

# USERGUIDE FOR THE FAMHP PLATFORM

## COMPANIES BASED OUTSIDE BELGIUM

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## 1 INTRODUCTION

All economic actors that operate in the medical devices sector on the Belgian territory are invited to register on the [Federal Agency for Medicines and Health Products' \(FAMHP\) web portal](#).

This guide is intended for companies located outside of Belgium but within the European Economic Area or in the European Union Customs Union.

The user guide contains the several steps:

- Entry of enterprise data;
- verification and validation of these data by the FAMHP's internal departments;
- configuration of access for the Chief Access Manager (CAM);
- configuration of CSAM platform;
- configuration of access to the platform using KeyCloak (only non-Belgian users).

The steps to take in order to register and log in to the FAMHP platform are summarised in the following diagram:

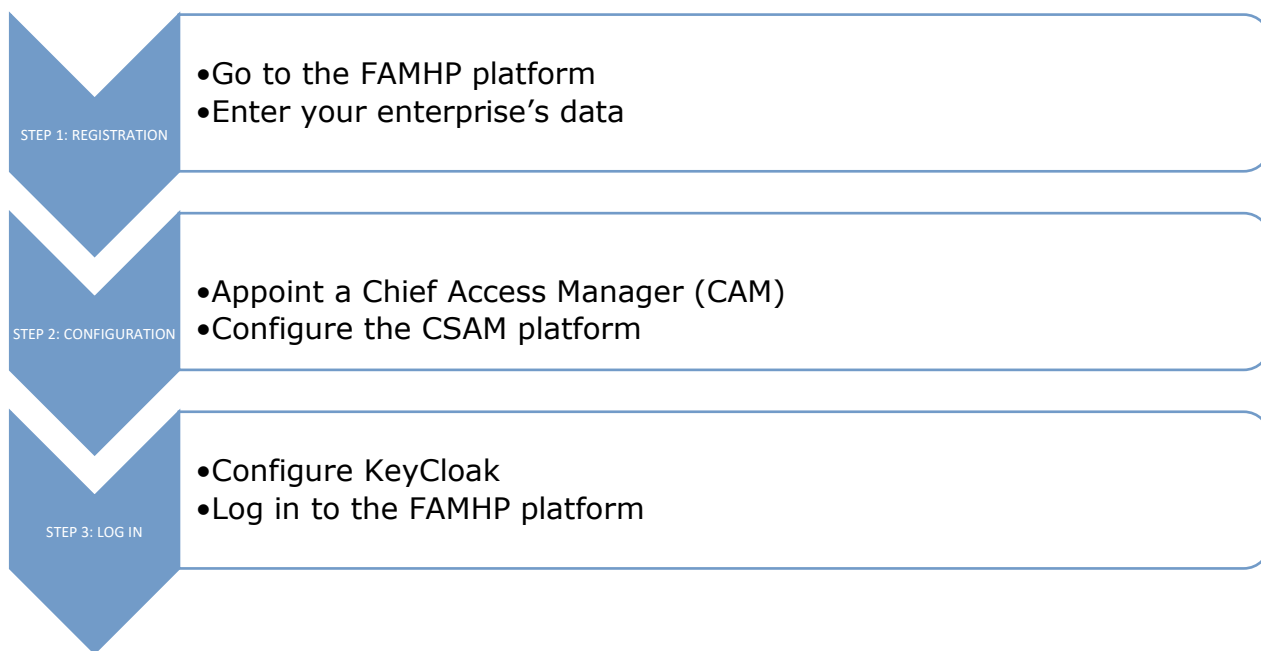


Figure 1

## 2 REGISTER

Click on the "Register" link that appears on the public page of the [FAMHP portal](#)(

Figure 2).

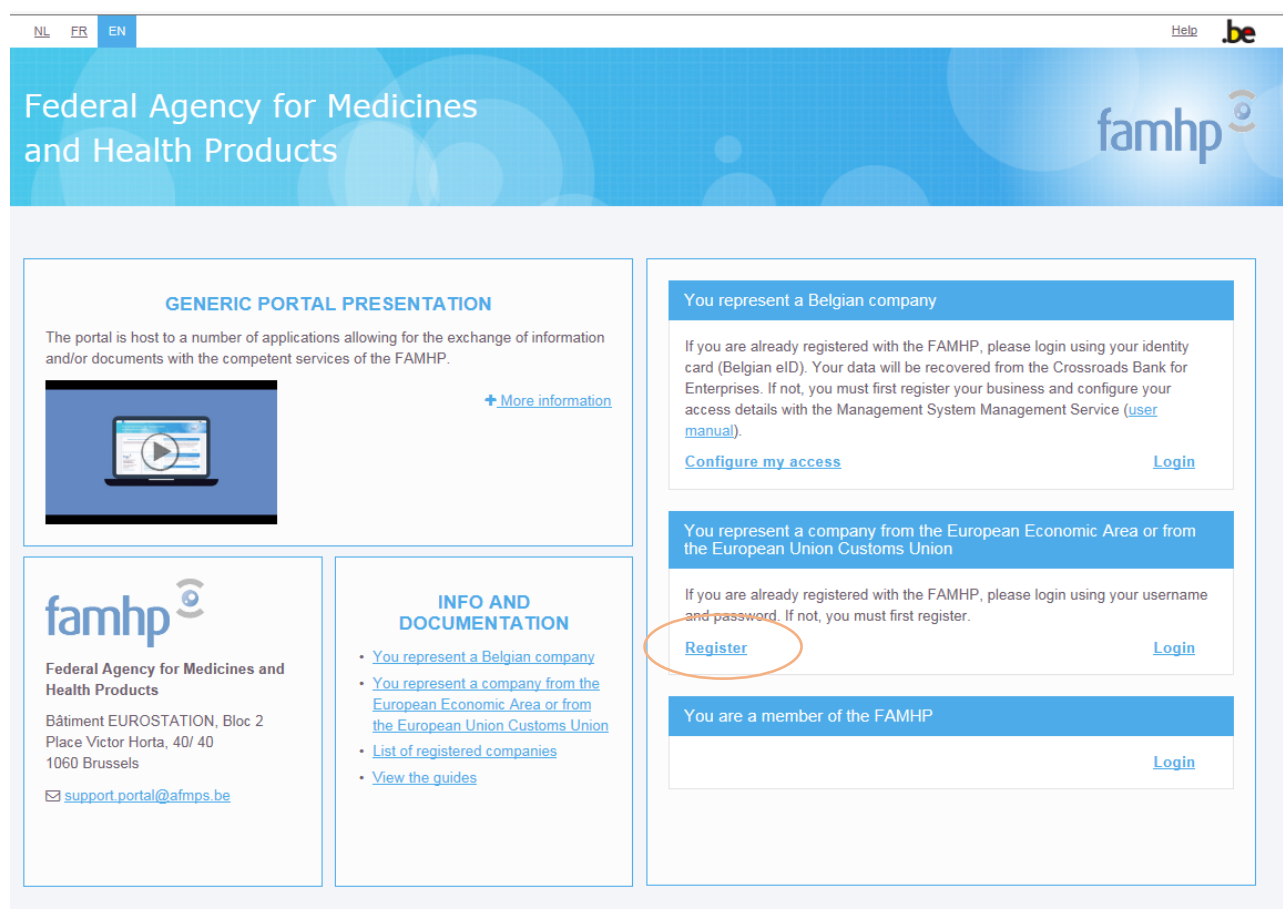


Figure 2

### 2.1 VERIFICATION OF THE ENTERPRISE NUMBER

To register at the FAMHP, the enterprise must have an acknowledged enterprise identification number that can be found in the VIES directory or in the Crossroads Bank for Enterprises (CBE).

If your enterprise is located **outside Europe**, the application will ask you to enter your enterprise number as it appears in the CBE. If you do not have a CBE enterprise number, please contact the FAMHP to register with the BCE.

The image shows a form titled 'Registering a foreign enterprise:'. The form has a blue header with the title. Below the header, there is a section titled 'Identification of the enterprise'. Inside this section, there is a text prompt: 'Please select the country where the company's head office is located'. To the right of this prompt is a dropdown menu. In the top right corner of the form, there is a red asterisk followed by the text '\* Mandatory'. At the bottom right of the form, there is a blue button with the text 'Identification of the enterprise'.

Figure 3



For companies from the European Economic Area or from the European Union Customs Union the application will ask you to enter or select the following information (figure 4):

- The country in which the enterprise is based (select from the drop down menu).
- The Crossroads Bank for Enterprises (CBE) number, if the enterprise already obtained a registration in this database.

It is important to provide this number to prevent having to re-enter data already been sent to the authorities, thereby prolonging the data validation procedure.

Otherwise, please indicate that you don't have a CBE number.

If you are unsure whether or not your enterprise is registered at the CBE, you can run a search on the [CBE](#) website.

- The enterprise's VAT number (intercommunity VAT number).

Once you have entered all these data, click on the "Identification of the enterprise" button.

The system will check the validity of the enterprise number against the European database, the VIES (VAT Information Exchange System).

**Registering a foreign enterprise:**

Identification of the enterprise

Please select the country where the company's head office is located Spain \* Mandatory

If you already have an enterprise number, it is important to communicate this to us in order to avoid that you have to re-enter data that has already been provided to the authorities. Are you not sure whether you are already known or what your enterprise number is? You can run a search at this [site](#).

Are you registered at the CBE ? ☒ Yes ☐ No

Enterprise number (CBE)

VAT number **ES**  \*

Identification of the enterprise

**Figure 4**

This verification does not apply to Swiss companies.

For some enterprises in the United Kingdom and Ireland that do not have a VAT number, you only need to select the country in which the company's headquarters is located, then click on "identify a company without VAT number" (Figure 5).

**Registering a foreign enterprise:**

Identification of the enterprise

Please select the country where the company's head office is located United Kingdom \* Mandatory

If you already have an enterprise number, it is important to communicate this to us in order to avoid that you have to re-enter data that has already been provided to the authorities. Are you not sure whether you are already known or what your enterprise number is? You can run a search at this [site](#).

Are you registered at the CBE ? ☒ Yes ☐ No

Enterprise number (CBE)

VAT number **GB** identify a company without VAT number.

Identification of the enterprise

**Figure 5**

If the VAT number is refused, please consult the site of the [European Commission](#).

## Enter your enterprise data

Once your enterprise number has been verified, the next step consists of entering your enterprise data. To do so, you will be asked to supply at least the following information:

- The enterprise data:
  - Enter the commercial name of your enterprise;
  - Select the language you wish to use for communication between the enterprise and the FAMHP. The FAMHP only provides communication in the following languages: French, Dutch and English;
  - Enter the enterprise's legal status by uploading official proof from the register of trade and commerce and/or an extract from the chamber of commerce.  
Make sure it states the commercial name of the enterprise, as well as the names of the administrators. If this is not the case, your request will be declined.  
You can upload only one single file, but you are allowed to merge first several files into one file and upload the resulting file.
  - Enter the address of the registered office.
- Enter your enterprise's business sites<sup>1</sup>;
- Provide the identity of the enterprise's legal representative(s):
  - If the legal person is already registered at the Belgian Social Security, enter this person's NISS number (Social Security unique identification number or Belgian national number, in French: NISS) to avoid having to re-enter their information;
  - Name and first name (the first letter of the first name must be written in capitals);
  - Sex;
  - Date of birth;
  - Country of birth;
  - Email address of the legal representative(s). Each user will have to provide their own email address.
- Provide also at least one contactperson

Once the enterprise information has been entered, the enterprise's legal manager and the contact(s) will receive an email containing all the information explained in the following chapter. Please check the spam filter of the company: all emails coming from "fagg-afmps.be", "fagg.be" and "afmps.be" should be allowed.

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<sup>1</sup> The headquarter office



### 3 CONFIGURE CSAM

#### 3.1 APPOINT A CHIEF ACCESS MANAGER (CAM)

Before using the FAMHP platform, the enterprise's legal representative is asked to appoint a Chief Access Manager (CAM<sup>2</sup>).

The system has been designed so that the CAM is also the Access Manager<sup>3</sup> (AM) for each group of applications (domain).

The Chief Access Manager, is the person responsible for managing the enterprise's access to the Belgian federal government and is the primary point of contact for issues regarding Social Security and other institutions. This person is responsible for managing the different qualities related to their professional activities and has access to a range of information.

At any time the CAM can delegate access management by appointing one or more AMs or Co-Enterprise Access Managers (Co-CAM) per application group.

To appoint a CAM, we invite you to log in to [CSAM](#)

- A. Belgian citizens:
  - follow the steps outlined in point II of the CSAM manual (in French) or Anteilung (in German) or :
  - "Management of Access Managers", "Appointing a Chief Access Manager", "Appointing a Chief Access Manager"
  - "Verwaltung der Zugangsverwalter", "Einen Hauptzugangsverwalter einrichten" , "Einen Hauptzugangsverwalter einrichten.
- B. Non-Belgian citizens: you need the NISS number, also called national number which you received by email
  - follow the steps outlined in point II of the CSAM [manual](#) (in French) or [Anteilung](#) (in German) or :
  - "Management of Access Managers", "Appointing a Chief Access Manager", exception procedure.
  - "Verwaltung der Zugangsverwalter", "Einen Hauptzugangsverwalter einrichten" – Ausnahmeverfahren.

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<sup>2</sup> The Chief Access Manager must be a member of staff or a legal representative of the company as mentioned in the uploaded document.

<sup>3</sup> .



## 3.2 CONFIGURE CSAM

### 3.2.1 ACTIVATE THE ENTERPRISE'S QUALITIES AND APPOINT AN ACCESS MANAGER

The PAM (see point 3.1) is responsible for activating the enterprise's qualities. They will receive the login and password to configure the National Office of Social Security's (ONSS) platform if they are not a Belgian citizen or don't have an eID.

#### To activate the enterprise's quality:

1. Log in to the [social security](#) (only in French, Dutch or German) portal;
2. Belgian users: click the red 'se connecter' or eID or Itsme
3. Non-Belgian users: click the blue 'se connecter' (figure 6);

### Se connecter et accéder aux services sécurisés

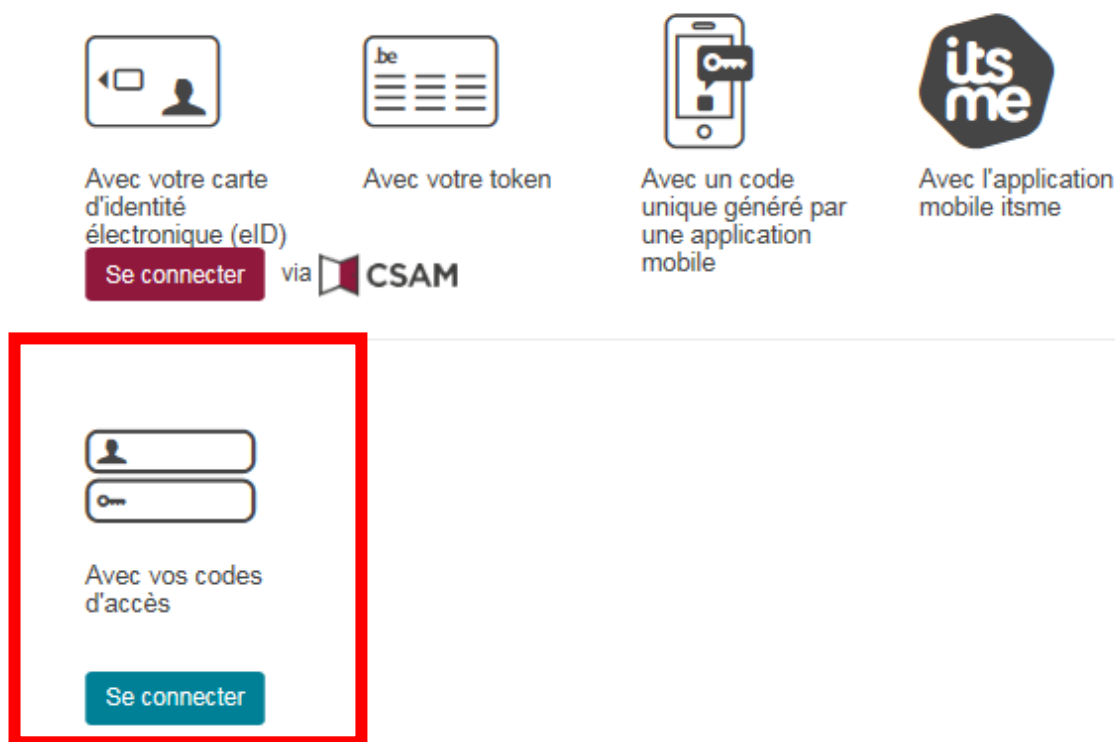


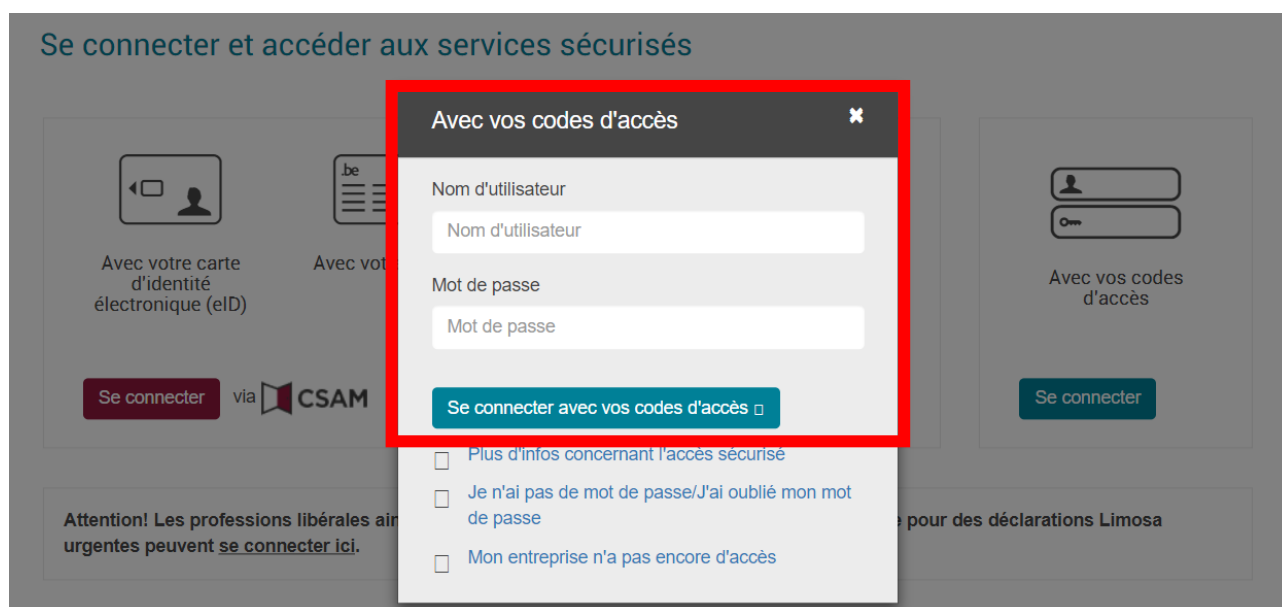
Figure 6

4 . Non-Belgians : 'Continuer à utiliser l'option moins sûre'





Use the login and password sent by CSAM (or Eranova) ( Figure 7);



**Figure 7**

4. Click "Healthcare - Manager" ("Soins de santé - Gestionnaire") or "Healthcare actor" ("Acteur des soins de santé") to select the profile with which you need to log in to the Social Security portal

Sous quelle qualité voulez-vous vous authentifier?

EMPLOYEUR

ACTEUR DES SOINS DE SANTÉ

5. Select the enterprise you would like to work with within this application;
6. If the enterprise's quality (institute in the healthcare domain) ("**Institution liée au domaine de santé**") has already been activated, the information will appear on the screen (figure 9);

Choisissez l'entreprise ou l'organisation pour laquelle vous souhaitez travailler au sein de cette application

Plastique Fantastique; Numéro d'entreprise: 1000.439.093 ▼

Cliquez sur le lien souhaité

Dénomination: [Plastique Fantastique; Numéro d'entreprise: 1000.439.093 \(Responsable Accès Entité\)](#)

- Qualité: [Affaires intérieures; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Affaires étrangères; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Chaîne Alimentaire; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Economie; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Emploi; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Entreprise sans personnel; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Environnement; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Finances; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Institution liée au domaine de la santé; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Justice; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Logement; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Marchés publics; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Mobilité \(transport, infrastructure, télécommunication\); Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Planification; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Services généraux; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)
- Qualité: [Soins de santé; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)

Figure 10

7. If you don't see this quality: double click the title "Dénomination .... (**Responsable Accès Entité**)" (Name .... (Entity Access Manager))
8. Select in the drop down under the list "**Institution liée au domaine de la santé**" (institute in the healthcare domain) (Figure 8);
9. Click "Suivant" (Next).

Dénomination: Plastique Fantastique; Numéro d'entreprise: 1000.439.093

Bienvenue **Mme Laurette Dehaene**, vous accédez en tant que **Responsable des Accès** au portail de la Sécurité Sociale:

Dénomination: Plastique Fantastique  
Numéro d'entreprise: 1000.439.093  
Date de création: 06/10/2017

Pensez à vérifier régulièrement [les données relatives à vos activités professionnelles](#) et à mettre à jour [vos propres données](#) lorsque celles-ci changent.

**Liste des qualités** 

Nom	Identifiant
<a href="#">Affaires intérieures</a>	Gestionnaire pensions complémentaires
<a href="#">Affaires étrangères</a>	Inspection du SPF Finances
<a href="#">Chaîne Alimentaire</a>	Inspection fiscale de l'Autorité des Services et Marchés Financiers
<a href="#">Economie</a>	Inspection Sociale de l'INASTI
<a href="#">Emploi</a>	Inspection sociale du SPF Mobilité et du Transport
<a href="#">Entreprise sans personnel</a>	Institution de soin de santé
<a href="#">Environnement</a>	<b>Institution liée au domaine de la santé</b>
<a href="#">Finances</a>	Mutuelle en matière de sécurité sociale
<a href="#">Justice</a>	Mutuelles en matière de soins de santé
<a href="#">Logement</a>	Opérateur téléphonique
<a href="#">Marchés publics</a>	Partenaire eHealth
<a href="#">Mobilité (transport, infrastructure, télécommunication)</a>	Prestataire de services eHealth
<a href="#">Planification</a>	Prestataire de services (personne morale)
<a href="#">Services généraux</a>	Service administratif de l'Autorité des Services et Marchés Financiers
<a href="#">Soins de santé</a>	Service administratif du Service Public Fédéral des Finances
	Service administratif ACV
	Service administratif AP
	Service Administratif InterOP
	TEST FEDICT
	Unité de mammographie pour le dépistage du cancer

Activer la qualité  **Suivant**

Figure 8

10. Add an email address for the quality. This address should preferably be shared by all of the quality's users.

### To appoint the AM or the Local Manager<sup>4</sup>

1. Tick (Figure 9):
  - a. Either you want to manage the quality by myself: "Je desire assurer moi-même la gestion de la qualité". The CAM will be appointed Access Manager (AM) of the quality and will be able to grant access for users.
  - b. Or you would like to appoint a Local Manager<sup>5</sup> to manage the quality": "Je veux designer un Gestionnaire local pour gérer la qualité". Then the CAM may appoint another person to manage the quality and user access. To appoint another person, the CAM must have the new AM's NISS number (national number).

Dénomination: : Numéro d'entreprise:

#### Activer une qualité

##### Données d'identification de la qualité

Qualité : Institution liée au domaine de la santé  
Numéro d'entreprise

##### Données de contact de la qualité

Adresse e-mail de la qualité \* :  
\* L'adresse email de la qualité est utilisée dans le cadre de contacts liés au domaine de cette qualité; par exemple: campagne de communication, ...

##### Gestionnaire Local

- ☒ Je désire assurer moi-même la gestion de la qualité  
☐ Je veux désigner un Gestionnaire local pour gérer la qualité

NISS :

Annuler

Suivant

#### Fonctionnalités

##### Gestion Entreprise

- Accueil - Liste des qualités
- Consulter ou modifier le détail de l'entreprise
- Co-Responsable des Accès
- Rechercher utilisateurs

##### Données personnelles

- Modifier mes données personnelles
- Modifier mon mot de passe
- Gestion du certificat à utiliser sur le portail de la Sécurité Sociale

Figure 9

2. If you select the option "I want to manage the quality myself";
  - a. Click "Suivant" (Next),
  - b. Confirm the data you have entered by clicking "Confirmer" (Figure 11).

Sécurisé | <https://www.socialsecurity.be/app016/umoe/quality/activation/save.do?method=save>

NL | FR | DE Home Vos Responsables Help Quit

## Gestion d'accès pour Entreprises et Organisations

Dénomination:  Numéro d'entreprise:

### Activer une qualité

**Données d'identification de la qualité**

Qualité : Institution liée au domaine de la santé  
 Numéro d'entreprise :

**Données de contact de la qualité**

Adresse e-mail de la qualité :

**Gestionnaire Local**

Nom d'utilisateur :   
 Nom :   
 Prénom :   
 Titre :   
 NISS :   
 Choix linguistique : Français  
 Date création : 09/05/2017  
 Date modification :   
 Statut : Actif

Adresse e-mail utilisateur :   
 Adresse e-mail locale :

(cette adresse peut être utilisée dans le cadre de vos contacts individuels avec le centre de contact Éranova)

**Applications sécurisées**

- Source Authentique des Dispositifs Médicaux  
La Source Authentique des dispositifs médicaux, SADIM, est une application qui permet aux entreprises (distributeurs et fabricants) d'enregistrer leurs dispositifs médicaux électroniquement à l'Agence Fédérale des Médicaments et Produits de Santé (AFMPS).
- Tableau de bord de monitoring eHealth  
Tableau de bord de monitoring eHealth pour le contrôle des SLA des divers services eHealth et des services présents sur l'eHealth bus.
- Portail Unique  
Le "Portail Unique" doit devenir le point d'entrée unique pour le professionnel des soins de santé. Dans la phase 1 il pourra consulter ses données professionnelles connues chez les différentes autorités. Dans la phase 2 le professionnel pourra changer une sélection de ses données à travers des applications accessibles par le portail.
- Autocontrôle (AFMPS)  
Autocontrôle permet aux inspecteurs de l'AFMPS d'établir un score de risque pour les acteurs des soins de santé.
- Source authentique des Représentants Autorisés  
L'application SARA est une application web mise à disposition des entreprises belges afin qu'elles puissent y gérer leur répertoire de fabricants ou de fournisseurs de produits médicaux pour lesquels elles vont faire des demandes de mise sur le marché belge ou d'obtention de certificats à l'exportation. Les sites de production des fabricants sont également gérés dans SARA.
- Source authentique des acteurs (AFMPS)  
L'application SAA permet aux entreprises d'enregistrer les coordonnées de leur entreprise à l'afmps. C'est une application web qui est mise à disposition des entreprises afin qu'elles puissent se connaître à l'afmps.
- Source authentique des certificats à l'exportation  
L'application SACEX est une application web mise à disposition des entreprises belges afin qu'elles puissent y faire leur demande de certificats à l'exportation.
- Source Authentique des Activités et Classes  
La Source Authentique des Activités et Classes, SARAC, est une application qui permet aux entreprises d'enregistrer leurs activités (distribution, fabrication, importation, services) et classes d'activités électroniquement à l'Agence Fédérale des Médicaments et Produits de Santé (AFMPS).
- Portail MEDSEP  
Portail d'accueil et de communication des acteurs en collaboration avec l'Agence Fédérale des Médicaments et des Produits de Santé

Précéder **Confirmer**

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Figure 10

3. If you have selected the option « Je veux désigner un Gestionnaire local <sup>6</sup> pour gérer la qualité » (I would like to appoint a Local Manager<sup>7</sup> to manage the quality):
  - a. Select the « Ajouter un Co-gestionnaire » (Add a Co-Manager) function (Figure 11);
  - b. Enter the Co-Manager's NISS number;
  - c. Click "Suivant" (Next);
  - d. At this stage, you can
    - add a new user,
    - change the AM,
    - delete a user,
    - block or unblock a user.

Dénomination: **Plastique Fantastique; Numéro d'entreprise: 1000.439.093**  
Qualité: **Institution liée au domaine de la santé; Numéro d'entreprise: 1000.439.093**

**Utilisateurs**

Afficher la liste des utilisateurs en fonction des critères suivants

Nom :  Prénom :   
 Nom d'utilisateur :  Type :   
 NISS :  Statut :   
 Applications sécurisées :

Page 1

	Nom	Prénom	Nom d'utilisateur	Type	NISS	Statut	Action
<input type="checkbox"/>	Dehaene	Laurette	laurettedehaene	GL	524302 050 22	Actif	

Un utilisateur trouvé.

Supprimer utilisateur(s)  Exporter les utilisateurs (.csv)

Ajouter un utilisateur  NISS:    
 Ajouter un Co-Gestionnaire Local  
 Changer de Gestionnaire Local

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Figure 11

### 3.2.2 APPOINT USERS

- Click the "Home" menu located at the top-right of the screen (Figure 12).

Figure 12

- Select the « Institution liée au domaine de la santé ; ... » (Institute in the healthcare domain; ..." quality )(Figure 14**Fout! Verwijzingsbron niet gevonden.**).

Choisissez l'entreprise ou l'organisation pour laquelle vous souhaitez travailler au sein de cette application

Plastique Fantastique; Numéro d'entreprise: 1000.439.093 ▼

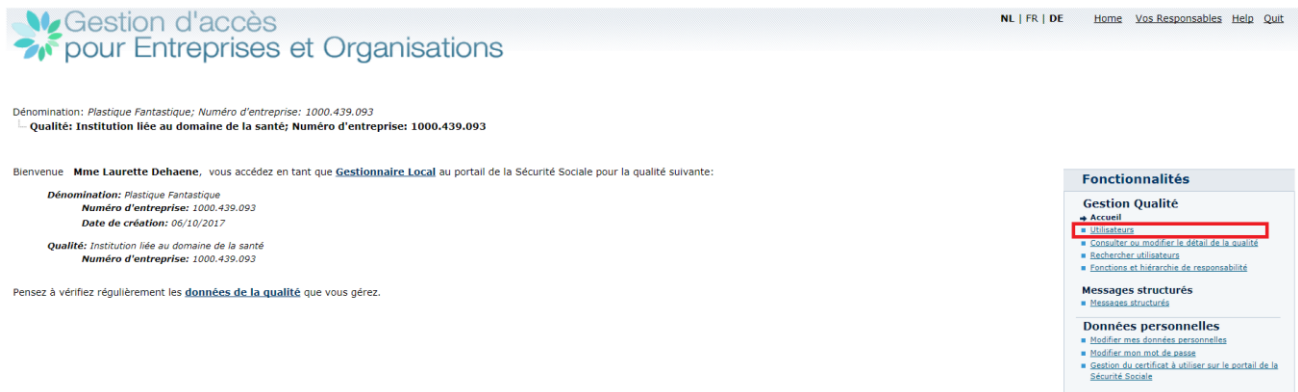
Cliquez sur le lien souhaité

**Dénomination: **Plastique Fantastique; Numéro d'entreprise: 1000.439.093 (Responsable Accès Entité)****

Qualité: [Affaires intérieures; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Affaires étrangères; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Chaîne Alimentaire; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Economie; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Emploi; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Entreprise sans personnel; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Environnement; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Finances; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: **[Institution liée au domaine de la santé; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)**  
 Qualité: [Justice; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Logement; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Marchés publics; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Mobilité \(transport, infrastructure, télécommunication\); Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Planification; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Services généraux; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)  
 Qualité: [Soins de santé; Numéro d'entreprise: 1000.439.093 \(Gestionnaire Local\)](#)

Figure 13

- Click the « Utilisateurs » (Users) menu (Figure 14).



**Gestion d'accès pour Entreprises et Organisations**

NL | FR | DE Home Vos Responsables Help Quit

Dénomination: Plastique Fantastique; Numéro d'entreprise: 1000.439.093  
Qualité: Institution liée au domaine de la santé; Numéro d'entreprise: 1000.439.093

Bienvenue **Mme Laurette Dehaene**, vous accédez en tant que **Gestionnaire Local** au portail de la Sécurité Sociale pour la qualité suivante:

**Dénomination:** Plastique Fantastique  
**Numéro d'entreprise:** 1000.439.093  
**Date de création:** 06/10/2017

**Qualité:** Institution liée au domaine de la santé  
**Numéro d'entreprise:** 1000.439.093

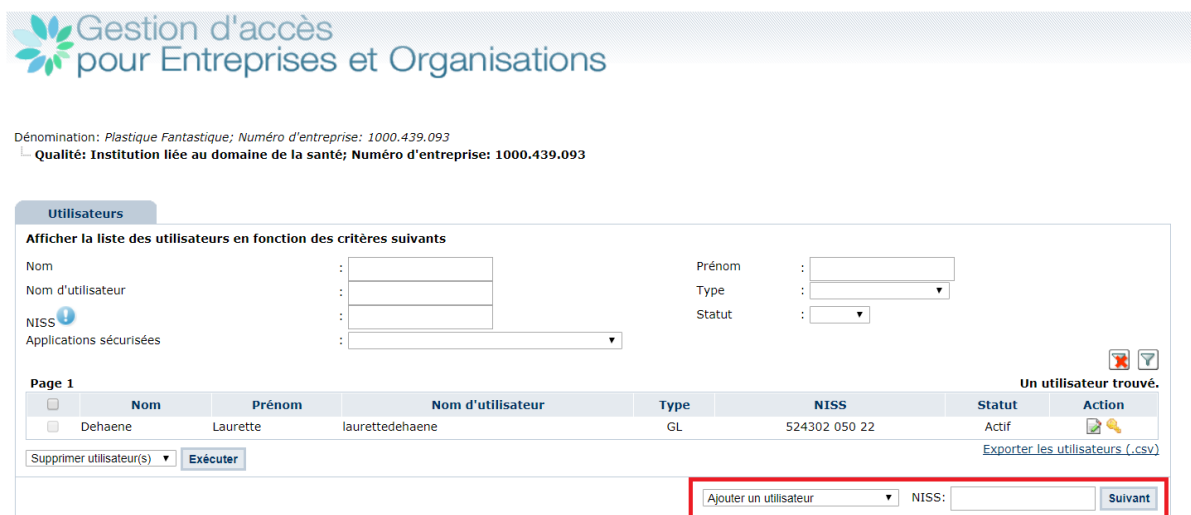
Pensez à vérifier régulièrement les **données de la qualité** que vous gérez.

**Fonctionnalités**

- Gestion Qualité**
  - Accueil
  - Utilisateurs**
  - Consultation ou modification du détail de la qualité
  - Recherche d'utilisateurs
  - Fonctions et hiérarchie de responsabilité
- Messages structurés**
  - Messagerie structurée
- Données personnelles**
  - Modifier mes données personnelles
  - Modifier mon mot de passe
  - Sélection du certificat à utiliser sur le portail de la Sécurité Sociale

Figure 14

- Select « Ajouter un utilisateur » (Add a user) (Figure 15).
- Enter the user's NISS number (Figure 15).
- Click "Suivant" (Next).



**Gestion d'accès pour Entreprises et Organisations**

Dénomination: Plastique Fantastique; Numéro d'entreprise: 1000.439.093  
Qualité: Institution liée au domaine de la santé; Numéro d'entreprise: 1000.439.093

**Utilisateurs**

Afficher la liste des utilisateurs en fonction des critères suivants

Nom :   
Nom d'utilisateur :   
NISS :   
Applications sécurisées :

Prénom :   
Type :   
Statut :

Page 1

	Nom	Prénom	Nom d'utilisateur	Type	NISS	Statut	Action
<input type="checkbox"/>	Dehaene	Laurette	laurettedehaene	GL	524302 050 22	Actif	

Un utilisateur trouvé.

Exporter les utilisateurs (.csv)

Supprimer utilisateur(s) Exécuter

Ajouter un utilisateur NISS:  Suivant

Figure 15

- Add the user's information (title, language and email address) (Figure 16).
- Select apps (Figure 16):
  - Autocontrôle,
  - Contributions
  - source Authentique des représentants autorisés (Authentic source for authorised representatives),
  - portail MEDSEIP (MEDSEIP portal),
  - source Authentique des acteurs (AFMPS) (Authentic source for actors (FAMHP)),
  - source authentique des activités et classes (Authentic source for activities and classes),
  - source authentique des certificats à l'exportation (Authentic source for export certificates),
  - source authentique des dispositifs médicaux (Authentic source for medical devices);
- Click "Enregistrer" (Save) (figure 19).



**Création d'un Utilisateur** Les champs marqués d'un \* sont obligatoires

**Données d'identification**

Nom d'utilisateur : alinamacron  
 Nom : Macron  
 Prénom : Aline  
 Titre : Mme  
 NISS : 794802 082 10  
 Choix linguistique : Français  
 Adresse e-mail utilisateur \* : alina.macron@smals.be  
 Adresse e-mail locale :  
 (cette adresse peut être utilisée dans le cadre de vos contacts individuels avec le Centre de Contact Eranova)

**Applications sécurisées**

☐ Autocontrôle (AFMPS)  
 Autocontrôle permet aux inspecteurs de l'AFMPS d'établir un score de risque pour les acteurs des soins de santé.

☐ Contributions  
 Le projet Contributions permet de déclarer, dans une application web, les chiffres d'affaires d'une distribution des dispositifs médicaux sur le marché belge.

☐ Source authentique des Représentants Autorisés  
 L'application SARA est une application web mise à disposition des entreprises belges afin qu'elles puissent y gérer leur répertoire de fabricants ou de fournisseurs de produits médicaux pour lesquels elles vont faire des demandes de mise sur le marché belge ou d'obtention de certificats à l'exportation. Les sites de production des fabricants sont également gérés dans SARA.

☐ Portail MEDSEIP  
 Portail d'accueil et de communication des acteurs en collaboration avec l'Agence Fédérale des Médicaments et des Produits de Santé

☐ Source authentique des acteurs (AFMPS)  
 L'application SAA permet aux entreprises d'enregistrer les coordonnées de leur entreprise à l'afmps. C'est une application web qui est mise à disposition des entreprises afin qu'elles puissent se connaître à l'AFMPS.

☐ Source Authentique des Activités et Classes  
 La Source Authentique des Activités et Classes, SANAC, est une application qui permet aux entreprises d'enregistrer leurs activités (distribution, fabrication, importation, services) et classes d'activités électroniquement à l'Agence Fédérale des Médicaments et Produits de Santé (AFMPS).

☐ Source authentique des certificats à l'exportation  
 L'application SACEX est une application web mise à disposition des entreprises belges afin qu'elles puissent y faire leur demande de certificats à l'exportation.

☐ Source Authentique des Dispositifs Médicaux  
 La Source Authentique des dispositifs médicaux, SADM, est une application qui permet aux entreprises (distributeurs et fabricants) d'enregistrer leurs dispositifs médicaux électroniquement à l'Agence Fédérale des Médicaments et Produits de Santé (AFMPS).

☐ Tableau de bord de monitoring eHealth  
 Tableau de bord de monitoring eHealth pour le contrôle des SLA des divers services eHealth et des services présents sur l'eHealth bus.

Figure 16

10. Check the data and click "Confirmer" (Confirm) (Figure 17).

**Gestion d'accès pour Entreprises et Organisations**

Dénomination: Plastique Fantastique; Numéro d'entreprise: 1000.439.093  
 Qualité: Institution liée au domaine de la santé; Numéro d'entreprise: 1000.439.093

**Création d'un Utilisateur**

**Données d'identification**

Nom d'utilisateur : alinamacron  
 Nom : Macron  
 Prénom : Aline  
 Titre : Mme  
 NISS : 794802 082 10  
 Choix linguistique : Français  
 Date création : 17/10/2017  
 Date modification :  
 Statut : Actif  
 Adresse e-mail utilisateur : alina.macron@smals.be  
 Adresse e-mail locale :

**Applications sécurisées**

Figure 17

### 3.2.3 ADD SUPPLEMENTARY NON-BELGIAN USERS

All non-Belgian contacts declared when applying for registration got automatically a NISS number and an account for the FAMHP portal. This information was sent to them via an automatic mail.

If extra non-Belgian users should be defined, they first of all should be added by a colleague in the portal as an extra contact in the tile 'My enterprise'. If no NISS number is entered, the system pops up and asks the extra information required to create a NISS number. After confirmation of the new data (button right





bottom of the screen) the NISS number and account will be created automatically, the NISS number and temporary login will be sent to that contact.

This person should then also be declared as a user or co-manager in the site of the social security (chapter 3.3.2).

## 4 LOGGING IN TO THE FAMHP PORTAL

### 4.1 NON-BELGIAN USERS: CONFIGURING KEYCLOAK (THE "TIME-BASED-ONE-TIME-PASSWORD" TOTP SYSTEM)

The FAMHP platform allows enterprises in the European Economic Area or the European Union Customs Union to log in using the TOTP ("Time-based-One-Time-Password") system, a system that issues a new password every 30 seconds via smartphone.

The legal representatives and other contacts defining in the request for registration (chapter 2) received an email containing:

- their login names (=NISS number);
- their temporary passwords, which will be changed when they log in for the first time.

To log in to the platform, you must first download a one-time password generator on your smartphone, available from the various app marketplaces: Apple Store, Windows Store or Android Store.

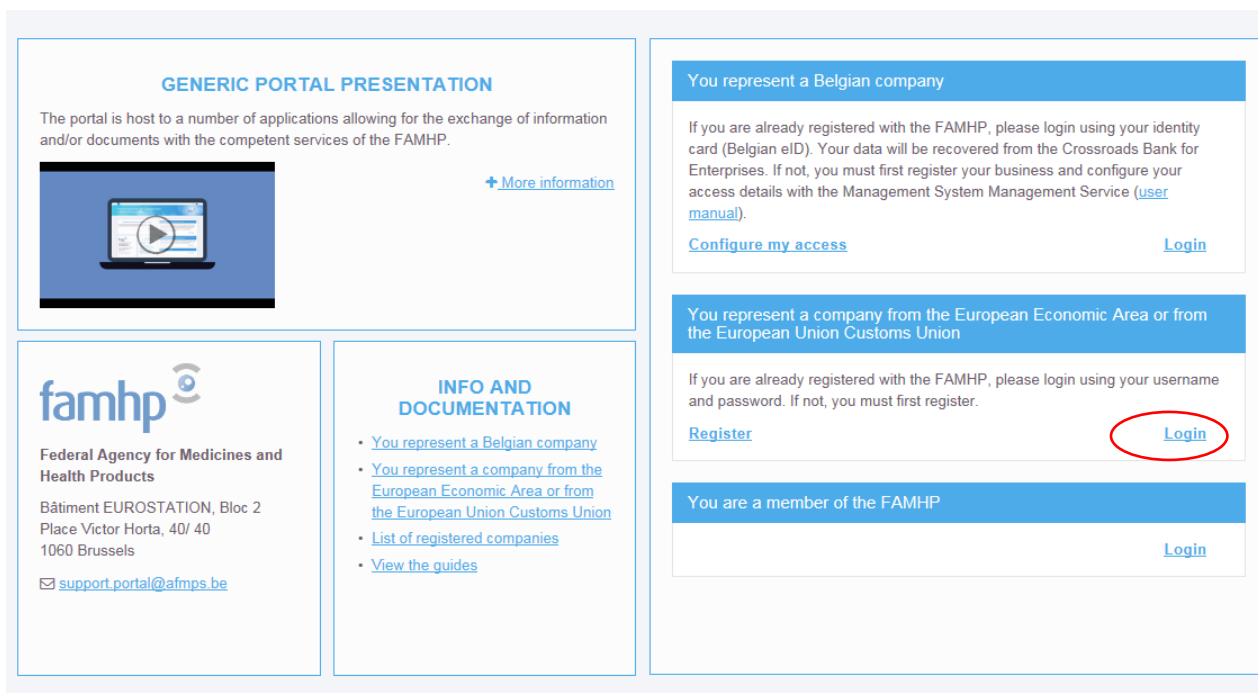
Login applications, such as Google Authenticator or Microsoft Authenticator, can **be installed** and used for free on a PC or smartphone. They respect the TOTP protocol.

In this user guide, we use "Google Authenticator" as an example. To configure this app, please consult the [Google manual](#).

To configure the KeyCloak system:

1. Log in to the [FAMHP portal](#) ;
2. Click "Login" (figure 19)

Figure 18





Nederlands ▾

## Aanmelden voor **Portaal MEDSEIP**

Kies een beheerder om verder te gaan:

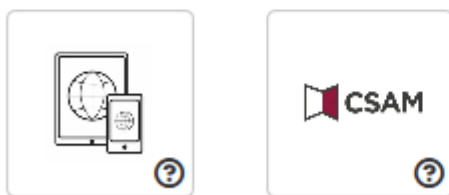


Figure 19

4. Enter your login (your NISS number) and your temporary password (figure 19);

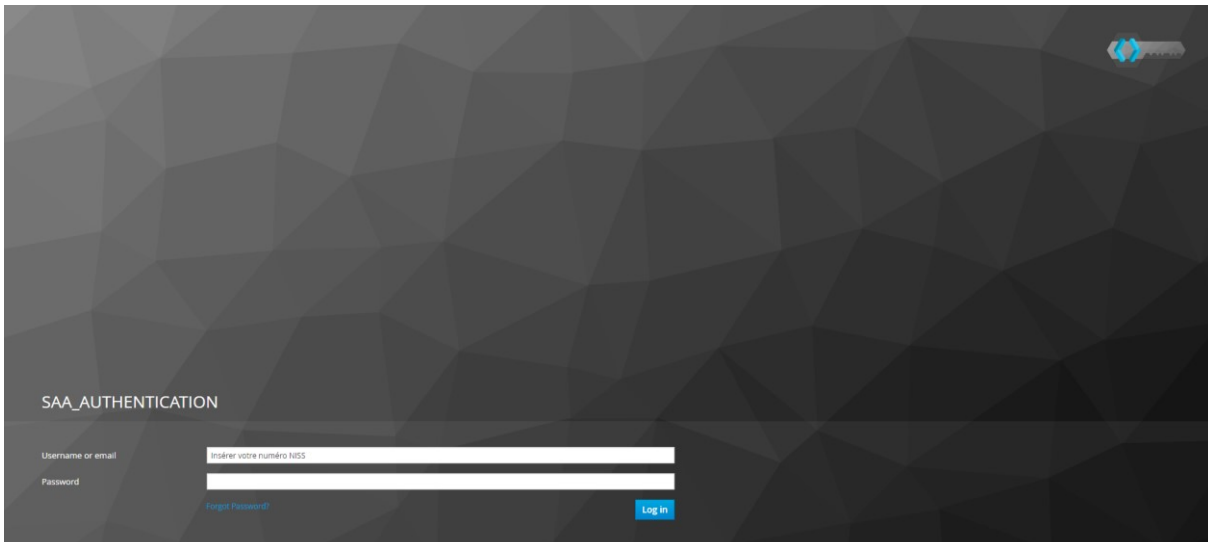


Figure 20

5. Open the Google Authenticator app and scan the QR code using your phone (figure 20);

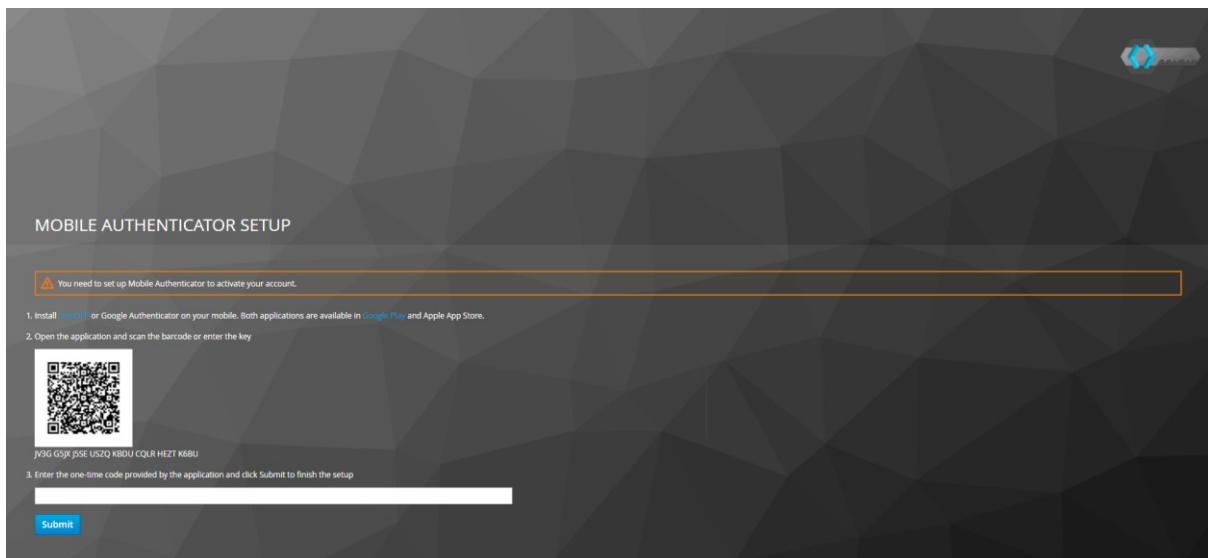
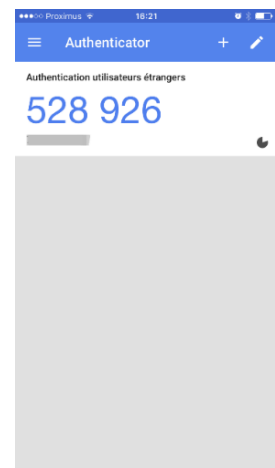


Figure 21



6. Enter the one-time passcode (generated by your smartphone) into PC screen  
This code is renewed every 30 seconds.
7. If you're logging in for the first time the application will ask you to enter a new password (figure 21).

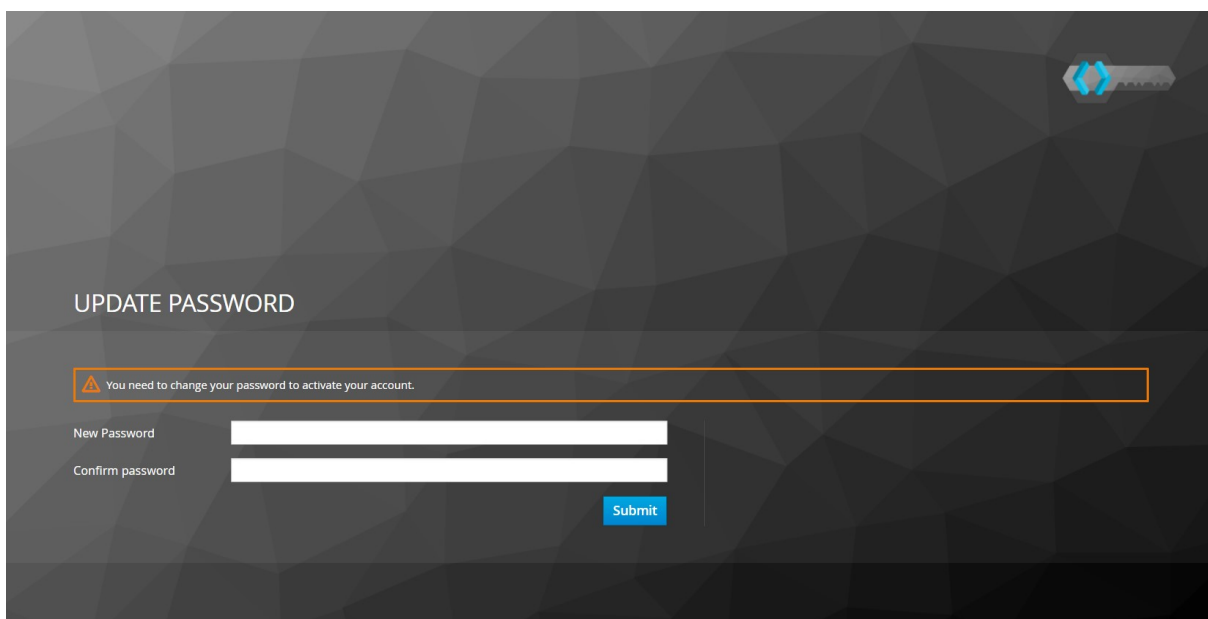



Figure 22




## 4.2 NON-BELGIAN USERS: LOGGING IN USING KEYCLOAK

### GENERIC PORTAL PRESENTATION

The portal is host to a number of applications allowing for the exchange of information and/or documents with the competent services of the FAMHP.

[+ More information](#)



**Federal Agency for Medicines and Health Products**

Bâtiment EUROSTATION, Bloc 2  
Place Victor Horta, 40/ 40  
1060 Brussels

✉ [support.portal@afmps.be](mailto:support.portal@afmps.be)

### INFO AND DOCUMENTATION

- [You represent a Belgian company](#)
- [You represent a company from the European Economic Area or from the European Union Customs Union](#)
- [List of registered companies](#)
- [View the guides](#)

#### You represent a Belgian company

If you are already registered with the FAMHP, please login using your identity card (Belgian eID). Your data will be recovered from the Crossroads Bank for Enterprises. If not, you must first register your business and configure your access details with the Management System Management Service ([user manual](#)).

[Configure my access](#) [Login](#)

#### You represent a company from the European Economic Area or from the European Union Customs Union

If you are already registered with the FAMHP, please login using your username and password. If not, you must first register.

[Register](#) [Login](#)

#### You are a member of the FAMHP

[Login](#)


1. Go to the [FAMHP portal](#). Click "Login".


Then "Continuer par AFMPS"**Fout! Verwijzingsbron niet gevonden.**

3. Log in as an enterprise from the European Economic Area or the European Union Customs Union by clicking "Login"

### GENERIC PORTAL PRESENTATION

The portal is host to a number of applications allowing for the exchange of information and/or documents with the competent services of the FAMHP.

[+ More information](#)



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[Configure my access](#) [Login](#)

#### You represent a company from the European Economic Area or from the European Union Customs Union

If you are already registered with the FAMHP, please login using your username and password. If not, you must first register.

[Register](#) [Login](#)

#### You are a member of the FAMHP

[Login](#)

4. and "



## 5 DESCRIPTION OF THE APPLICATION

This portal has been developed as part of the FAMHP Medical Device department's control policy reform project. Other applications will be gradually added as they are developed.

The goals are:

- Streamlining the market monitoring activities by the competent departments of the FAMHP;
- Optimising the planning and execution of inspections through the use of risk assessments;
- Reinforcing administrative simplification (adhering to the "only once" principle, digitalisation of administrative processes);
- Strengthening transparency and synergies with all stakeholders.

The portal hosts a number of applications allowing for the exchange of information, data and documents with the competent services of the FAMHP.

### 5.1 USE OF THE PORTAL

Before logging in via the button available on the FAMHP portal's home page, make sure you have your NISS number (login), your password and your temporary password generator (TOTP app) on your phone or your eID at hand.

We recommend you to consult the "Info and documentation" tile on the home page. It contains a source of information that will guide you and/or answer any initial questions you might have.

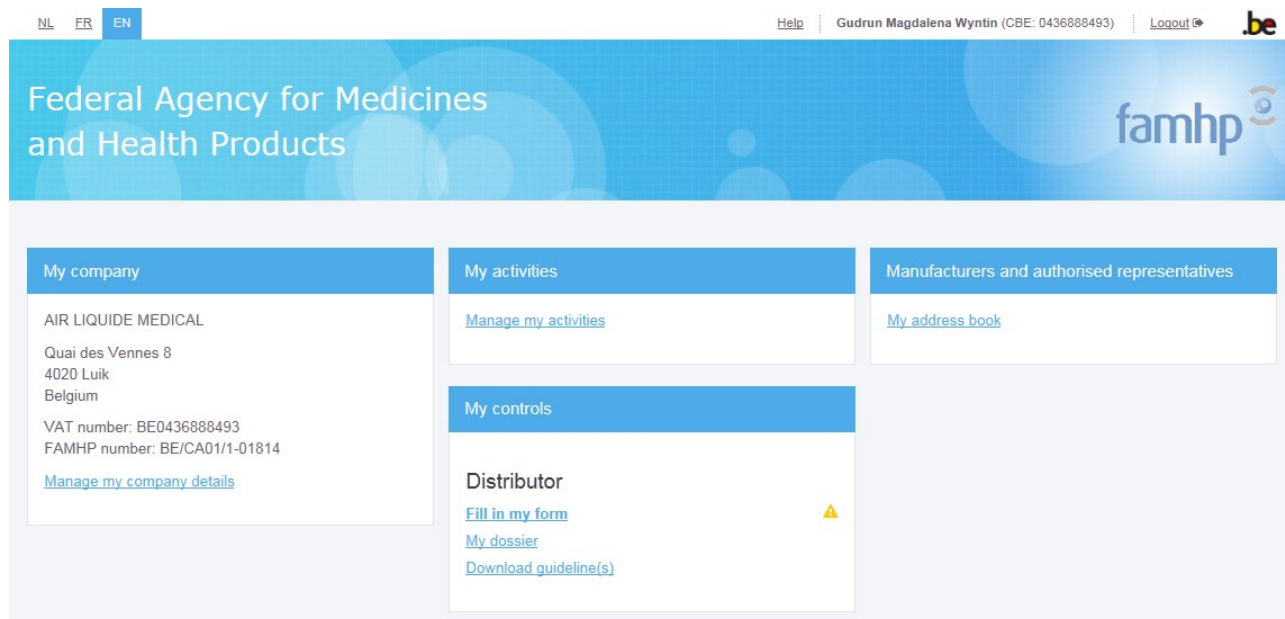
In each of the available applications, you will find small question mark icons . These are tooltips, they contain explanatory and/or additional information. We recommend you to consult them when you start using the portal.

If you have any questions or experience any technical difficulties while using these applications, please contact [portal.support@afmps.be](mailto:portal.support@afmps.be).

### 5.2 MY ENTERPRISE

The tile "My enterprise" contains the enterprise data extracted from the CBE, as well as additional information concerning the legal representatives, business sites and contact persons.

You can save, view and modify information about your enterprise in this tile. For a user of an enterprise the first time connecting to the FAMHP application, the "Register" button in the right lower bottom of the screen confirms the registration of the data of the company. Then other tiles will become accessible.



**Figure 33**

### 5.3 MY ACTIVITIES

The tile “My activities” contains the enterprise’s areas of activity (e.g. distribution, importer, manufacturer, etc.) with risk classifications, activity premises and contact persons.

You can report, view, modify and deactivate your enterprise’s activities from this tile.

#### [FAQ activities](#)

Once an activity is defined, the company get its FAMHP number and the company is listed in the public list.

### 5.4 MY CONTROLS

The tile “My Controls” is dedicated to the exchange of data and documents with the FAMHP’s inspection services and is intended to offer flexibility. ([inspection.meddev@fagg-afmps.be](mailto:inspection.meddev@fagg-afmps.be) )

You can make any necessary changes and amendments after the first use.

In particular, this tile invites you to fill in the form foreseen by law and enhances the communication of inspection reports, the exchange of corrective action plans and other useful documents between the company and the FAMHP’s inspection departments.

By taking into account the information and data exchanged, “My Controls” simplifies the performance of risk assessments by the FAMHP’s inspection departments.

Thanks to this portal, the FAMHP has a dynamic and scalable database allowing to streamline planning and execution of market monitoring missions.

### 5.5 MANUFACTURERS AND AUTHORISED REPRESENTATIVES

The tile “Manufacturers and authorised representatives” allows:

- distributors reported to the FAMHP to add/modify/delete the identity and location (country) of their suppliers, in particular their manufacturers and authorised representatives;
- manufacturers reported to the FAMHP to register the medical devices they sell in Belgium;

- authorised representatives reported to the FAMHP to report (add/modify/delete) all of the companies they represent.

## 5.6 MY CONTRIBUTIONS

Companies have to pay a yearly contribution based on the annual revenue in Belgium.  
Distributors delivering directly to private persons declare this in order to be freed from this contribution.

[Contributions.meddev@fagg-afmps.be](mailto:Contributions.meddev@fagg-afmps.be)



## 6 HELP

If you have any questions or need help with access, the appointment of a CAM on [www.csam.be](http://www.csam.be), the activation of the quality or user management within your enterprise, you can contact the Social Security contact centre:

- by telephone on + 32 (0)2 511 51 51,
- by email at [centredecontact@eranoval.fgov.be](mailto:centredecontact@eranoval.fgov.be).

For questions relating to the use of the FAMHP portal, please send an email to [support.portal@afmps.be](mailto:support.portal@afmps.be).

## 7 FAQ

1. I've followed the registration procedure, but my company does not appear in the list of companies recognised by the FAMHP (see [Public Search](#))
  - This means you didn't enter your activities (manufacturer, distributor, etc.) in the "My activities" tile. Please log in to the portal and update your activities.
2. What is a NISS number?
  - To access Belgian federal applications, a Non-Belgian citizen will need a NISS number, which is a Belgian Social Security Identification Number. This number starts with your year of birth, month of birth + 40, day of birth and ends with 5 figures. You can apply for this number through the [Limosa](#) service.
3. I don't have access to the "My medical devices" app
  - Make sure you have access to the "MEDSEIP" ("Access to our webportal") as described in 3.2.2 (Figure 16).
4. The authorised representative has not received the temporary login and password needed to log in to the platform (see 0)
  - Registration emails are sent electronically to the legal managers of your enterprise. If they have not received this information, please ask them to check their junk mail folder.
5. I haven't received my TOTP Password. What should I do?
  - Please check the junk mail folder in your mailbox.
  - If it's not there, please request a new password by following the steps in point 4.1 and clicking "Forgot Password" Figure 20).
  -
6. I have a new phone. How do I get my otp code on it?
  - Use the link "Forgot Password" on the login page with your email address
  - You should receive an email containing a link. This link can only be clicked once within 5 minutes. Via this link you can scan QR-code with your new phone.
  - You can click "Forgot Password" without any restriction.
7. I would like to appoint the management of my data on the FAMHP portal to someone who does not have a NISS (Belgian Social Security Identification) number.
  - Create this person as a new contact in the webportaal (chapter 3.2.3). An automatic mail with the login and temporary password should be sent.
  - Once this person got the national number (SSIN, NISS in French), this should be added them to the list of users or co-managers on CSAM by following the steps in point 3.3.2.
8. I cannot activate applications on CSAM. What should I do?
  - Make sure the designation of "Institution in the healthcare domain" ("**Institution liée au domaine de la santé**") is active (see 3.2.1) and then follow the steps in 3.2.2.



9. Belgians: Where can I buy a card reader?
- Please see this [link](#).
10. Is it possible to log in to the FAMHP Web portal with a resident identity card?
- No, it is not possible. Only a Belgian identity card can be used.
11. I have sent my PAM application form to Eranova (see 3.1). How long will it take to process?
- This procedure takes around 15 days.
12. Where can I find the national registration or NISS number?
- This number has been sent by an automatic mail.
  - email the name, date and place of birth and email address of that person to the helpdesk
13. My second TOTP code is still not working (see steps described in 4.1). What should I do?
- Uninstall the TOTP login and authenticator app.
  - Either reinstall another authenticator app (Google Authenticator/Microsoft Authenticator/Authy, etc.); Then synchronise the time zones. Google Authenticator example: access the main menu for the Google Authenticator app -> Settings-> Time correction for codes -> Sync now
  - Or install the authenticator on another device. Use <https://authy.com> to install and test it.
  - Use the Google Chrome or Internet Explorer browser.
14. I am unable to log in. The authentication system says my profile is invalid
- There are three possible reasons for this error:
    - i. Could you try logging in again? Sometimes, the social security access authorisation is not sent directly to our apps. You have to wait until the following day to be able to log in.
    - ii. Your company is not designated as an "Institution in the domain of healthcare". (see 3.2.1).
    - iii. You are not a named manager or are not flagged as a user of our apps (see 3.2.2)
    - iv. If none of the above solutions worked for you, please send us an email with a screen print of the social security page with your access details.
15. I am already registered with the FAMHP. Do I need to re-register?
- Yes, you will need to register again. The whole actor registration and information procedure has been modified since December 21<sup>st</sup> 2017. This new procedure is completely free of charge