

19/3/2020

## Instructions on strong authentication on regsol.be

### Are you a lawyer and would you like to access regsol.be with your lawyer ID card?

- This document contains specific instructions for this.

### For all other regsol.be users who want to authenticate strongly:

- Have you **not yet** read your ID card into your user data?  
→ Go to step 2
- Have you **already** read your ID card into your user data, but are currently logged in with your email and password?  
→ Go to step 6

Step 1:

Go to [www.regsol.be](http://www.regsol.be) and log in using your current e-mail address and password.

Important:

if you have previously logged in using your electronic identity card, you can continue to use the “Log in with eID” option on your first visit after 18/11/2019 instead of logging in with your e-mail address and password.

However, you will NOT have completed the strong authentication process until you have followed steps 2 to 8 below. As long as no extra validation has taken place of the national register number on your profile, you will remain weakly authenticated.

#### Step 2:

Go to “User management” on regsol.be and locate your personal details. **Click the “Change” button.**

Please note: if you have previously logged in using your electronic identity card, your national register number will already be displayed. However, you will still need to complete the following steps as a one-off to confirm your national register number is correct.

#### Step 3:

Click the “Retrieve national register number” button next to the “National register number” field.

#### Step 4:

This action will take you to the login portal of the Belgian government.

Select one of the login options provided (eID or itsme). Next, follow the steps required to complete the login process (e.g. enter your PIN code if you have chosen to log in using eID).

Please note:

If this screen is displayed during the login process, please contact CSAM or reinstall the eID software on your computer as shown in the message on screen. The RegSol helpdesk **cannot** assist you with CSAM-related issues.

**Login failed**  
You are not logged in. Check the most frequent causes:

---

**Have you inserted the eID into the card reader properly?**  
Make sure you insert the eID into your card reader properly.

1. Close all browser windows and shut down the browser itself.
2. Make sure the card reader is connected properly.
3. Insert your eID into the card reader
4. Open your browser and try to log in again.

**Was the eID software installed recently?**  
Did you recently (re)install the eID software?

1. Restart your computer.
2. Try to log in again.

Do you have an older version of the eID software, or no version at all?  
[Download the eID software](#)

---

[Help, I keep getting the same page!](#)

### Step 5:

Once the login process has been completed, you will be taken back to your personal profile on RegSol. Verify whether your national register number has been filled in correctly. Please note: the strong authentication process is not yet complete at this stage!

### Step 6:

Log out of [www.regsol.be](http://www.regsol.be) using the “Log out” function located underneath the arrow next to your e-mail address in the top right corner. You will be taken back to the RegSol login screen.

### Step 7:

Select the “Log in via eID” option. You will be taken back to the Belgian government portal and can log in again using one of the methods provided (eID or itsme).

### Step 8:

Once this login process has been completed (for the second time), you will be taken back to RegSol. At this point, you will be logged in with strong authentication.

For subsequent visits to RegSol, you will only need to follow steps 7 and 8 to ensure you are logged in with strong authentication every time.

### Please note

Even if you have previously logged in to [regsol.be](http://regsol.be) using your eID, you will need to have your eID card read by a card reader after **18/11/2019**

- You will then be able
- to log in using your eID.

## FAQ's about strong authentication

### **1. What happens if you are unable to use strong authentication because you do not have a Belgian national register number or BIS number?**

Strong authentication can only be performed on the basis of a Belgian national register number or BIS number.

If you do not have these numbers and would still like to perform an action on regsol.be that requires strong authentication, it is best to contact a Belgian lawyer who can perform these actions for you.

### **2. Which actions on regsol.be will require strong authentication from now on?**

As the identity of the applicant is very important for certain actions, you will only be able to perform these actions following strong authentication **from** 18/11/2019.

The regsol.be actions in question are as follows:

For bankruptcies:

- Filing (or preparing) a declaration of bankruptcy, as the debtor or as an adviser of the debtor
- Adding an article to the timeline of an ongoing bankruptcy case, as the debtor or as an adviser of the debtor

For Judicial Reorganisation Procedures:

- Filing (or preparing) a request for a Judicial Reorganisation Procedure, as the debtor or as an adviser of the debtor
- Performing actions under the "DEBT CLAIMS" tab, as the debtor or as an adviser of the debtor
- Adding a document/article to the TIMELINE of an ongoing case, as the debtor or as an advisor of the debtor
- Filing a request for voluntary intervention, as a third party or as an advisor of a third party
- Filing a request to dispute or include a debt claim, as a creditor or as an advisor of a creditor

For extra-judicial amicable settlements:

- Filing a new case

### **3. Which regsol.be actions will remain available when logging in with your existing e-mail address and password?**

Some of the actions you can perform after logging in with your eID will remain available after logging in with just your e-mail address and password.

The following regsol.be actions can still be performed without strong authentication:

- Searching for an ongoing case (bankruptcy or Judicial Reorganisation Procedure) and viewing the basic details of the case.
- Requesting access to a case.
- Viewing a case to which you already have access.
- For bankruptcies:
  - o preparing, filing or amending a debt claim declaration
- For Judicial Reorganisation Procedures:
  - o filing a debt claim to interrupt a limitation period

## **Are you a lawyer and would you like to access regsol.be with your lawyer ID card?**

### **1. Why log in with a lawyer ID card?**

Logging in with your lawyer ID card is considered a 'strong' authentication. Therefore, after logging in with your lawyer ID card, you can perform actions on regsol.be that require strong authentication. After logging in with your lawyer ID card, you will be able to use the same functions in regsol.be as if you had logged in via CSAM (with EID of Itsme).

### **2. Which actions on regsol.be require a strong authentication?**

As the identity of the applicant is very important for certain actions, you will only be able to perform these actions following strong authentication **from** 18/11/2019.

The regsol.be actions in question are as follows:

For bankruptcies:

- Filing (or preparing) a declaration of bankruptcy, as the debtor or as an adviser of the debtor
- Adding an article to the timeline of an ongoing bankruptcy case, as the debtor or as an adviser of the debtor

For Judicial Reorganisation Procedures:

- Filing (or preparing) a request for a Judicial Reorganisation Procedure, as the debtor or as an adviser of the debtor
- Performing actions under the “DEBT CLAIMS” tab, as the debtor or as an adviser of the debtor
- Adding a document/article to the TIMELINE of an ongoing case, as the debtor or as an advisor of the debtor
- Filing a request for voluntary intervention, as a third party or as an advisor of a third party
- Filing a request to dispute or include a debt claim, as a creditor or as an advisor of a creditor

For extra-judicial amicable settlements:

- Filing a new case

### **How can you perform highly authenticated actions after logging in with your lawyer ID card?**

To be able to perform highly authenticated actions on regsol.be, you must:

- read the card number of your lawyer ID card into your regsol.be profile once
- then log out once and log back in again with your lawyer ID card

#### **The first time you log in with your lawyer ID card, you must do the following:**

1. Log in to regsol.be via CSAM (EID of Itsme) or based on your email address and password.
2. Click on your name at the top right.
3. Select ‘user management’
4. Connect your Card Reader to your computer and insert your lawyer ID card.
5. Click on the blue button ‘read out lawyer ID card number’ and follow the instructions.
6. The number of your lawyer ID card appears in the box provided for that purpose.
7. Log out of regsol.be and return to the login screen.
8. On the login screen, choose the option ‘log in with a lawyer ID card’.
9. Connect your Card Reader to your computer, insert your lawyer ID card, and follow the instructions.
10. You can perform highly authenticated actions since you are very securely logged in with your lawyer ID card.

**The second and subsequent time(s) you log in with your lawyer ID card, you must do the following:**

1. Go to [regsol.be](https://regsol.be).
2. On the login screen, choose the option 'log in with a lawyer ID card'.
3. Connect your Card Reader to your computer, insert your lawyer ID card, and follow the instructions.
4. You can perform highly authenticated actions since you are very securely logged in with your lawyer ID card.