

Digital Onboarding Tool

Frequently Asked Questions



Securities Services.
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Your trusted digital onboarding tool got an update and has become even more user-friendly. So don't worry if the tool looks a bit different. In the frequently asked questions below, you'll find some practical tips around common questions in using the tool.

Use of the digital onboarding tool

What do I need to be able to use the digital onboarding tool?

As a wealth manager you will need **a device** (computer or tablet) that has internet connectivity and an internet browser that is compatible with the onboarding tool. You will also need **a user** to be able to log in to the tool. Contact customersupport@kbc.be to set up a user for you.

As an end client you will need **a smartphone** with an internet connection and an up-to-date version of the itsme® app installed, activated for the person to be onboarded. In case the end client is a minor you will not be able to use itsme® since it's not meant for minor.

Is the use of the digital onboarding tool free of charge?

The digital onboarding tool is offered to you completely free of charge. Of course, you do need a WIFI connection or data plan from your cell phone provider to use the tool on your device.

Where can I get support if I need help with the digital onboarding tool?

Questions about the use of the tool? You can watch the demo on [our website](#) or contact customersupport@kbc.be.

Need help with registration or ran into a technical problem? You can contact customersupport@kbc.be.

First registration in the digital onboarding tool

How do I login to the digital onboarding tool?

To log in to the digital onboarding tool you need a user. Contact customersupport@kbc.be to set up a user for you. We advise you to register your user in the digital onboarding tool before you start your first onboarding.

How do I register my user for the first time?

You can complete the first registration in the tool with Microsoft Authenticator, the procedure which you can find on [our website](#) clearly describes the procedure step by step. We advise you to register your user well before you do your first onboarding.

The link to the onboarding tool can also be found on [our website](#):
<https://securitiesservices.kbc.be/digital-onboarding>.

What if I do not receive an email to verify my username?

There could be several reasons why you don't receive an email to verify your username:

1. You have registered an incorrect email address: Please check if the linked email address is correct.
2. Your email service provider labeled the email as spam or junk mail: Check your spam folder and mark the email as Not Spam (or Not Junk). This action moves the email from the spam folder and will help prevent future emails from the same sender from being marked as spam.

Are you still unable to trace back the verification email? Please contact customersupport@kbc.be.

What if I receive the message: Unknown Username?

You will receive a username from KBC via email.

A username always ends with **@OWAUTH.com**.

If you do not have a username, please contact customersupport@kbc.be.

If you still have another issue, please contact customersupport@kbc.be.

Opening the digital onboarding tool

How do I open the digital onboarding tool?

Click on the link you received to open the digital onboarding tool.

Click on the first icon (person) on the right hand side of the screen, see screenshot below.



What if I receive an error in the onboarding tool?

Please clear your cookies in your browser settings.

If you still have the same issue, please send a print screen to customersupport@kbc.be

What is the difference between fully digital, digital support and manual?

	Fully digital	Digital support	manual
KYC	Via itsme® only	<ol style="list-style-type: none"> 1. Via itsme® 2. Manual input in the tool 	Typed on the paper
Signing method	Via itsme® only	<ol style="list-style-type: none"> 1. Via itsme® 2. Be-ID 3. Wet signature 	Wet signature
Account open in # days	2 days	5 days	20 days

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Signing the onboarding documents

I have sent the contract to the client via itsme®. The client did not receive any email.

If the client did not receive an email within 5 minutes, use the 'Resend' button. Wait for a few minutes, it should not take any longer than 5 minutes.

If you still have the same issue, please contact customersupport@kbc.be. Send them a print screen with Timestamp (a printscreen which clearly shows the exact time).

The contract is signed with a wet signature but some of the client's data aren't correct. What should I do?

Make sure to register the correction of the client data twice:

1. Correct the client's data in the contract itself.
2. Correct the data in the digital onboarding tool. You can do so by clicking on "Edit account".
Confirm that the data in the contract is the same as the data in the tool.