How get access to Mercurius portal ?

Abstract
80% of the support questions relate to the access to the Mercurius Portal. the present FAQ provides the information needed to get access, or understand limitations that may impair accessibility (non-belgian citizens or companies). It is structured in 4 sections, each section addressing a specific pattern:

- I am an administrator or manager, or fulfill a function that makes me legal representative of the company.
- I am not a legal representative of the company, but I am in charge of outgoing invoices to the government for the company. Therefore I need to access the site.
- I need to represent several companies
- I am representing a non-Belgian company.

⌄ I am an administrator or manager, or fulfill a function that makes me legal representative of the company. [Click to expand]

574px25Normal scenario:

In this case you should have immediate access to the mercurius portal, as representative of the company. This means you can immediately (1°) view **all invoices sent to the government** ⭐ and (2°) send an invoice to the government (https://digital.belgium.be/e-invoicing/Peppol Search.html) using the web form available in the portal.

⭐ if your company has not yet sent any invoice, the list of invoices that is displayed, is empty.

Abnormal scenario:

if, after logging in to the mercurius portal, you get the message "Sorry, you have no authorization for a business. Therefore you can not use this site. For more information, please consult CSAM" ⭐: this means that your function is not registered in the CBE. You can check this by surfing on the CBE Public search interface (http://kbopub.economie.fgov.be/kbopub/zoeknummerform.html?lang=en):

- enter your enterprise number (alternatively, select "new search by name" and type the exact name of your company)
- the web site will return the page with the company data. Go to the section, "legal functions". Your name is probably not listed, as it should.

CBE — Crossroads Bank for Enterprises

Public Search

New search by number	New search by name	New search by activity	New search by license	New search by address	

Registered entity data

In general

Enterprise number:	0671.516.647
Status:	Active
Legal situation:	Normal situation Since March 1, 2017
Start date:	March 1, 2017
Legal name:	Service Public Fédéral Stratégie et Appui Denomination in French, since March 1, 2017 Federale Overheidsdienst Beleid en Ondersteuning Denomination in Dutch, since March 1, 2017 Föderaler Öffentlicher Dienst Politik und Unterstützung Denomination in German, since March 1, 2017
Abbreviation:	SPF BOSA Denomination in French, since March 1, 2017 FOD BOSA Denomination in Dutch, since March 1, 2017 FÖD BOSA Denomination in German, since March 1, 2017
Head office's address:	Boulevard Simon Bolivar 30 1000 Bruxelles Additional address information.: WTC III Since March 1, 2017
Phone number:	+3227407474 — Since March 1, 2017
Fax:	No data included in CBE.
Email address:	No data included in CBE.
Web Address:	www.bosa.be — Since March 1, 2017
Entity type:	Legal person
Legal form:	Federal public service Since March 1, 2017
Number of establishment units (EU):	5 List EU - Information and activities for each establishment unit

Legal functions

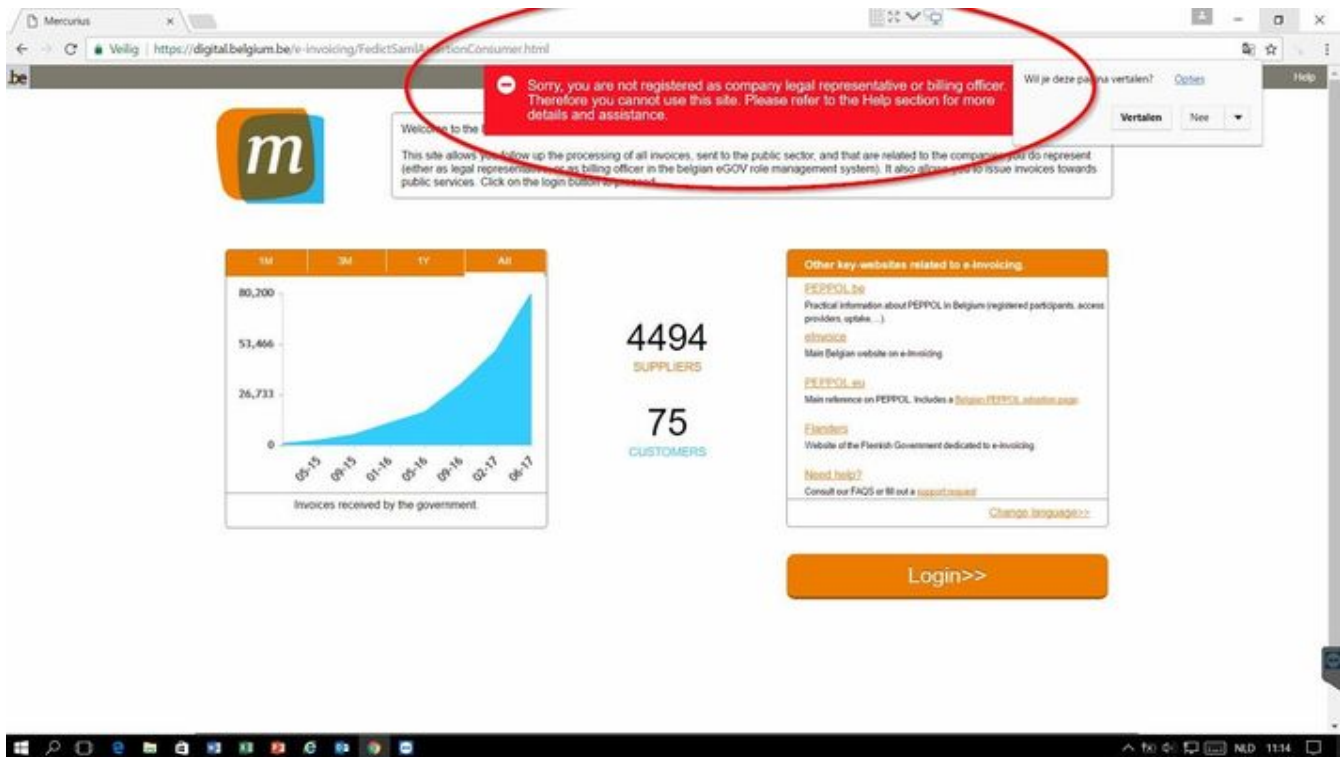| Chairman	Boon , Alfons	Since March 1, 2017

In that case, go (back) to the "home" section of the CBE Public search interface. At the right side of the screen,it displays a text box containing instructions to follow to regularise your enterprise data. You can also contact the CBE-cell for more specific support. email and telephone are available at http://kbopub.economie.fgov.be/kbopub/glossarium.html

⭐

Sorry, your eID card is not linked to any company. Please find more information on https://www.csam.be/en/index.html

⌄ I am not a legal representative of the company, but I am in charge of outgoing invoices to the government for the company. Therefore I need to access the site. [Click to expand]

If you have no valid legal function in the company, you must get an authorisation from your company, before your can access Mercurius Portal in the name of the company.

For consistency and efficiency, all Belgian eGOV applications (with national reach) use one single centralised application to manage eGOV roles centrally: "my eGOV roles management".

Besides, roles can only be assigned by access managers, and access managers must be designated by a legal representative of the company, using a separate applicaton, called "Management of the access managers".

The following steps guide you through the setup of your access to the Mercurius Portal:

1. **Identify the Chief Access Manager in your company - if any,** using https://www.csam.be/app016/autocel/frontend/actions/Entrer. do?langue=fr&source=1
    a. We assume that you don't know if your company has a chief access manager appointed, and that you don't know who to ask in your company. (this is not an exceptional situation)
    b. Go to the link above
    c. Fill in your enterprise number and click next.. The site displays your company name and address.
    d. Click next again.
        i. The application informs you that your company is already registered in the system, and a Chief Access Manager is already appointed. In that case you have 2 options to identify who he/she is:
            1. Ask your company legal representative(s). He/she should know, because he/she is the only one able to appoint the companies Chief Access Manager
            2. Call the CSAM helpdesk and ask them: https://www.csam.be/en/contact.html
            3. Once you know who is your Chief Access Manager, proceed to step 3
        ii. If, instead, the application prompts you to fill in data for the person that will take the Chief Access Manager role, then go to step 2

2. **Get a Chief Access Manager appointed**
    a. Only a legal representative can appoint the companies Chief Access Manager
    b. He/she must go on the page https://www.csam.be/en/management-access-managers.html and follow the procedure to appoint a Chief Access Manager - preferably, the standard procedure which is fully automated.

Management of Access Managers

To provide employees of your company with access to the online services of the government, you must register your company with the service for the Management of Access Managers (MAM). Read more about this procedure in our "step-by-step guide (in french) ⌐".

The first step is to appoint or modify a Chief Access Manager. He is the main person responsible for the access management of your company and is authorised to appoint Access Managers. They, in turn, manage access to applications, such as finance, mobility etc., for a specific group ("domain").

● ○ ○   APPOINTING A CHIEF ACCESS MANAGER

Here you have the possibility of **appointing** or **modifying** a Chief Access Manager. The Chief Access Manager must be an employee or a legal representative of the company.

The Chief Access Manager:

- is responsible for the appointment of the Access Managers who provide the access management within the domains allocated to them, and
- can be assisted by one or more appointed co-Chief Access Managers.

For the time being there are a number of exception procedures for the appointment of a Chief Access Manager. If you do not fall under these exceptions, then follow the standard procedure.

STANDARD PROCEDURE

Appointing a Chief Access Manager 🔒

Attention: this procedure has to be executed by a legal representative of the company.

EXCEPTION PROCEDURE

Your organisation represents a **provincial or local administration** and wants to use the online services.

Then follow this procedure to appoint a Chief Access Manager (in french) ⌐.

c. In case of a problem with this step, he/she can get support at the CSAM helpdesk: https://www.csam.be/en/contact.html

3. **Get the role "billing officer" assigned** - using https://iamapps.belgium.be/rma

My eGov role management
My online roles with the government

You are not yet logged in for My eGov role management. To gain access to the functionalities below, you must log in first.

Log in

Working with My eGov role management

Manage your role assignments on this site and see the overview of requests and invitations for role assignments.

My outstanding tasks
Overview of all outstanding and completed requests

Top tasks, you wish to:
- view the overview of requests
- request approve or decline
- Adding to requests
- Create a new role assignment for an existing employee

Manage role assignments
Manage all your role assignments

Top tasks, you wish to:
- view the overview of your managed role assignments
- Create a new role assignment for an existing employee
- Create a role assignment via National Number

My role assignments
Overview of your active role assignments

Top tasks, you wish to:
- view the overview of your current role assignments
- view the overview of all role assignments

Manage invitations
Manage your saved invitations for role assignments

Top tasks, you wish to:
- send an invitation for a role assignment
- manage templates

a. Preamble: the procedure that follows guides the companies Chief Access Manager and the (candidate) billing officer to a 3-steps workflow, that (1°) is common for all eGOV roles - so it is repeatable and manageable for the Access Manager - , and (2°) guarantees that all candidates are truly identified, so roles cannot be appointed to the wrong person or usurped. Notice also that Access Manager can easily revoke appointed roles whenever needed.

b. Workflow:

    i. The Access Manager creates an invitation for the role "billing officer", and sends the invitation to the candidate

        1. Go to https://iamapps.belgium.be/rma. click "log in"

        2. Go to tab "manage invitations"

My eGov role management
My online roles with the government

🏠 | My outstanding tasks | My role assignments | Role assignment management | **Invitation management**

Invitation management

This is where you can manage the role assignment invitations.
To send out a new invitation:

Sending a new invitation

Saved invitations

Name	Description	End-date	URL

        3. Click "create a new invitation". follow the 6-step wizard, selecting the role "billing officer".

Invitation management - New invitation

| Step 1: Enterprises |
| Step 2: Roles |
| Step 3: Parameters |
| Step 4: Individuals |
| Step 5: Details of invitation |
| Step 6: Overview |

Step 2: Selecting the roles

For each (sub-)enterprise chosen, select the roles for which role assignments are being issued.

(*) = mandatory field

Roles for the enterprise: D.W. SOFT, 0451.542.621

Possible values

Alarmsysteembeheerder
Applicant for installations or transporting ionizing radiation
Billing officer
Can preregister and update vehicles
Cont. Billing officer : Billing officer f Federal Public Service Poli
Customs operator at MIK-CIM (Center for Maritime Informati
eHealth Mandaatgever
eHealth Mandaatgever
eHealth Mandaatgever

Selected values*

Previous step   Cancel   Next step

4. Once the invitation is created, send it by mail (email address filled in) or copy the url that corresponds to the invitation and send it by manual email to the candidate

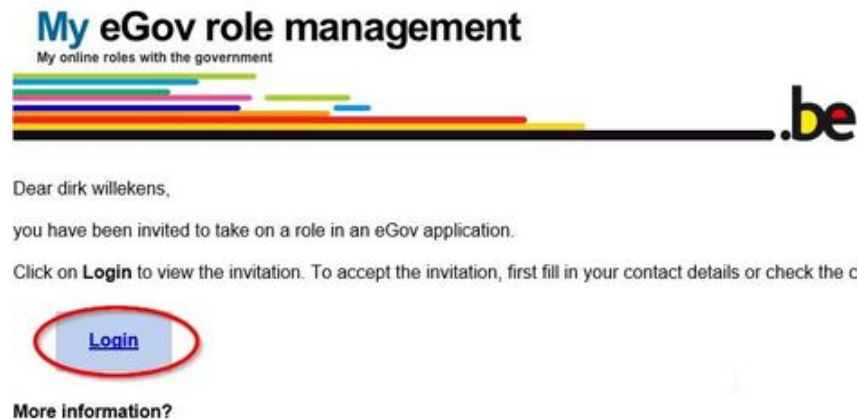**Invitation management - The invitation has been made.**

Accepted!
The invitation has been created. The selected persons will receive an e-mail.
Use the link below and invite others to accept the role.
Link: https://iamapps.belgium.be/rma/roleinvitation/accept/public?context=enterprise&invitation=8f32a047-85c5-4241-913b-4c94c0ecf8d4

Proceed

ii. Upon reception of the email, the candidate accepts the role by following the link, logging in (EID), and confirming that he will get the role.

My eGov role management
My online roles with the government

.be

Dear dirk willekens,

you have been invited to take on a role in an eGov application.

Click on **Login** to view the invitation. To accept the invitation, first fill in your contact details or check the completed contact information.

Login

More information?

iii. The Access Manager will receive an email from the system containing a link. he must follow and approve the appointment of the role to the candidate. Outstanding tasks are also seen on the "outstanding tasks" at https://iamapps.belgium.be/rma .
The billing officer has immediate access to the mercurius portal .
The role can be appointed to as many persons as needed, reusing the same invitation.
A complete manual for access managers is available on the welcome page of My eGOV Roles Management at https://iamapps.belgium.be/rma

in case of trouble using my eGOV Roles management, please send a support request .

⌄ I need to represent several companies. is it possible? [Click to expand]

Yes:

- As Legal Representative this is automatic. You will see immediately all invoices of all companies you legally represent provided your enterprise data in the CBE are correct and be able to send invoices for all of them.
- As Billing Officer each company you represent must appoint you the role billing officer, following the procedure documented at I am not a legal representative of the company, but I am in charge of outgoing invoices to the government for the company. Therefore I need to access the site.

Selection on company is possible after login in Mercurius.

INVOICES ⓘ

TransmissionMoment	InvoiceNumber	Docume	DocumentStatus	Sender	Receiver	SenderId	SupplierAcc	SupplierAccessPointId	Rece	ReceiverBackendId	ReceiverId	Attachment1	Attac
Last 12 months		All	All	~ ACME									
20/11/2018 15:01:08	718120479086FAKSEP-BCED-5A	Invoice	Received	ACME	Service public de Wallonie	0466784784 (CBE		PNO000001 (PROV.)	SPW	esb-bced-int (PROV.)	0316381138 (CBE	Doc2.pdf	
13/11/2018 12:06:46	Peter20479086FAKSEP-4-5A	Invoice	Received	ACME	Peter Ebraert (Magda)	0537709206 (CBE	Babelway (A	APP_1000000311 (PROV.)	Magd	msg-test.magda.vlaanderen.be	0537709206 (CBE		
13/11/2018 10:06:50	118120479086FAKNOV-13-5B	Invoice	Received	ACME	SimulatorCustomer	0200013901 (CBE	Babelway (A	APP_1000000311 (PROV.)	e-Invc	e-InvoicingSimulator-test (PR(	2222222222 (CBE		
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08/11/2018 11:31:36	Peter20479086FAKSEP-4-5E	Invoice	Received	ACME	SimulatorCustomer	0200013901 (CBE	Babelway (A	APP_1000000311 (PROV.)	e-Invc	e-InvoicingSimulator-test (PR(	2222222222 (CBE		
08/11/2018 11:19:16	Peter20479086FAKSEP-4-5D	Invoice	Received	ACME	SimulatorCustomer	0200013901 (CBE	Babelway (A	APP_1000000311 (PROV.)	e-Invc	e-InvoicingSimulator-test (PR(	2222222222 (CBE		
08/11/2018 11:17:04	Peter20479086FAKSEP-4-5A	Invoice	Received	ACME	SimulatorCustomer	0200013901 (CBE	Babelway (A	APP_1000000311 (PROV.)	e-Invc	e-InvoicingSimulator-test (PR(	2222222222 (CBE		
28/09/2018 15:23:45	618120479086FAKSEP-BCED-5A	Invoice	Received	ACME	Service public de Wallonie	0466784784 (CBE		APP_2000000282 (PROV.)	SPW	esb-bced-int (PROV.)	0316381138 (CBE		
24/09/2018 08:50:35	518120479086FAKSEP-BCED-5A	Invoice	Received	ACME	Service public de Wallonie	0466784784 (CBE		APP_2000000282 (PROV.)	SPW	esb-bced-int (PROV.)	0316381138 (CBE		
10/09/2018 17:44:02	418120479086FAKSEP-BCED-5A	Invoice	Received	ACME	Service public de Wallonie	0466784784 (CBE		APP_2000000282 (PROV.)	SPW	esb-bced-int (PROV.)	0316381138 (CBE		
06/09/2018 15:40:25	318120479086FAKSEP-BCED-5A	Invoice	Processed	ACME	Service public de Wallonie	0466784784 (CBE		APP_2000000282 (PROV.)	SPW	esb-bced-int (PROV.)	0316381138 (CBE		
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26/04/2018 14:10:35	118120479086RSZ-TEST	Invoice	Received	ACME	ONSS – RSZ – LSS	0849044067 (CBE		APP_2000000282 (PROV.)			0206731645 (CBE	ATTACHMENT-148	
13/04/2018 13:19:05	118120479086TS1	Invoice	Received	ACME	SPF Finances - FOD Financiër	0849044067 (CBE		APP_2000000282 (PROV.)	Fedoc	e-Invoicing-dev-test (PROV.)	0308357159 (CBE	ATTACHMENT-148	
10/04/2018 12:53:10	118120479086TS0	Invoice	Received	ACME	SPF Finances - FOD Financiër	0849044067 (CBE		APP_2000000282 (PROV.)	Fedoc	e-Invoicing-dev-test (PROV.)	0308357159 (CBE		

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➡ Download these documents as a zip file

▽ I am representing a non-Belgian company. How do i get access? [Click to expand]

Access to Mercurius is based on enterprise data available through Crossroads Bank for Enterprises (CBE) in Belgium (http://kbopub.economie.fgov.be/kbopub/zoeknummerform.html?lang=en). Keeping this in mind, enterprises not registered in CBE cannot have access to the Mercuriusportal. This is however only in a small numbers of cases a problem, since most of the suppliers to the government has regular activities in Belgium and therefore should be registered in CBE.

On top of this, the electronic identity card (EID) is at this moment the only possible identification accepted. Only owners of such a card can use the Mercuriusportal. More specifically, this concerns only Belgian citizens and non-Belgian residents in Belgium.

Remark: to be able to send invoices to public entities, access to Mercuriusportal is not necessary. Public entities adhere the European interoperability framework PEPPOL. This framework consists of a transnational transport infrastructure. 200 Access Points are available all over Europe. ICT companies develop global solutions based on this interoperability framework and transport infrastructure. A list of available Access points can be found at https://peppol.eu/who-is-who/peppol-certified-aps/ .