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## DigiSkiPasS – Digital Skills Passport for Senior

*2023-1-BE01-KA210-ADU-000153530*

[www.digiskipass.com](http://www.digiskipass.com)





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# MY EBOX

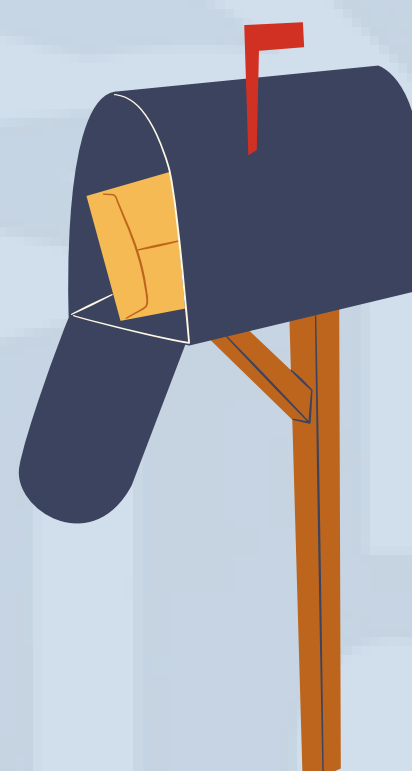




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# MY EBOX

## INTRODUCTION



Welcome to our guide on My eBox. My eBox is a secure electronic mailbox provided by government authorities to streamline communication with citizens and businesses.





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## WHAT IS MY EBOX?

My eBox is a secure **electronic mailbox** provided by government authorities to streamline communication with citizens and businesses. It serves as a central platform where various public services and institutions can send important messages and documents directly to you. This digital mailbox ensures that you receive information promptly and securely without relying on traditional mail.



## HOW DOES MY EBOX WORK?

My eBox enables seamless communication with a wide range of public entities, including federal services, social security institutions, regional ministries such as those of the Flemish Community and Wallonia, local authorities like provinces and municipalities, justice system organizations, healthcare facilities, and charitable organizations, among others. This means that updates on government services, social security benefits, healthcare communications, and other relevant information can all be accessed conveniently in one place.







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## HOW CAN YOU USE IT?

When you log in to My eBox through its dedicated portal, you can view and manage messages from participating public services securely. This platform empowers you to stay informed about administrative matters and interact digitally with various government agencies. Whether you are a citizen or a business owner, My eBox provides a user-friendly interface to ensure that you receive and respond to communications efficiently.

In conclusion, My eBox simplifies how you **receive and manage important messages from government agencies**. By using this secure online platform, you can stay updated on government services and benefits without the hassle of traditional mail. It's designed to be user-friendly, ensuring that you can navigate and interact with government communications confidently, all from the comfort of your home.





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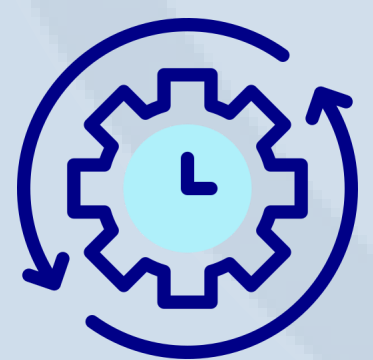
NO ADMINISTRATIVE PAPERWORK



## ADVANTAGES OF USING MY EBOX



You have access to all your documents anytime, anywhere: log in where and when it suits you best.



No more searching and wasting time, because you can find everything quickly, clearly and in one place.



You can feel completely confident, as access is highly secure.



Registering is easy, you can do it with your eID or via the user-friendly mobile app ITSME.





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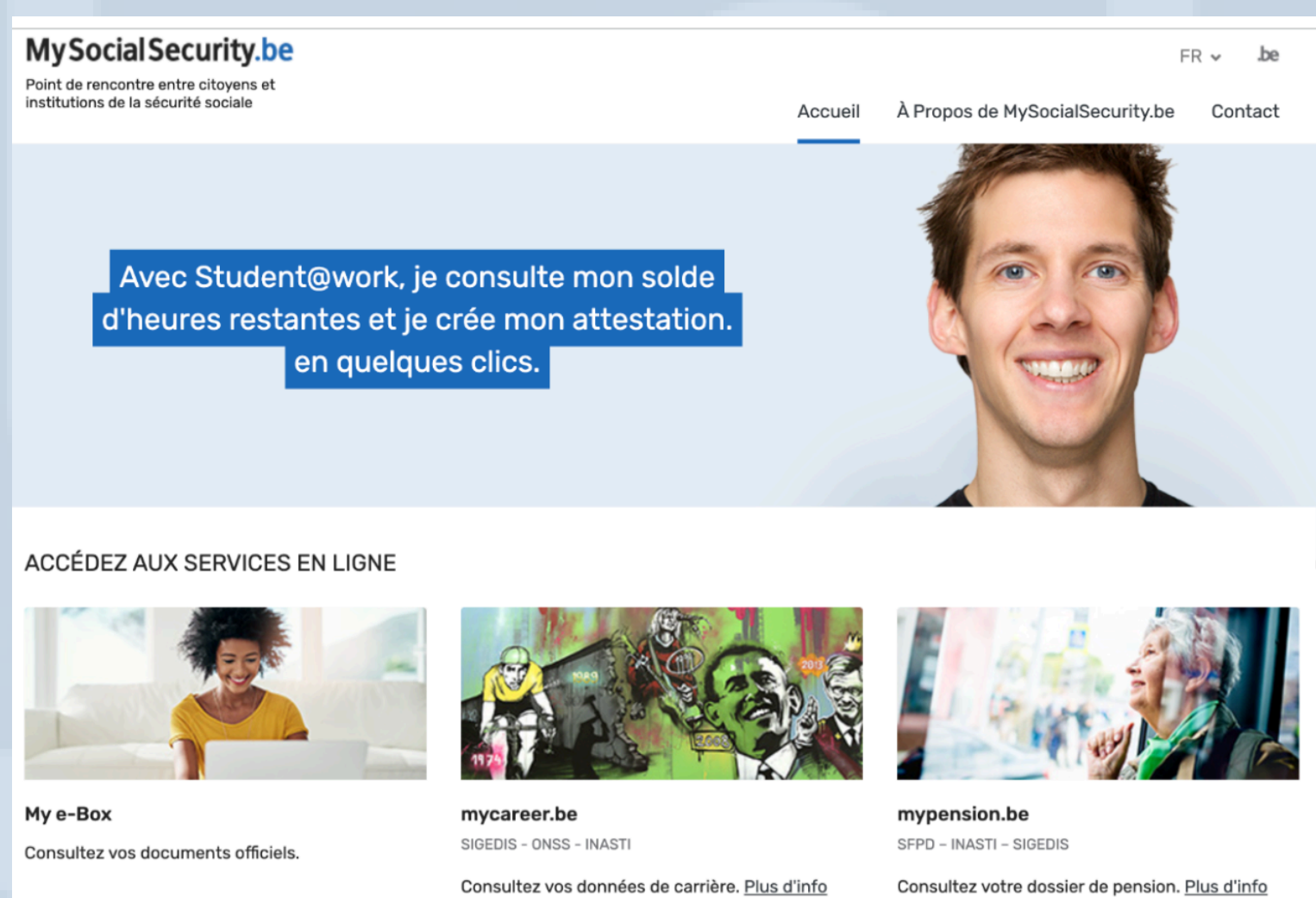
# MY EBOX

## ACTIVATION PROCEDURE

### HOW CAN YOU USE MY EBOX?

Steps when registering via My eBox:

- 1. Access the My eBox Portal:** Open your web browser and go to <https://mysocialsecurity.be/fr/index.html>. Then click on “Access My e-Box”.



### 2. Login Using Your Identity Card or itsme.

Choose one of the following methods to log in:

- Electronic identity card (e-ID) and PIN: Use your electronic identity card with a card reader and enter your PIN.

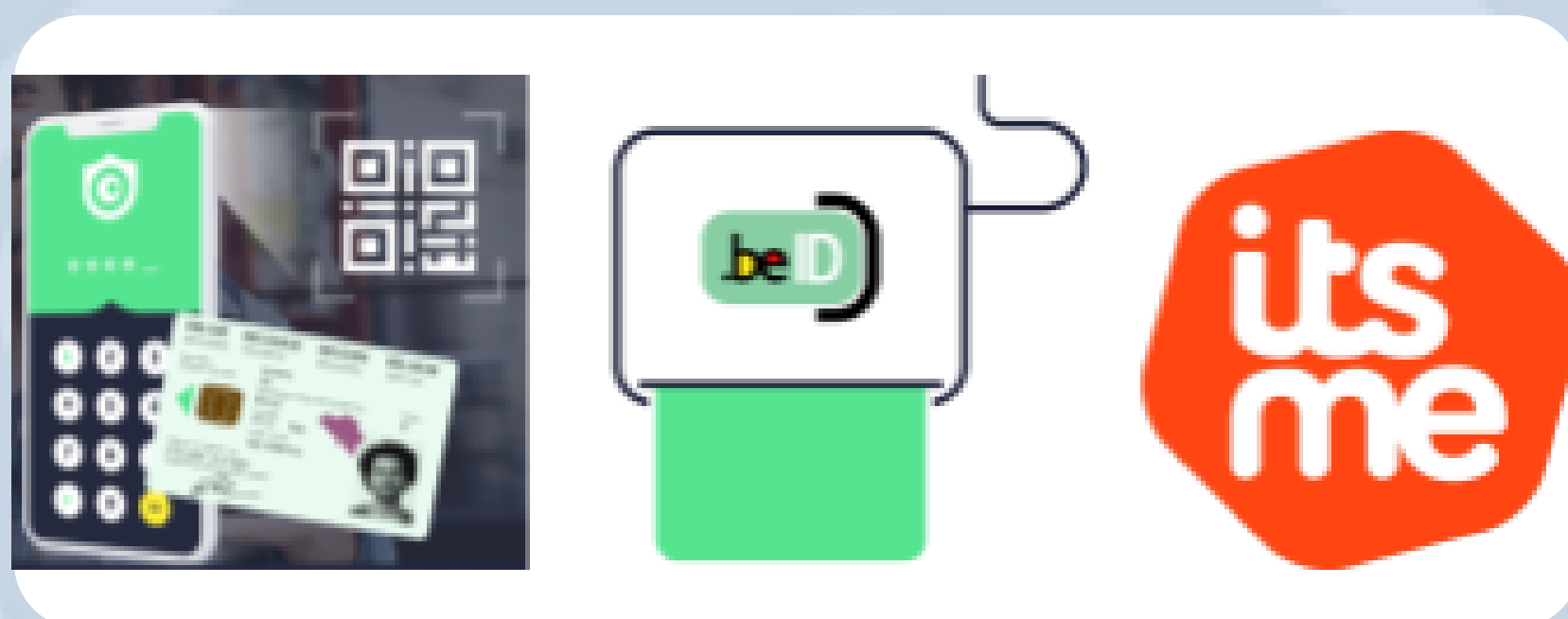






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- ITSME: Log in with your itsme app.
- myID.be: Alternatively, log in using myID.be.



**3. Provide Your Email Address:** Once logged in, you will be prompted to enter your email address. This email address will be used to notify you when new documents are available in your My eBox. Click on “Save” to proceed.

#### ⊖ Détails de mon profil

Adresse e-mail \*

L'adresse e-mail est obligatoire.

Langue de communication \*

Français

La langue dans laquelle les notifications par e-mail sont envoyées.

Lorsque vous recevez de nouveaux messages eBox, nous vous en avertissons toujours par e-mail en temps utile. Vous avez ainsi la certitude de ne jamais manquer aucun message.

- Oui, je souhaite recevoir par e-mail des notifications pour les nouveaux messages eBox dans My eBox (recommandé).
- Non, je ne souhaite pas recevoir de notifications par e-mail pour les messages eBox.

Modifier



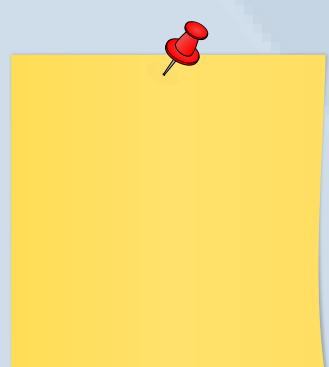


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**4. Validate Your Email Address:** A validation email will be sent to the email address you provided. Check your email inbox and click on the validation link to confirm your email address.



**5. Activation Completed!** Your My eBox is now activated! You will receive notifications by email whenever new documents arrive in your My eBox. To securely access and view your documents, log in using your e-ID, token, or itsme.



**Note:** Ensure you keep your login credentials and PIN secure. If you encounter any issues during registration or login, refer to the support resources on the My eBox website or contact customer service for assistance.



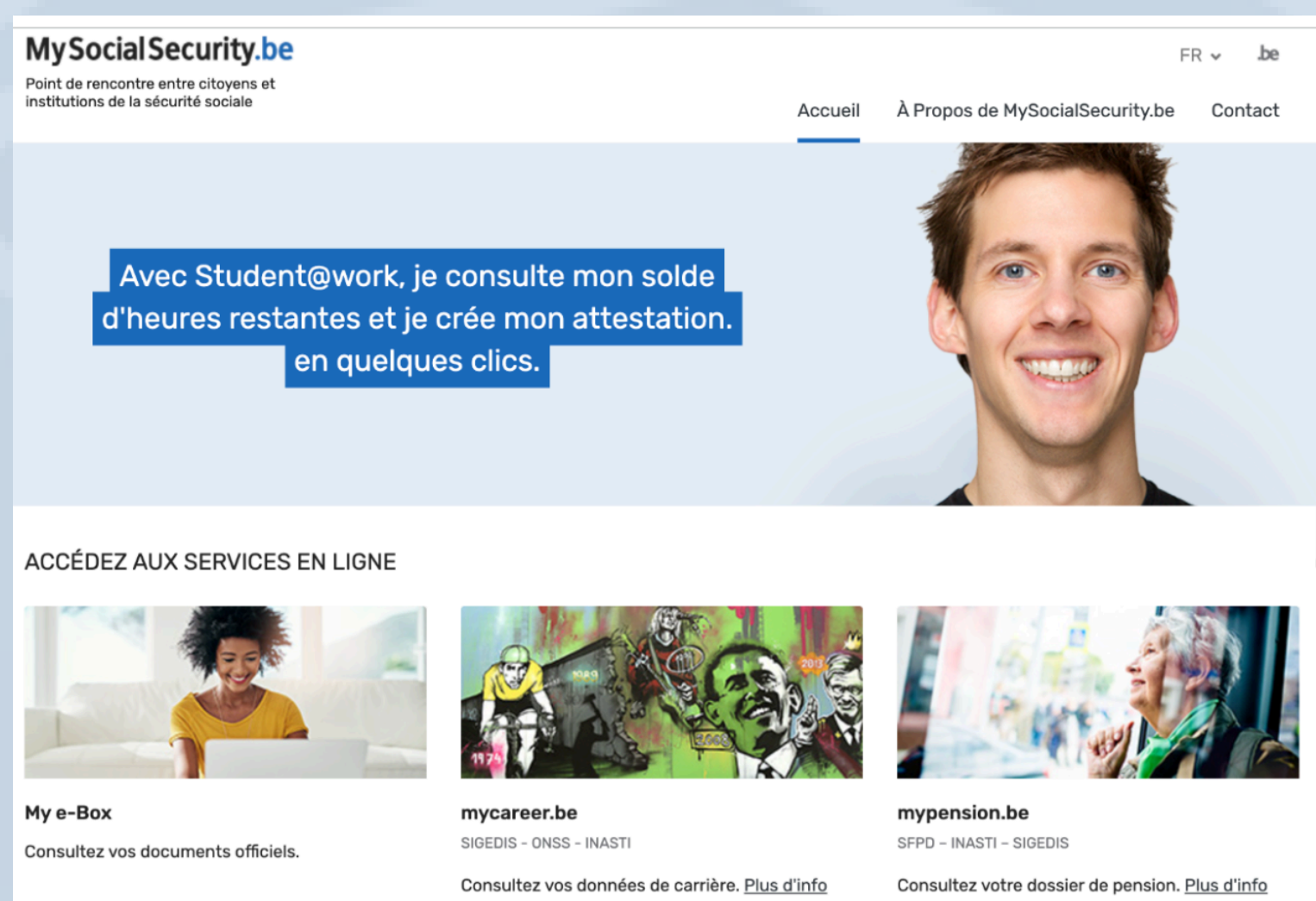


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## HOW DO I LOG IN TO MY EBOX ACCOUNT?

Logging into your My eBox account allows you to securely access and manage documents sent by various public services. Here's how you can do it:

- 1. Visit the Website:** Open your web browser and go to the “[mysocialsecurity.be](https://mysocialsecurity.be)” website.



- 2. Access My eBox:** On the homepage, click on the “Access My e-Box” button.







**3. Choose Your Login Method:** You will be given several options to log in. You can choose to log in with your Electronic Identity Card (e-ID), a token, or the itsme app.

- **Using e-ID:**

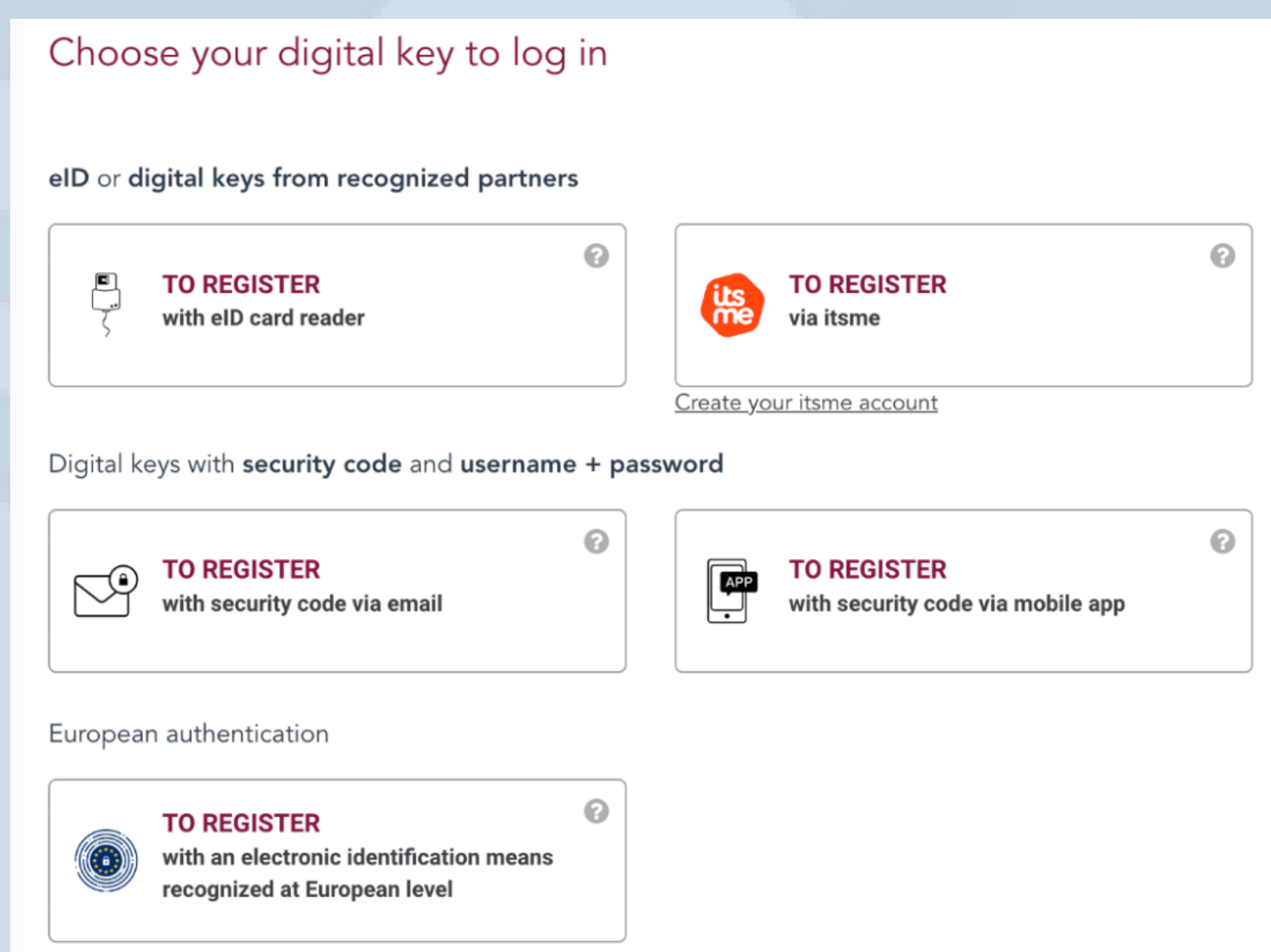
- Insert your e-ID card into your card reader.
- Enter your PIN code when prompted.
- If you don't remember your PIN, you can request a new one on the SPF Interior website.

- **Using a Token:**

- Select the token option and follow the instructions to enter the token code.

- **Using itsme:**

- Open the itsme app on your smartphone.
- Enter your mobile number and follow the prompts to verify your identity.
- Use your 5-digit itsme code or your fingerprint to complete the login.





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**4. Enter Your Email Address:** Once logged in for the first time, you will be asked to provide your email address. This email will be used to notify you when new documents arrive in your My eBox.

**⊖ Détails de mon profil**

Adresse e-mail \*

L'adresse e-mail est obligatoire.

Langue de communication \*

Français

La langue dans laquelle les notifications par e-mail sont envoyées.

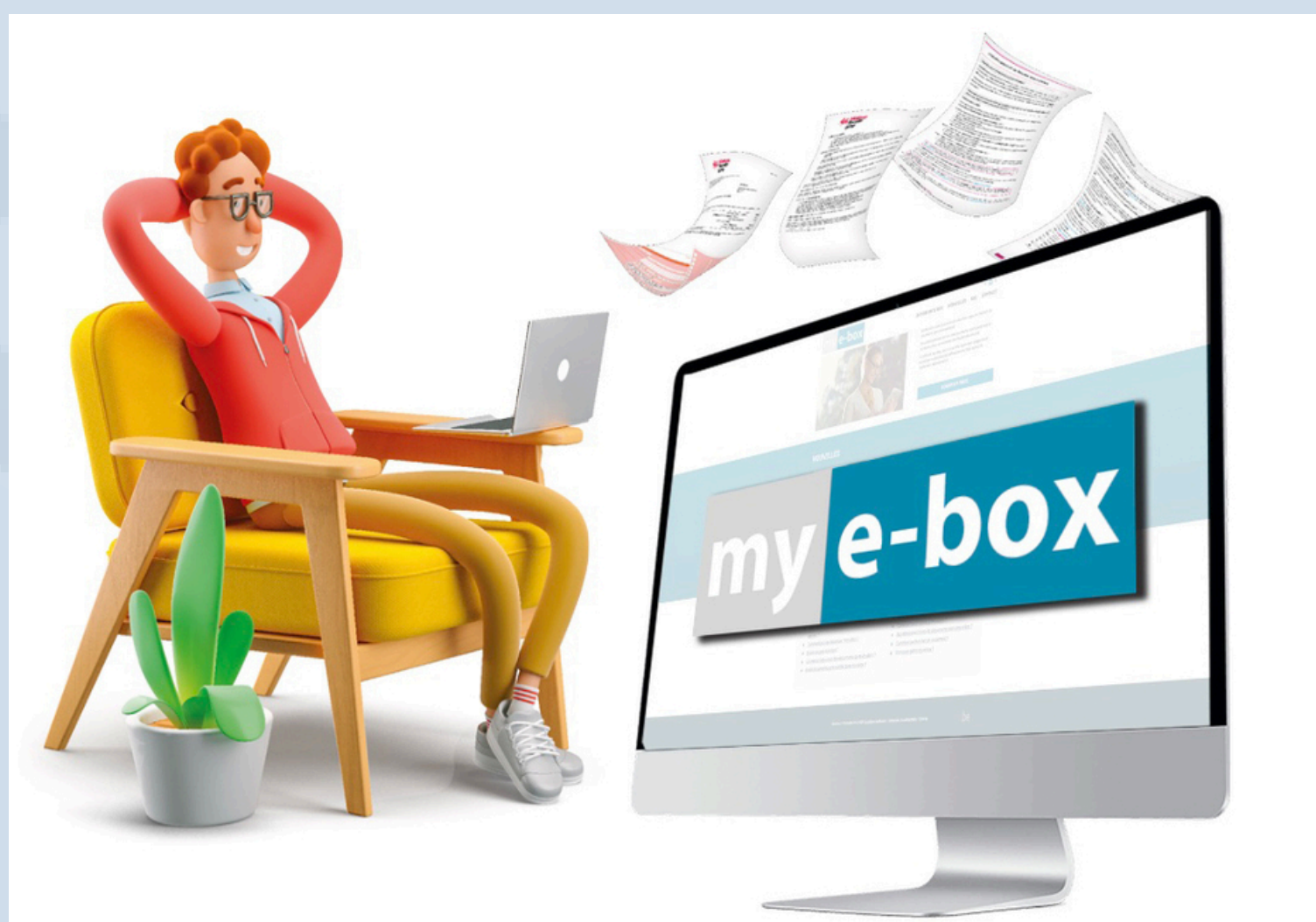
Lorsque vous recevez de nouveaux messages eBox, nous vous en avertissons toujours par e-mail en temps utile. Vous avez ainsi la certitude de ne jamais manquer aucun message.

Oui, je souhaite recevoir par e-mail des notifications pour les nouveaux messages eBox dans My eBox (recommandé).

Non, je ne souhaite pas recevoir de notifications par e-mail pour les messages eBox.

Modifier

**5. Access Your Documents:** After logging in, you can securely view and manage documents sent to your My eBox by various public services. Look for messages from public institutions such as requests, certifications, or responses to information requests.

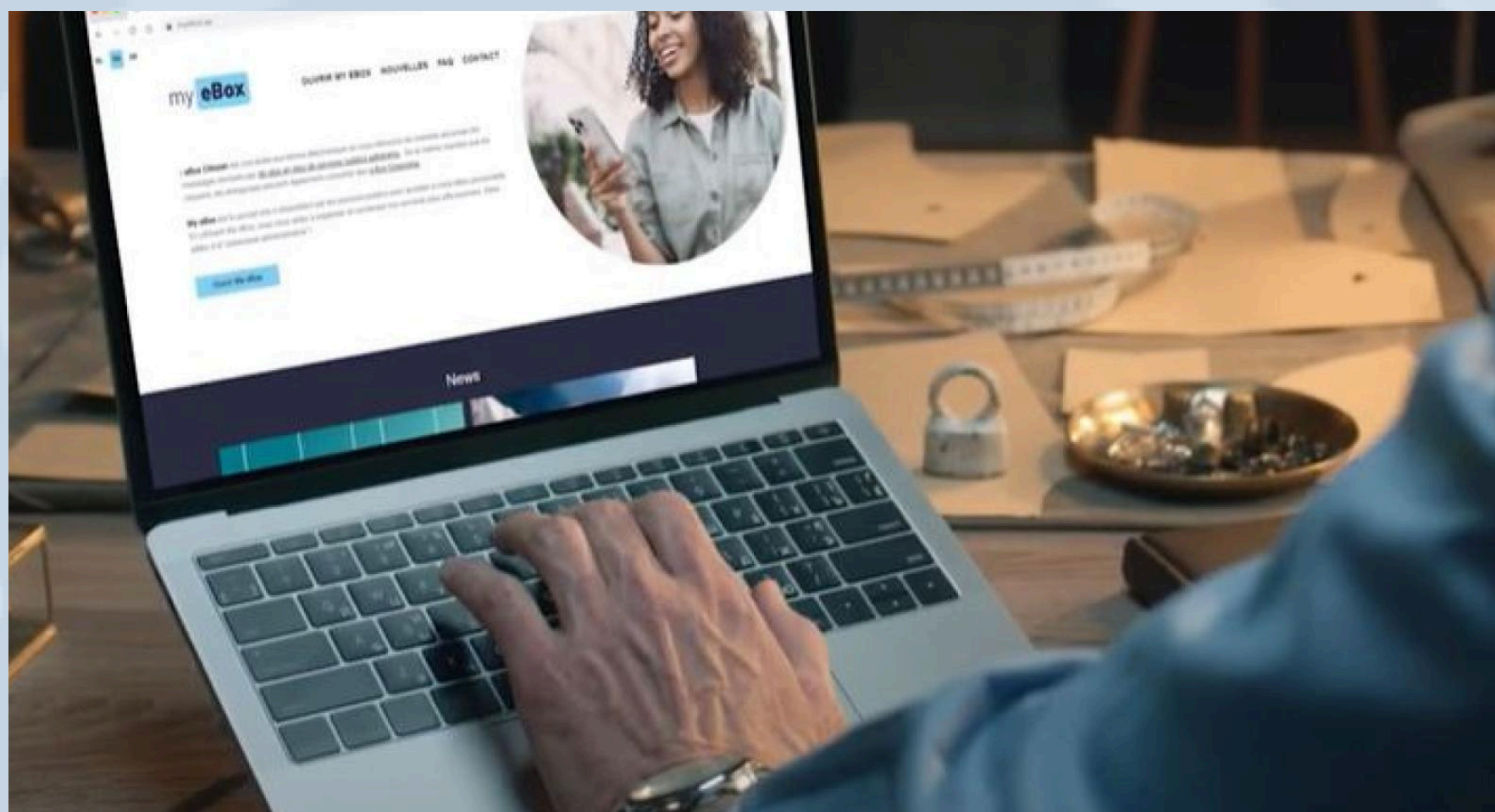






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**6. Regularly Check Your My eBox:** Log in to your My eBox regularly to check for new messages and documents. This ensures you stay informed and up-to-date with all communications from various public services.



## VIEWING DOCUMENTS ON MY EBOX

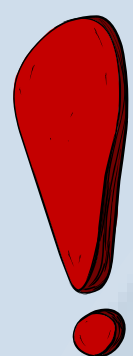


You can add an email address to receive notifications for new mails, ensuring you stay updated on new documents in your eBox.





All documents can be viewed, downloaded, and printed from the eBox website, with availability ranging from 1 month to 3 years, depending on the document type. Some exceptions, like documents from the Federal Service of Pensions, do not have a time limit.



**Attention:** It's important not to confuse a document's viewing expiration date with its validity, which varies by issuing institution. Occasionally, a document may no longer be available on the eBox platform but remains valid, so timely downloading is necessary.

When you activate My eBox, you choose to receive digital communications from affiliated public services instead of paper forms. To notify you of new documents, you are asked to provide an email address during registration. You will receive an email notification when a new document is available in your eBox or when an unread document will be deleted from your eBox.



**Note:** *Your privacy is important, and providing an email address is not mandatory. If you opt not to provide an email address, you won't receive notifications for new documents and will need to regularly check your eBox. You can always update your preference to receive email notifications by providing an email address during registration or through your profile in My eBox.*







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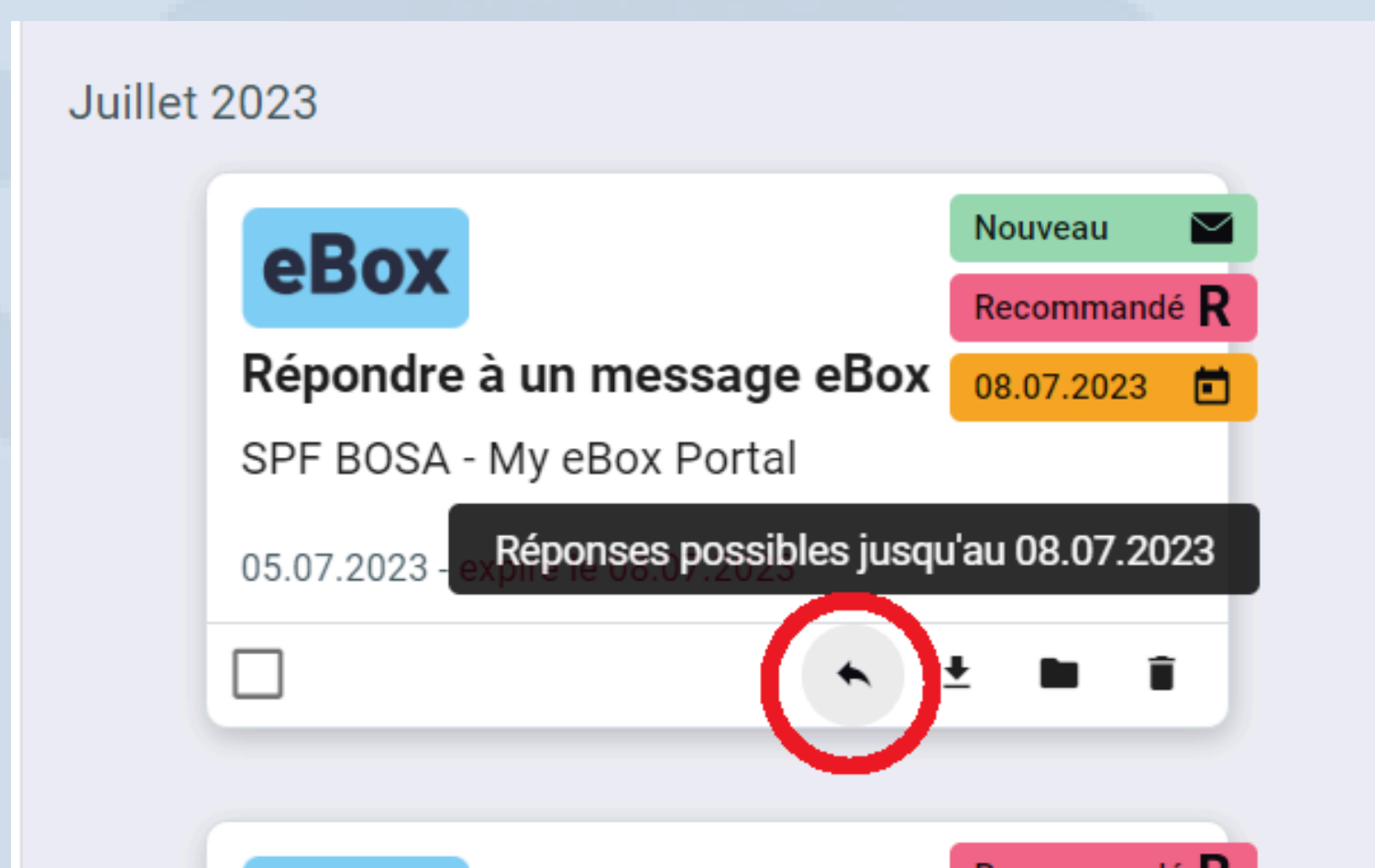
## CAN I RESPOND VIA MY EBOX?

For certain messages received via My eBox, you can send a reply to the sender. So you no longer need to respond by mail!

You will only be able to reply if the sender allows you to reply to their message. The sender indicates in advance the mode of response to his messages. This is either a fixed response (e.g. to confirm a decision) or the possibility of personally adding comments. A response via My eBox has the same legal value as a response by mail.

You recognize a message to which you can respond as follows:

You recognize messages to which you can reply by the “Reply” icon. You will only be able to respond when the sender of the message allows you to do so. It is therefore possible that you will not yet see any messages with this option .



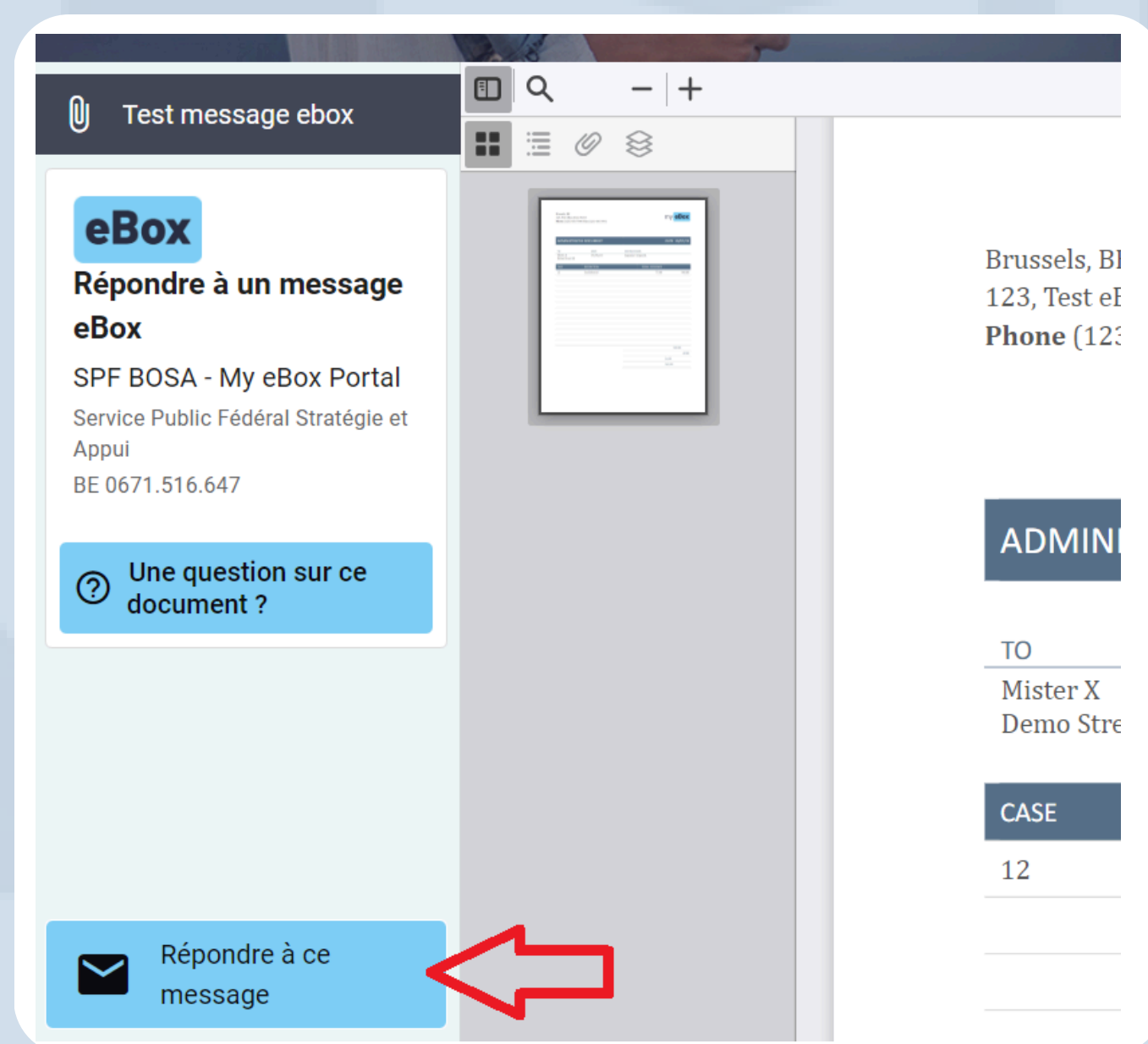


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Please note: you can only reply once to a message.

To reply to a message, follow these steps:

1. To reply to a message, first click on the document to open it. Once the document is opened, you see at the bottom left the option "Reply to this message". If you are viewing your eBox on a smartphone, the reply button appears at the bottom right. Then choose the desired answer.



2. You first see the meaning of the content of your answer as well as the consequences of this choice. You can then reread the response again and possibly complete it before sending it.







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**Vous pouvez répondre par les réactions suivantes:**  
(avant le 08.07.2023)

D'accord  
*Vous déclarez par la présente que vous êtes d'accord avec la proposition de médiation ci-jointe et votre dossier de plainte sera clos.*

Pas d'accord  
*Vous déclarez par la présente que vous n'êtes pas d'accord avec la proposition de médiation ci-jointe et la prochaine étape de la procédure sera entreprise.*

3. You can obviously always cancel the operation until you confirm the response. When you send the response, it arrives at the sender for processing.

**D'accord**

Le prochain message sera envoyé à l'expéditeur :

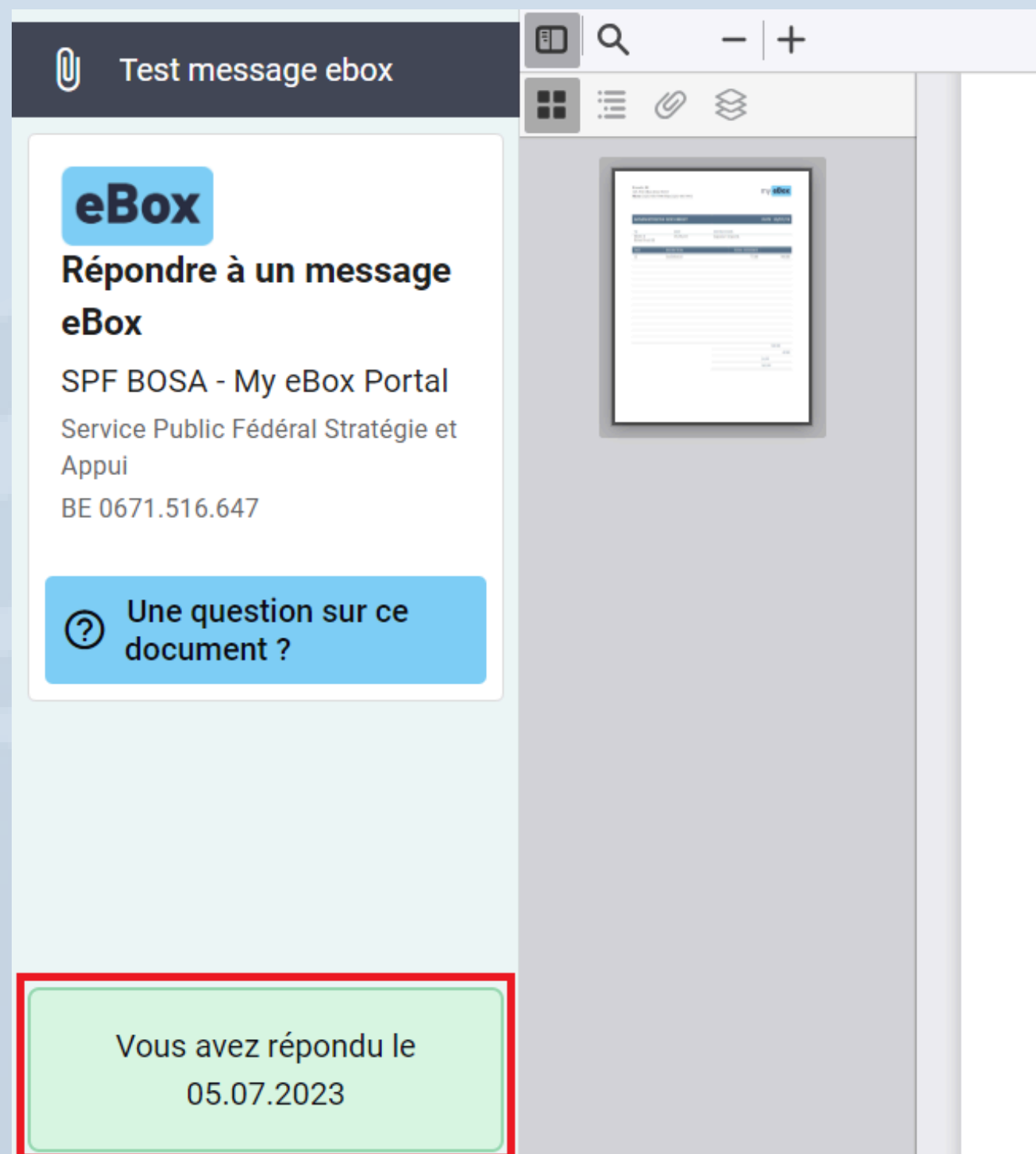
**Sujet:**  
Réponse à la proposition de médiation

4. Once your response is confirmed, you will find a message indicating that you have responded and the date of your response.





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## HOW TO MANAGE MY EBOX

The documents available in My eBox can only be consulted for a certain period. The consultation period is specific to each document. It varies from 1 month to 3 years. There are, however, exceptions. For example, the Federal Pension Service has decided to leave its documents available in the eBox indefinitely.

This consultation period should not be confused with the validity of the document, which depends on the type of document; and is defined by the issuing institution. Thus, a document may be valid even though it is no longer available in My eBox. So don't forget to download the documents as you go along if necessary.





## What authorization do you grant when using your eBox?

What does this mean in practical terms? By granting your authorization, you consent to receive documents electronically in your personal eBox from affiliated public services. Generally, you will no longer receive these documents on paper, and the legal effects of these electronic messages are the same as if received on paper. This is subject to change during a transition period where affiliated public services may continue to send postal mail in addition to digital versions.

If you no longer wish to receive documents electronically via your eBox, you must withdraw your consent.





## How can I deactivate My eBox?

If accessing your eBox via the "My eBox" site, follow these steps:

1. Log in at

<https://mycitizenebox.belgium.be/myebox/> with a digital key of your choice (eID, itsme<sup>®</sup>, ...).

2. Click on "Profile" at the top of the page.

3. In the top-left menu, click on "Disable My eBox".

4. A confirmation window will appear; to proceed, click the "Disable My eBox" button.



If you use eBox via another service provider (Mijn Burgerprofiel, Doccle, KBC, Trusto, or IRISbox), contact their helpdesk or customer service for guidance on managing your consent on their platform.





Alternative methods to disable your eBox are available:



**Alternative 1:** Digital and immediate effect: Manage permissions linked to your digital keys at <https://iamapps.belgium.be/sma/selfManagement/myApplications>. Click "Remove permission" below the service provider's logo if eBox authorization is active.



**Alternative 2:** By postal mail (if other methods fail): Send a signed and dated letter with a copy of your ID card (front and back) to SPF BOSA.

Please ensure the copy of your ID card is clear, and the address is legible. Processing may take up to 30 days upon receipt. Use the provided template and include your full contact details for notification upon processing.



**Important:**

Until your eBox deactivation is processed, you may still receive messages via eBox, which retain the same legal effect as paper documents. Once deactivated, institutions will use alternative channels (e.g., postal mail) to send messages.

