DigiSkiPasS – Digital Skills Passport for Senior
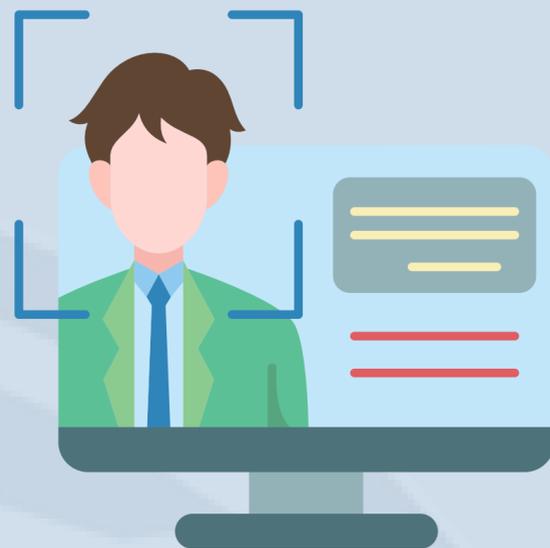
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www.digiskipass.com

ITSME

ITSME

INTRODUCTION

Welcome to our guide on ITSME. With ITSME you can have your online identity to access multiple services in a secure way. You can log in securely and easily, create new accounts, confirm transactions, and sign documents.

WHAT IS ITSME?

ITSME is a trusted app that allows you to securely manage your online identity. It simplifies your digital interactions by providing a single, secure way to log in to various services, create accounts, confirm transactions, and sign documents — all from your smartphone.Thanks to this you will be able to share data, confirm or digitally sign with:

- government and semi-government services;
- almost all Belgian banks;
- most insurances;
- Most health services and institutions;
- telecommunications providers;
- notaries, lawyers and accountants;
- financial services;

HOW DOES ITSME WORK?

ITSME works by using your smartphone as a secure hub for your digital identity. Once you download the ITSME app and set it up with your personal code, you can use it to authenticate yourself without needing to remember multiple usernames and passwords. This method, known as multi-factor authentication (MFA), ensures that only you have access to your information. Each time you use ITSME, you'll confirm your actions with your personal code, ensuring your data remains private and secure.

HOW CAN YOU USE IT?

ITSME is designed to be user-friendly. You use ITSME in the same way everytime: you initiate an action like a login at a company, you receive a notification in your app and you confirm it through your personal code. This action is the same with every partner. To make it even easier you can enable your fingerprint or FaceID; remember that for electronic signatures you will have to put your secret code.

In conclusion, ITSME is a reliable **tool** for **managing your online activities** securely and conveniently. By using ITSME, you can navigate the digital world with confidence, knowing that your personal information is kept private and your interactions are secure.

ITSME

EASY AND SECURE LOG IN

ADVANTAGES OF USING ITSME

- Logging In: Instead of typing passwords, simply open the ITSME app on your smartphone, enter your personal code, and you're logged in securely.

- Creating Accounts: When signing up for new services or accounts online, ITSME can help streamline the process by securely verifying your identity.

- Confirming Transactions: Whether you're managing finances or making online purchases, ITSME allows you to securely confirm transactions with just a few taps.

- Signing Documents: ITSME enables you to digitally sign documents, making processes like contract approvals or administrative tasks easier and more efficient.

IS DOCCLE SECURE?

The main strength of this service is the security:

- **Security Measures**

ITSME ensures high security standards for your personal data. Every connection between ITSME and its partners guarantees robust security measures.

- **Multi-Factor Authentication (MFA)**

Your digital identity can only be accessed through the ITSME app on your smartphone. This method uses multi-factor authentication (MFA), requiring your personal code for access.

- **Ease of Use**

No need to remember usernames and passwords; ITSME uses your encrypted profile as authentication. Confirmation and entry of your personal code are required for every action with ITSME, ensuring consent.

- **Data Protection**

TSME data is not stored on your smartphone but in Europe's most secure database. Your personal code is never stored in a database, ensuring only you have access to it.

- **Secure Connections**

Upon initial login on a computer or tablet, an icon verification process enhances security. Each signing action with ITSME prompts the selection of an icon for additional security.
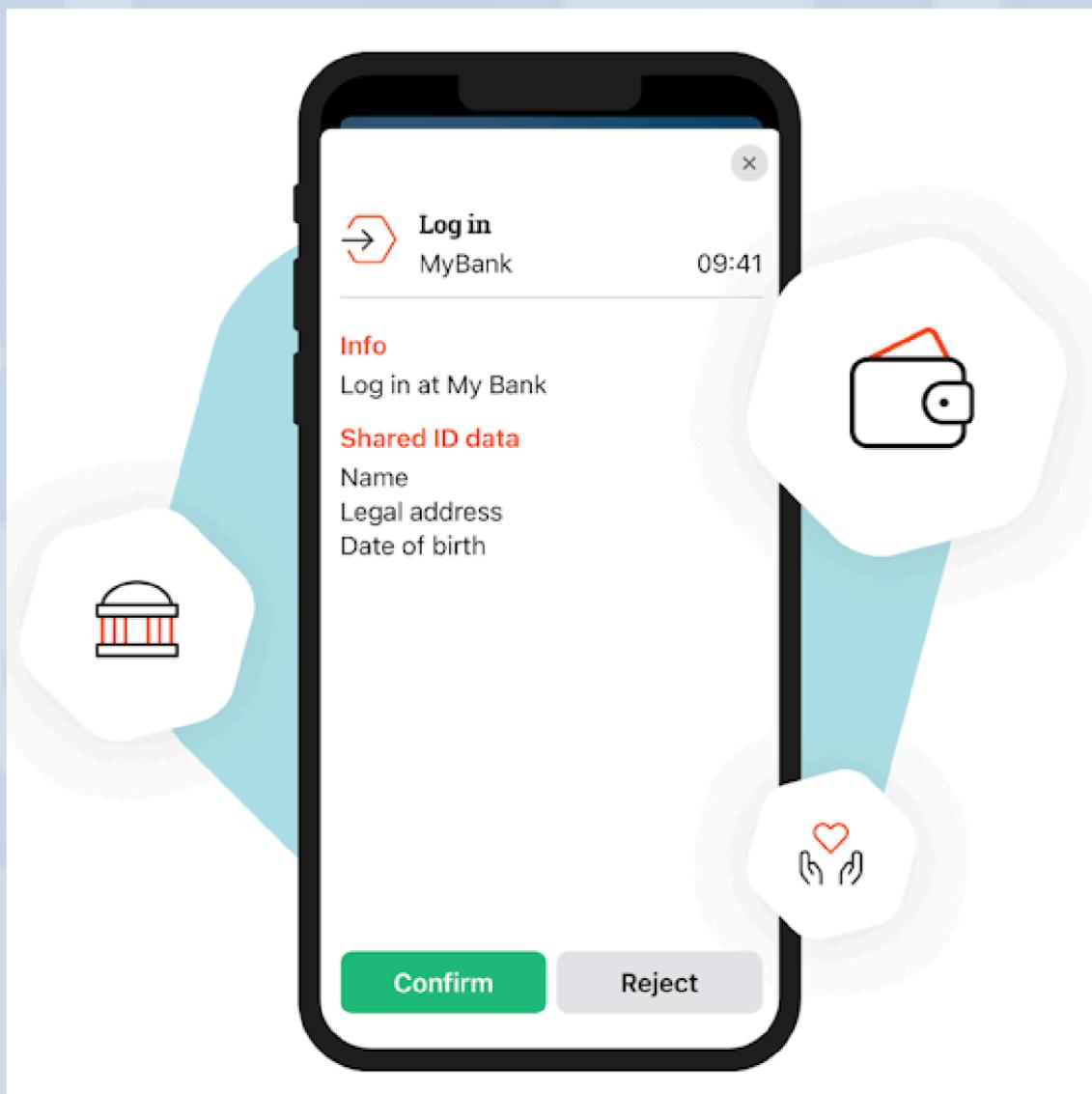
WHAT ABOUT PRIVACY?

With ITSME, you have complete control over your privacy because you are always aware of the personal data you share, the actions you perform, and with whom.

Every action taken with ITSME requires confirmation and your personal code; without these steps, your data remains secure and private.

No information related to ITSME usage is shared for advertising, promotions, or any commercial purposes. There are no cookies on the website and only essential data is gathered.
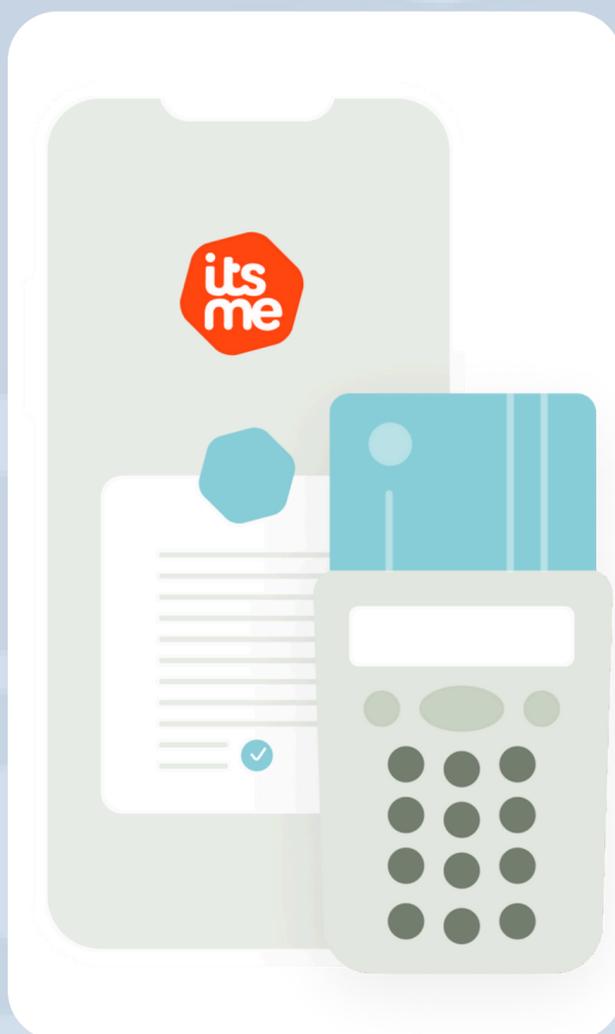
ITSME

ACTIVATION PROCEDURE

HOW CAN YOU USE ITSME?

The main step is to activate the service. If you want to activate this service, you have two options: via bank or via eID.

With your bank card

The supported banks are the following: Belfius, BNP Paribas, KBC, CBC, ING, Fintro and Hello Bank. To activate ITSME via bank you will need your smartphone, your bank card reader, your credit card and its pin.
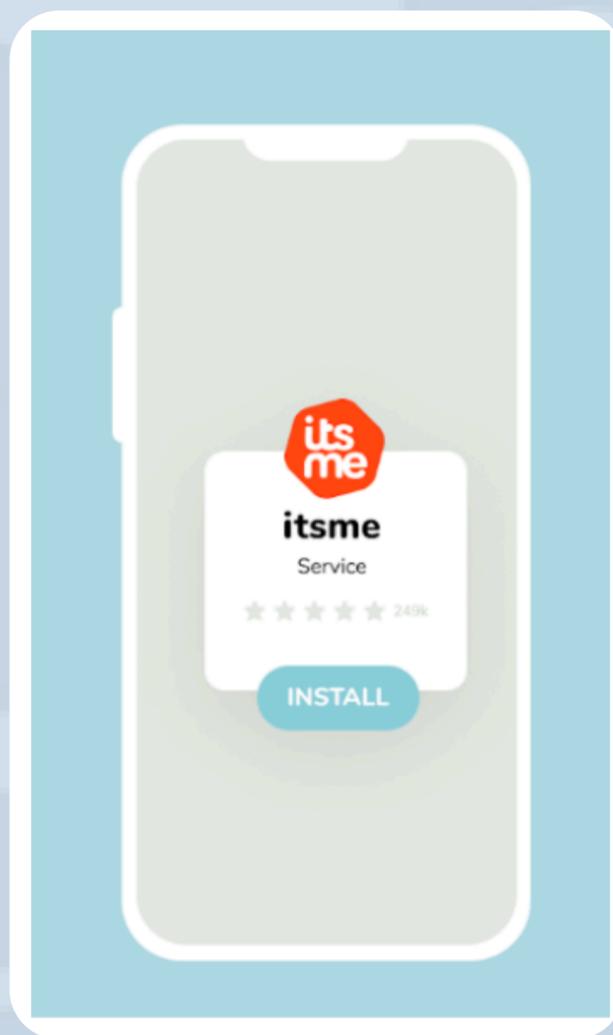
These are the steps to create your account:

1. First let's start by downloading the ITSME app via Play Store or Apple Store. Go to Apple Store or Google Play, type in ITSME, click on the app icon and "Download".

2. First let's start by downloading the ITSME app via Play Store or Apple Store. Go to Apple Store or Google Play, type in ITSME, click on the app icon and "Download".

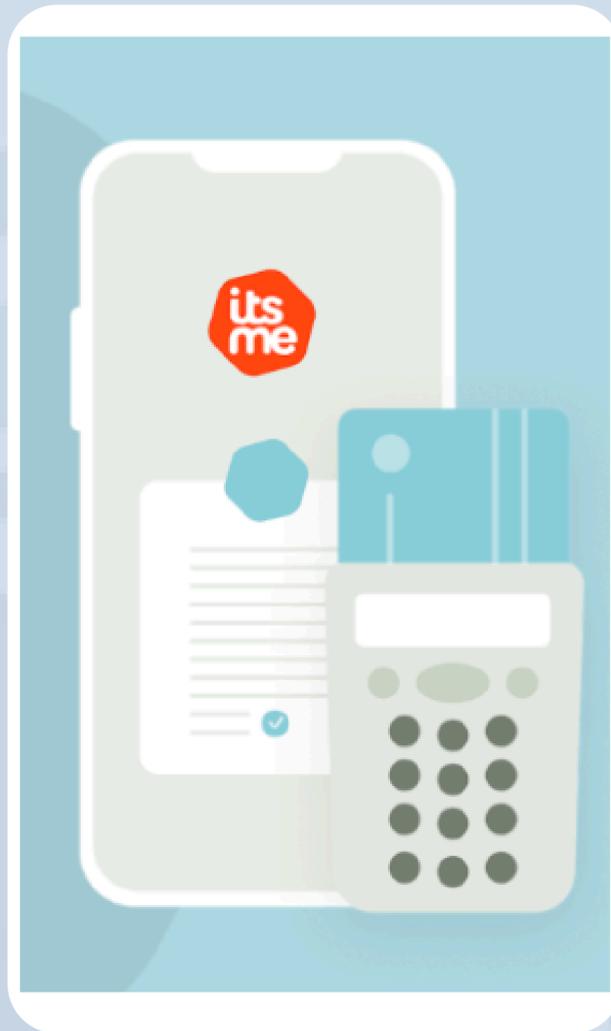3. Then click your bank on the list of supported banks, you will need to log in through your bank app.
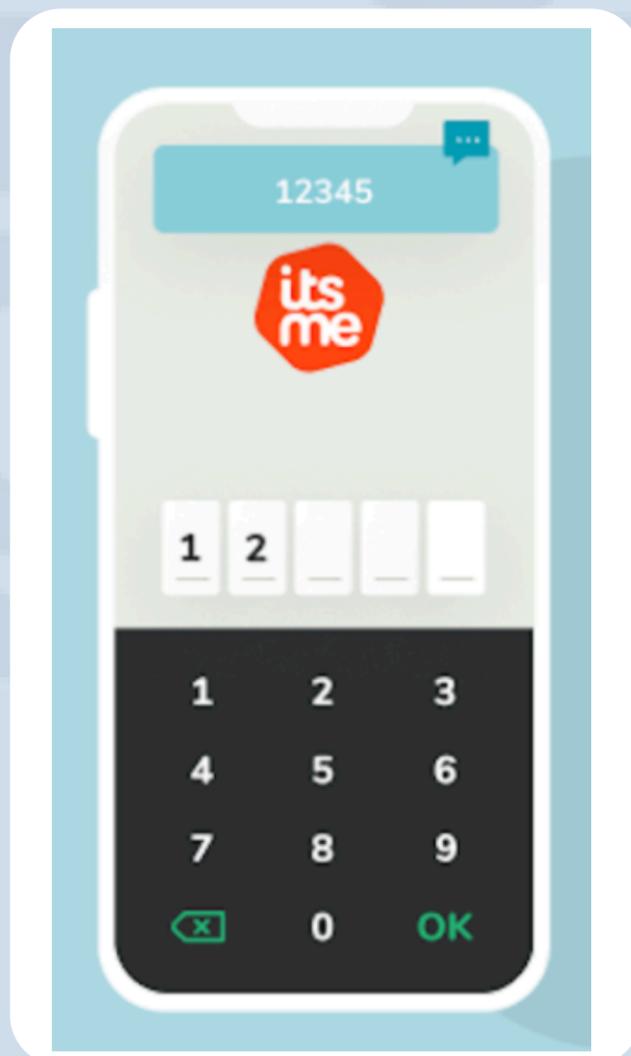
4. Continue by signing in using your bank card reader.

5. You will receive a text message with a verification code; enter your 5-digit verificatio in code in the app.
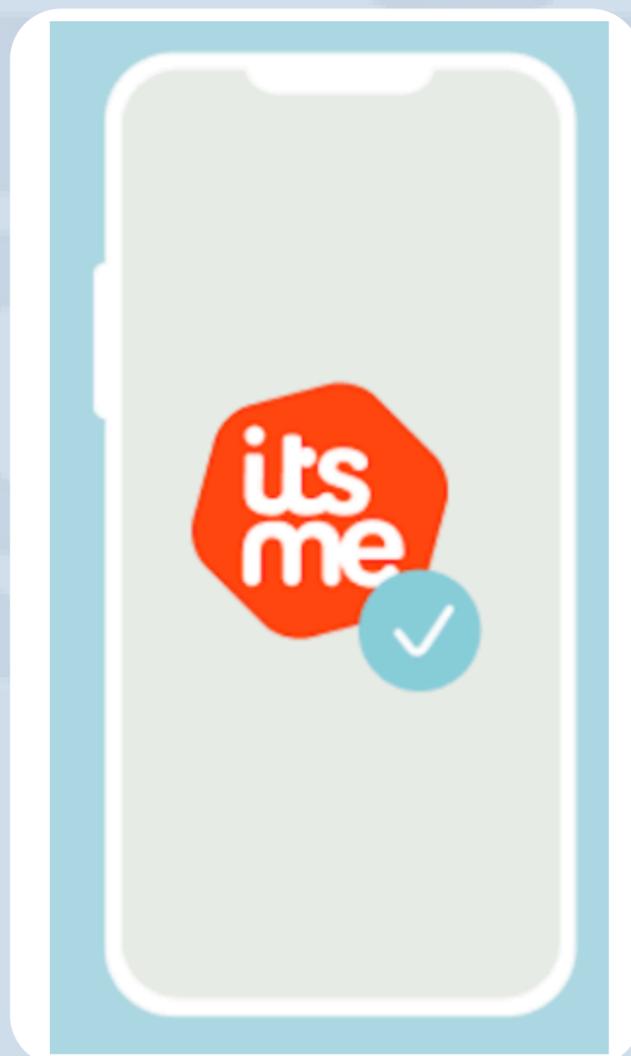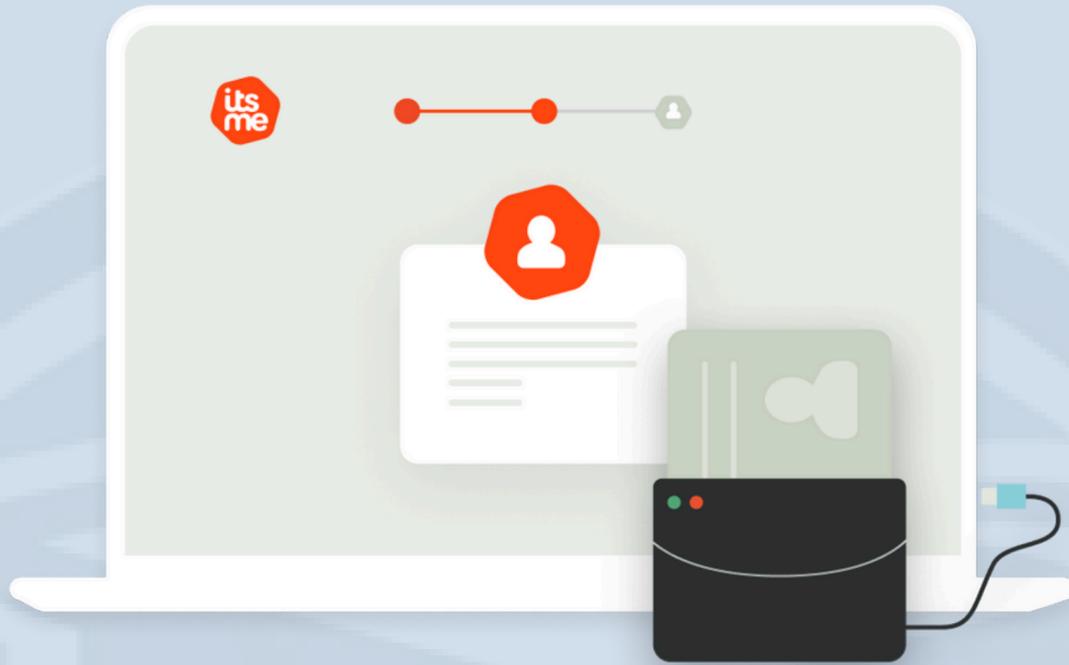
6. Choose your personal code and confirm again.

7. Congratulations! Your digital identity is now activated.
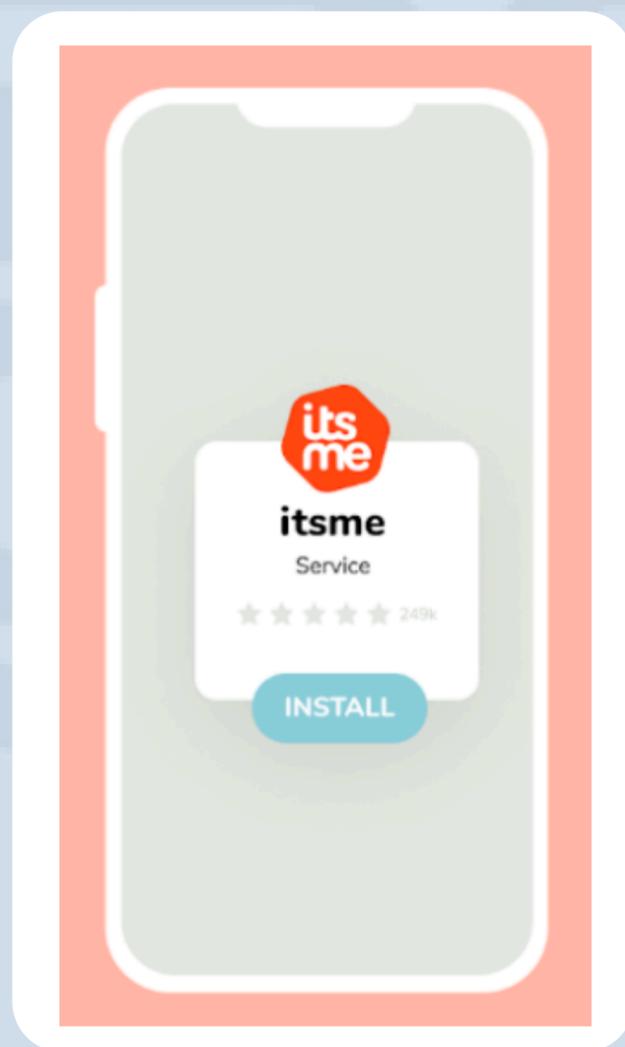
With your eID

You will need your smartphone, your PC, an eID card reader, your eID card and its pin.
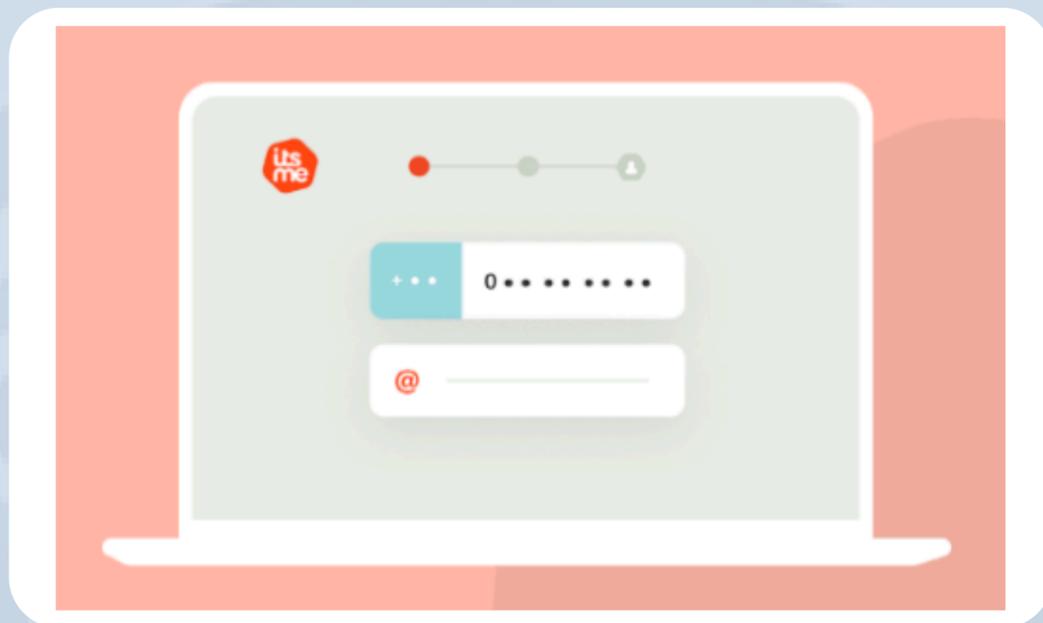
These are the steps to create your account:

1. First let's start by downloading the ISME app via Play store or Apple Store.
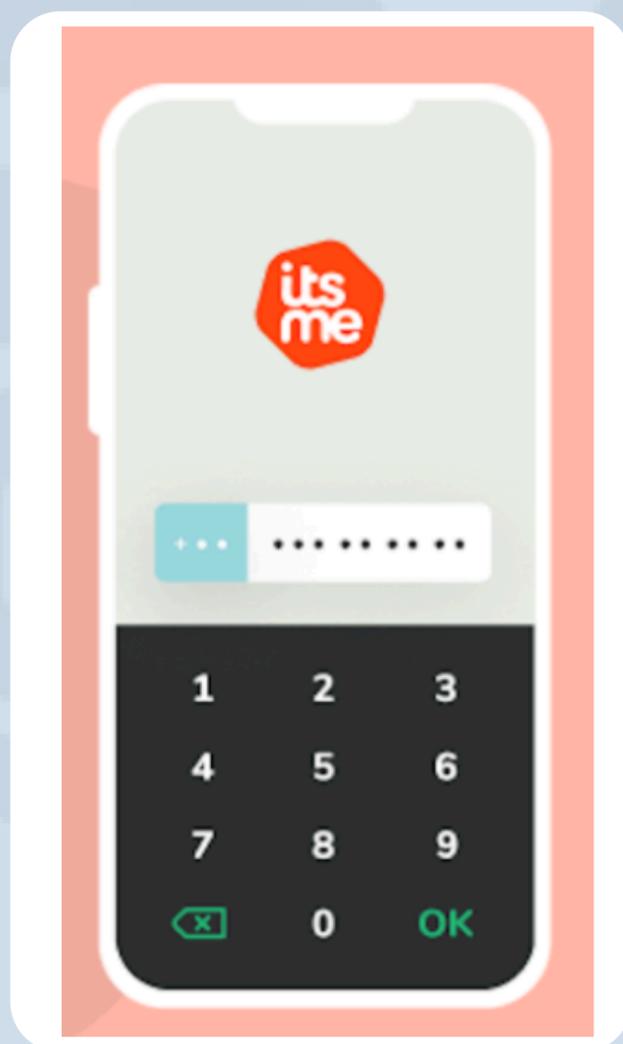
2. Surf this <u>link</u> via computer. Enter your phone number and e-mail address. Make sure to select the correct country code from the dropdown menu.
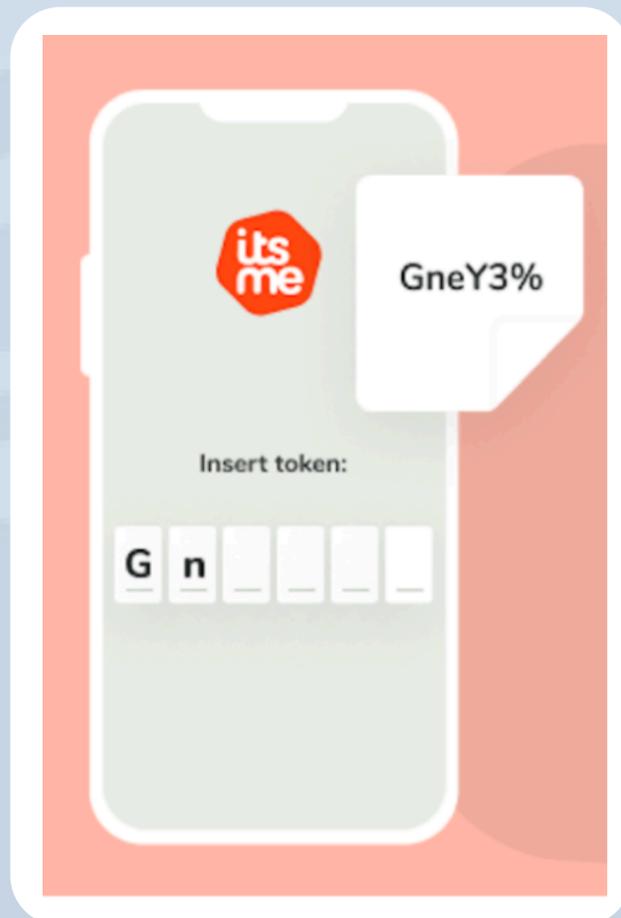

3. Then, connect your eID card reader to the computer and insert your eID card. Read and sign your ITSME contract by entering the eID PIN code.
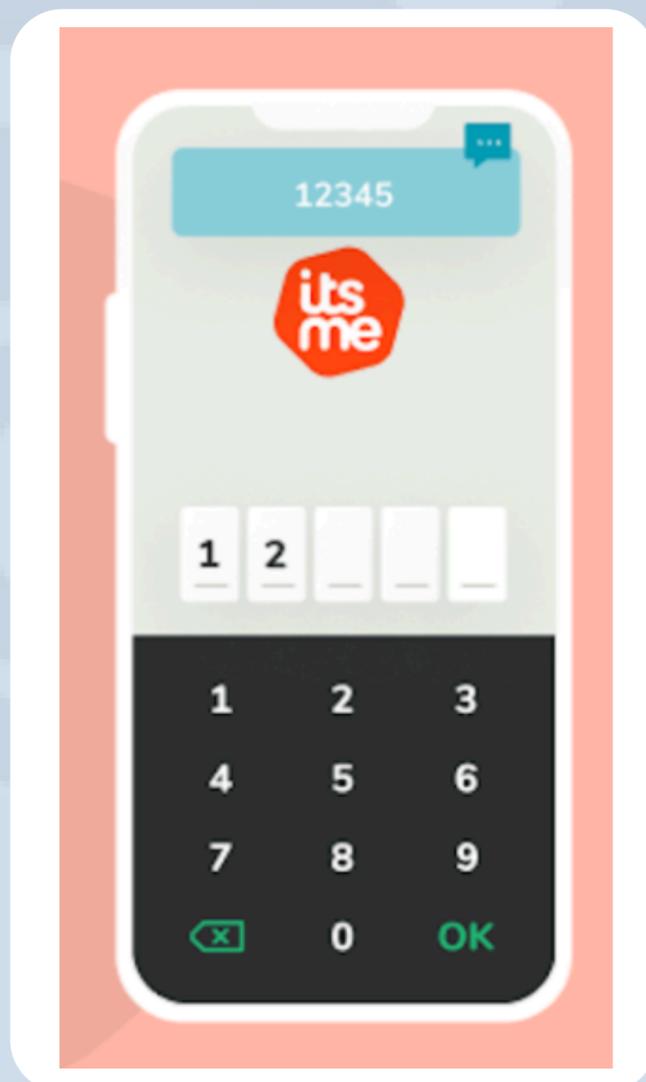
4. You will receive your identification token, open the ITSME app on your smartphone, enter your phone number. Enter the identification token you received earlier.
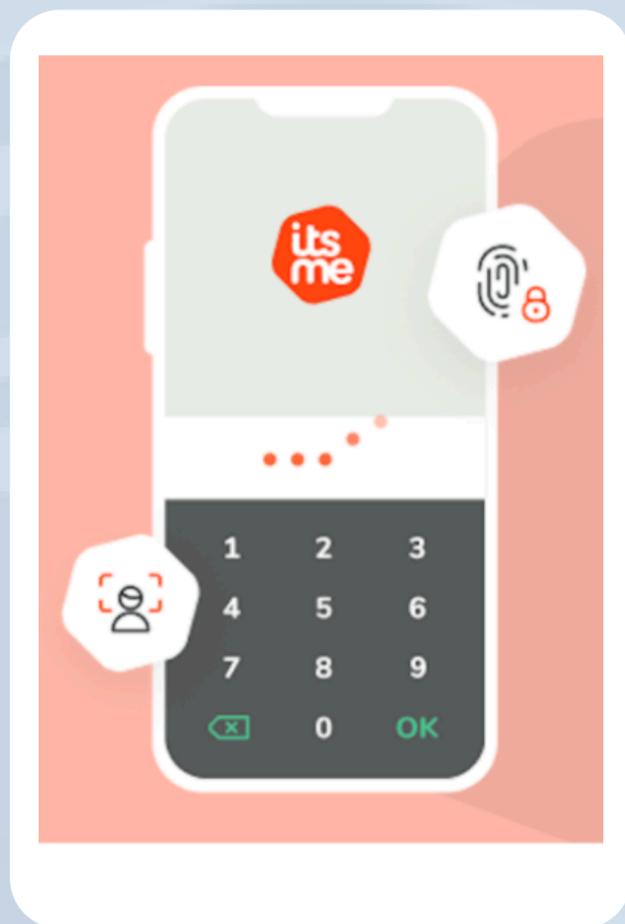

5. You will receive a verification code via sms. Enter the 5 digits into the app.

6. Choose your ITSME code and confirm it.

7. Congratulations! Now your digital identity is activated.
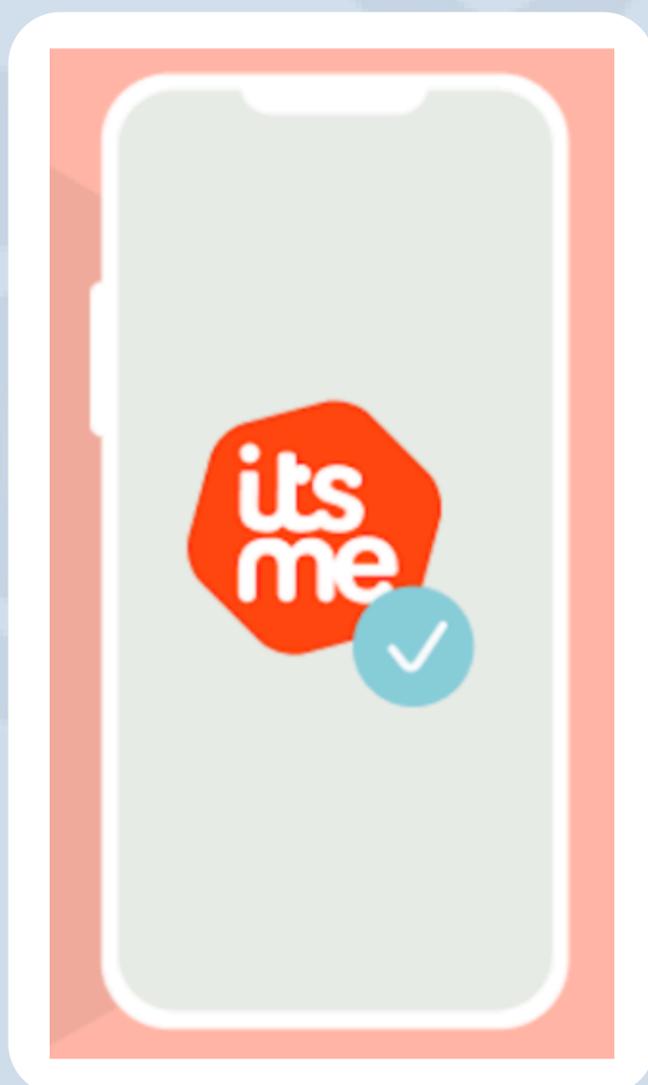
POSSIBLE ISSUES

Error connecting: How to resolve this issue?

You may receive this error message when trying to connect to a government website from a mobile web browser or when attempting to log in to a government application.
Ensure your mobile browser is set as your default browser (avoid Samsung Internet) and that you are not using private mode. This will help you avoid this error message.

TIP: If you access the partner page of the itsme application, you won't encounter this issue!

How can you block your ITSME account?

Have you clicked on a suspicious link or noticed suspicious activity? Do you want to block your account? You can block your account on the itsme website: https://my.itsme-id.com/account/block

- Provide your phone number and your first name(s). Note: Your first name(s) must be spelled exactly as on your identity card.
- Confirm that you want to block your itsme® account.
- Your account will be securely blocked (confirmation via SMS).

You can then reactivate your account using your eID or bank card.

How can you change your phone number?

If your account is active, you can change your phone number in your itsme application.
Here's how:

- Open your itsme application and go to the menu (top right or left, depending on your device).
- Navigate to "my details" and update your phone number.
- Follow the steps and confirm.

Is your account not active? In that case, you can reactivate it with your new number on this page. You'll need a PC with a card reader.

Forgot your ITSME code?

If you've forgotten your itsme code, you need to block and reactivate your itsme account. Alternatively, delete your itsme app, reinstall it from the Apple App Store or Google Play Store, and reactivate your account.

How to block your ITSME account?

Is your app active?

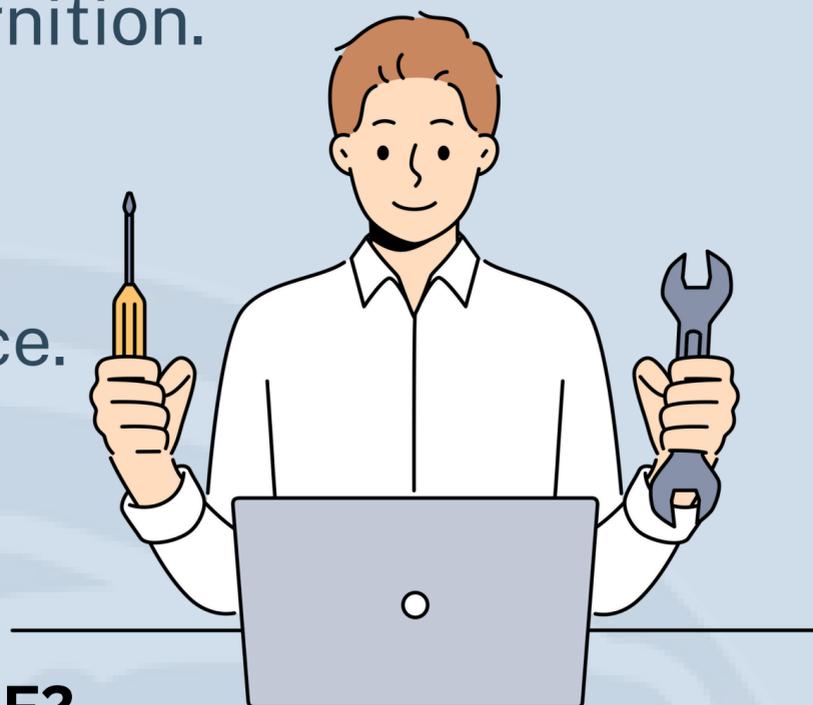Navigate to 'Security and Privacy' in the app menu, then 'Delete itsme'.

Confirm that you want to delete your account and authenticate with your itsme code, fingerprint, or facial recognition.

Is your app not active?

Contact our support service.

How do you reactivate ITSME?

If you want to reuse ITSME later, you'll need to create a new account. Close and restart the app, then follow the steps to reactivate your account.

Note: Always remember your original login credentials for our partner sites to avoid losing access.

iPhone users (from iOS 16) can add a widget to their lock screen for easy and quick access to the itsme application.

How to do it? Here's a step-by-step guide:

- Long-press the lock screen until the
- Customize button appears, then tap Customize.
- Select Lock Screen.
- Press Add Widgets. (under the clock)

- Tap or drag the widgets you want to add to the lock screen.
- When finished, tap the close button, then tap Done.
- If there's not enough space for a new widget, you can press the remove button to delete a widget and make room for the one you want to add.

ACTIVATE ⏻

Received an unintended action?

If you receive an itsme action that you didn't request yourself, always refuse the action. Do not validate anything without verifying first. If this happens more than once, immediately block your itsme account and contact our support service.

How do you add other people to my ITSME?

Your itsme account is personal and consists of an identity document, phone number, and application. It's not possible to add other people to your account. If someone else wants to use itsme, they can download the itsme app themselves from the Apple App Store or Google Play Store and create an account.

ICONS IN THE ITSME APPLICATION
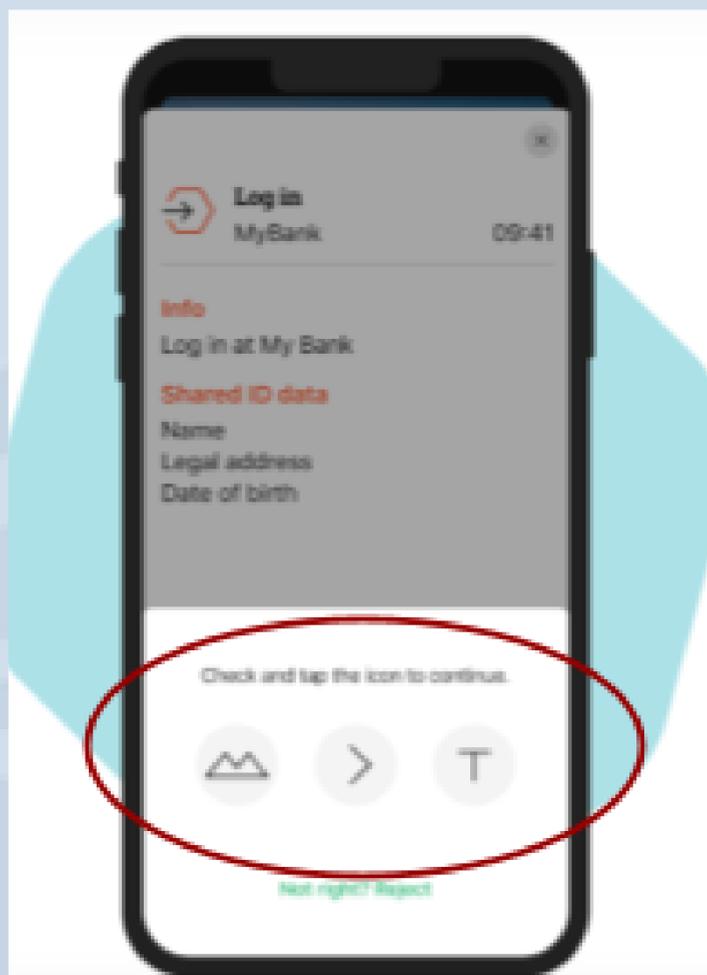
What do they mean?

Icons in the itsme application serve as an additional security measure. By selecting the same icon as shown on the website, you secure the connection between your browser and your itsme application.

What do they mean?

During identification, login, or confirmation with itsme. Icons appear randomly or when you use a browser for the first time.

With each signature using itsme. By selecting the correct icon in the application, you validate the document to be signed. You'll be prompted for this step each time you sign.
If you see an incorrect sequence of icons or an incorrect orange icon in your application, reject the action and restart the process.