

HOW TO ACCESS AES-WEB?

The first step is onboarding Access Managers

This can be done by informing the helpdesk on who is responsible for your company, by providing them the following information:

- **Name**
- **Company**
- **BCE #** CBE (Crossroads Bank for Enterprises) / CBE (Crossroads Bank for Enterprises) / BCE (Banque Carrefour des Entreprises) / KBO number of the company
- **National Register #**

With this information the helpdesk can add those users so called (Access Manager) to be registered in the IAM system and are will then be able to activate their first registration with their ID.

Once this is done - or if your company already has an access manager - you can move on with the next steps:

Next step Role assignment :

The access manager is now able to assign the role "FPS FIN Customs & Excise Internal Company Designation" property "Customs formalities" to the end-user(s):

TEST: <https://iamapps.int.belgium.be/rma>

PROD: <https://iamapps.belgium.be/rma>

The onboarding process can proceed. For Belgian users, it's important to note that they all potentially exist, as all Belgians have access to CSAM through their EID, regardless of the environment. FEDIAM takes the info from CSAM/BOSA.

The access manager is required to follow below procedure when assigning roles to end-users.

NL: <https://www.loginhulp.be/44.php>

FR: <https://www.aideacces.be/44.php>

IMPORTANT: for the first connection to the TEST (INT / ACC) environment, it is **mandatory** that users (access manager and end-user) use their electronic identity card (EID) to connect otherwise it risks creating a corrupt profile. In such cases, please submit a ServiceNow ticket to the helpdesk or send an email to servicedesk.dto@bosa.fgov.be to ask them to reset their TEST profile.

Please be aware that all actions related to the individuals mentioned concerns to the TEST environment. Consequently, when accessing PROD, certain steps will need to be repeated. However, most companies typically already have Access Manager Role set up in PROD, so this aspect will not require duplication. Nevertheless, the role assignment by the access manager to the end-user(s) will need to be performed again, but this time in the PROD environment.

Finally Access to AES web:

If everything is set up, the EO can connect to the AES web application using the [links on de BE Customs website](#).