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KIOSK – USER GUIDE

FOR END USERS

New version KIOSK as of April 27th, 2021

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LAATST BEWERKT: 14/02/2022 10:40:00

CONTENT

1. LOGGING INTO KIOSK – SCHEMATIC OVERVIEW

You have a Belgian national register or BIS number
- Go to kiosk.vlaanderen.be and log in with a digital key.
  More information

- In case you

  o **have only rights for yourself,** after logging in, you will be directed to the **screen 'representations' of KIOSK,** where you see your name and the buttons to go to the files, applicants and your profile.
    More information

  o **have only rights for yourself and/or are the only representative for a de facto organisation, a foreign person or a foreign organisation** after logging in, you will be directed to the **start screen of KIOSK,** where you will see a list of your name and your representations.
    The buttons that go to the files, applicants and your profile will only become visible once you have selected yourself or a representation.
    More information

  o **are also a representative for:**

    ▪ another person with a Belgian national register number or BIS-number;
    ▪ an organisation with a company registration number;
    ▪ a local authority;
    ▪ an organisation with organising body/organising council.;
    ▪ an organisation with an educational or training establishment;
    ▪ or a Flemish entity

      - after logging in, first of all you will see the '**Sign in via User Management**' screen. Here you can either select yourself or one of the persons or organisations you represent.
        More information

        o Beware: organisations with an **organising body/organising council** are not displayed on the screen '**Sign in via User Management**'. If you want to log in as a representative of an organisation with **organising body/organising council**, then select the constituent (local government or an organisation with a company registration number) which the organisation with constituent power belongs to.

      - After this selection go to **file survey of the selected applicant**
        More information

        o Exception: if you are the representative of more than one organisation with **organising body/organising council**, you will first see a list of those organisations with **organising body/organising council** and then you have to select an **organising body/organising council** to continue.

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- o If you work as an **assessor, secretary, advisor, supervisor or team leader** in KIOSK-redaction, after logging in you will see the screen '**Sign in via User Management**' first. Select 'Department CJM'.
  More information (only in Dutch)

You don't have a Belgian national register number or BIS-number
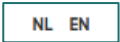
- Go to cjsm.be/kiosk and log in with login and password
  More information

2. MANDATES AND RIGHTS

Before you can manage files in KIOSK, you must have the necessary mandates and/or rights.
Read more about closing mandates and awarding rights (only in Dutch).

3. GLOSSARY

On our website you will find an extensive glossary (only in Dutch).

4. SIGNING UP FOR KIOSK

4.1 PERSONS WITH A BELGIAN NATIONAL REGISTER NUMBER OR BIS-NUMBER

- Go to kiosk.vlaanderen.be.

- You can change the language of the page using the buttons at the bottom right.

  NL EN

- Choose the digital key with which you want to log on and complete the log on.

  o You have never registered with digital keys before? You can find all the information and explanations on how to activate them at the website of the online government.

- Depending on the rights you have, you will be sent to another screen after logging in
  See also the schematic overview and the following chapters of this user guide.

Digital keys

Choose how you want to log in below. Click on "More info" for information on that specific login method. Click on the button "Need help?" (on the right) for frequently asked questions about authentication or to contact the service desk.

? NEED HELP LOGGING IN?

❯ **eID with connected card reader**
SAFEST CHOICE

More info ?

❯ **Security code via mobile app**
EASIEST CHOICE

Not yet activated? Activate now!

More info ?

❯ **itsme®**

More info ?

❯ **Security code via SMS**

Not yet activated? Activate now!

More info ?

❯ **Federal token**

More info ?

❯ **Alfa-windows-account**

More info ?
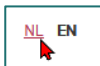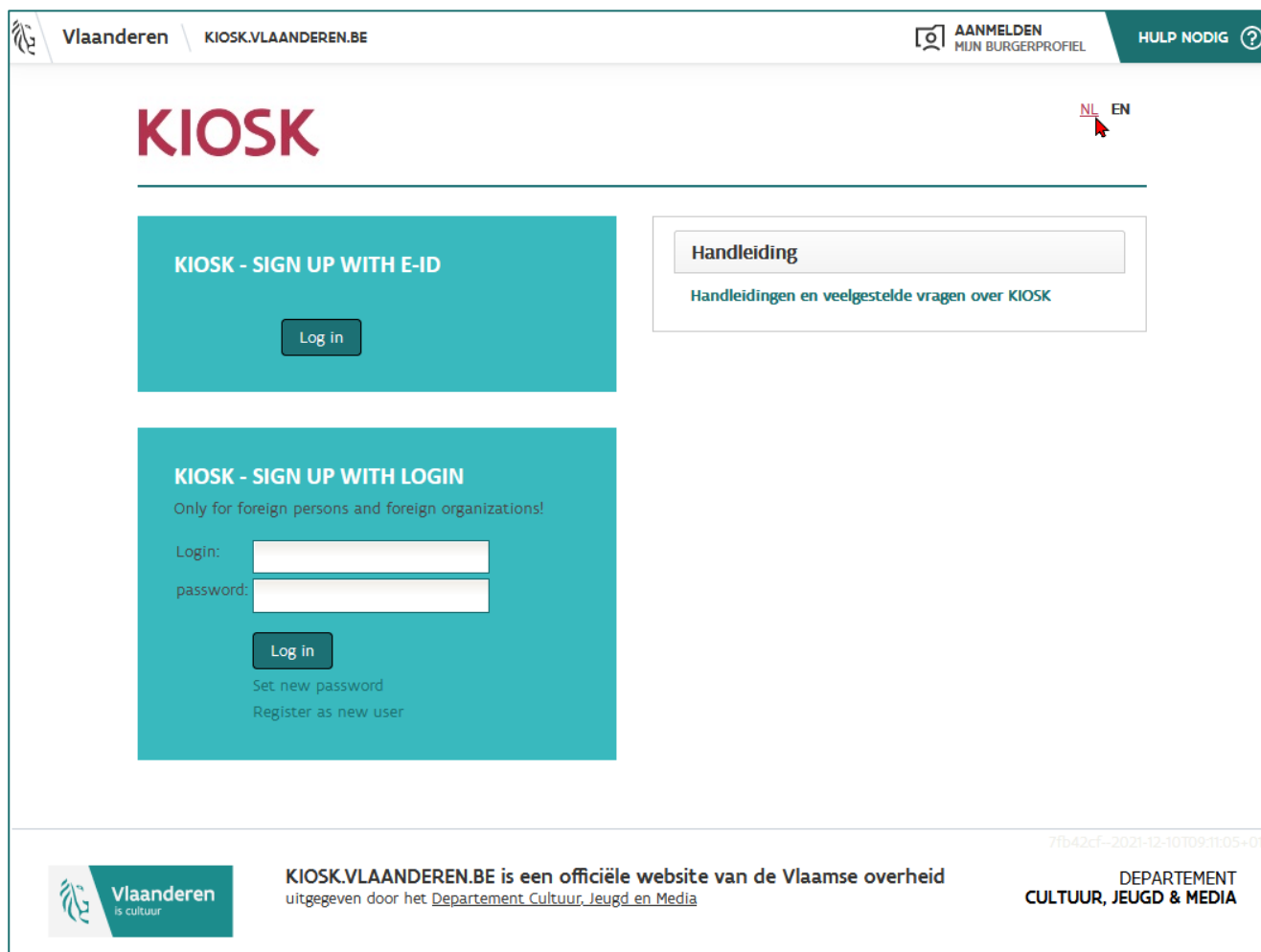
Flanders
State of the Art

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NL EN

4.2 FOREIGN ORGANISATIONS AND PERSONS WITHOUT A BELGIAN NATIONAL REGISTER NUMBER OR BIS-NUMBER

- Go to cjsm.be/kiosk.

- You can change the language of the page using the buttons at the top right.

  NL EN

- Log in with your login and password.
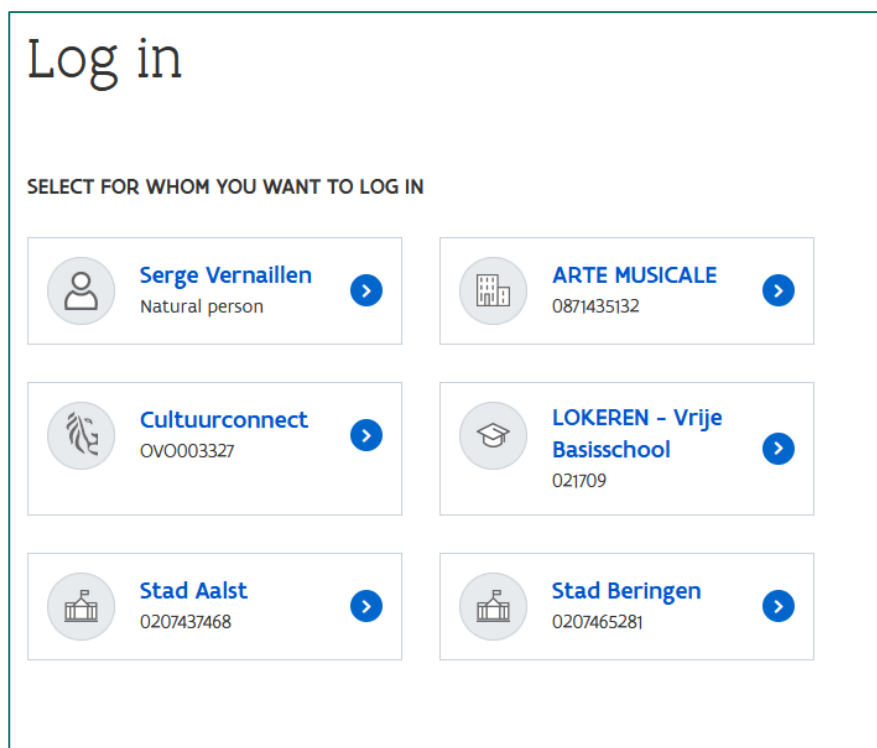
5. SCREEN 'SIGN IN VIA USER MANAGEMENT'

- **In case you are a representative for several persons or organisations**, you will be taken to the screen "Sign in via User Management" immediately after logging on

- You can change the language of the page using the buttons at the bottom right.

- You will be positioned at the top of the list.

- Here you can see an overview of the organisations and persons for whom you have rights.

  - **With the exception** of de facto associations, foreign organisations and foreign persons: **you will only see these after you have first selected yourself.**

- In case you are not linked to one or more organisations or persons, the screen 'Sign in via User Management' will not be visible. After logging in, you will be directed to an overview screen showing the representation for yourself as well as other representations for de facto associations, foreign persons and foreign organisations. See 'Representations'.

- In case you should be linked to one or more organisations or persons for whom you want to submit files and you cannot find them in the overview, then the rights in the user management have not been correctly set. In that case, contact the local administrator of that applicant. You can find more information on our website. **(only in Dutch)**.

- Select from the list of applicants on whose behalf you wish to apply to create or manage files.

Screenshot 1: Screen 'Sign in via User Management'

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Organisations with organising body/organising council are not displayed on the screen 'Sign in via User Management'.

- Do you want to register as a representative of an **organisation with organising body/organising council**? Then you have to choose the **organising body/organising council** (the local authority or an organisation with a company registration number) to which the organisation with **organising body/organising council** belongs.
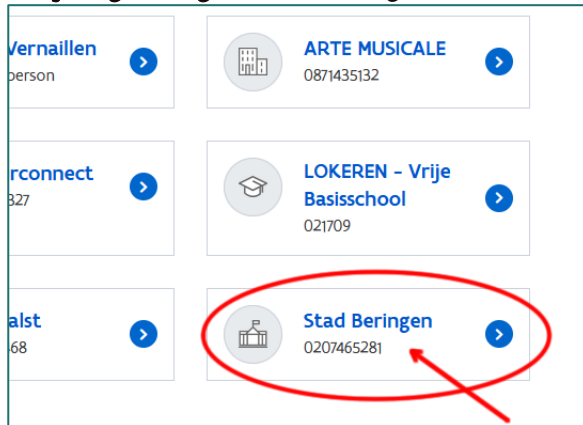
- Then, in the 'Representations' screen, you can select the organisation for which you want to manage the files.
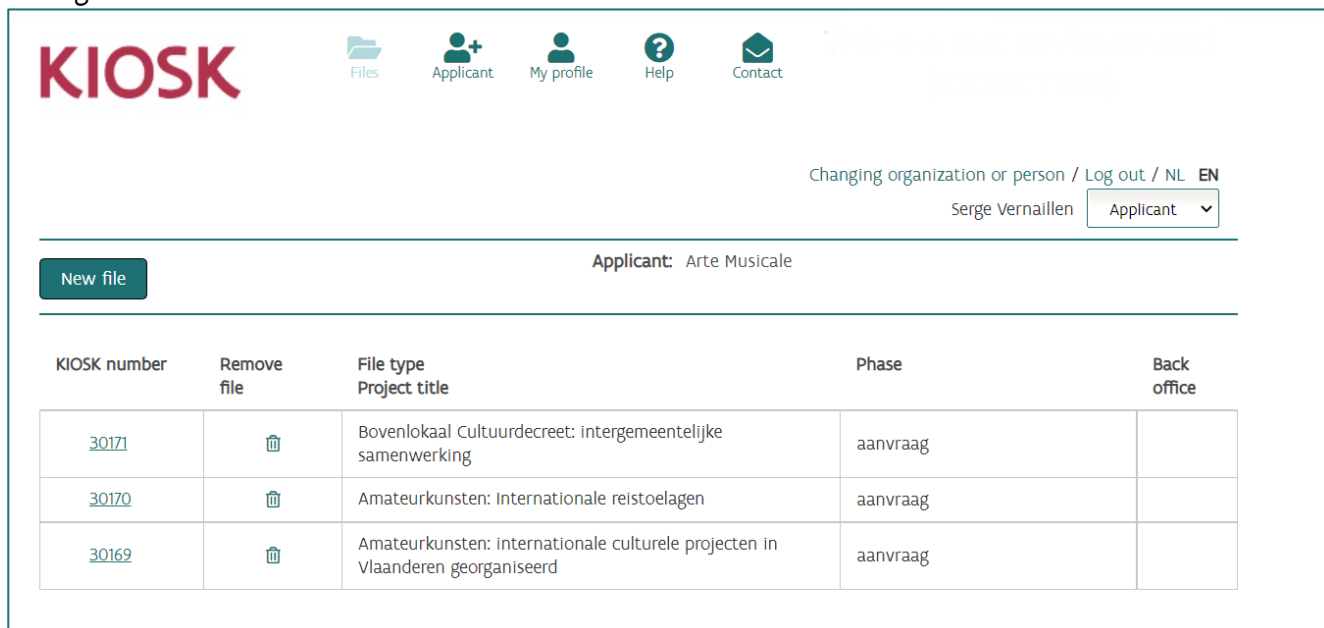
Note: logging off KIOSK is not possible via the screen 'Sign in via User Management'. First, select an applicant from the list. From the screens 'Files', 'Representations', 'Applicants' and 'My profile', you can unsubscribe by clicking the button 'Log out'.

6. REPRESENTATIONS

- Start at the page 'Representations' in KIOSK.

6.1 IN CASE YOU ONLY HAVE RIGHTS FOR YOURSELF

- **In case you only have rights for yourself**, you will only see your own name in the list.

- From here you can get to 'Files', 'Applicant' or 'My profile' via the buttons at the top. The colour of the button of the page you hover over will become lighter.
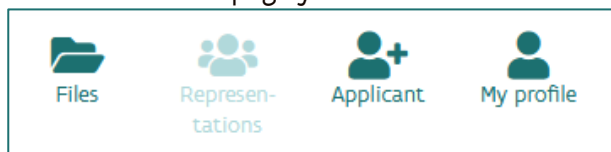
At any time, you can return to the "Sign in via User Management" screen via the "Changing organization or person" link and sign in on behalf of another organization.

ATTENTION: do not use the browser's 'back' button to go to the 'Sign in via User Management' screen, as you will get an error.

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6.2 IN CASE YOU HAVE RIGHTS FOR ONE OF MORE DE FACTO ORGANISATIONS, FOREIGN PERSONS OR FOREIGN ORGANISATIONS

- In case you also have rights for one or more de facto organisations, foreign persons or foreign organisations, they will all appear in the list.

- Now the buttons 'Files', 'Applicant' or 'My profile' will no longer be visible.

- First select yourself or one of the organisations you represent.

- The buttons 'Files', 'Applicant' or 'My profile' will appear at the top and you can continue.

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At any time, you can return to the "Sign in via User Management" screen via the "Changing organization or person" link and sign in on behalf of another organization.

Changing organization or person / Log out / NL EN

ATTENTION: do not use the browser's 'back' button to go to the 'Sign in via User Management' screen, as you will get an error.

6.3 IN CASE YOU ARE A REPRESENTIVE FOR OTHER ORGANISATIONS

- In case you are a representative for one of the organisations listed below and you wish to manage the files for them, you have to make that choice on the screen 'Sign in via User Management'
See Screen 'Sign in via User Management'

  - o another person with a Belgian national register number or BIS-number;
  - o an organisation with a company registration number;
  - o a local authority;
  - o an organisation with an **organising body/organising council**;
  - o an organisation with an educational or training establishment;
  - o or a Flemish entity

At any time, you can return to the "Sign in via User Management" screen via the "Changing organization or person" link and sign in on behalf of another organization.

Changing organization or person / Log out / NL EN

ATTENTION: do not use the browser's 'back' button to go to the 'Sign in via User Management' screen, as you will get an error.

- After the selection on the screen 'Sign in via User Management" in KIOSK, you will be directed to the file overview of the person or organisation you have selected.

See 'Files'.

6.4 LOGGING IN AS AN EDITOR

- Please read the separate user guide "Manual KIOSK-redaction" (only in Dutch).

7. FILES

- Via the button 'Files' you get an overview of files of the selected applicant

- In the area between the two green lines you will be able to see for which applicant you currently have files.
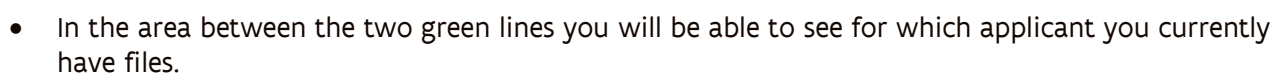
Overview of files for the selected applicant

- You only see the files of the selected applicant.

- As long as the file has not been submitted, you can modify it by clicking on the KIOSK number or delete it by clicking on the trash can.

- The most recently created files are always at the top of the list. You cannot sort or filter the list.

7.1   CREATING A NEW FILE

- Klick on the button 'New file'

- Select from the drop-down list the types of file for which you want to create a new file and click 'Save'.

- Here you can only see the types of files that can be created for this type of applicant. A type of file which only legal entities can submit, cannot be chosen when you are logged in on behalf of a person.

- The file opens automatically and is ready to be completed. The file will also appear in the overview of your files.

7.2   COMPLETING A FILE

- Click in your list of files on the link (on the file number) of the file you want to add or remove.

- If there are subfiles (annual files for multi-annual grants, for example) under a main file, you can see them by unfolding the list of files under the main file.

- The file opens in the current phase of the file. A new file opens in the phase 'application'.

- Fill in the requested data in each tab and upload the necessary documents. If there are any restrictions on the size of attachments, they will be listed with each upload option. Additional information on the fields to be filled in can be found under the question mark.

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- Documents can be loaded via the button 'Choose a document'

> *Add a document that shows the legal personality of the organization. (upload attachment) (Word or PDF).* *
>
> **Choose a document**
>
> Document is not yet uploaded

- You can download or replace uploaded documents, as long as you have not yet submitted the phase of the file you are working in. If you want to upload a new version of a document, you can either delete the previous version or you can immediately upload a new document. The new version will always replace the previous one. It is impossible to upload more than one document..

> *Add a project budget. (upload attachment – free form) Explain the budgeted costs and income. (Word, Excel or PDF)* *
>
> **Choose a document**
>
> *Upload document : FOCI-tekst.pdf - 74 KB (09/02/2022 14:05)*
>
> **Download** **Remove**

- The mandatory fields are indicated with an *.

- Click on button 'Save' to save your form.

> **Save**

> When moving from one input field to another, KIOSK automatically saves your information.

> At any time you can see when KIOSK last saved the changes:

> **Save** **Validate your application** **Submit**
>
> *Your file has automatically been saved on   10:34:53*

> **If you are inactive for 1 hour while the form is still open, you will get a time out. You will have to log in again to continue working.**
> **Changes made during the time out will not be saved.**

- Click on the button at the top 'Validate your application' to check there are no errors in the data entered. You can also do this in between.

> **Validate your application**

> At the top a list of errors will appear, indicating for each tab what was entered incorrectly or is missing. If certain fields are mandatory, if certain attachments are mandatory or if certain values (amounts, date fields, etc.) that you entered are not allowed, you will have an overview of what you still have to change to submit a valid application. This button also checks whether you have already entered the mandatory contact and Payment details (see below).
> Correct or complete the data and save and check again.
> If there are no more errors, the message 'There are no errors' will be displayed.

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As long as this error report is not blank, you cannot submit the application.

In case you cannot click the button Validate your application (being grey instead of green), you first need to click on 'Save'.

- On the file viewer screen, you can get an overview of the opened file via button 'Overview file'.
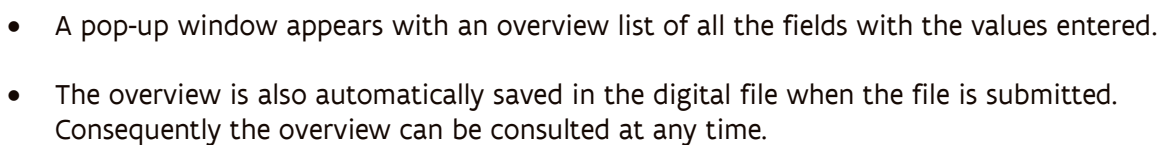
- A pop-up window appears with an overview list of all the fields with the values entered.

- The overview is also automatically saved in the digital file when the file is submitted. Consequently the overview can be consulted at any time.

7.2.1 Contact details

- Here you can select whom the Department of Culture, Youth and Media should contact in case of problems concerning this particular file and the e-mail address to which all normal communication about the file should be sent. As long as this is not filled in, you cannot submit your file.

- Once a file has been submitted, you can still make to the contact details. Changes are immediately effective. If necessary, you can enter someone else as a contact person during the handling of a file, e.g. when someone else is going to take over the responsibility.

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7.2.2 Payment details

File: 5225 - Kunstendecreet : Subsidy for international public presentatio
Phase: application file subsidy

Current document   File flow   Contact details   Payment details

Save   Validate your application   Submit

- Select the account number on which the payment transactions can be made. When submitting a declaration of justification, these data are already filled in.

- If you don't find an account number here, you need to add one.

  You can do this by clicking on the button 'Bank account' on the bottom of the field 'Applicant' and then on the button 'New account number'.

Bank account

New account number

Enter a new account number

● IBAN-format   ○ Other format

IBAN-number: [   ] *   notation: BE39103123456719

BIC-code: [   ] *   notation: BBRUBEBB

Save   Cancel

> Please note that you can add bank accounts or make them inactive, but you can never change them again. When you added an account number for an applicant, then that number will be available in the drop-down list behind the button/link 'payment details' in every file of that applicant. There you can still change that account number to any other account number you added for that applicant, as long as that file has not left the advisory phase.

7.3 SUBMITTING A FILE

- You can use the button 'Submit' to submit an application or in later phase of the file, when a justification has to be submitted.

  Submit

- It will then automatically check whether the completed form contains no errors and meets all validation rules. If this is not the case, you cannot submit yet and you have to complete the form. If no more errors are generated, the file will be submitted. A confirmation e-mail will be sent to the e-mail address that you have on file at 'Contact details'.

- After submission, the file can no longer be changed.

7.4 SUBMITTED FILES

- Submitted files remain accessible at all stages, initially via 'Current document' and in later phases also via 'File flow'.

File: 5225 - Kunstendecreet : Subsidy for international public presentatio

Phase: application file subsidy

Current document   File flow   Contact details   Payment details

Save   Validate your application   Submit

- If the Department of Culture, Youth and Media is still processing your file, it will be mentioned here ('assessment admissability application').
The information from this phase of the file will only appear later, when that step in the processing of your file has been completed. If the file is in an advisory stage, this information appears in a later stage, namely as soon as a decision has been taken.

- You can consult completed phases of the file at any time via the link 'File flow'.
There you will see a list of all the phases of the file that you can click on.

Current document   **File flow**   Current documents   All documents   Contact details   Payment details

> advies

> assessment admissability application

> application file subsidy

> assessment admissability application

> application file subsidy

SELF-PROFILING
You can print the application form, including the help texts, by clicking the print icon above right.
This manual contains useful information in order to properly fill in the application.

I am a ...

organization with legal personality

Enter the requested subsidy amount. The maximum amount is 7000 euro. Enter the amount in this format: 123456.78

5.000,00

Start date

02/05/2022

End date

30/06/2022

Do you want to submit your application less than 2 months before the start of the presentation?

No

If 'yes', motivate why.

- At any time you can use the link 'Contact details' to edit specific contact details for this file. See also Contact details

- As long as the file has not left the advisory phase, you can also change the financial details via the link 'Payment details'.

- The button 'Current documents' opens a new window in which you can see all the documents that belong to files of the same applicant, arranged in a folder per file. These are both the documents that you yourself submitted and the documents that the administration added afterwards. Here you can also consult all e-mail messages about your file at any time. Once a decision has been taken on your application, you can see signed grant decisions, advice, etc.

- You can generate the file overview for both the present phase of the file (screen 'Current document') as well as for all phases of the file that were completed in the past (screen 'File flow').

Current document   **File flow**   Current documents   All documents   Contact details   Payment details

> **advies**

> **assessment admissability application**

> **application file subsidy**

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8. INFORMATION REGARDING THE APPLICANT

- Via the 'Applicant' button you can complete specific information regarding the applicant.

- **If you yourself are the applicant**, a number of personal data will be **automatically retrieved from the national register**. You cannot change these details yourself. If these details are incorrect, you must have them changed via the municipality where you are domiciled.

> **Please note: if your personal data are not immediately visible when you log in for the first time, you simply have to wait until the system synchronises automatically. This may take a few minutes.**

- The data that are not included in the national register, such as your telephone number and your e-mail address, can be completed by yourself. Your e-mail address is a mandatory field and at least one of the two fields for entering a telephone number needs to be filled in. Telephone numbers are always entered in the following format:+3225430000.

- If the applicant is an organisation with a company registration number, a local authority, an organisation with **organising body/organising council**, an organisation with an educational or training institute or a Flemish entity, then a number of organisational details are automatically retrieved from the Kruispuntbank van Ondernemingen (Crossroads Bank for Enterprises). You cannot modify these data yourself in KIOSK. If these data are incorrect, you must have them amended in the Kruispuntbank van Ondernemingen (Crossroads Bank for Enterprises).

- You can, however, supplement the data that are not included in the Kruispuntbank van Ondernemingen (Crossroads Bank for Enterprises) yourself, such as telephone number and e-mail address. Your e-mail address is a compulsory field and at least one of the two fields for entering a telephone number needs to be filled in. Telephone numbers are always entered in the following format: +3225430000.

- If the correspondence address is different from the address of the organisation's registered office, please tick the box so that you can enter the correspondence address.

- You can change your e-mail address, telephone number and correspondence address at any time. Just don't forget to check the disclaimer before saving.

The data that have been entered concerning the 'Applicant' are generally applicable and not just for the respective files. The data that you entered can only be modified via the button that appears after you have selected an applicant in the list of applicants that you represent.

- Contact details can be specified according to specific files by entering the file and using the buttons 'Contact details' and 'Payment details'.
  See also Contact details

9. MY ACCOUNT

- Via the button 'My profile' you can complete your contact details.

- The area e-mail address is a mandatory field.

- At least 1 telephone number (mobile or landline) is mandatory

Please note: your contact details are specific to the applicant you are representing at that time. You can therefore enter different contact details for a different representation (e.g. a different e-mail address).

10. QUESTIONS?

Do you have technical questions about KIOSK? Contact the helpdesk via kiosk@vlaanderen.be