



itsme
Implementation
Guide

CM Identity Services
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1 General

This implementation guide can be used as a guide for the step-by-step implementation of itsme in the organization. Should you have any questions or if you need clarification, please contact CM on +31 (0)76 752 7000 or via itsme@cmdisp.com.

itsme and its logo are registered trademarks of Belgian Mobile ID¹.

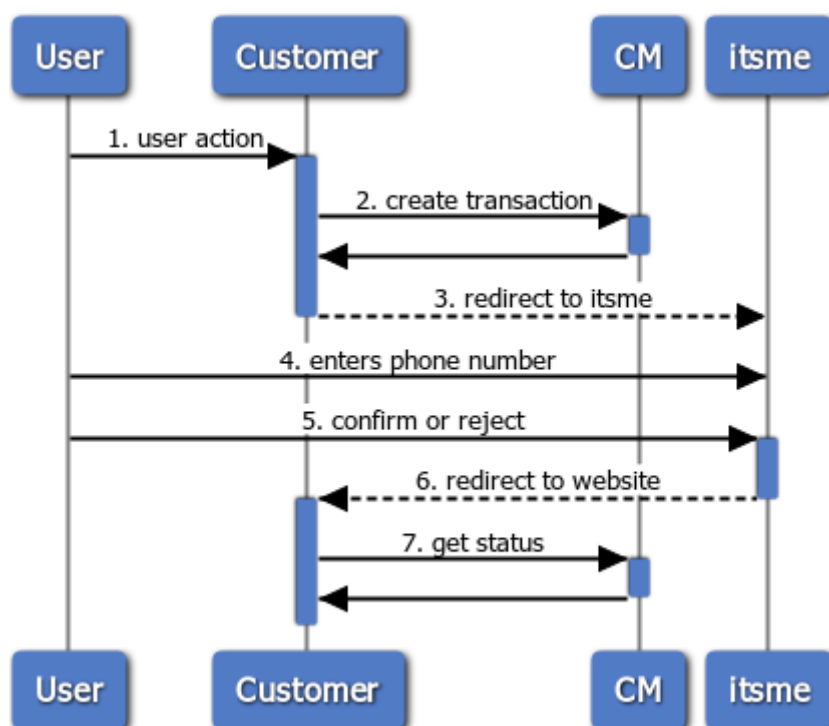
1.1 Target group

This document is intended for CM customers who purchase itsme and is a supplement to the available API documentation.

This implementation guide first explains the itsme service in more detail. Next you can read more about the branding guidelines regarding logos and colors. The final chapter addresses the testing of the implementation and the steps to be taken before the implementation can go live.

2 Service description

itsme offers identity data that can be requested individually or in combinations. The diagram below presents the communication flow that takes place between the (end)user, the customer, CM Identity Services and itsme.



¹ The identity method itsme is managed by Belgian Mobile ID.



1. User action

The user indicates he wants to register or login using itsme.

2. Create transaction

Customer creates a transaction to register or login, stating which (if any) identity data is required.

```
{
  "token": "00000000-0000-0000-0000-000000000000",
  "service": "register",
  "scopes": ["profile", "email", "phone", "address"],
  "redirectUrl": "https://example.com/"
}
```

An example of a transaction request

3. Redirect to itsme

Customer redirects the user to the itsme login page using the returned itsme authentication URL.

4. Enter phone number

The (end)user enters or confirms its phone number.

5. Confirm or reject

The (end)user opens the itsme app, and confirms or rejects the transaction.

6. Redirect to website

CM is notified that the transaction has finished, and the user is redirected back to your website.

7. Get transaction status

Customer checks if the transaction was successful and retrieves the identity data. Identity data can only be provided once per successful transaction, the provided information depends on the requested information.

```
{
  "status": "success",
  "userId": "plicdygozu2fhdkib66atac99vznqizeomuw",
  "name": {
    "givenName": "Lucas",
    "familyName": "Maes",
    "fullName": "Lucas Maes"
  },
  "gender": "male",
  "birthdate": "1970-12-31",
  "locale": "nl",
  "phoneNumber": "+32471234567",
  "emailAddress": "noreply@cmdisp.com",
  "address": {
    "streetAddress": "Rue Neuve 1",
    "postalCode": 1000,
    "city": "Bruxelles",
    "country": "BE"
  }
}
```

An example of a transaction status response



2.1 Available identity data

2.1.1. Unique user identifier

Each user is assigned a unique identifier that identifies the relation between the user, customer and itsme. The user identifier is consistent across transactions and will only change if the user changes their phone number.

2.1.2. Verified identity data

Originating from an independent source (for example a bank account or eID):

- Name: given name, family name and full name
- Date of birth
- Gender
- Locale
- Address: street, post code, city and country code

Originating from the user:

- Phone number

2.1.3. User provided data

- E-mail address

2.2 Quality of the info provided

Identity data provided by itsme meets the requirements as set forth in the *eIDAS regulations*² for the verification of the identity of a natural person, according to Level of Assurance “High”. This level is characterized to prevent misuse or alteration of the identity. The Belgium government has accredited itsme to be level “High” compliant (source: [NL](#) / [FR](#)).

Next to the requirements from eIDAS Level of Assurance “High”, additional requirements have been set. The itsme user target group must meet the following preconditions:

- natural persons; and
- is 18 years or older; and
- has Belgium eID; and
- has a mobile phone with a Belgian SIM card

2.3 Data policy

CM does not store personal/identity data of itsme (end)users. Only (non-personal) data related to a transaction is stored by CM, for compliancy and billing purposes. This includes the time, status, service (register/login), scopes and token of the transaction. The retention period is 14 months after completion of the transaction.

Belgian Mobile ID stores itsme transaction data for a period of 10 years after completion, for evidence purposes. In case of a dispute between a customer and an (end)user, this data may be provided to prove that the user made the disputed transaction. Belgian Mobile ID will not process this data for any other purpose than for providing identity services.

² eIDAS regulation 910/2014

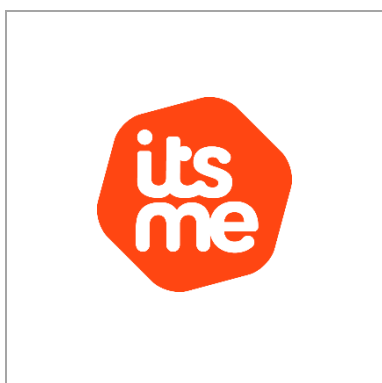


3 Style guide

Belgian Mobile ID has drafted branding guidelines for the use of the itsme brand with which CM Identity Services customers must comply. This chapter explains which elements apply to you and what must be taken into account when implementing itsme.

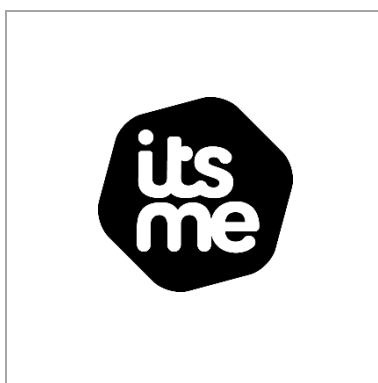
3.1 Logos

itsme offers three versions of its logo: primary, black and inverse.



Primary logo

Regular version, should be used whenever possible.



Black logo

Use when no color is available.



Inverse logo

Use when the primary logo does not stand out enough.

Minimum display size of the itsme logo is 40 pixels (digital usage) or 15 mm (printing). Files for both digital usage and printing can be obtained [here](#).

3.2 Colors

The color palette of itsme consists of four colors: tangerine, dark grey, white and sky.



Tangerine

HEX #FF4612
 RGB 255, 70, 18
 CMYK 0, 80, 100, 0
 PMS Pantone® 172



Dark grey

HEX #2D3131
 RGB 45, 49, 49
 CMYK 65, 50, 50, 65



White

HEX #FFFFFF
 RGB 255, 255, 255
 CMYK 0, 0, 0, 0



Sky

HEX #8BCFDB
 RGB 139, 207, 219
 CMYK 48, 0, 15, 0



3.3 Typography

itsme uses the font families Roboto Slab and Roboto, in the variants light, regular and bold.

Roboto Slab Light

ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz
 1234567890(,;:?!\$&*)

Roboto Light

ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz
 1234567890(,;:?!\$&*)

Roboto Slab Regular

ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz
 1234567890(,;:?!\$&*)

Roboto Regular

ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz
 1234567890(,;:?!\$&*)

Roboto Slab Bold

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890(,;:?!\$&*)

Roboto Bold




ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890(,;:?!\$&*)

Both [Roboto Slab](#) and [Roboto](#) are licensed under the Apache 2.0 license, which allows free commercial use.



3.4 Buttons

It's recommended to use one of the three button styles offered by itsme.

		
<p>Tangerine Background: tangerine Text color: white Border: none</p>	<p>Light Background: white Text color: dark grey Border: #E4E8E1, 1px</p>	<p>Dark Background: dark grey Text color: white Border: none</p>

The tangerine or light buttons are preferred, but you may choose the style that best matches your design.

For designers, Photoshop and Sketch files are available: [Photoshop](#) - [Sketch](#)

3.3.1 Measurements

- Font in the button is **Roboto Slab Bold**
- The font-size is **18px** with a line-height of **24px**
- Corner radius is **12px**
- Padding top/bottom is **16px**, left/right is **24px**
- Margin between the icon and text is **16px**



3.3.2 Texts

Button texts are provided for register and login buttons, in the four most common languages in Belgium.

	Register	Login
Dutch	Aanmelden met itsme	Inloggen met itsme
English	Sign up with itsme	Log in with itsme
French	S'inscrire avec itsme	S'identifier avec itsme
German	Anmelden mit itsme	Einloggen mit itsme



4 Technical implementation

Using the *credentials*³ provided, you initially have access to test data only via our sandbox API. Before actual identity data can be requested, the test cases must be successfully completed. These test cases are explained in greater detail in this chapter.

For technical implementation, CM offers [technical documentation](#) for developers, including a Swagger API specification.

4.1 Test environment

Before going to production, you will have access to the test environment, for development and testing. In this environment you can simulate transactions using test data. By changing the data and the status result, you can cover all outcomes and complete the required test cases.

itsme simulation

User ID:		
QC1JJ6AgPTnDWTp3p6p3S1kMzPkLCVN41vzfaTxw		
Given name:	Family name:	
Lucas	Maes	
Date of birth:		
1974-01-31		
Gender:	Locale:	
Male	Dutch	
Street address:		
Rue Neuve 1		
Postal code:	Locality:	Country code:
1000	Bruxelles	BE
Phone number:		
+3221234567		
E-mail:		
noreply@cmdisp.com		
Simulate response result:		
<input type="button" value="APPROVE"/>	<input type="button" value="DENY"/>	<input type="button" value="FAIL"/>

4.2.1 Test cases

Below are the test cases that must be completed (minimum requirement):

- Completing a transaction for login and registration
- Handling all four possible statuses; *success*, *cancelled*, *expired*, and *failed*
- User closes his browser, interrupting the process
- Handling an error message
- Inaccessibility of the CM itsme API
- Non-availability of the data requested

³ The credentials provided by CM are confidential and should be kept secret. If you have not yet received any credentials, you can request them via this [link](#).



4.2 Production environment

Is your implementation finished and have you covered all test cases? Then contact us at least 2 weeks prior going live, at itsme@cmdisp.com. Include the following details:

- Name and company name
- A brief description of how an (end)user will be using itsme on your website
- A link to the implementation, or screenshots/videos of the full flow, including every transaction status

Before you go live, we will check:

- The use of an HTTPS connection, with a minimum score of **A** at the [SSL Server Test](#)
- Whether the web pages comply with the style guide
- Whether all transaction statuses are correctly handled

As soon as we have reviewed the implementation and consulted you, credentials will be provided to access live data and you can get started.