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Introduction

The applications regarding the social telephone tariff (STTS) contain **confidential** information regarding both telephone operators and their customers. Therefore, access is restricted. This implies that every user of the web-application needs to have a user name and password. For file transfer (transmission of XML-files) as well, there has to be at least one user.

For practical reasons the Access Management System used is the same as the one used for the e-Government applications on the Social Security portal site

Every operator must therefore have a **local administrator**. This person should be under direct control of your company!

The local administrator

Your local administrator functions as a **contact point** regarding the e-Government applications you have access to. For more information about these applications, please consult: www.socialsecurity.be.

Your local administrator will automatically gain **access** to these e-Government applications.

In addition, your local administrator can give access to **other users** within your company. He will then determine the applications they have access to. With respect to the STTS-applications, he also chooses their user profile (see below). This is done on the Social Security portal site.

How to designate a local administrator

In order to designate a local administrator, one must complete the access procedure on the Social Security portal site.

Go to www.socialsecurity.be and select a language (Dutch, French or German). Click on “Employeurs ONSS” in the section “L’entreprise” in the center of the home page.



Select “S’enregistrer” in the menu on the left side of the screen.



Click on “Formulaire électronique pour la demande d’accès”.
Then select “Effectuer une demande d’accès à l’environnement sécurisé”.

The online form allows you to enter the information needed to process your request for access.

Put a check mark next to the option “Gestionnaire local” in the section directed to the “Employeur ONSS”.

You will successively need to identify the following bodies:

To identify	Required information
Your company	Your identification number allocated by the National Office for Social Security or your enterprise number (CBE-number; see “Extra information”)
Your local administrator	<ul style="list-style-type: none"> • Name and first name • The identification number allocated by the National Register (see “Extra information”) • Qualification (employee, board member, director or partner) • Contact information
The responsible (person who will sign the access form)	<ul style="list-style-type: none"> • Name and first name • The identification number allocated by the National Register • Qualification (board member, director or partner) • Contact information

Next, an overview will be shown. Please confirm that all data are correct and click on “Enregistrer”.

You will then receive a ticket number for your request for access, which you will need to keep. This number is needed by the Contactcenter should you contact them concerning your application.

The National Office for Social Security can only process your application after reception by postal mail of the original form. This must be signed by the responsible mentioned in your request. This person must be a board member, a director or a partner of/in your company.

In case the responsible does not work in your company, a document must be enclosed proving his function as board member, director or partner of/in your company. A copy of the publication in the annexes of the Belgian official journal (“Moniteur Belge” “Belgisch Staatsblad”) is sufficient proof.

All information needed to send your request for access form by postal mail can be found on the confirmation screen. **Please note that only original forms will be accepted. The National Office for Social Security does not accept faxed documents, photocopies or e-mails.**

Your local administrator will receive a provisional username and password within 5 working days after reception of your application form by the National Office for Social Security.

With this temporary username and password your local administrator will be able to register at the restricted area the Social Security portal site.

How to register at the restricted area on the Social Security portal site

After reception of his provisional username and password, your local administrator needs to register at the restricted area of the Social Security portal site:

Go to www.socialsecurity.be and select a language (Dutch, French or German).

Click on “Employeurs ONSS” in the section “L’entreprise” in the center of the home page. Select “S’annoncer” in the menu on the left side of the screen. Enter your temporary username and password and click on “Login”.

Select “Créer un gestionnaire local”. You will need to complete an online form. In order to avoid mistakes you will be asked to enter certain information twice, e.g. the username of choice. The latter cannot be changed afterwards. Click on “Enregistrer” to complete the procedure.

In order to visit your welcome page, you should logon again using the button “S’annoncer”. Choose “L’entreprise”. Enter the username and password you selected during your registration. Next, click on “Login”.

How to change your local administrator

You can change your local administrator at any time. In order to change your local administrator account from one person to another, you must perform the access procedure again. During the process you will be asked if you want to change your current local administrator. If you confirm, the information of your current local administrator will be overwritten. This point aside, the access procedure is identical to the procedure to designate a local administrator for the first time.

Useful options on your local administrator's welcome page

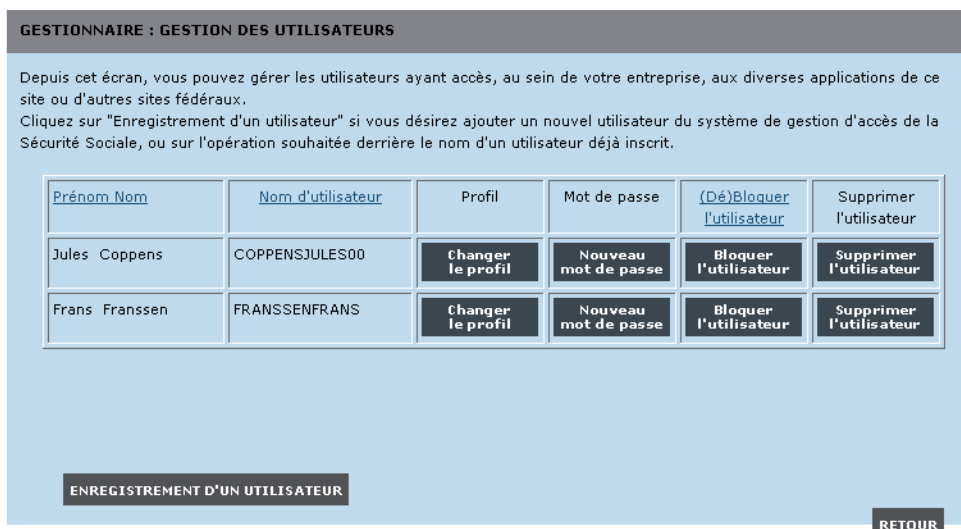


Managing your account information

The option “Gestion des données propres” allows you amongst others to change your password.

Via “Consulter ou modifier les autres données” you can modify your own e-mail address and that of your company. You can also alter your language preference.

User Management



The option “Gestion des utilisateurs” allows you to create new users, change user information, and give or restrict access to specific applications. You can also block users or remove them completely from the user list.

Creating users

Click on the button “Ajouter un nouvel utilisateur” to create a new user. Please note that every user must be part of the company for which you are the local administrator.

Complete the online form. Some data need to be entered twice, e.g. the username. You cannot change the latter afterwards. You will also need the new user’s identification number allocated by the National Register (see “Extra information”).

Next, indicate which applications the user will be allowed to use. Finish the procedure and create the new user by clicking on “Enregistrer”.

Changing user information

You should use the option “Modifier le profil” when

- you wish to change certain user information, e.g. his e-mail address;
- you wish to change a user’s access rights.

The button “Nouveau mot de passe” allows you to change the password for an existing user.

Blocking user access and removing users

You can use the option “Bloquer l’utilisateur” to temporarily deactivate a user account. Even though blocked users remain present in the user list, they cannot login anymore as long as they remain blocked.

By using the function “Supprimer l’utilisateur” you can completely remove a user account. Before a user is removed, you will be shown an overview of the user’s account information. Click on the button “Supprimer” when you are sure you wish to remove this user.

Finding users

The option “Recherche d’utilisateurs” allows you to find users easily and quickly. You can search for users by their name or first name, by their identification number allocated by the National Register, by the status “bloqué” and by the applications they have access to.

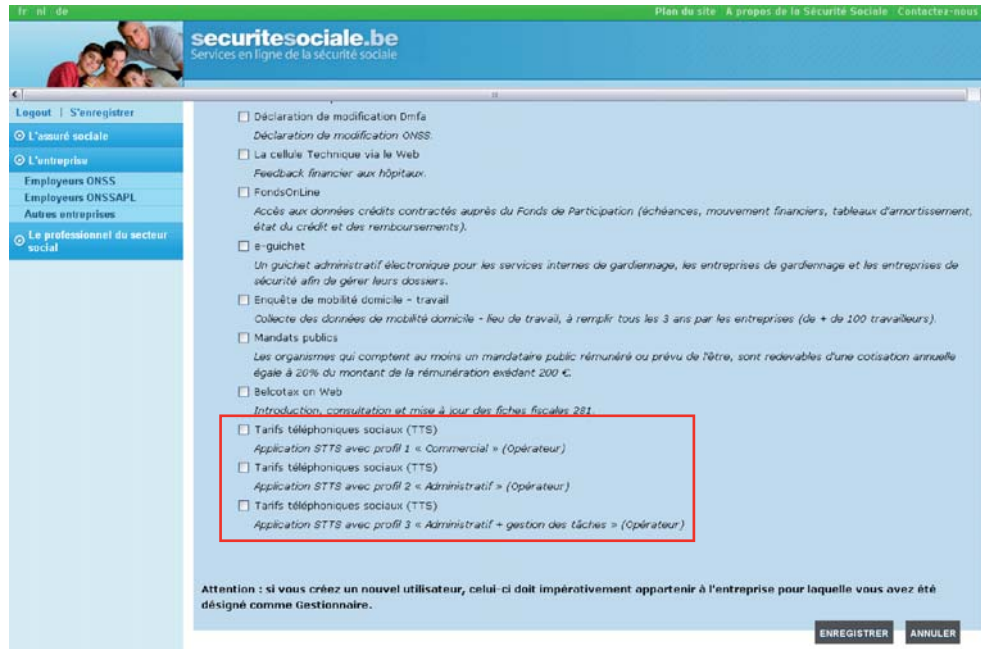
You can also choose to show all users who do NOT correspond to the given search criteria. This is done by ticking the check box “Recherche complémentaire”.

Exchange of structured (XML) messages (“échange par des messages structurés”)

For more information about these settings, please consult the documentation for the STTS file transfer interface. This documentation will be published on the BIPT website.

User profiles for the STTS-applications

As not all users should be able to perform all tasks, three different user profiles are provided. Please note that one user can only be assigned to one profile at the same time. You can alter the profile of a user by using the option “Modifier le profil” under “Gestion des utilisateurs”.



STTS 1: Commercial profile

STTS 1 is a profile destined for commercial employees. This profile allows them to perform the following actions:

- Application for a social telephone tariff
- Transfer of a social telephone tariff (from operator A to operator B)
- Modifying a file
- Searching a file

STTS 2: Administrative profile

The profile STTS 2 was created for administrative employees. They have the the following options:

- Application for a social telephone tariff
- Transfer of a social telephone tariff (from operator A to operator B)
- Modifying a file
- Stopping a reduction and the social telephone tariff
- Searching a file

STTS 3: Extended administrative profile

STTS 3 is an extended administrative profile. This profile allows certain administrative employees to perform and follow-up tasks. STTS 3 users will have access to the following functionalities:

- Application for a social telephone tariff
- Transfer of a social telephone tariff (from operator A to operator B)
- Modifying a file
- Stopping a reduction and the social telephone tariff
- Searching a file
- Cancelling an action
- Consultation and processing of assignments for the operator

Extra information

- You can find the **identification number allocated by the National Register** on the right side of the Social Information System-card (SIS-card). Sometimes the number can also be found on the back side of the identity card.



- Since 2003 the Crossroads Bank for Enterprises attributes to every company or merchant a unique identification number: the **CBE- or enterprise number**. This number replaces the trade register number, the number of the National Register for Legal Persons and the VAT-number. As a result enterprises are no longer obliged to fulfil the same administrative formalities for different authorities, as the Crossroads Bank for Enterprises exchanges the required information between these authorities. The CBE-number is composed of 10 digits, starting with a 0. The company number for companies founded before 1st July 2003, is the VAT-number or the number of the National Register for Legal Persons (NRLP-number), preceded by a 0. Companies founded after 1st July 2003 have a new company number, also starting with 0.

