FSMA_2013_16-2 of 7/09/2023

Manual eCorporate

Scope:

Companies subject to supervision by the FSMA are required to submit certain periodic and/or occasional documents to the FSMA that may contain both quantitative and qualitative data. The reporting in question in many cases must be done via the eCorporate platform. This handbook is addressed to companies (and their auditors) that are required to report to the FSMA via eCorporate.

Summary/Objectives:

eCorporate is designed to offer a smooth and secure communication platform for the exchange of information between the FSMA, the companies under its supervision and, where applicable, their auditors.

This handbook describes the procedures for gaining access to eCorporate and the management of the access rights of your company(ies)), the functionalities of eCorporate and the particularities of uploading documents drawn up in the European Single Electronic Format (ESEF). It sets out how the platform is set up and where you can find the various kinds of information on your company(ies) and its   reporting   obligations.

The handbook also outlines the most common problems and what to do if you encounter one of them. It also provides information on how to contact us.

Structure:

1   ABOUT ECORPORATE

First and foremost, the aim of eCorporate is to offer a smooth and secure communication platform for the exchange of information between the FSMA and the companies under its supervision and, where applicable, their auditors.

eCorporate works in two directions:

- eCorporate is used by the FSMA to make available the information it holds about a specific company.

- In return, the companies must use eCorporate to submit information to the FSMA.

eCorporate's core functionality is the direct and secure upload of documents. To this end, the platform offers a clear overview of the reporting requirements and maturity dates. eCorporate also offers other functionalities such as smooth information management and consultation, search options, a history of the exchange of information, user management, etc.

Chapter 2 describes how to gain access to eCorporate.

The functionalities and the structure of the platform are discussed in greater detail in Chapter 3.

Chapter 4 explains how to upload ESEF[1] documents and how to access the ESEF test environment.

Chapter 5 describes what to do in case of problems.

2   ACCESS TO ECORPORATE

2.1   SECURITY

Given the sensitive nature of the information exchanged between the FSMA and the companies under its supervision, it is essential that the platform be appropriately secured.

The security of the information exchange is guaranteed in the following ways:

- eCorporate is a secure website (http**s** = secure) and can be accessed only via https://ecorporate.fsma.be;
- each user must be able to confirm his or her identity by means of a certificate (see point 2.2);
- only companies under the FSMA's supervision, and where applicable, their auditor, can access the platform;
- the companies can only access their own information;
- (accredited) auditors have the right to consult a limited portion of the information on the companies for which they serve as auditors;
- each company designates a Company Administrator who is responsible for managing the users who have access to the platform.

2.2   CERTIFICATES

As mentioned above, each user must confirm his or her identity by means of:

- a certificate. Users can choose from the following options:
  - GlobalSign Personal 3 (www.globalsign.be);
  - Isabel (www.isabel.be);
- or the electronic identity card (eID) (http://eid.belgium.be).

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[1]   European Single Electronic Format

Remarks:

- For use of Isabel and the eID, a card reader is required.
- Special software is needed to use the eID. This can be found on http://eid.belgium.be.

A certificate will be issued to you by an accredited third party. After the certificate has been purchased, it must be installed on the PC that will be used for eCorporate, following the instructions of the provider.

The certificate is strictly personal. This means that each user must have his or her own certificate.

2.3 ACTIVATION CODE

You need an activation code only for your first login. The code will be given to you by the FSMA or by the Company Administrator who manages the users at your company.

The activation code is automatically linked to your certificate when you log in for the first time, so that you will not need to use it again when you log in next time.

2.4 FIRST LOGIN

1. Insert your Isabel or identity card in the reader (GlobalSign users can skip this step).
2. Go to https://ecorporate.fsma.be.
3. You will see a window in which you need to select your certificate. Click on the correct certificate.
    Note: a certificate based on the eID is listed as "Citizen CA".

4. If you use an Isabel or identity card, you will be asked to enter your code. Please enter your code and click on OK.
    Note: this is your PIN or Isabel code, not the activation code.

5. The registration screen will now appear, on which you have to fill in your data. Fill in your data and click on "Register".

6. The following screen will now appear. Enter the activation code you received from the FSMA or from your Company Administrator.
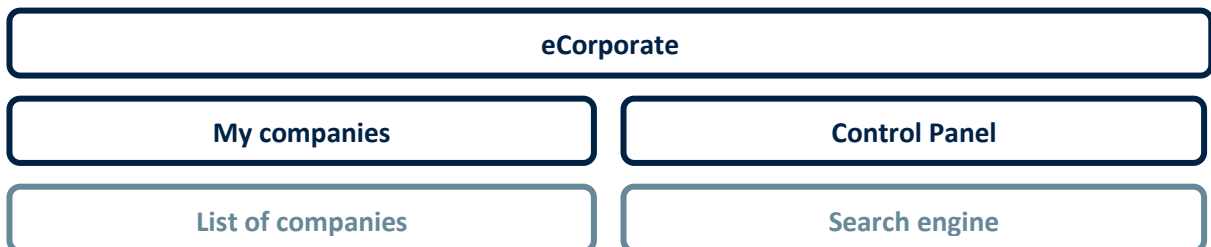

If you encounter any problems, please consult <u>Chapter 5</u> "In case of problems" further on in this manual.

3   FUNCTIONALITIES

Below is a diagram of the structure of eCorporate:

➜ Identification information

➜ Reporting parameters

➜ Contact details

➜ Security roles

➜ Users

┌─────────────────────────────┐
│   **List of documents**   │
└─────────────────────────────┘

➜ Uploading documents

➜ Adding attachments

➜ Consulting documents and attachments

➜ Downloading documents

We will now discuss these elements in greater detail.

3.1 MY COMPANIES

Here the FSMA makes the descriptive information in its possession available to you. This information is intended to promote good flow of communication between the FSMA and the company.

3.1.1 LIST OF COMPANIES

If you manage several companies, you will see a list here of all the companies to which you have access.

You can click on the company number or on the name of the company in order to go to the detailed page for the company.

3.1.2 COMPANY DETAILS

Here you can find the following information:

- the company number and the FSMA number;
- the official and the abbreviated forms of the company name[2];
- the areas of supervision within which your company falls;
- the identification sheet and, where applicable, the reporting sheet of your company sheet (you can download these by clicking on the arrow next to the item) .

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[2] These are shown in Dutch or French, depending on the user language selected on the platform.

Identification sheet

Depending on the areas of supervision of the company, an identification sheet may be made available. On it you will find more information about your company, including the contact persons for your company at the FSMA, the designated auditor, the composition of the governing bodies, etc.

Reporting sheet.

Here you have an overview of the company's reporting requirements to the FSMA, in other words, the documents and tables to be submitted, along with their frequency (see the section on "Reporting frequencies and corresponding periods" below).

The reporting requirement may

- follow simply from the company's status (i.e., applicable to all companies with the same type of authorization and/or characteristics);
- or follow specifically from a request made to the company (these are shown on the reporting sheet in the section on "ad hoc reporting").

Reference is also made here to the derogations that may be granted to the company.

The documents to be reported are subdivided by type:

- **qualitative documents** grouped according to subject per category;
- **financial documents** grouped according to subject per category;
- **financial tables**, grouped according to the survey to which they belong.

Note: Unlike the documents that are uploaded to eCorporate and are available for consultation, the tables may be reported only via the FiMiS platform. eCorporate does not allow for the contents of those tables to be seen.

The following page contains a list with the frequency codes used and the corresponding period(s).

Reporting frequencies and corresponding periods

FREQUENCY	PERIODIC
LINKED TO CALENDAR YEAR:	
M	Monthly
W	Weekly
T	Quarterly (31/3, 30/6, 30/9, 31/12)
S	Half-yearly (30/6, 31/12)
Y	Yearly (31/12)
LINKED TO FINANCIAL YEAR:	
SBSD (Half-yearly Balance Sheet Date)	Six-monthly (at the end of each of the two semesters of the financial year)
BSD	Yearly (at the end of the financial year)

(Balance Sheet Date)	
S1BSD	Yearly (at the end of the first semester of the financial year)
Q1BSD	Yearly (at the end of the first quarter of the financial year)
Q3BSD	Yearly (at the end of the third quarter of the financial year)
LINKED TO A REFERENCE DATE SPECIFIC TO THE COMPANY:	
OGM (Ordinary General Meeting)	Yearly (the submission deadline is determined by the date of the ordinary general meeting)
YREF	Yearly (the submission deadline is determined by the reference date chosen by the company)
Y1	Yearly (the submission deadline is determined by the previous reporting date)

FREQUENCY	PERMANENT
PERMANENT	Document of which the most recent updates must be permanently available to the FSMA on eCorporate.

FREQUENCY	OCCASIONAL
OCCASIONAL	The document must be submitted whenever an event occurs of which the FSMA must be informed.

3.1.3 REPORTING PARAMETERS

In the reporting parameters, there are criteria that impact the company's requirements as regards reporting, frequency or deadlines. These criteria may vary depending on the company's status.

3.1.4 CONTACT DETAILS

Here you can find the following contact details:

- company contacts;
- contacts at the FSMA;
- contacts at the NBB (where applicable);
- the (accredited) auditor.

Note: the contact information cannot be updated by the company itself. If there are any changes to this information, please contact your Administrator at the FSMA or send an email to *ecorporate@fsma.be*.

3.1.5 USERS

Users are set up by the Company Administrator. Their access is defined by a security role and a user role; the security role determines the documents the user can access and the user role determines what he or she can do with it.

Users may have access to several companies. These may be linked to each other, if that is desirable. You may send an email to request this to ecorporate@fsma.be.

Company Administrator

As mentioned above, the Company Administrator is responsible for setting up and managing users. The Company Administrator is designated, at the request of the FSMA, as the person responsible for eCorporate within the company.

It is useful to appoint a Company Writer as a back-up for the Company Administrator. The former can then act in the place of the Company Administrator if the latter is unable to perform the requisite tasks.

If someone else assumes the tasks of the Company Administrator, the FSMA must be informed. You are advised to contact your file manager in this regard.

3.1.6 SECURITY ROLES

The security role determines the documents the user can access.

Documents that are not included in that role are therefore not accessible to users with that security role.

In eCorporate, you will find two standard security roles that cannot be modified:

- Company Administrator (access to all documents);
- Auditor (access to auditor-specific documents; read-only rights to company-specific documents).

Important:

- Only the Company Administrator is authorized to add security roles.
- A security role must first be created before a user can be set up.

Adding a security role

1. Click on "Security Roles" in the left menu on the "Company details" page.
2. Click on "Add" to create a new security role.

3. You will now see the following screen:

4. Enter a name for the security role in the "Name" field.
5. Tick the documents for which you wish to grant access within this role.
6. Tick "Automatically add document type" if you want documents that the FSMA will in future add to your company's file to be added automatically to this security role.
7. Then click on OK.

Note: If you do not tick the field "Automatically add document type"*, the Company Administrator must personally see to it that the users within his or her company are granted access to the new reporting requirements introduced by the FSMA.*

3.1.7 USER ROLES

There are 4 different types of user roles in eCorporate:

- Company Administrator
  - ○ management and creation of security roles;
  - ○ management and creation of users;
  - ○ overview and inspection of all documents and attachments;
  - ○ uploading of documents and attachments.
- Company Writer
  - ○ overview and inspection of the documents and attachments to which he or she has been granted access;
  - ○ uploading of documents and attachments.
- Company Reader
  - ○ overview and inspection of the documents and attachments to which he or she has been granted access.
- Auditor and any employees designated by the auditor
  - ○ overview and inspection of audit-specific and company-specific documents;
  - ○ uploading of auditor-specific documents.

Adding a user

1. Click on "Users" in the left menu on the "Company information" page.
2. Click on "Add" to create a new user.

3. You will now see the following screen:

4. Fill in the contact details of the user you wish to add. Information marked with a * is mandatory.
5. Choose a user role and a security role (to add roles, see point 3.1.6).
6. Enter a start date and an end date, if applicable.
7. Provide the user you have added with the activation code. He or she will need this code for the first login.
8. Click on OK to add the user.

Note: if a user needs to be linked to more than one company, the FSMA needs to set this up. You can send an email to request this to ecorporate@fsma.be.

Withdrawing access from a user

1. Click on "Users" in the left menu on the 'Company information' page.
2. On the list, click on the user whose access you would like to withdraw.
3. Uncheck the "Active" box and click on OK.
4. The user will still appear on the list of users, but will no longer have access to the company.

3.2 CONTROL PANEL

The Control Panel presents an overview of the reporting requirements to which your company is subject during a selected period. The Control Panel consists of 2 parts:

- the search engine;
- depending on the search, a list of the qualitative and/or financial documents and/or financial tables per component.

Each of those components can be opened up or collapsed by using the ⊗ button.

Fully collapsed, the Control Panel looks like this:

3.2.1 SEARCH ENGINE

By default the Control Panel gives an overview of all documents and/or tables for the period from December of the previous year to the month following the current period.

You can limit this overview by refining the search based on the various criteria found in the search engine, including:

- Company (in the event that you manage several companies);
- document, with the sub-criteria:
  - document name;
  - document type ('document' for a qualitative document, 'financial topic' for a financial document or 'CSSR' for a financial table);
  - subject (depending on the supervisory area);
- frequency;

- documents with the status "Overdue";
- start and end periods.

You can adjust all these criteria by clicking on the menu or on the ⬚ button.

Selections

You can save your active search criteria for later use or retrieve saved selections using the "Selection" button:

My selections
[   ]   Add

- In order to save a selection, give your selection a name and click on "Add".
- To retrieve a selection, click on the name of your selection in the list.
- To save a new selection under an existing name, click on the 💾 next to the name.
- To delete a selection, click on the 🗑 next to the name.

Note: when retrieving a previously saved selection, the user may have to update the selected period.

3.2.2 LIST OF QUALITATIVE DOCUMENTS AND FINANCIAL DOCUMENTS

By default the Control Panel gives a list of all the mandatory reporting for the period between December of the previous year and the month following the current period.

- Under qualitative items you will find a list of the documents that must be reported via eCorporate.
- Under financial items, you will find a list of the tables that must be reported using a survey on the FiMiS platform[3].

Note: an eCorporate user does not automatically have access to the FiMiS platform.

The list for a selected period offers the company a clear overview of its reporting requirements and associated deadlines. The company can thus check at any time whether it has fulfilled its reporting requirements for a given period, both as regards submitting its qualitative documents and, where applicable, its financial tables.

You can sort these lists on the basis of the criteria that appear at the top as column headings. This is done by clicking on the column heading.

From the list, you can also:

- click on the company name for more information about the company;

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3   See https://fimis.fsma.be/en

- click on a document in order to consult its contents or upload a document, consult previous versions, etc.

Note: Unlike documents, tables cannot be viewed via eCorporate.

3.2.3 DOCUMENT MANAGEMENT

Uploading documents

Important:

- The documents to be uploaded can be delivered in the following formats:
  - Office files (.doc(x), .xls(x), etc.);
  - PDF;
  - ZIP;
  - other formats, such as JPEG, BMP, etc.
- For companies in the following areas of supervision, only PDF documents are permitted:
  - SCB-A - Belgian company listed on Euronext Growth (Alternext);
  - SCB-B - Belgian company listed on Euronext Brussels;
  - SCB-E - Belgian company listed abroad (EEA);
  - SCE-A - Foreign company listed on Euronext Growth (Alternext);
  - SCE-B Home - Foreign listed company having Belgium as its member state of origin
- The maximum size permitted for one upload (with 1 or more documents) is 30 MB.
- If you are uploading a document in several languages, make sure that each file has a different name.
- The technical specifications for uploading annual financial reports in ESEF format to eCorporate differ from those for other reports. These technical specifications (such as the format of files, the size of files) are discussed in Chapter 4.

In order to upload a document, follow this procedure:

1. On the Control Panel, click on the name of the document as in the example below:

2. The "Document Details" page appears.

3. Click on the "Upload" button. If this button is greyed out, you have insufficient rights to upload the document.
4. Next, the upload screen appears:

5. There is a choice between the following options:
   - o   no language: e.g., if there is just one document, or only one language is available;
   - o   language: if the document is available in various languages;
   - o   attachments(s): to add attachments to the documents (including in multiple languages, where applicable)
6. Click on the "Browse" button on the document to select it on your hard drive.
7. Click on OK to add the user.

Comment: a document that has been uploaded by mistake can only exceptionally be rejected (it is then shown in "Rejected" status). This requires an intervention by the FSMA.

Adding attachments

If you have previously uploaded the main document and wish to add attachments to it, you can do so in the following way:

1. On the Control Panel, click on the name of the document you previously uploaded.
2. Click on the "Add attachment to the current version" button.
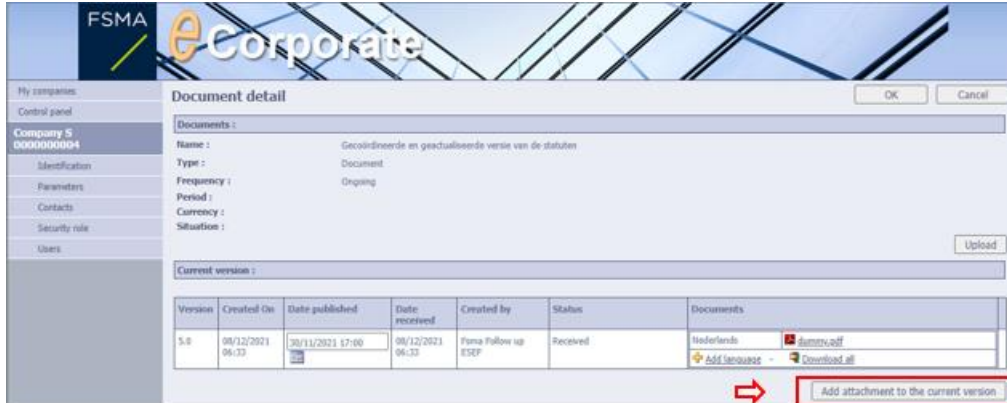
3. Now select the document on your hard drive via the "Browse" button and then click OK to confirm the upload.

Uploading documents for listed companies

There are special rules for uploading items for companies in the following areas of supervision:

- SCB-A - Belgian company listed on Euronext Growth (Alternext);
- SCB-B - Belgian company listed on Euronext Brussels;
- SCB-E - Belgian company listed abroad (EEA);
- SCE-A - Foreign company listed on Euronext Growth (Alternext);
- SCE-B Home - Foreign listed company having Belgium as its member state of origin

The guidelines to be followed differ on the following points:

- Date and time published is mandatory.

- The language must be indicated for each document and each attachment.

- For a document on "Inside information", a title must be specified.

- Documents are accepted only in PDF format[4] (unless otherwise specified).

Consulting documents and attachments

As mentioned above, eCorporate retains a history of each upload of a document. This means that an uploaded document or attachment cannot be removed. You can of course upload a new version of the document at any time, but the previous version will continue to be visible.

The list has columns that display the following information:
- version: the version number of the document:
  - A main document is designated with 1.0.
  If a new version of the main document is uploaded, it becomes 2.0.

  - An attachment to a main document is indicated as a sub-version, e.g., 1.2 or 2.1;
- created: the date when the version was created (not necessarily the date when it was uploaded);
- publication date: applicable only to certain types of company (see below);
- date of receipt: date on which the document/attachment was uploaded;
- uploaded by: the name of the person who uploaded the document;
- status[5];
  - received;
  - received/finished;
  - rejected
    - In the case of documents: if an uploaded document does not fulfil the requirements, the FSMA's services may reject the document (it is then shown in eCorporate in "Rejected" status). The company will be informed of this request via email and the document will then be regarded as never received[6].
    - In the case of tables: a table on the FiMiS platform that does not meet the validation tests carried out will be set to "rejected" on eCorporate. This table will appear under the "Overdue Documents" section of the company and may therefore give rise to reminders.
- document: document names must be unique for each document / subject / period / language. Consequently, an attachment cannot have the same name as the main document.

To consult a document or attachment that was previously uploaded, click in the Control Panel on the title of the document. You will now see the following screen:

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4   See the specific rules for Documents in ESEF in Chapter 4.
5   For documents in ESEF there are other statuses.
6   It is impossible to reject only 1 or a few documents from a set of documents. The entire set of documents will be rejected, requiring all documents to be uploaded again.

Click on the name of the document you wish to consult.

Note: When you upload a new version of a main document or at least one attachment, a new set of documents will appear on the screen, which also includes the unchanged main document and/or attachment(s). The user can identify these documents via the "date received" column.

Downloading documents or attachments

In order to download a document, click on the document or on on the "Document information" screen.

4 UPLOADING ESEF[7] DOCUMENTS

4.1 ALLOWED FORMATS AND UPLOAD RESTRICTIONS

- Valid formats for ESEF files:
- Zip files[8]
- XHTML files[9]. Only .HTML and .XHTML file extensions will be accepted. The file itself must always be in XHTML format
- PDF, but only for annexes
- Allowed file size:
  The size of an ESEF document must not exceed 80 MB. This file size applies to each uploaded zip file (for companies preparing IFRS consolidated accounts) or XHTML file (for companies

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[7] ESEF stands for European Single Electronic Format.

[8] Annual financial reports that do include IFRS consolidated financial statements are to be uploaded in the form of a ZIP reporting package (containing a single XHTML file).

[9] Annual financial reports that do not include consolidated financial statements are to be uploaded in the form of an XHTML file.

that do not prepare IFRS consolidated accounts).
Since each language version must be uploaded in a separate zip or XHTML file, this limit applies per language version.
The 80 MB limit also applies to any PDF attachment.

- Upload restrictions:
There is also a limit of 80 MB per upload (several documents). If the size of all the files to be uploaded is larger than 80 MB, the files must be uploaded one after the other via 'add language' or 'add attachment'.

4.2 VALIDATION OF ESEF DOCUMENTS

The eCorporate software performs a number of technical checks on the uploaded ESEF annual financial reports.

The validation of the ESEF files takes place in the background once you have uploaded a document. After uploading one or more ESEF files, users of eCorporate are returned to the main screen while the validation process runs in the background.

Your upload status changes into 'Received/ESEFValidationRunning' until the validation of your ESEF file(s) is completed.

You need to refresh the main screen (via the F5 refresh key) in order to follow the processing status of your uploaded files. Depending on the size and number of files, the validation process may take a while. Don't click the refresh key immediately or repeatedly, because that may disrupt the validation process.

During the validation process, you cannot upload any other files. You need to wait until the current validation process is completed before you can upload a new file via 'add language' or 'add attachment'. Once the validation process is completed and the upload was successful, the upload status will change to "Received/Validated/ESEFNoError"…

4.3 VALIDATION RESULTS

4.3.1 TYPES OF VALIDATION FILES AND STATUSES

The FSMA makes the results of the validation process of an ESEF file available as an annex on eCorporate.

- Zip ESEF files: for zip files, the validation results are made available in Excel files. A JSON file is provided as an attachment in the case the eCorporate software not be able to run the technical validation of your file[10].
- XHTML ESEF files: the results for XHTML files are made available in JSON files
- ESEF statuses
  The validation file (Excel, JSON) must always be opened and checked for possible errors and/or warnings.
  - OAMSevereError: the file cannot be correctly validated and contains critical errors
  - ReceivedValidatedESEFNoErrors: the validation file contains no errors; it can, however, still contain warnings
  - ReceivedValidatedESEFErrors: the validation file contains errors that need to be checked
  - FinishedESEFNoValidation: the file is not an ESEF file (PDF for example) and is consequently not validated

4.3.2 VALIDATION OF XHTML ESEF FILES (JSON FILE INDICATING THE VALIDATION RESULT)

As explained above, eCorporate makes the validation results of XHTML ESEF files available in JSON format. The JSON format is a technical format, but the files are readable as text files.

Below is an example of JSON output for a valid XHTML file:

{

"validationResultList": [],

"messageList": [],

"result": "passed",

"message": "Filing Rules validation passed (no rule was unsatisfied).",

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[10] For zip files, the XHTML file is also extracted from the zip and attached in eCorporate.

"validationType": "Filing Rules",

"validationStatus": {

"cause": "",

"status": "validated"

}

}

4.3.3 VALIDATION OF INCORRECT ESEF ZIP FILES (JSON VALIDATION FILE IF NO EXCEL FILE AVAILABLE YET)

Once a zip ESEF file is validated, the eCorporate system normally returns an Excel validation result file. If the zip structure is incorrect and no Excel validation file is available, the system then provides a validation output file in JSON format.

Below is an example of JSON output for a zip ESEF file containing structural errors:

{"message":"TAXONOMY_PACKAGE_ZIP file is invalid. Detailed message: [tpe:metadataFileNotFound] The META-INF directory MUST contain a taxonomyPackage.xml file.","details":["RapInvalidFileFormatException: TAXONOMY_PACKAGE_ZIP file is invalid. Detailed message: [tpe:metadataFileNotFound] The META-INF directory MUST contain a taxonomyPackage.xml file.","XBRLProcessorException: [tpe:metadataFileNotFound] The META-INF directory MUST contain a taxonomyPackage.xml file.","TaxPackProcessorException: [tpe:metadataFileNotFound] The META-INF directory MUST contain a taxonomyPackage.xml file."]}

4.4 ESEF TEST ENVIRONMENT

An eCorporate test environment is made available by the FSMA for ESEF reporting. It will allow you to find out in advance what validation results you would receive following a filing on eCorporate.

- URL of the test environment: https://ecorporate-test.fsma.be

- Testing several times in the test environment

  Before testing a new version, the previous filing must be rejected from the test environment (it is then shown in "Rejected" status"). Only the FSMA can do this. You should send a request to eCorporate@fsma.be if you wish to do so.

- Check if you are working in the eCorporate test environment

  eCorporate's test environment and the production environment look exactly the same. The URL (in the address bar of your browser) of the test environment does, however, differ from that of the production environment:

- URL test environment: https://ecorporate-test.fsma.be
- URL production environment: https://ecorporate.fsma.be.

It is important, therefore, that the user checks that he or she has logged in to the right environment. This is because documents uploaded in the test environment are not published on Stori[11]. Uploaded documents in the production environment are published automatically and immediately on Stori.

5   IN CASE OF PROBLEMS

You can consult the manual on line at any time via the "Help" button on the top right-hand corner in eCorporate.
This manual will be updated as needed and is available in Dutch, French and English

5.1   CONTACT DETAILS

For technical problems, you can contact us via:

- servicedesk@fsma.be (please mention which platform you are working on)
- ecorporate@fsma.be

Describe the problem as best you can and attach a screenshot of any error message you may have received.

For substantive questions relating to the reporting, please get in touch with your contact person at the FSMA. The contact information for these persons can be found on the "Contact persons at the FSMA" page under "Contacts".

5.2   FREQUENTLY OCCURRING PROBLEMS

5.2.1   ACCESS PROBLEMS

User Validation Error

Error message:

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[11]   STORI is the official Belgian central storage mechanism for regulated information.

Possible causes:

- your certificate is no longer valid;
- your certificate is not installed correctly;
- you have not installed the right software for the certificate.

Possible solutions:

- Find out, if possible, whether your certificate is working for other applications.
- Reinstall your certificate (in consultation with your IT service).
- If you are using the eID: do a test via www.test.eid.belgium.be
- If you use the eID: reinstall the software (www.eid.belgium.be. Note: there is a different version for old (validity period: 5 years) and new identity cards (validity period 10 years).

This page can't be displayed

Error message:

Possible causes:

- you are using an outdated link (e.g. via your favourites);
- you are using an eID or Isabel card and did not insert your card into the reader before going on to the platform;
- you are using an eID or Isabel card and your card reader is not working.

Possible solutions:

- Enter the link to the platform directly into the address bar.
- Make sure that your eID or Isabel card is in the card reader before you go on to the platform.
- Plug the card reader's cable into another USB port.
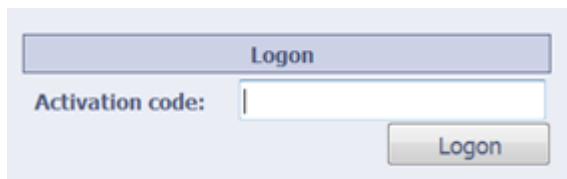
Internal error

Error message:

In this case there is probably a general problem with eCorporate.

Try later or send an email to servicedesk@fsma.be and mention which platform you are working on.

*Activation code*

Error message:

Possible causes:

- your certificate was recently renewed;
- you are using a different certificate than on your first login.

Possible solutions:

- Make sure you select the right certificate in the pop-up window.
- If you have recently renewed your certificate, your role just needs to be reset. In that case send an email to ecorporate@fsma.be to request a new code.

The activation code has no rights to start this application

Error message:
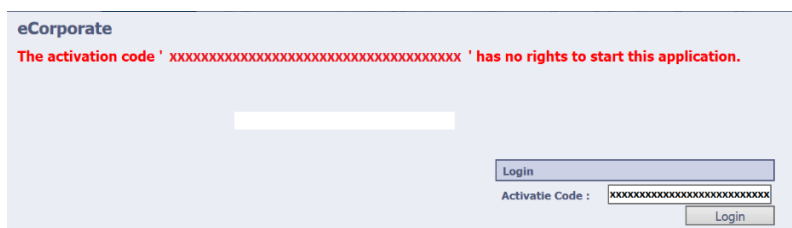
Possible causes:

- you are using a code that was assigned to someone else;

- you have already used this code for a previous login.

Possible solutions:

- If you have not yet been given access, ask your Company Administrator to do so.
- Send an email to ecorporate@fsma.be requesting that your access be checked.

User "xxxxxxxxxxx" is inactive

Error message:

Possible causes:

- an end date was set for your access:
- your access is no longer active.

Possible solutions:

- Ask the Company Administrator, if possible, to remove or change the end date.
- Send an email to ecorporate@fsma.be requesting that your access be checked.

5.2.2 PROBLEMS UPLOADING

Upload button is inactive

Problem:

You can't click on the upload button because it's greyed out.

Possible causes:

- you have insufficient rights to upload this type of document.
- the document's status is "Received/Finished" (see example below).

Possible solutions:

- Ask your Company Administrator whether you have access to this document and whether he or she could adjust your security role.
- In the event of a "Received/Finished" status: send an email to ecorporate@fsma.be asking if they could adjust your status so that you can upload a new version.

Unexpected error

Error message:
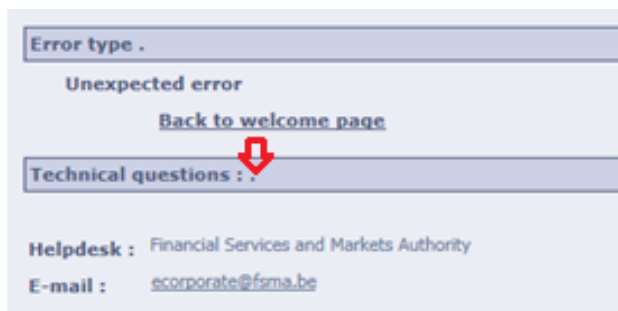
Possible causes:

- you have exceeded the maximum allowable size of your upload (30 MB[12]);
- you have uploaded several language versions but have not given each one a different file name;
- The file name of the document exceeds the maximum number of characters (max. 200). *Note: the complete path indicating the location counts as the file name.*

Possible solutions:

- Upload the various documents separately instead of in a single batch.
- Be sure that each file has a different name.
- Copy the file temporarily to your desktop or a more general folder and upload it from that location.
- If the above suggestions do not resolve the problem, click on the button next to "Technical questions" (indicated with a red arrow on the figure) and send the error message that appears to ecorporate@fsma.be.

Error while processing the documents

Error message:
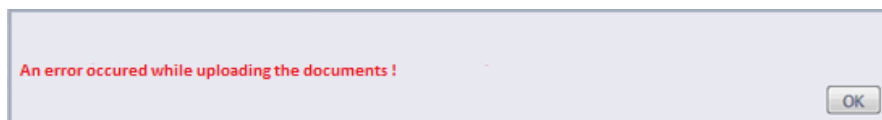
Possible cause:

- The document's title is too long.

Possible solution:

- Limit your title to 200 characters (including spaces).

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12 See chapter 4 for the allowed size of ESEF files.