

Frequently Asked Questions eHerkenning

What is eHerkenning?

eHerkenning (eRecognition) is an online method that allows entrepreneurs to log in securely to the websites of (semi-)government agencies. The eHerkenning system is considered to be the successor of 'DigiD for companies' ('DigiD voor bedrijven'). It's actually also a kind of business DigiD: while private citizens use DigiD to log in securely to the websites of (semi-)government agencies, companies use eHerkenning for this purpose.

Does eHerkenning cost anything?

Yes, an annual fee is charged for using eHerkenning by the eHerkenning supplier. The costs vary depending on the eHerkenning supplier. Check your supplier's website for the exact costs (see also the FAQ on requesting and authorising eHerkenning).

Can I still log in with my 'old' username and password?

No, this is no longer possible. Starting on 14 September, you will only be able to log in with a personal eHerkenning key (EH3).

Why is BeFrank switching to eHerkenning?

At BeFrank we are doing everything possible to properly protect your and our data. An even more secure and more reliable login policy helps with this. eHerkenning complies with all eIDAS requirements and is an accepted European login key. In addition, logging in with eHerkenning will become mandatory for pension administrators due to the adoption of the Digital Government Act (Wet Digitale Overheid). We are already preparing for this now.

Can I still allow my advisor to access our employer portal?

Yes, of course. There are two 'routes' for doing this.

Route A: through chain authorisation. This goes through the supplier's eHerkenning (see also the FAQ on chain authorisations).

Route B: by granting access through the employer portal (see also the FAQ about granting access through the employer portal).

Requesting eHerkenning and authorisations

How can I get eHerkenning?

Your organisation's authorised signatory or authorisation manager requests eHerkenning from an accredited eHerkenning supplier. Is your organisation not using eHerkenning yet? Then start the application process by selecting a supplier, after which you will continue the process with the selected supplier.

How can I find out whether eHerkenning is already being used at my organisation and/or who the authorisation manager is?

eHerkenning is used at many organisations for logging in to the Tax and Customs Administration or the Employed Persons Insurance Administration Agency (UWV) You should therefore first inquire with the departments at your organisation that deal with these types of matters. They may be able to refer you to the responsible authorisation manager.

Which level of eHerkenning should I request?

You need level EH3 in order to log in to BeFrank's employer portal.

How can I find out which of our company's Chamber of Commerce number(s) is/are registered with BeFrank?

Please contact your account manager at BeFrank for this information.

What should I do if I forget my login information for eHerkenning?

You can request your username from your eHerkenning supplier or from the eHerkenning administrator at your organisation. Did you forget your password? You can go to the 'forgotten password' function on eHerkenning's login screen and request a new password from your eHerkenning supplier.

I have eHerkenning. What should I do to link BeFrank's services?

One of BeFrank's services must be linked to your eHerkenning. We differentiate between the following services at BeFrank:

- View data own pension contract as an employer
- View and change data own pension contract as an employer
- - Service for access to client portals for pension advisers

These services must be added to your eHerkenning through the administration portal.

Which BeFrank services should I link?

Have you been able to view and / or change data of your own pension contract with BeFrank? Then you need to link one (or both) of the following services:

- View data own pension contract as an employer
- View and edit data own pension contract as an employer

Are you an adviser and do you want access to the employer portal of one or more of your customers at BeFrank? Then add the following service to your EH3 resource:

- Service for access to client portals for pension advisers

I am a consultant and linked the wrong service. What now?

That is not a problem. You can still log in to the portals of your customer(s) via a Chain authorization or when they have granted you access via the portal. However, if your own pension scheme has also been placed with BeFrank, you are probably not allowed to use the services "View data" and "View and change data". This gives you access to your own pension scheme.

Are you authorized for "all services" with "all service providers" and is this not the intention? Then your authorization manager can adjust this via the management portal of your eHerkenning supplier.

How will I know if I have been correctly authorised for access to the BeFrank employer portal?

You can check this in your eHerkenning supplier's administration portal. If your organisation has an (authorisation) manager, you can also ask him/her about this. Check whether you have authorisation for all the Chamber of Commerce numbers for which you wish to log in and whether you are authorised for the 'View data' or 'View and change data' service at BeFrank.

Can a colleague use my eHerkenning?

No, your eHerkenning is your personal login key and is not transferable. Do other colleagues also need

access to the BeFrank employer portal? Then they also need to have their own eHerkenning key with the correct authorisations.

I want to request eHerkenning for an employee working internationally. How can I do this?

Some eHerkenning suppliers support online identity verification. Contact your eHerkenning supplier to check whether they support this and whether your employee can request eHerkenning.

I want to be able to log in to several Chamber of Commerce numbers using eHerkenning. Do I need to request multiple eHerkenning keys?

No, you only need to request one eHerkenning key per employee. The employee can then be authorised for multiple Chamber of Commerce numbers and services.

Chain authorisations

What is a chain authorisation?

Would you like to give your advisor access to BeFrank's employer portal? You can do so with chain authorisation. This is used by a company to authorise another organisation (your advisor) to arrange an online service on your behalf with eHerkenning. The advisor can then have an authorisation registered in the name of one (or more) employee(s). This employee will then be authorised to act on behalf of the company via eHerkenning. In this case, your company won't have to request eHerkenning itself. However, you do need to give the intermediary permission for this chain authorisation.

I am an advisor who would like to receive a chain authorisation from my client. How do I do this?

Arranging chain authorisation(s) varies depending on the eHerkenning supplier. You should therefore visit your supplier's website to see how you can request a chain authorisation. Or contact the respective supplier over the telephone.

I am an employer who would like to give my advisor a chain authorisation. How do I do this?

Arranging chain authorisation(s) varies depending on the eHerkenning supplier. You should therefore visit your supplier's website to see how you can grant a chain authorisation. Or contact the respective supplier over the telephone.

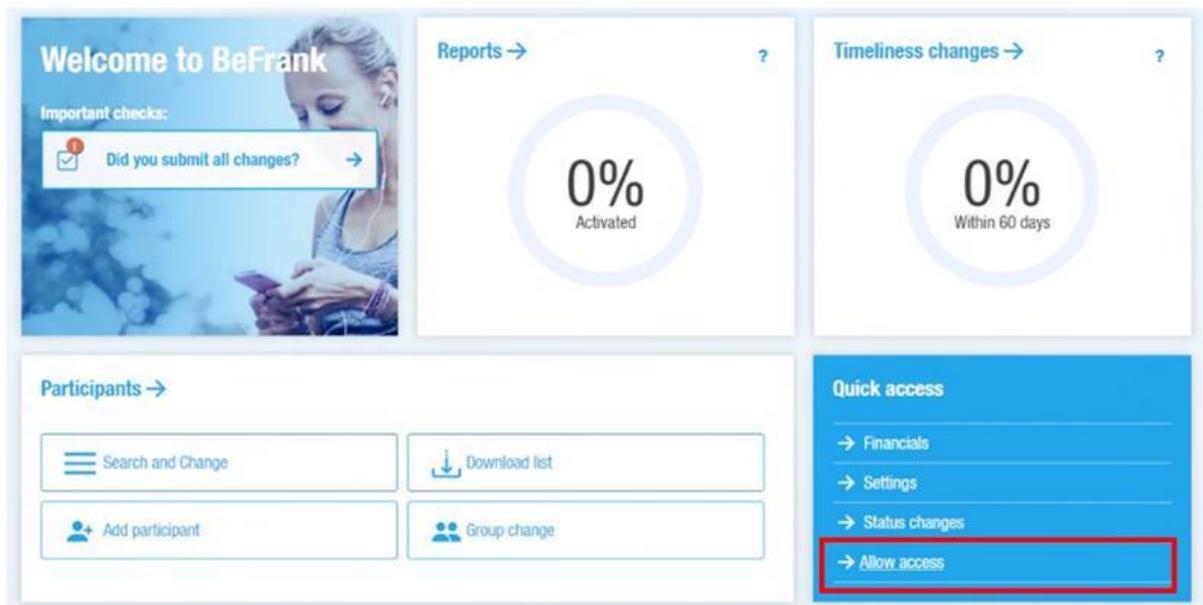
Are there costs associated with a chain authorisation?

Yes, there are additional costs for a chain authorisation. The costs vary depending on the eHerkenning supplier. Check your supplier's website for the exact costs.

Granting access through the employer portal

I don't want to grant chain authorisation, but my advisor does need to have access to the employer portal. Can I arrange this?

Yes, of course! You can easily arrange this yourself on your employer portal under 'allow access'. You can find this in the 'shortcut' menu in the lower right side (see figure). Start the process by granting access to your advisor. Make sure you have your advisor's Chamber of Commerce number at hand. Note: This Chamber of Commerce number has to correspond to the Chamber of Commerce number your advisor uses to log in with his/her own eHerkenning key.



I want to enter an advisor's Chamber of Commerce number into the employer portal to grant them access, but the Chamber of Commerce number is not recognised. What now?

Please contact your account manager at BeFrank so that we can add the advisor to the list. It is possible for an advisor to not yet be in our database. We will check whether the advisor has the right permits.

I want to add another Chamber of Commerce number to my employer portal but the Chamber of Commerce number is not recognised. What now?

Check whether the Chamber of Commerce number is listed in your pension contract. If not, the Chamber of Commerce number must be changed. Otherwise the Chamber of Commerce number cannot be granted access, unfortunately.

Will my advisor receive a notification or e-mail once the request for access has been completed?

No, you grant access at the Chamber of Commerce level, not to an individual. You as the employer will receive an e-mail with a confirmation link. After the confirmation, the process for granting access will be completed and your advisor can log in to your employer portal.

I have granted access to another Chamber of Commerce, but I cannot see the Chamber of Commerce in my portal. What now?

You have granted access to Chamber of Commerce B via the portal for Chamber of Commerce A. This means that when logging in with A, there is no possibility to view the data for B. You must therefore log in to the Chamber of Commerce B portal to view both (A + B) in 1 portal.

To do this, it is necessary that you are authorized for Chamber of Commerce A and B with your EH3 agent to be able to log in. When logging in with EH, you must then select the correct Chamber of Commerce with which you want to log in.

Error messages and problems

I am getting an error message and/or I can't log in. What now?

If you receive an error message about incorrect authorisations in a dialog box from your supplier, this

means that BeFrank's services have not yet been linked to your eHerkenning key. Check with your administrator and ask for the services to be added to your eHerkenning key.

If you see an error message after logging in with eHerkenning, it is likely that the Chamber of Commerce number linked to your eHerkenning key is not registered with BeFrank. Make sure you know the Chamber of Commerce numbers for which you are authorised and then contact your account manager at BeFrank.

I don't see an option for changing data in the employer portal. How can I do that?

This means you don't have permissions to change data.

- Are you an employer or advisor with a chain authorisation? Then the right service is not linked to your eHerkenning key, and the 'View and change data' service must be added.

- Are you an advisor and do you log in without chain authorisation? Then the respective employer can change your access rights from 'View data' to 'View and change data' in the employer portal.

I am an advisor and cannot select the employer portal for my client (route B). Why?

This can be due to one of two reasons:

- 1) Your client has not (yet) granted you access through the employer portal, or the process for this has not been completed yet. Ask your client whether they have confirmed the access using the link in the confirmation e-mail they received from BeFrank.
or
- 2) Your client did not grant access to the right Chamber of Commerce number. The Chamber of Commerce number for which your client grants access does need to correspond to the Chamber of Commerce number with which you wish to log in (so the Chamber of Commerce number that is linked to your own eHerkenning key). Ask your client for which Chamber of Commerce number they granted access.