

Manual

e-Box Enterprise

31/08/2023



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e-Box Enterprise

Before you start

What is e-Box Enterprise?

e-Box Enterprise is your company's secure electronic mailbox, centralising all official communication between companies and government institutions in one secure electronic mailbox.

Through e-Box, you will receive documents (PDF) and messages from social security institutions, as well as municipal, regional and federal authorities. The list of senders is growing.

You can reply directly to some messages. This way, your communication with the institutions is convenient, fast and secure.

What do you need to use e-Box Enterprise?

Secure access as a Local Administrator, co-Local Administrator or user under the 'NSSO Employer' (Employeur ONSS) or 'Company without staff' (Entreprise sans personnel) domain for companies not registered as employers with the NSSO. Each company is given one of these two standard domains.

If the company does not yet have a secure access, it can designate a Chief Access Manager via the [Management of Access Managers on the CSAM website](#). The Chief Access Manager can then designate a Local Administrator, Local Co-Administrators and/or users via the Access Management section under [Management of Access Managers on the CSAM website](#). The Local Administrator and Local Co-Administrator of the standard 'NSSO Employer' (Employeur ONSS) or 'Company without staff' (Entreprise sans personnel) domains automatically have secure access to e-Box Enterprise. For a basic user to have access, the 'e-Box Administrator' box must be ticked in Access Management.

How to open e-Box Enterprise

Go to the [e-Box Enterprise page on the social security portal](#) and click the **Access e-Box as a company** button (Accéder à e-Box en tant qu'entreprise).

The screenshot shows the 'e-Box Enterprise' page on the social security portal. The header includes navigation links for 'ENTREPRISE', 'FRANÇAIS', and 'À PROPOS DE LA SÉCURITÉ SOCIALE', along with 'Se connecter', 'e-Box Enterprise', and '.be'. The main content area features a large blue banner with the text 'e-Box Enterprise : La boîte aux lettres électronique sécurisée de votre entreprise'. Below this, there is a paragraph explaining that the e-Box centralizes official communications and provides a secure electronic mailbox. A second paragraph details the types of documents and messages received, and the bidirectional nature of the service. A third paragraph encourages users to opt for a fully digital experience. On the right side, there are links for 'e-Box', 'INFOS GÉNÉRALES', 'Site e-Box Enterprise', 'ACCÉDER À E-BOX', and 'UNE QUESTION?'. Two prominent blue buttons are visible: 'Accéder à e-Box en tant qu'entreprise' and 'Accéder à e-Box en tant que mandataire'. At the bottom right, there are links for 'VIE PRIVÉE' and 'Plus d'informations sur les données'.

Clicking the button takes you to a login screen that is also available in English.

The screenshot shows the login screen for e-Box Enterprise. The header includes the 'Socialsecurity.be' logo and language options for 'NL', 'FR', 'DE', and 'EN'. The main heading is 'Get access to secure services'. The page is divided into several sections: 'CSAM' with 'eID and card reader' and a 'Log in via CSAM' button; 'itsme app' with the 'itsme' logo; 'EIDAS European electronic identification' with the EIDAS logo; 'Access codes' with input fields for a user icon and a code, and a 'Log in' button; and 'Belgian ID for foreigner' with a globe icon and a 'Log in' button. The bottom section shows alternative login methods: 'Username/password and a code via mobile app, email or token', with icons for a user icon, a code field, a mobile app, an email, and a token, and a 'Log in via CSAM' button.

Log in with one of the methods displayed: eID, itsme, eIDAS or a username and password combined with a code sent by a mobile app or by email.

eIDAS is the European cross-border system that allows access to online services with authorised ID keys from a selection of EU countries. You can find more information on the [eIDAS Help page on the CSAM website](#).


After logging in, you will see a screen where e-Box asks your permission to access your personal data or specific functionalities and services.



Each line corresponds to a feature that e-Box requires in order to function correctly. Click the + symbol next to each feature for more information on each of the functions displayed.

Click **Confirm** (Confirmer) to continue.

Next, you will be prompted to agree to receive all digitally available government documents, including registered mail, exclusively via e-Box Enterprise. Check the box if you consent. This choice is highly recommended and irreversible.

FR NL DE 

Optez pour le tout digital !

Vous recevez, pour votre entreprise, de plus en plus de documents des autorités publiques dans cette boîte électronique.

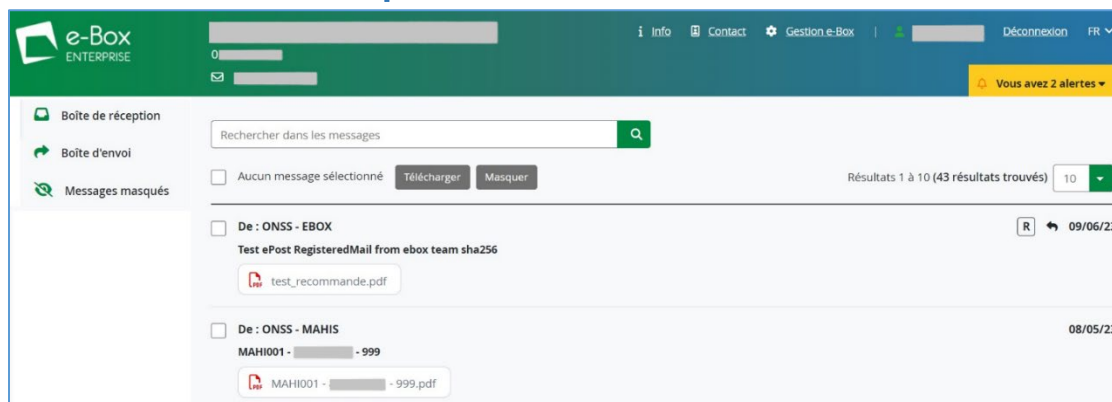
Optez pour le **tout digital** afin de recevoir l'ensemble des documents des autorités publiques, digitalement disponibles, via e-Box Enterprise **uniquement**. Êtes-vous prêt pour cette avancée ? Cochez alors la case ci-dessous.

J'accepte pour mon entreprise de recevoir, **sous forme digitale uniquement**, tous les documents des autorités publiques digitalement disponibles.

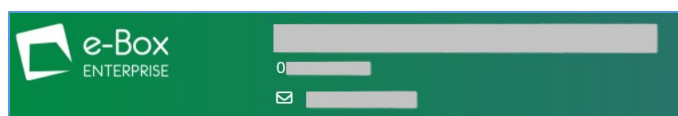
Passer

If you do not wish to work fully digitally at this time, click the **Pass** button (Passer). You can always opt in later, by clicking **e-Box Management** (Gestion e-Box) in the top menu and clicking the consent button there.

Home screen and top menu



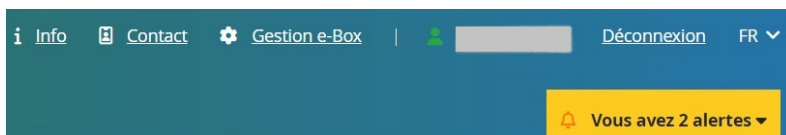
In the top menu of the e-Box home screen, the details of your business are displayed on the left.



You can see:

- the company name
- the company's Belgian company number
- the email address on record for the company: this is where you will be notified of new publications in e-Box.

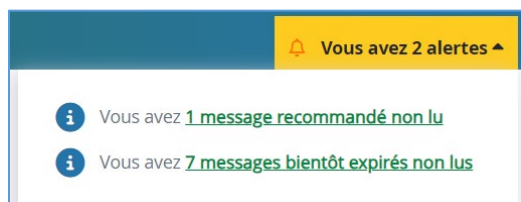
You can adapt the company email address in the **e-Box Management** (Gestion e-Box) section.



On the right side of the top menu, you can see, from left to right:

- the Info button, leading to the e-Box Enterprise website
- the Contact button, leading to the contact form
- the e-Box Management (Gestion e-Box) button
- your name
- the logout button
- the language switch
- a yellow alert box

The alert box can be clicked open:



Alerts of this type will draw your attention to unread messages or other important items you need to check, such as registered mail you have not yet picked up.

e-Box Management (Gestion e-Box)

The e-Box Management screen presents two functions:

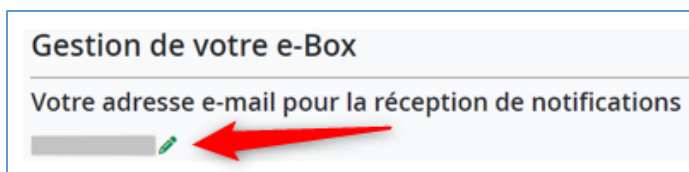
- changing your company's email address
- indicating that you wish to work fully digitally and receive all digitally available documents in your e-Box.

Email notifications and changing the company email address

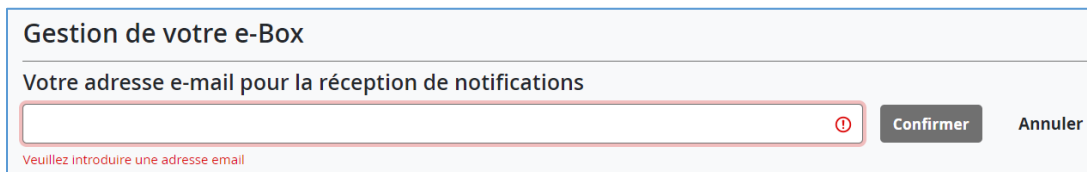
The email address displayed is the address to which e-Box will send its notifications. By default, the email address of the company is used. If no company address was specified, the email address of the Chief Access Manager is used.

Notification emails are sent only if a message was not read on the day of publication in e-Box Enterprise. The notification email is then sent in the night after the day of publication. No notification is sent for messages that were read on the day of publication.

To change the email address for your business, click the little green pencil:

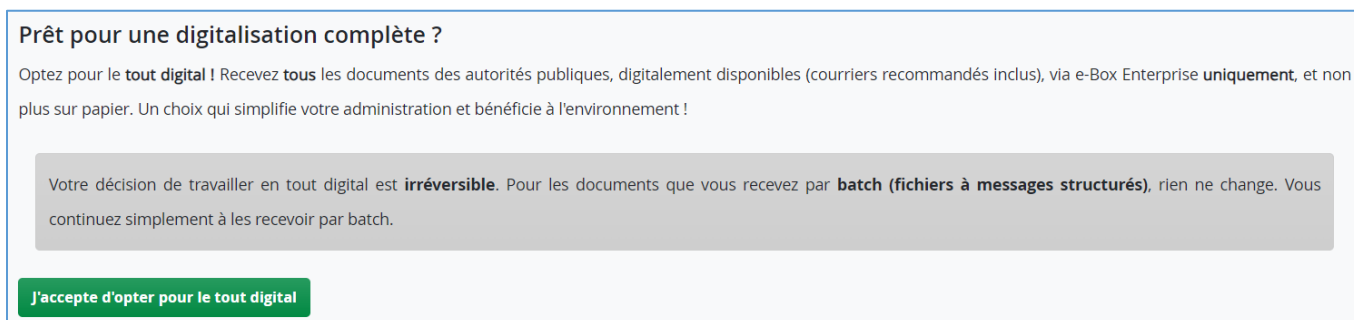


Enter the new email address and click **Confirm** (Confirmer).

A screenshot of the 'Gestion de votre e-Box' interface. The title is 'Gestion de votre e-Box'. Below it is the label 'Votre adresse e-mail pour la réception de notifications'. There is a text input field with a red border and a red arrow pointing to it. To the right of the input field are two buttons: 'Confirmer' and 'Annuler'. Below the input field, there is a small red text message: 'Veillez introduire une adresse email'.

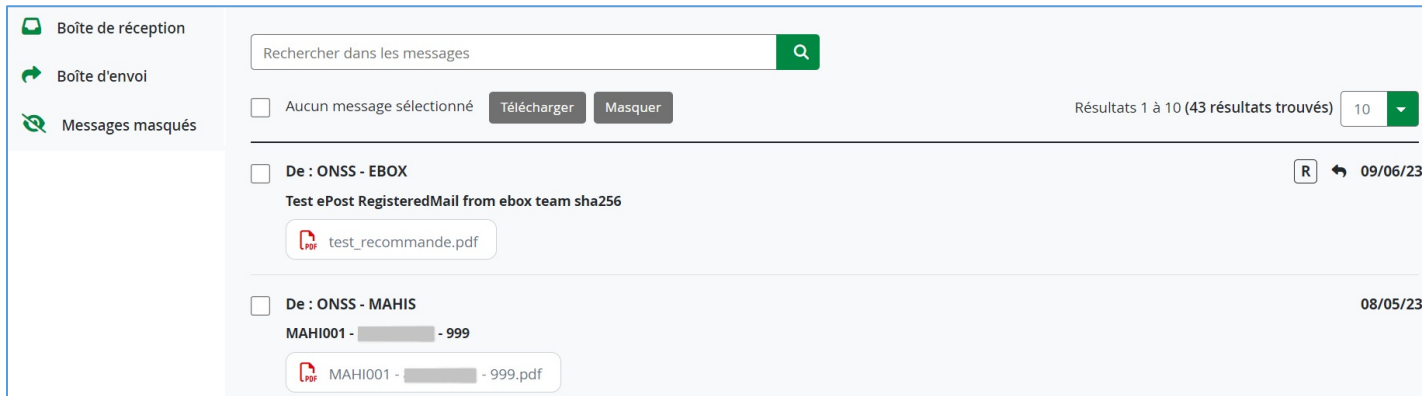
'Fully digital' consent form

If you have not immediately consented to receiving all digitally available documents in e-Box Enterprise, you can do so at any time in **e-Box Management** (Gestion e-Box). Simply click the '**I accept to go fully digital**' button (J'accepte d'opter pour le tout digital).

A screenshot of a consent form titled 'Prêt pour une digitalisation complète ?'. The text reads: 'Optez pour le tout digital ! Recevez tous les documents des autorités publiques, digitalement disponibles (courriers recommandés inclus), via e-Box Enterprise uniquement, et non plus sur papier. Un choix qui simplifie votre administration et bénéficie à l'environnement !'. Below this is a grey box with the text: 'Votre décision de travailler en tout digital est irréversible. Pour les documents que vous recevez par batch (fichiers à messages structurés), rien ne change. Vous continuez simplement à les recevoir par batch.' At the bottom, there is a green button with the text 'J'accepte d'opter pour le tout digital'.

Please be aware that this choice cannot be undone: once you have chosen to receive all available documents (including registered mail) digitally, you cannot in future request to be sent paper versions of these documents.

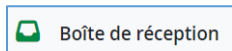
Managing your e-Box: Message screen and folders



On the left of the screen, you can see three folders:

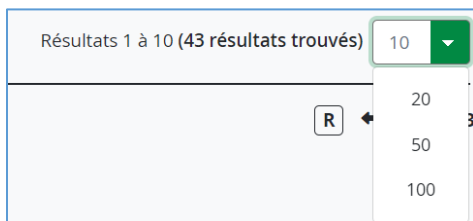
- Inbox (Boîte de réception)
- Outbox (Boîte d'envoi)
- Masked messages

Inbox (Boîte de réception)





The '**Boîte de réception**' is your inbox. This is where you find all messages you have not treated yet. Unread messages are shown in bold.

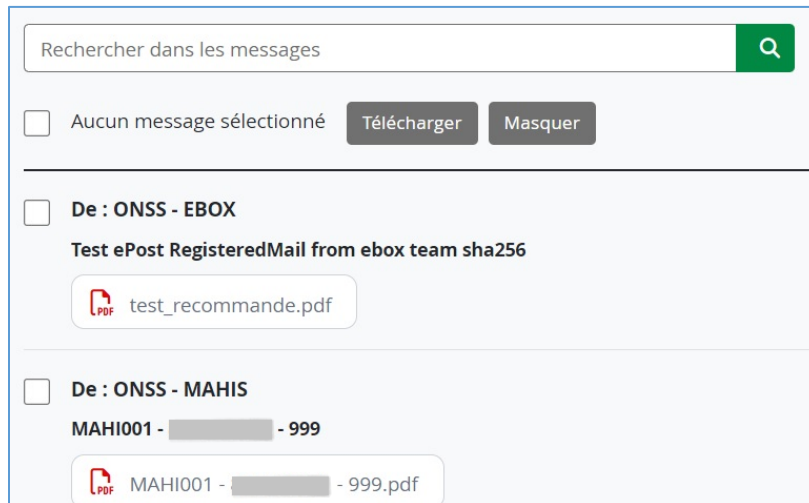
You can change the number of messages displayed on the page using the dropdown menu.



On the right of the message screen, you can find the publication date of the message, and possibly some additional icons indicating a special type of message:

-  A bold R means that a message is Registered Mail.
-  A returning arrow means that a message can be replied to from e-Box Enterprise.

Masking Messages



When you have treated a message, you can remove it from the Inbox and place it in the Masked Messages folder. To do so, select the message by checking the box, and then click the **Mask** (Masquer) button.

To place a message back in the Inbox, select it in the Masked Messages folder and click **Make visible** (Rendre visible).

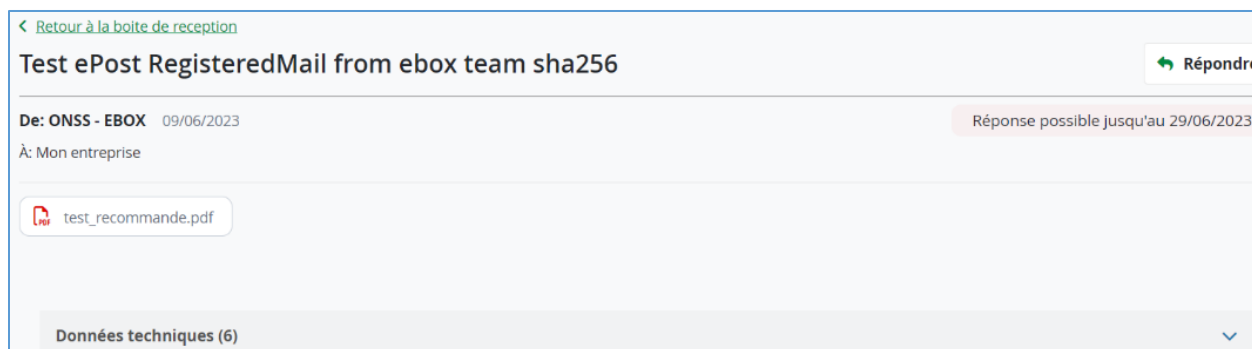


Managing your e-Box: Opening and downloading messages

Each message in e-Box Enterprise has an expiry date. When a message expires, it is automatically deleted from your e-Box, and you can no longer access it. Therefore, please remember to save important documents regularly on your company's storage system.

Expiry date

To see the expiry date, look at the detail of the message. Click the text of the message to see the detail.

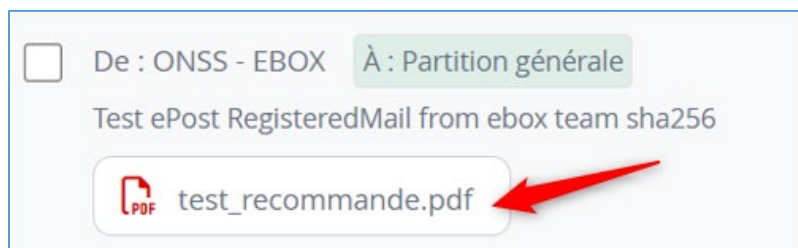


Then expand the Technical data (Données techniques). The expiry date (date d'expiration) is displayed there.

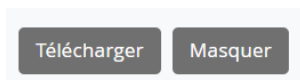
Données techniques (6)			
Référence	_3rEb5K_1UTF	Type	antmotest
Statut du message	Non lu	Séquence	0
Date d'expiration	29/06/2023	Numéro de ticket	1ZG01LSJZRGDZ

Downloading messages

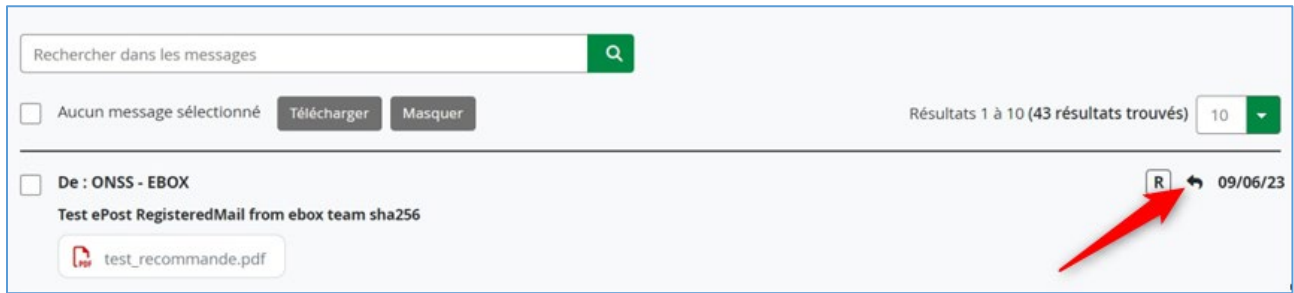
To download a message, click the PDF link and save the PDF.



To download multiple messages at the same time, select them in the message overview and click the Download (Télécharger) button.

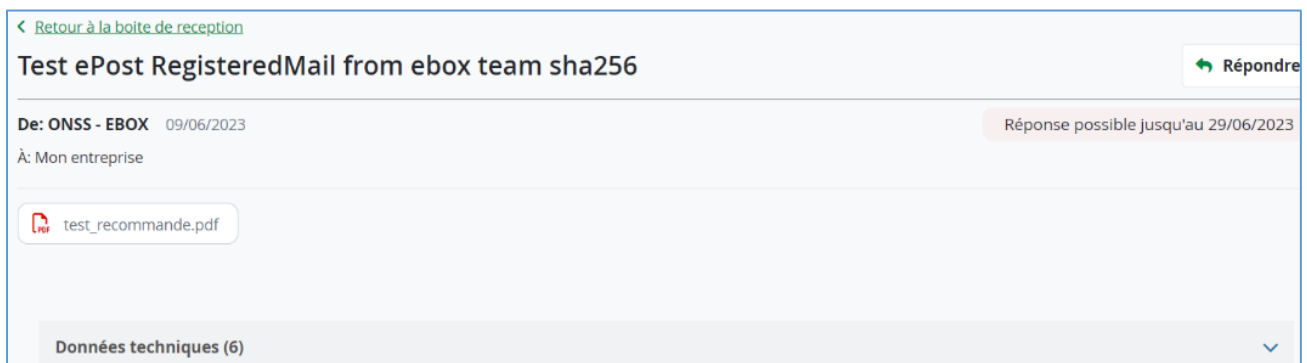


Managing your e-Box: Replying to messages



Messages shown with a returning arrow symbol  can be replied to directly from e-Box Enterprise.

Click on the message to open its detail page.



The detail page has a **Reply** (Répondre) button on the right. Click it to open a reply message.

Enter your **telephone number** and **message**, and **attach a file** (Ajouter un document) if needed. Click **Send** (Envoyer) if the message is ready, or click **Cancel** (Annuler).

Questions?

If you have any questions or problems, please check our [Contact page](#) and get in touch.