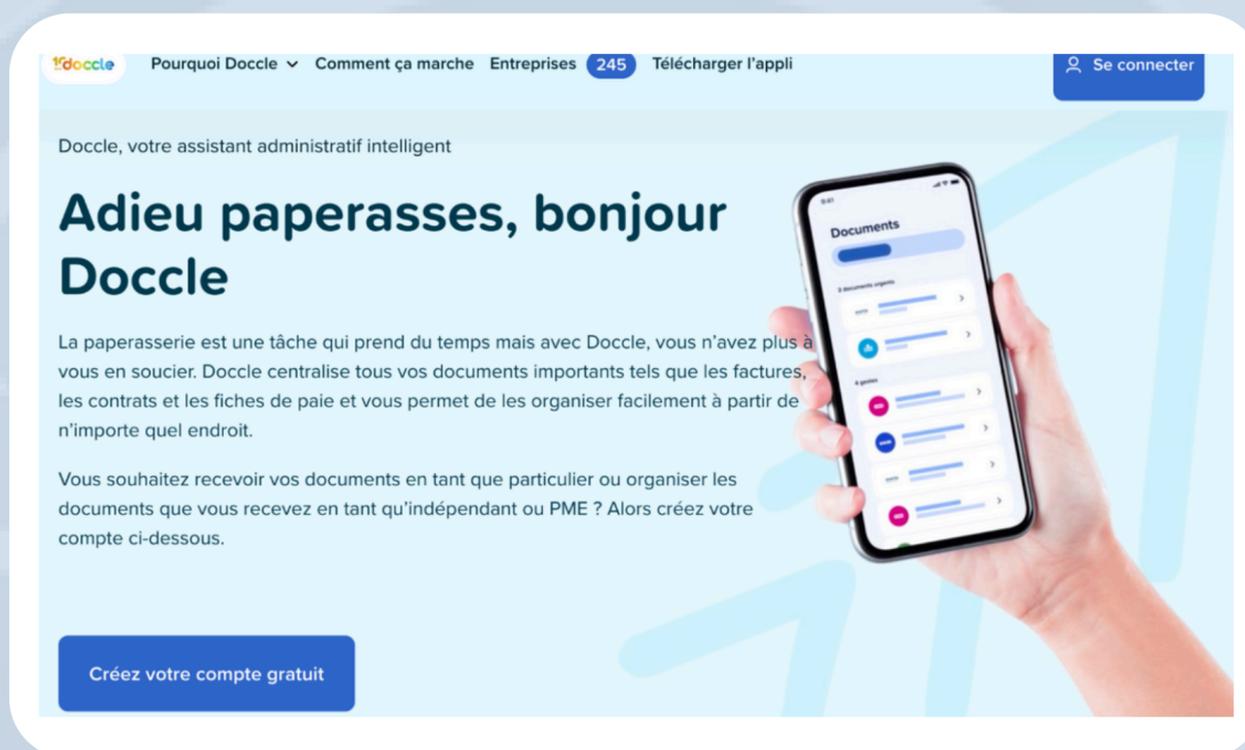
DOCCLE

GOODBYE PAPPAERWORK

ADVANTAGES OF USING DOCCLE

Doccle includes an Administration Assistant that reminds you of invoice due dates. You can arrange payments directly through Doccle using various methods such as Payconiq, QR Code, or Bancontact.

To stay organized, you can add categories to your documents, making it easier to find what you need.

Doccle allows you to create a digital signature using your eID (electronic identity card) or Itsme.

IS DOCCLE SECURE?

Yes, Doccle ensures your privacy and security in partnership with Worldline, a company with years of expertise in securing online transactions.

Here's how Doccle protects you:

- **Privacy:** Doccle never uses your details or shares them with third parties for other purposes.

- **Security:** Documents sent via Doccle only come from verified senders, keeping you safe from scams, spam, and phishing.

- **GDPR Compliance**: Doccle complies with European privacy law (GDPR), ensuring your data is stored and processed securely.For even greater security, you can access Doccle via Itsme or set your fingerprint or face ID for login, ensuring that you are the only one who can log in. Additionally, all data is stored in Europe.

PROTECTING YOURSELF FROM PHISHING EMAILS
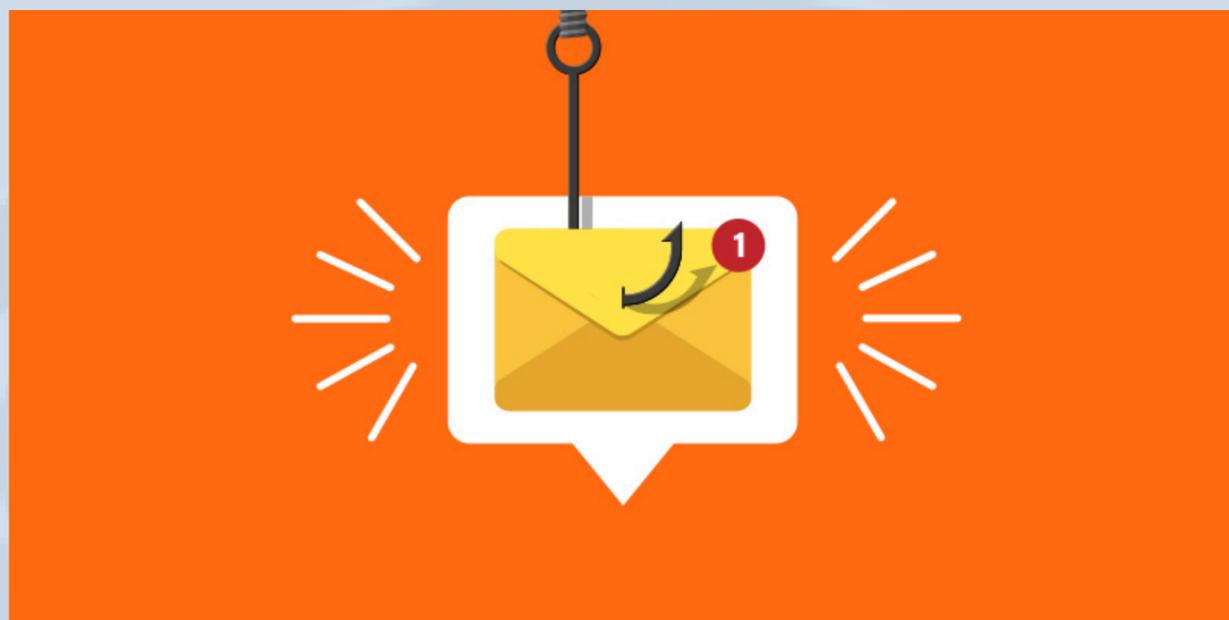
Fake emails are currently circulating, pretending to be from Doccle. In these emails, you are asked to click on a link to view a document via Doccle.

Do not do this unless you are sure the email is from Doccle.

You can verify this by checking the sender's email address. Our emails are always sent from an address ending in @doccle.be, @community.doccle.be, or @info.doccle.be, so you can distinguish them from fake emails.

If you receive an email mentioning Doccle that does not come from these email addresses, you can immediately report it to the relevant authorities at suspect@safeonweb.be (see https://www.safeonweb.be).

DOCCLE

ACTIVATION PROCEDURE

HOW CAN YOU USE DOCCLE?

The first step consists in downloading the Doccle App. You can use Doccle on various devices. To get started:

1. Smartphone or Tablet:

For iPhone or iPad users, start by tapping the "App Store" icon on your home screen to open it. Then, tap on the search bar at the bottom of the screen and type "Doccle." Once you find the Doccle app in the search results, tap the "Get" button next to it. You might be asked to enter your Apple ID password or use Face ID/Touch ID to confirm. Do so, and the app will start downloading.

For Android users, tap the "Play Store" icon on your home screen to open it. Tap on the search bar at the top of the screen and type "Doccle." Find the Doccle app in the search results and tap the "Install" button next to it. The app will start downloading automatically.

2. PC:

Visit the Doccle website. Open your internet browser (such as Chrome, Firefox, or Safari) and in the address bar at the top, type "www.doccle.be" and press "Enter" on your keyboard.
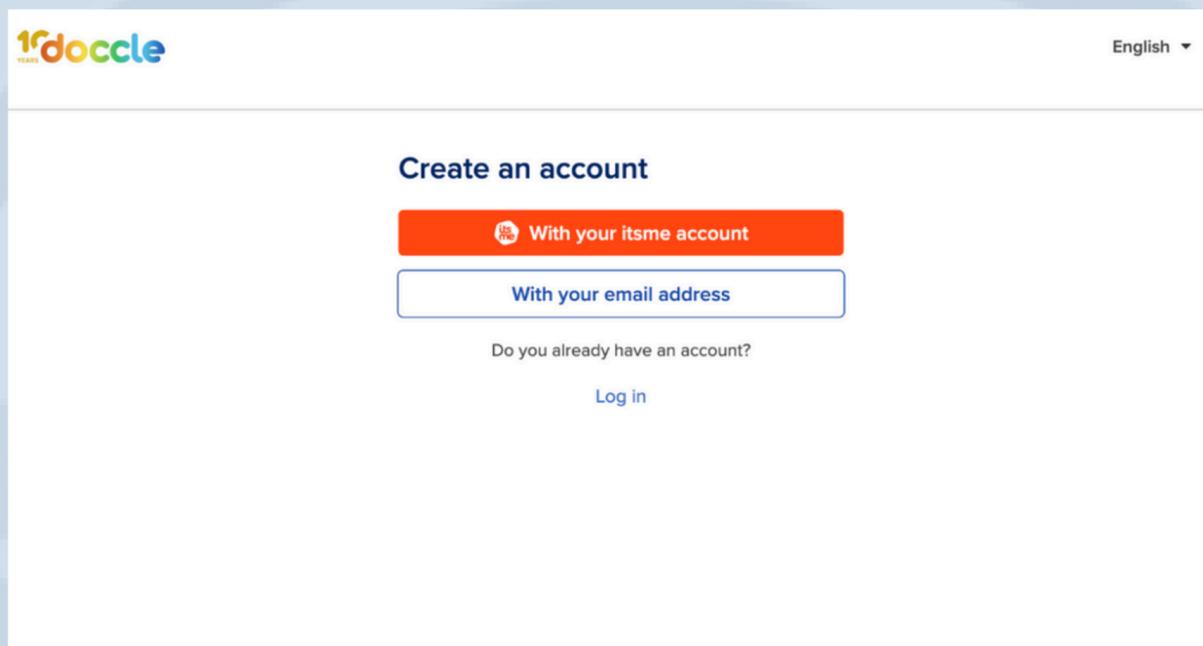
HOW TO CREATE A DOCCLE ACCOUNT

You can create an account via Itsme or email:

Using **Itsme**

With Itsme, you just need to enter your Itsme credentials and follow the steps on the site.

1. Open the Doccle app or **website**.

2. Choose "Connect with Itsme" and follow the steps on the Itsme page.

3. Log in to your Doccle account using your Itsme credentials to complete the linking process.
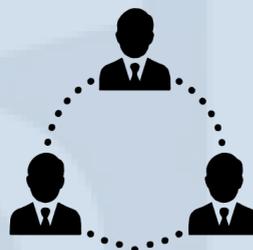
Using **Email**

1. Open the Doccle app or website.

2. Enter your email address.

3. Receive a verification code sent to your email.

4. Follow the steps provided to complete your account setup.

Connecting with **Companies**

After creating your account, connect with the companies whose documents you want to receive. There are different options for this:

- You have received an email from the company containing a link to log in or a QR code to scan.
- Check the company's portal for a button to connect with them on Doccle.
- Your personal Doccle codes can usually be found on the last invoice you received, or you can scan the QR code on the last invoice.
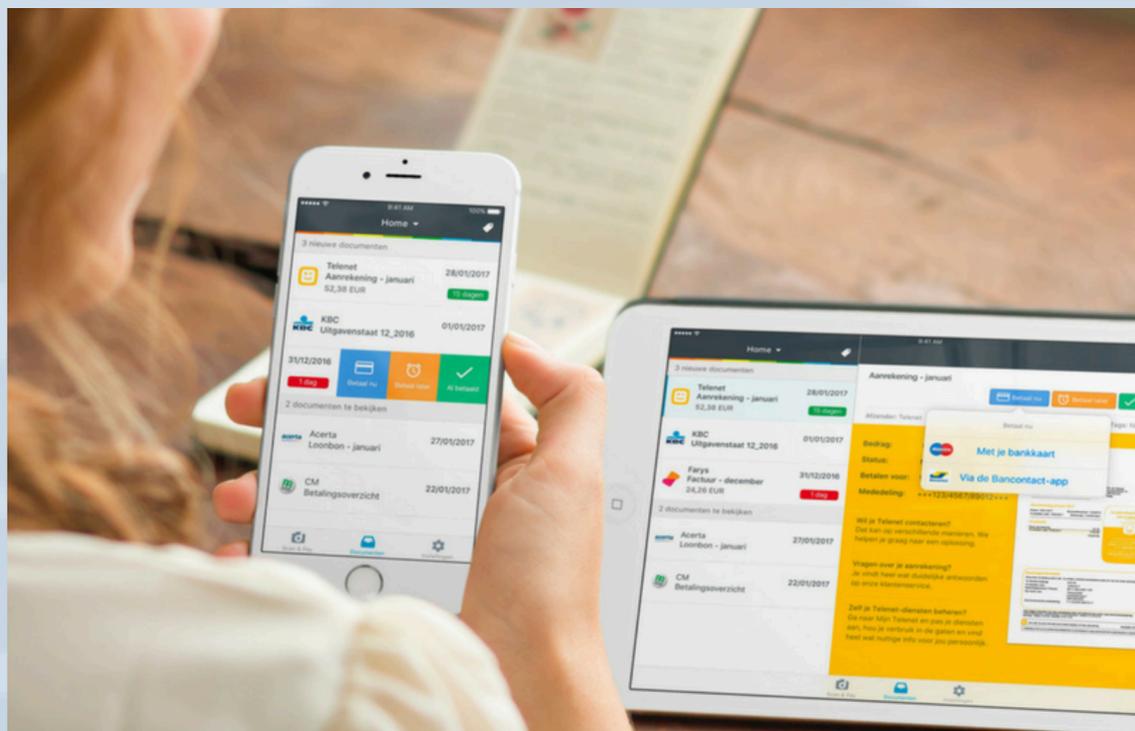
Not all companies offer these methods, but you can search for the company you are interested in using this link.

HOW DO I LOG IN TO MY DOCCLE ACCOUNT?


You can log in to your Doccle account in various ways:

- with **itsme**
- with your username and password
- with your **electronic identity card (eID)**
- You have received an email from the company containing a link to log in or a QR code to scan.

Access the **login page** and log in directly with your username and password, or choose "Connect with Itsme" or "Connect with eID."

ERROR MESSAGE AND TROUBLESHOOTING
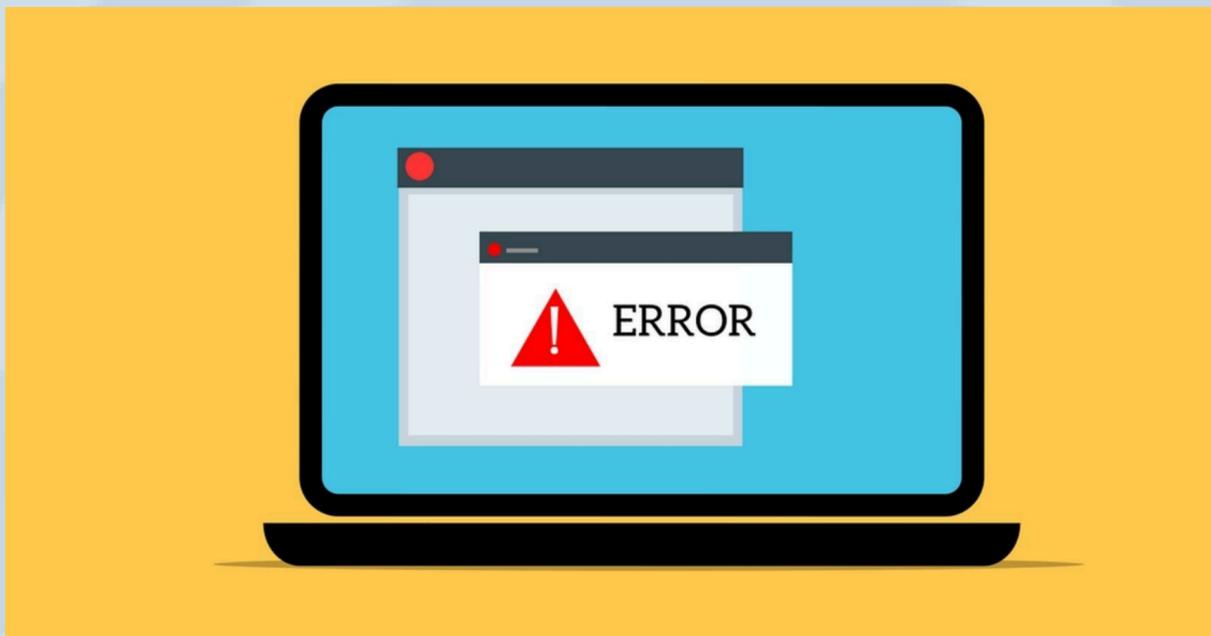
What should you do when the message "This Doccle account is already linked to another Itsme profile." appears?

When you encounter the message "This Doccle account is already linked to another Itsme profile," it means that there is an error occurring when you attempt to access a highly secure document (like KBC, eBox, etc.) with Itsme while another Itsme profile is already linked to your Doccle account.

Typically, this message appears when you have a new eID card or a new mobile number, causing your old Itsme profile to expire. As a result, the Itsme profile linked to your Doccle account is no longer valid.

The solution is straightforward:

1. Log in with your username and password via the Doccle web version (not through the mobile app).
2. Click on your username at the top right of your account and go to Settings > Electronic identity card (eID and Itsme).
3. Click on "Remove at Itsme."
4. Finally, click on "Link your Itsme."

You can now reopen your highly secure documents using Itsme.

FORGOTTEN USERNAME OR PASSWORD

Nom d'utilisateur

Mot de passe

Annuler   Se connecter

I don't know my username, what should I do?

If you're not sure of your username anymore, you can retrieve it by entering your email address through the "Forgot username?" link on the **login page.**

If there's a Doccle account associated with that email address, you'll receive an email containing your username.

*Your username can also be an email address.*

I don't know my password, what should I do?

Your password is strictly personal, and you are the only person who should know it. If you have forgotten your password, you can set a new one using your username by selecting "Forgot password?" on the <u>login page</u>.

If you have also forgotten your username, select "Forgot username?" on the <u>login page</u>.
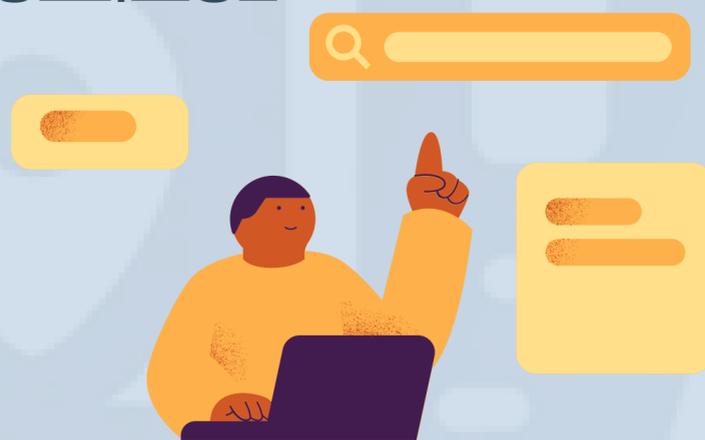
How do I link my ITSME account to my Doccle account?

If you have never used Itsme before, you must first register on Itsme. To do this, go to <u>https://www.itsme.be/get-started</u> and download the Itsme app.

I want to link my Itsme:

- <u>through the desktop/browser version of Doccle</u>
- <u>through the Doccle mobile app</u>

Via the desktop/browser version of Doccle:

From the login page

- Go to the l<u>ogin page</u> and choose "Connect with Itsme." Follow the steps on the Itsme page.
- Follow the steps on the Itsme page.
- Log in to your Doccle account (with your username and password or with your eID) to complete the linking process.

Once logged into your account

- Go to Settings via the menu at the top right.
- Navigate to the Security section.
- Choose "Link your Itsme" and follow the steps.

Via the Doccle mobile app

If you are already logged into the app

- Go to Documents and tap on a secure document.
- Choose "Connect with Itsme."
- Follow the steps through the Itsme app. After successful authentication with Itsme, you will see an intermediate screen "Open with Doccle?" then confirm with Open.
- Your Itsme is now linked to your Doccle account.

If you are not yet logged into the app:

- Open the Doccle app.
- Choose "Connect with Itsme."
- Follow the steps through the Itsme app. After successful authentication with Itsme, you will see an intermediate screen "Open with Doccle?" then confirm with Open.

Your Itsme is now linked to your Doccle account.

✅ To resolve issues

- <u>What should I do when the message "Your eID / Itsme is linked to another Doccle account" appears?</u>
- <u>On my Samsung device, I cannot use Itsme to open highly secure documents.</u>

Data points for connections
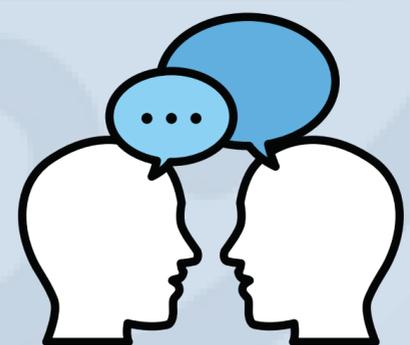
What are data points?

Data points are the personal information you share with Doccle when you create a Doccle account and add your personal data. These data points enable finding and suggesting new connections with companies, so you can receive all your documents in one secure space.

How can I manage the data points for my connection proposals?

- Click on your username at the top right and select "Settings".
- Go to the "Data for Connections" setting.

On the data usage screen, you can see which of your data points Doccle uses to search for and suggest new connections. A connection is a link between you and a company. Once established, the company or affiliated institution can share content with you via the Doccle platform.

You can define for each data point whether it is used to suggest new connections. MacOS/Windows: You can also enable or disable the connection suggestion feature at any time.

Why am I receiving a message "Your document is not currently available"?

This message may appear when opening a document if the document is no longer available on Doccle. The cause is usually because the sender has deleted the document from Doccle, or it cannot be retrieved from the sender due to a technical issue.

- Do you receive this notification with a government document (via eBox)?

- You can still view the document through the government's My eBox portal itself, at https://mycitizenebox.belgium.be/myebox/.
- Do you receive this notification with a document from another sender (not eBox)?
- Please contact us, specifying the corresponding error code and, if possible, a screenshot.

How do you share the document with other people?

If you want all documents from a specific company on Doccle to be automatically accessible to one or more other people, you can choose to share the link.

- Click at the top of your account on "Links". You'll see an overview of your current links.
- In the overview, click to the right of the desired link on the icon with three dots, then click "Share". A new window titled "Shared link settings" will open.
- Enter the email address of the person with whom you want to share the link. Optionally, you can give the link a different name and add a personal message for the recipient.
- Click "Send invitation" to confirm the invitation.

The invitation is valid for one month and has the status "Pending" until the invitee accepts it. You can repeat this process for each person with whom you want to share a link.

Attention:

If you manage multiple accounts under the same email address or perform sharing from the same computer, log out of the account and log back into the account where you want to receive the shared link after sending the invitation.

Only after this, accept the invitation from the email. Otherwise, the system may assume you want to share with the same account, which is not possible.

If you want to share documents with someone just once, you can **send them via email directly from your Doccle account.**