THE BUTTONS ON YOUR DIGIPASS

LOGIN — Allows you to log in to Delen OnLine.

SIGN — Allows you to among other sign documents and orders on Delen OnLine.

MENU — Allows you to change your pin code, request your serial number and check your battery status.

CLEAR — Allows you to delete and enter new data on your Digipass screen.

OK — Allows you to confirm data.

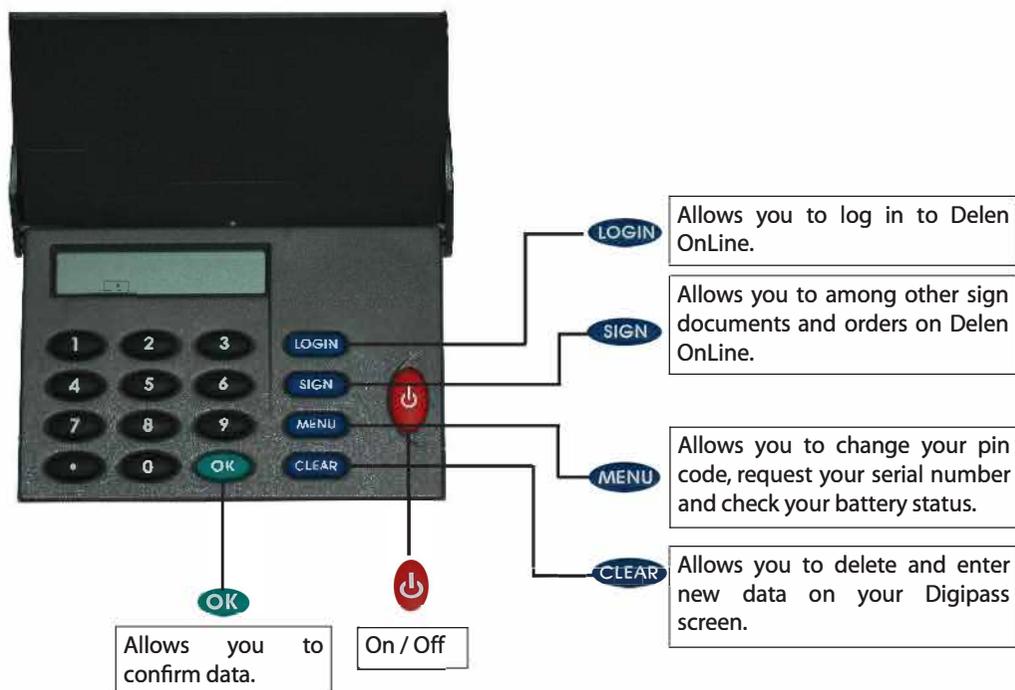**On / Off**

FREQUENTLY ASKED QUESTIONS

Forgot your PIN code ?

If you have forgotten your personal pin code, you can no longer use your Digipass. Please contact the Delen OnLine helpdesk on +32 (0)3 244.55.66.

Digipass blocked ?

Your Digipass will be blocked for 1 minute if you have entered the wrong pin code 3 consecutive times. After 5 incorrect attempts, your Digipass will be blocked. When your Digipass is blocked, please contact the Delen OnLine helpdesk on +32 (0)3 244.55.66.

Lost your Digipass ?

If you lose your Digipass, a new Digipass can be acquired. The price for a new Digipass can be found on our website www.delen.lu in the folder "Publications > Fee structure". Please contact the Delen OnLine helpdesk on +32 (0)3 244.55.66.

Manual - Delen OnLine

To consult your Delen OnLine account via the website, you need to have a username (User ID) and a Digipass. After entering your User ID, the Digipass will generate a one-time dynamic password which ensures that your Delen OnLine account is maximally protected. But you can also take a number of measures to surf the internet in a secure manner.

Below, you will find 5 relatively simple, but efficient tips:

1. Protect your computer with an antivirus programme, an anti-spam filter and a firewall and make sure that you regularly update the software

2. Check the authenticity of the website: check whether the internet address begins with "https" (https://www1.delen.be/cgi-in/...) after you have clicked "Login", check whether you can see the padlock icon on your browser screen and check whether logging in to Delen OnLine proceeds as normal

3. Respect the system requirements. Regularly check (preferably weekly) whether there are any updates for the software you are using

4. Stay alert and careful: Bank Delen will never ask for bank account numbers, passwords or other codes. Therefore, never respond to e-mails that do ask for such details

5. If you wish to end your Delen OnLine session, click "Logout" in the top right-hand corner of your screen

If you have had some problems while surfing on our website or you have noticed some irregularities, please inform us. You can reach us via phone +32 (0)3 244.55.66 or via email helpdesk@delen.be.

HOW TO LOG ON TO DELEN ONLINE

Etape 1: Go to www.delen.be and click "Login"

Etape 2: Enter your User ID and click "Submit"

Attention: if you haven't received your personal User ID, please call +32 (0)3 244.55.66

Etape 3: Switch on your Digipass by pressing ⏻

Etape 4: Press LOGIN

Etape 5: Enter your personal pin code and press OK

Etape 6: Enter the code that appears on your Digipass on your computer screen and click "Submit"