

# FAQ

## Digital Supervision Portal

If our FAQs do not include your question about the Digital Supervision Portal, and you cannot find the required information in the Software configuration check list or the DLT Manual please contact our Service Desk at [ict-servicedesk@dnb.nl](mailto:ict-servicedesk@dnb.nl) or call (+31) 20 524 6111. The Service Desk is available on weekdays between 8:00 a.m. and 6:00 p.m. CET

Our Open Book on Supervision includes explanatory notes to the contents of applications. You can find the relevant information under Licence, Declaration of No-Objection, Assessments. If you have any content-related questions, you can also contact our Information Desk.

You can reach our **Information Desk** at [info@dnb.nl](mailto:info@dnb.nl) or call 0800 20 1068 (Freephone). If you call from abroad please dial +31 20 524 91 11. The Information Desk is available on weekdays between 9:00 a.m. and 5:00 p.m. CET

**Digital Reporting Portal (DLR)** If you have any questions on the use of the Digital Reporting Portal, go to the DLR website.

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## Applying for eHerkenning

### What is eHerkenning?

The eHerkenning identification system for businesses is comparable to the DigiD identification system for individuals. Businesses and government agencies are increasingly using eHerkenning, which is a simple and secure method for authenticating users who log in to their websites with a single login token. For more information go to [eHerkenning.nl](https://eherkenning.nl)

### What do eHerkenning tools cost?

For current prices go to the list of suppliers (in Dutch only) on [eHerkenning.nl](https://eherkenning.nl)

### Which level of eHerkenning do I need to use the DLT?

You need a level 3 eHerkenning access token. This is the same level that is used for the Digital Reporting Portal.

### For which web service do I need to be authorised in eHerkenning to use the DLT?

DNB's "**Toezicht Aanvragen**" web service. Another of our web services is "**Toezicht Rapportages**", which enables you to submit the required reports to DNB on line.

## Logging in with *eHerkenning*

Which service do I have to select to use the DLT?

"Toezicht Aanvragen"

Who can view my saved and submitted applications in the DLT?

Applications are only visible to the person who created and submitted them, meaning that they cannot be viewed by colleagues with an eHerkenning token working at the same company and access rights to our "Toezicht Aanvragen" service.

If I want to submit applications for more than one firm, do I need more than one *eHerkenning* token?

No, that's not necessary. Users in the possession of an eHerkenning token can submit applications for other organisations. When submitting the application, you will be asked to upload an authorised signatory declaration of the applicant firm.

## Submitting your applications

I submitted an application, but I can't see it in my submitted applications list.

It can take some time for submitted applications to appear in the list. If your application still isn't visible after one day, please contact our ict-servicedesk at [ict-servicedesk@dnb.nl](mailto:ict-servicedesk@dnb.nl) or call (+31) 20 524 6111. The Service Desk is available on weekdays between 8:00 a.m. and 6:00 p.m. CET.

I can't see the attachment to my submitted application.

It can take some time for submitted attachments to appear in the list. If the attachment isn't visible after one day, please contact our ict-servicedesk at [ict-servicedesk@dnb.nl](mailto:ict-servicedesk@dnb.nl) or call (+31) 020 524 6111. The Service Desk is available on weekdays between 8:00 a.m. and 6:00 p.m. CET.