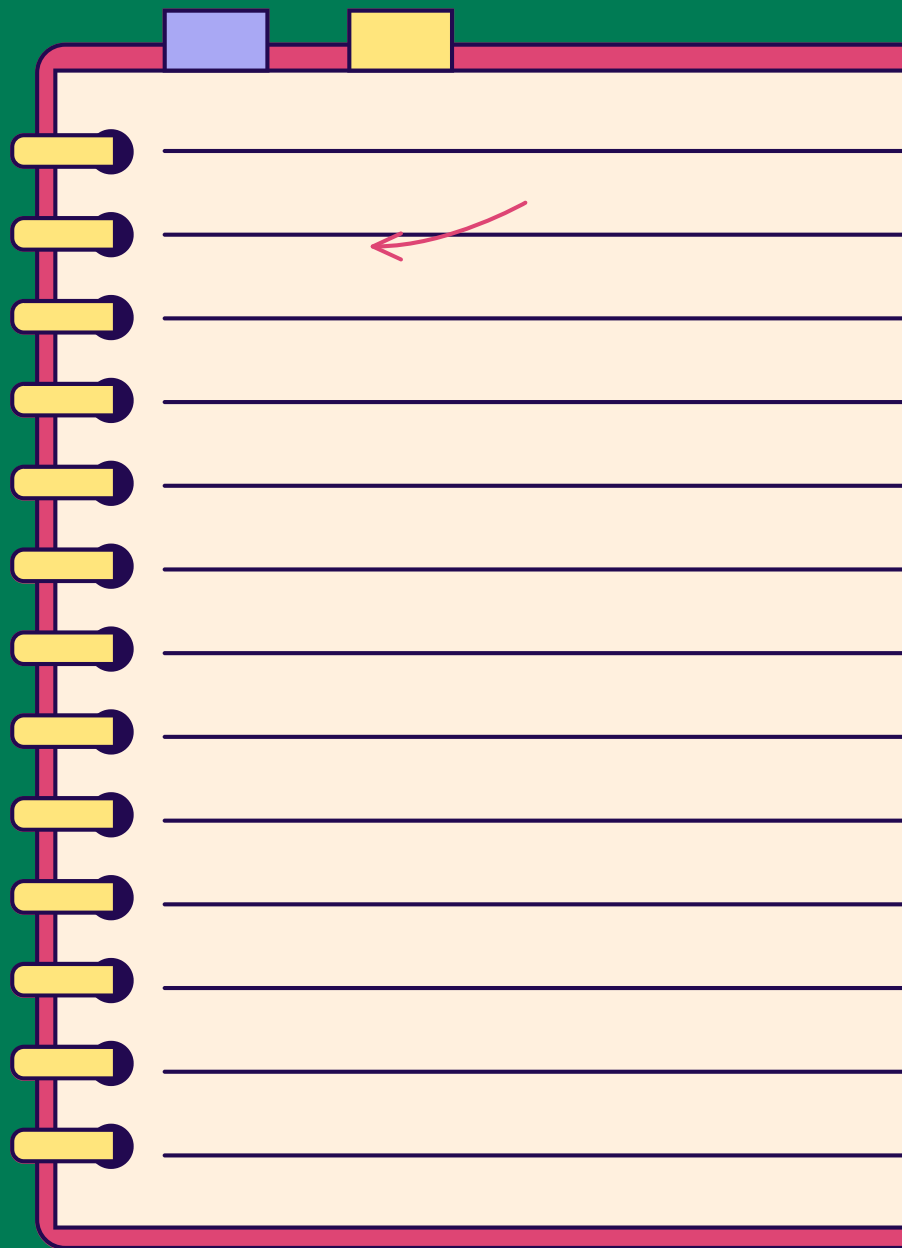


MODULE 15 - MANAGING ADMINISTRATION ONLINE

CHAPTER 1

REGISTER ON AN ONLINE PLATFORM



INTRODUCTION

Did you know that you can solve many administrative and bureaucratic issues quickly, conveniently and without leaving your home, using your computer or smartphone?

Today, there are countless apps and websites that allow us to solve all sorts of issues without having to move. Whether it's making various payments, changing your address, paying your taxes, checking your tax or social security status, or accessing your medical records, prescriptions or making appointments... Today, all this and much more is just a click away!

By the end of this module, you will feel like your life is much simpler and queue-free!

1 HOW TO REGISTER ON AN ONLINE PLATFORM

To access an app or an online platform, the first step, regardless of the platform, is to identify yourself.

This registration will allow you to identify yourself in each app. This can be done using a **username or an email address**, always with an associated password, or on certain specific platforms, using a **digital key**.

There are two ways to connect to an online platform, depending on the platforms:

EITHER USING AN IDENTIFIER

To do this, simply follow these two very simple steps:

- Choose your email address or username (depending on the specifics of the app or website)
- Enter a password.

EITHER VIA A DIGITAL KEY

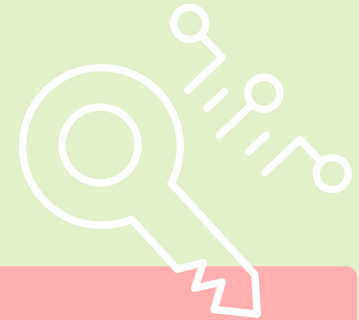
A digital key is an alternative and voluntary authentication system that allows a mobile phone number and/or an email to be associated with a civil identification number.

Digital keys vary by country! Discover the French, Belgian and Portuguese digital keys in the following slides.

2

THE DIGITAL KEYS

IN FRANCE



FRANCECONNECT CLICK!

- FranceConnect is a digital authentication device that guarantees a user's identity to user sites or apps by relying on existing accounts for which their identity has already been verified.
- FranceConnect is the government's solution to facilitate the connection to your online services and procedures. Some public service sites have a FranceConnect button. This button allows you to connect without having to create an account through an existing account of your choice: impots.gouv.fr, ameli.fr, La Poste Digital Identity, msa.fr and Yris.



[Watch the video.](#)

SERVICES ACCESSIBLE WITH FRANCECONNECT:

- [Ameli.fr](https://ameli.fr)
- [Impots.gouv.fr](https://impots.gouv.fr)
- [Mesdroitssociaux.gouv.fr](https://mesdroitssociaux.gouv.fr)
- [Mon.compte.formation.gouv.fr](https://mon.compte.formation.gouv.fr)
- [Guichet entreprise](https://guichet.entreprise.fr)

2 THE DIGITAL KEYS

IN BELGIUM



CSAM  CLICK!

The CSAM platform brings together the various digital keys available in Belgium to connect to the online services of the Belgian administration.

The most commonly used digital keys are either (1) via the ITSME app or (2) via the ID card reader.



Discover the presentation video

THE IDENTITY CARD

Card eID

- You need:
 - From your identity card or residence permit
 - From a card reader to plug into the computer
 - To download the card reading software



Discover the step-by-step tutorial



THE ITSME APP

ITSME

- You need:
 - From your smartphone
 - From your identity card or bank card
 - To download the Itsme app



Discover the video tutorial

to install ITSME with your bank card



Discover the video tutorial

to install ITSME with your ID card



2

THE DIGITAL KEYS

IN BELGIUM



OTHER MEANS OF CONNECTION

It is also possible to create an account and receive a code, either:

- Via an app
- An SMS
- By email

To do this, you must activate these digital keys by going to the municipality in which you reside!

WHERE TO USE CSAM

The result of collaboration between various public services, CSAM is an initiative of the following bodies:

- National Office of Social Security; SPF BOSA DG DT; SPF Finance; Banque Carrefour de la Sécurité Sociale ; SPF Économie, PME, Classes moyennes et Énergie ; SPF Intérieur.

Besides that, CSAM is supported by a growing number of public services. These use CSAM to organize access to their e-government services. These include social security, the SPF Mobility, institutions in the health care sector, Justice, Regions, local authorities, etc.

2

THE DIGITAL KEYS

IN PORTUGAL



WHAT DOES IT ALLOW ME TO DO?

- Signing digital documents (after activating your digital signature)
- Avoiding travel and long waits to request various services
- Renewal of identity card and revalidation of driving license
- Accessing to the Finance Portal (as with the usual password)
- Opening a bank account and accessing online banking
- Request for birth, marriage or death certificates
- Making appointments for consultations at the health center and consult health information on the SNS portal, such as the electronic vaccination record
- Enrollment in higher education
- Applying for the university student card



[Regarde la vidéo](#)