All you need to do for an optimal digital service

Let's stay connected digitally, wherever you are!

You need to have swift access to our online services, wherever you are. That is why we prefer being connected digitally with you, as this is the most secure and practical way to stay in touch, and the easiest way to provide you with all the documents you need while abroad.

Quite challenging? Not really! All you need to do is activate your **digital keys** and your **My e-box**. And that is really easy.

Activate your digital keys (eID/itsme)

You can get digital access using your **eID**, or even easier with an **itsme** account.

eID

You only need an eID (electronic identity card) and a card reader to have access to the Overseas Social Security services anytime. You don't have an **eID**, it is **not active**, or you forgot your personal **PIN code**? Then you should get in touch with the municipal services in your place of residence **while still in Belgium**.

Already moved **abroad**? Get in touch with a nearby career consulate or embassy, or check the page Identity card for Belgians living abroad on the Foreign Affairs website of the Belgian Government[1].

Itsme

Activate your itsme-account. All it requires is your **Belgian bank card or actif eID, a card reader and your smartphone**. Check the itsme website[2] to get started. Once activated, you can get access to the online services in an instant.

Activate My e-box using your eID or the itsme-app

My e-box is your **personal digital mailbox** allowing you to receive and manage documents from various **governmental bodies** in a secure way. An excellent way for expats to stay digitally connected!

All that is needed to activate your **My e-box** is an **eID** or an **itsme-account**. Check out the My e-box website (In French)[3] to activate your mailbox. Once done, you're all up and ready to receive the documents you need.

My e-box is safer than a common e-mail address

Are you in the habit of using **e-mail** to receive correspondence from the Overseas Social Security? Then we still advise you to **activate My e-box**, because it is a safe way to receive your personal information digitally.

Not only on behalf of the Overseas Social Security, but also from several other official bodies. My e-box will be the place to manage all your government documents.

Questions? Please contact us!

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[1] https://diplomatie.belgium.be/en/belgians-abroad/identity-card-belgians-living-abroad

[2] https://www.itsme.be/en

[3] https://myebox.be/fr