



## ZORG-ID Desktop App for macOS

Installation and user manual



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| 1.1     | 9 September 2022  | Frank Hegge      | Added section 3.7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1.2     | 10 March 2023     | Frank Hegge      | Adjusted section 1.1, 3.7 and ZORG-ID name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1.3     | 25 July 2023      | Frank Hegge      | Adjusted section 1.1, 2 and 3.7<br>When the healthcare institution is using more than one application with ZORG-ID and is first using a custom uri (cf SDK 1.5.2) for application A and next a different custom uri (cf SDK 1.6.3) for application B, the user cannot use ZORG-ID anymore. This is a bug in the ZORG-ID Desktop App for macOS version 1.6.3. If a healthcare institution is using only one type of custom uri, so only SDK 1.5.2 or only SDK 1.6.3, it is no problem using the ZORG-ID Desktop App for macOS version 1.6.3. Alternatively, the problem can also be solved by installing the ZORG-ID Desktop App for macOS version 1.6.4 |
| 1.4     | 21 September 2023 | Frank Hegge      | Adjusted section 1.1, 3.7 and 4.2<br>Provided a fix for incorrect server references and enhanced web diagnose function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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## About this document

The aim of this document is to describe the installation and use of the ZORG-ID Desktop App for macOS

on your computer by discussing:

- a) the different steps in the installation
- b) the dialog windows that will be displayed when using the ZORG-ID Desktop App.

### Legend



an action is required by the user



note with useful information



## 1 Introduction

The ZORG-ID Desktop App is used to create a secure connection for authentication and signing between a web application and an UZI-pas.

### 1.1 Supported operating systems

The ZORG-ID Desktop App 1.5.0 is supported on macOS 10.14 and macOS 10.15.

The ZORG-ID Desktop App 1.5.2 is supported on macOS 12.6.

The ZORG-ID Desktop App 1.6.3 is supported on macOS 12.6 and 13.2.

The ZORG-ID Desktop App 1.6.4 is supported on macOS 12.6.7 and 13.4.1

The ZORG-ID Desktop App 1.6.4.1 is supported on macOS 12.6.9 and 13.5.2



*Higher macOS versions might also work correct.*

In general the ZORG-ID Desktop App is supported on the two most recent versions of macOS upon release of the ZORG-ID Desktop App.

See URL <https://support.apple.com/en-us/HT201260> for the list of macOS versions.

### 1.2 Language support

The ZORG-ID Desktop App is only available in Dutch.



## 2 Installation of the ZORG-ID Desktop App

- ➔ Navigate to the folder that contains the ZORG-ID.dmg setup executable.
- ➔ Double click the ZORG-ID.dmg setup executable.



A version number can be present in the ZORG-ID.dmg name.

The following installation window will be shown:



*Figure 2-1 ZORG-ID Desktop App installation: drag and drop*

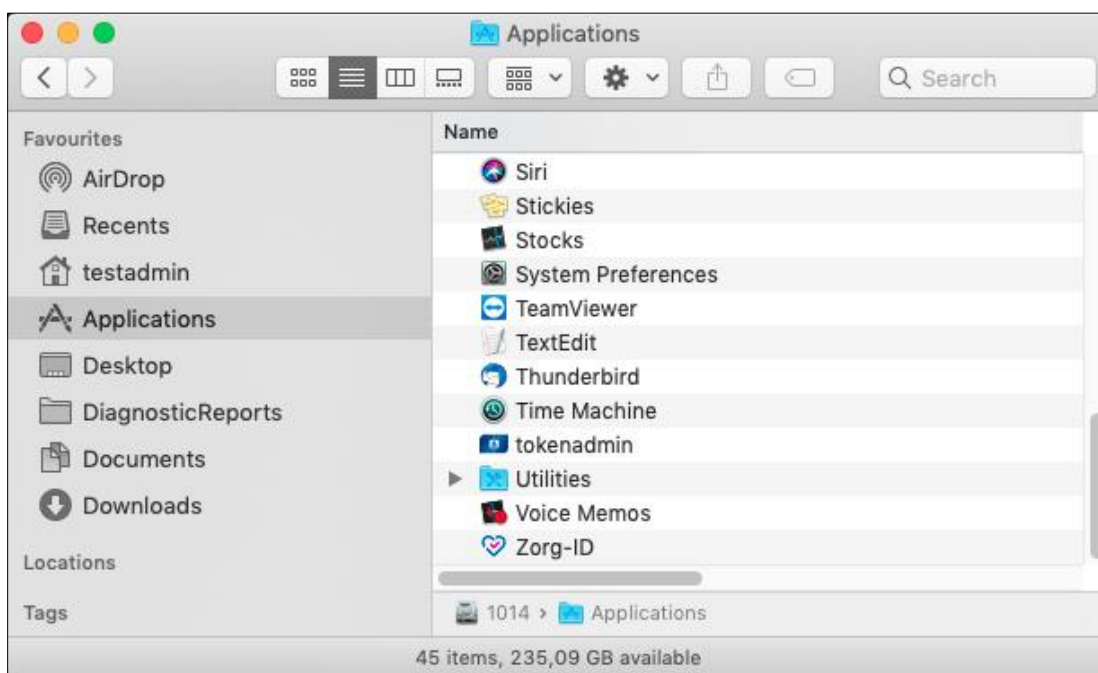
- ➔ Drag and drop the ZORG-ID icon onto the Applications folder icon (as shown in figure 2-2).





*Figure 2-2 ZORG-ID Desktop App Installation: drag and drop how-to*

The ZORG-ID Desktop App is now installed in the Applications folder and is available for use.



*Figure 2-3 ZORG-ID Desktop App Installation: installation finished*

- ➡ Close the installation window by clicking the red dot in the upper left corner.



## 3 Using the ZORG-ID Desktop App

The information in this chapter assumes a computer that has just been started.

### 3.1 Starting the ZORG-ID Desktop App

The ZORG-ID Desktop App is started automatically when a trigger is received for a login request. Once this first login request is handled, the ZORG-ID Desktop App will continue to run in the background until a new login or sign request is triggered and will then automatically get focus.

Depending on the settings, the system could request permission to open the ZORG-ID Desktop App.

To stop the ZORG-ID Desktop App running in the background, it can be closed manually (see section 3.6).

#### 3.1.1 Example Custom URL Safari

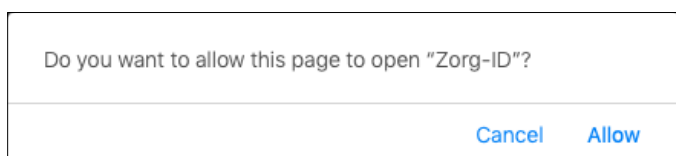


Figure 3-1 ZORG-ID Desktop App: ZORG-ID Desktop App Safari Custom URL

➡ Click **Allow** to open the ZORG-ID Desktop App.

#### 3.1.2 Example Custom URL Firefox

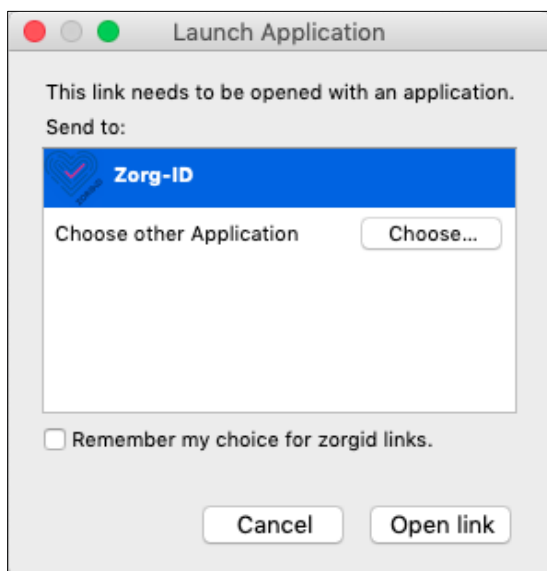


Figure 3-2 ZORG-ID Desktop App: ZORG-ID Desktop App Firefox Custom URL action remember



- ➔ Optional: Check the checkbox **Remember my choice for zorgid links.** to remove the warning for future requests.

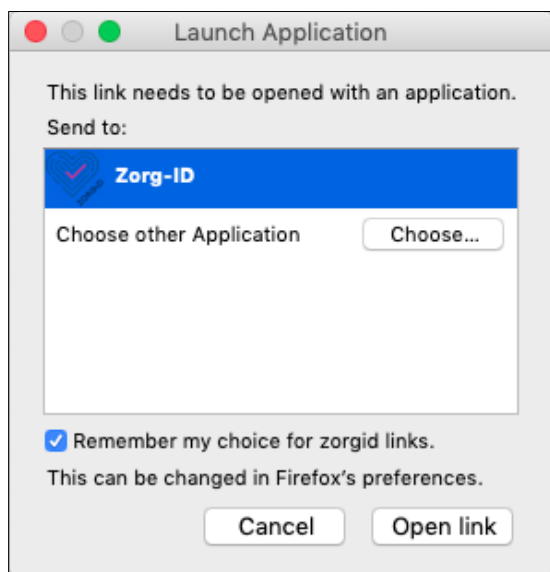


Figure 3-3 ZORG-ID Desktop App: ZORG-ID Desktop App Firefox Custom URL

- ➔ Click **Open link** to open the ZORG-ID Desktop App.



*If the ZORG-ID Desktop App is not yet selected in the Firefox dialog window, you can select it via the **Choose** button.*

### 3.1.3 Example Custom URL Chrome

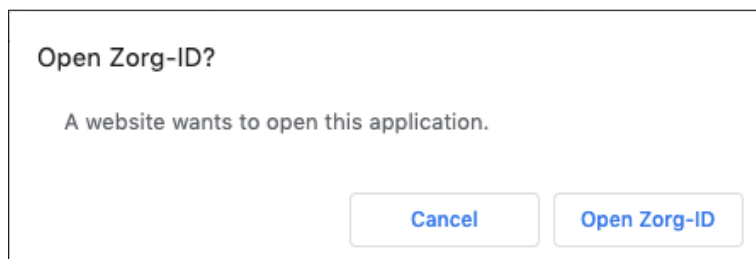


Figure 3-4 ZORG-ID Desktop App: ZORG-ID Desktop App Chrome Custom URL

- ➔ Click **Open ZORG-ID** to open the ZORG-ID Desktop App



*Be aware that the dialog windows of the different browsers may differ in practice but will provide the same functionality.*



## 3.2 Inserting the UZI-pas

The UZI-pas does not necessarily have to be inserted in the smart card reader when the ZORG-ID Desktop App is started. If it is not, a window requesting to insert the UZI-pas will be displayed

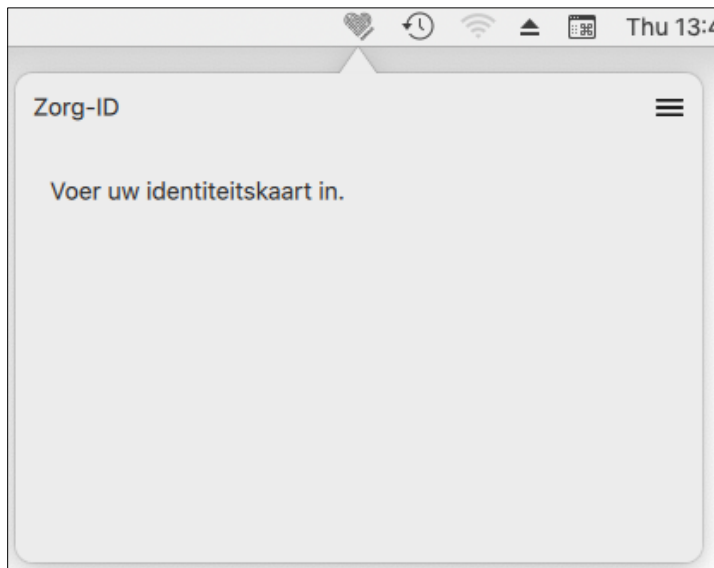


Figure 3-5 ZORG-ID Desktop App: Insert the UZI-pas

### 3.2.1 Inserting a valid UZI-pas

When a valid UZI-pas is inserted, this is detected by the ZORG-ID Desktop App. It will then display the following window:

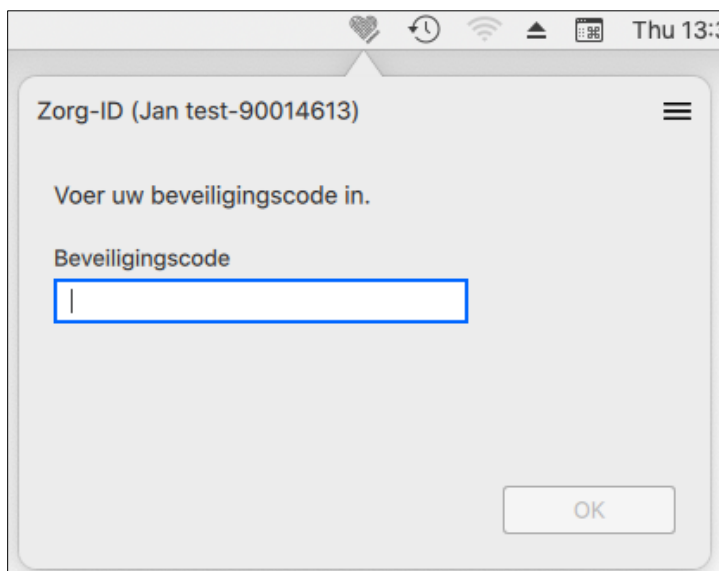


Figure 3-6 ZORG-ID Desktop App: Insert the UZI-pas



The ZORG-ID Desktop App only supports UZI-pas cards of the type “UZI-pas”. Other cards are not recognized. See section 3.7 for more details.



### 3.2.2 Inserting an expired UZI-pas

When an expired UZI-pas is inserted, this is detected by the ZORG-ID Desktop App. It will then display the following window:

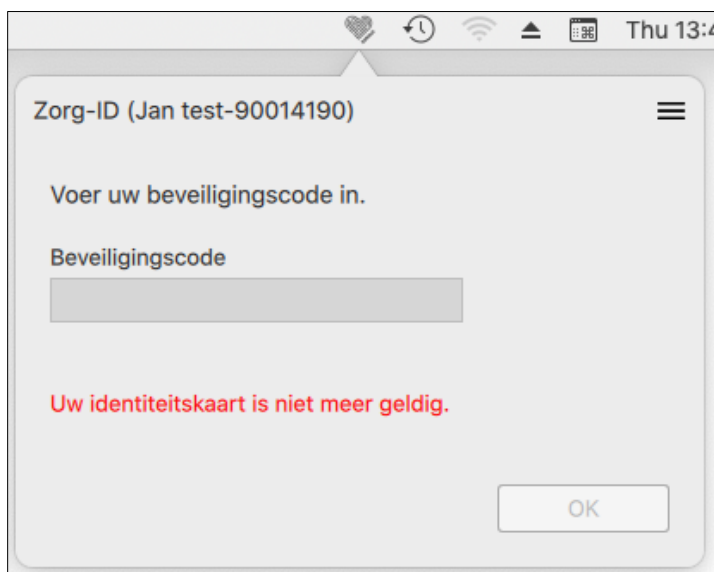


Figure 3-7 ZORG-ID Desktop App: Expired UZI-pas inserted



The **OK** button is disabled which prevents the PIN to be submitted.

### 3.2.3 Inserting a revoked UZI-pas

When a revoked UZI-pas is inserted, this is detected by the ZORG-ID Desktop App. It will then display the following window:

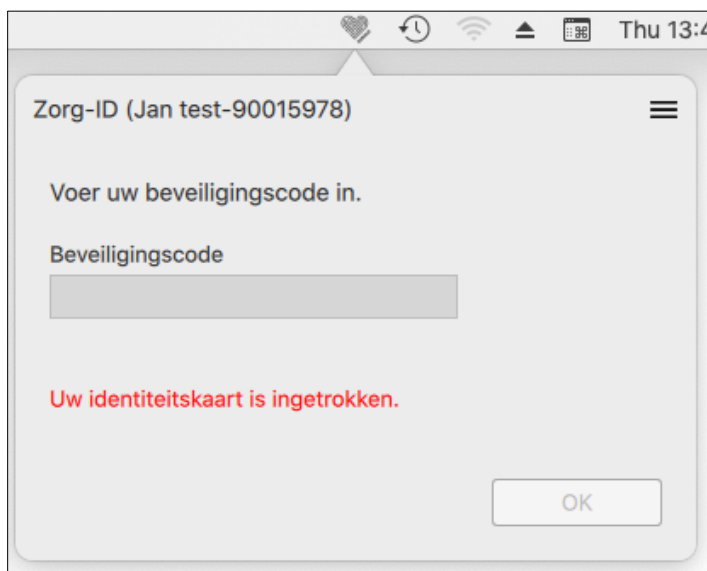


Figure 3-8 ZORG-ID Desktop App: Revoked UZI-pas inserted



The **OK** button is disabled which prevents the PIN from being submitted.



### 3.3 Entering the PIN code

#### 3.3.1 Handling of a correct PIN

When the ZORG-ID Desktop App is started while a valid UZI-pas is inserted (or after inserting a valid card upon the ZORG-ID's request), a dialog window requesting the PIN code will be displayed:

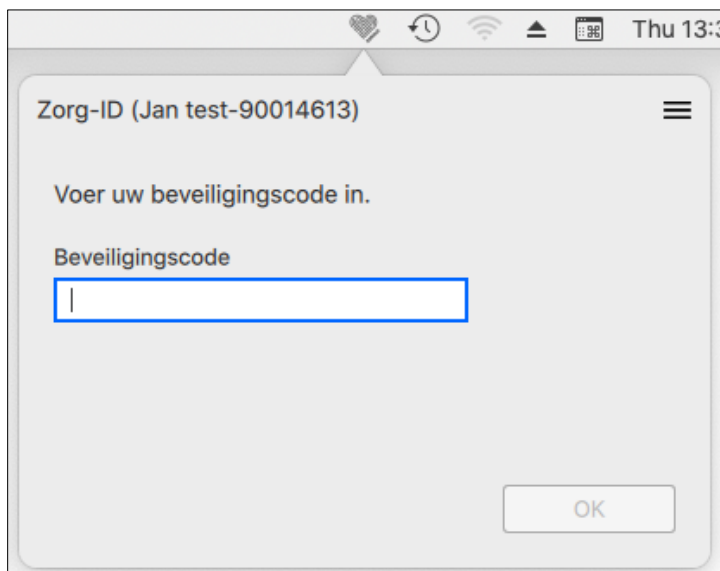


Figure 3-9 ZORG-ID Desktop App: Entering the PIN code

➡ Enter the PIN code in the field **Beveiligingscode**.

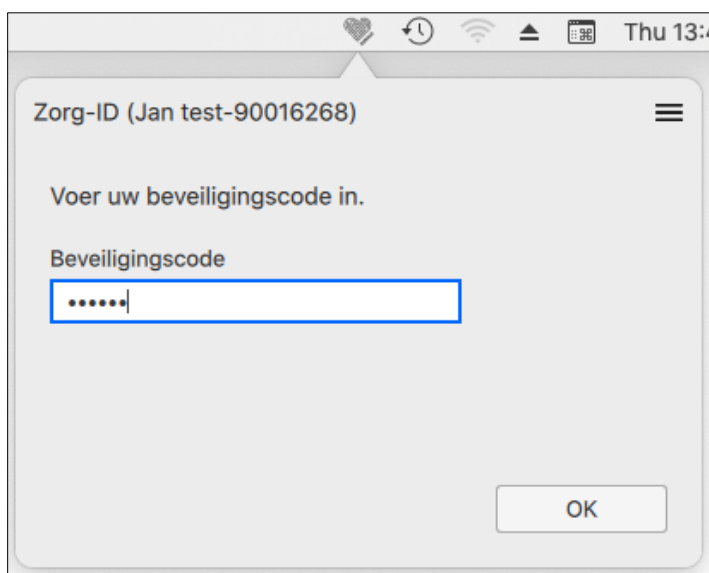
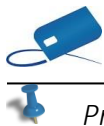


Figure 3-10 ZORG-ID Desktop App: Confirming the PIN code

➡ Click **OK** to confirm the PIN code.





Pressing **Enter** will also confirm the PIN code.

### 3.3.2 Handling of an incorrect PIN

When a wrong PIN is entered for the first time, the following screen will be displayed:



Figure 3-11 ZORG-ID Desktop App: First time incorrect PIN

- ➔ Enter the PIN code again in the field **Beveiligingscode** and click **OK** to confirm the PIN code.

When a wrong PIN is entered for the second time in, the following screen will be displayed:



Figure 3-12 ZORG-ID Desktop App: Second time incorrect PIN

- ➔ Enter the PIN code again in the field **Beveiligingscode** and click **OK** to confirm the PIN code.



When a wrong PIN is entered for the third time, the following screen will be displayed:



Figure 3-13 ZORG-ID Desktop App: Card blocked

It is now no longer possible to enter a PIN code in the field **Beveiligingscode**.



When the card is blocked, the PIN code needs to be unlocked before the card can be used again in the ZORG-ID Desktop App, for instance via the SafeSign Token Utility.

### 3.4 Accepting a request

When a correct PIN is entered and confirmed, the ZORG-ID Desktop App will display a dialog window for accepting the session:

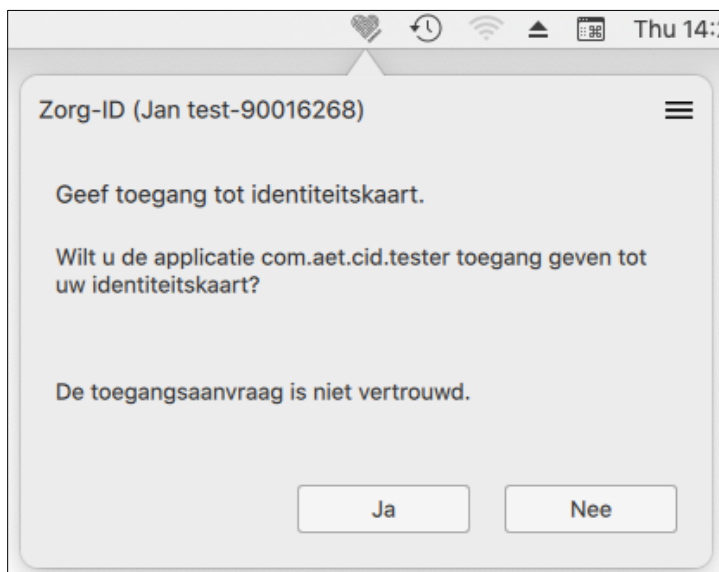


Figure 3-14 ZORG-ID Desktop App: Accept access request



Click **Ja** to accept the request.



Pressing **Enter** will also accept the request.



The application name may differ from above example.

### 3.5 Declining a request



Figure 3-15 ZORG-ID Desktop App: Decline access request



Click **Nee** to decline the request.



Pressing **Escape** will also decline the request.



The application name may differ from above example.

### 3.6 Closing the ZORG-ID Desktop App

The ZORG-ID Desktop App can be closed in the ZORG-ID Desktop App menu. There are two ways to enter the menu, depending on the state of the ZORG-ID Desktop App:

#### 3.6.1 When the ZORG-ID Desktop App is running in the background

When the ZORG-ID Desktop App is running in the background, the ZORG-ID Desktop App menu can be found in the Menu bar behind the ZORG-ID icon:

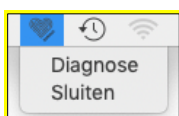
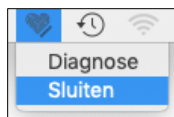


Figure 3-16 ZORG-ID Desktop App: Open ZORG-ID menu from Menu bar



- ➔ Click on the **ZORG-ID icon** in the Menu bar

This opens the following menu:

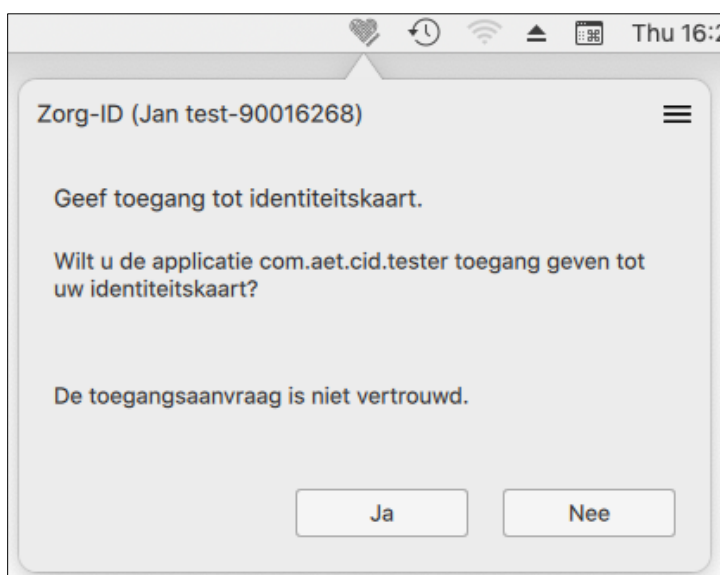


*Figure 3-17 ZORG-ID Desktop App: Close App*

- ➔ Click the **Sluiten** menu option.

### 3.6.2 When the ZORG-ID Desktop App is displaying a dialog window

When the ZORG-ID Desktop App is displaying a dialog window, the ZORG-ID Desktop App menu can be found there behind the hamburger button in the upper right corner of the dialog window:



*Figure 3-18 ZORG-ID Desktop App: Open ZORG-ID menu from dialog window*

- ➔ Click on the **hamburger menu** in the dialog window.

This opens the following menu:

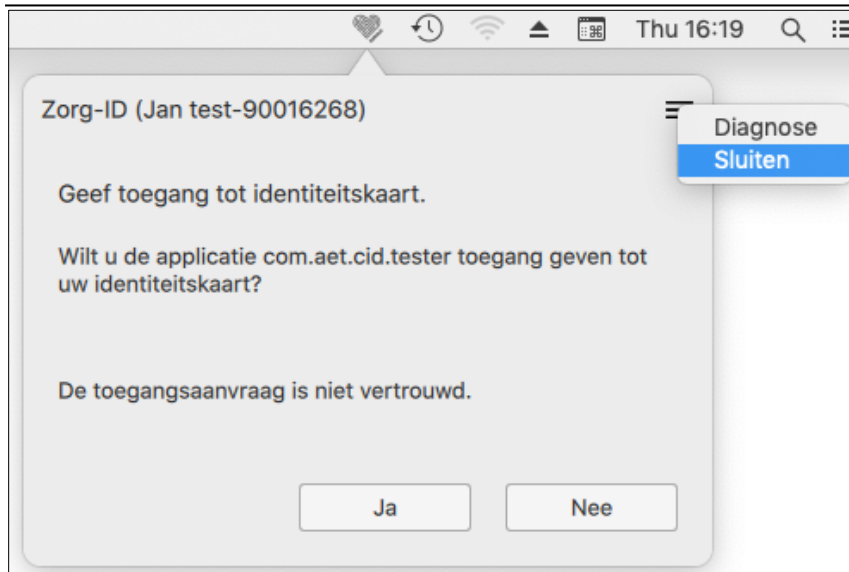


Figure 3-19 ZORG-ID Desktop App: Close App

➔ Click the **Sluiten** menu option.

### 3.7 Supported UZI passes

The ZORG-ID Desktop App supports the following UZI-pas models:

| Release | UZI-pas model                                    |
|---------|--------------------------------------------------|
| 1.5.0   | UZI-pas 2 (and 2020 model), UZI-pas 3            |
| 1.5.2   | UZI-pas 2 (and 2020 model), UZI-pas 3, UZI-pas 4 |
| 1.6.3   | UZI-pas 2 (and 2020 model), UZI-pas 3, UZI-pas 4 |
| 1.6.4.x | UZI-pas 2 (and 2020 model), UZI-pas 3, UZI-pas 4 |



## 4 ZORG-ID Diagnose

### 4.1 Open the diagnose information window

When the ZORG-ID Desktop App is running, diagnose information can be requested at any time from the ZORG-ID Desktop App menu. There are two ways to enter the menu, depending on the state of the ZORG-ID Desktop App:

#### 4.1.1 When the ZORG-ID Desktop App is running in the background

When the ZORG-ID Desktop App is running in the background, the ZORG-ID Desktop App menu can be found in the Menu bar behind the ZORG-ID icon:

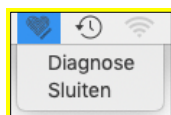


Figure 4-1 ZORG-ID Desktop App: Open ZORG-ID menu from Menu bar

- ➔ Click on the **ZORG-ID icon** in the Menu bar

This opens the following menu:

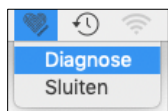


Figure 4-2 ZORG-ID Desktop App: Access diagnose information window

- ➔ Click the **Diagnose** menu option.

#### 4.1.2 When the ZORG-ID Desktop App is displaying a dialog window

When the ZORG-ID Desktop App is displaying a dialog window, the ZORG-ID Desktop App menu can be found there behind the hamburger button in the upper right corner of the dialog window:



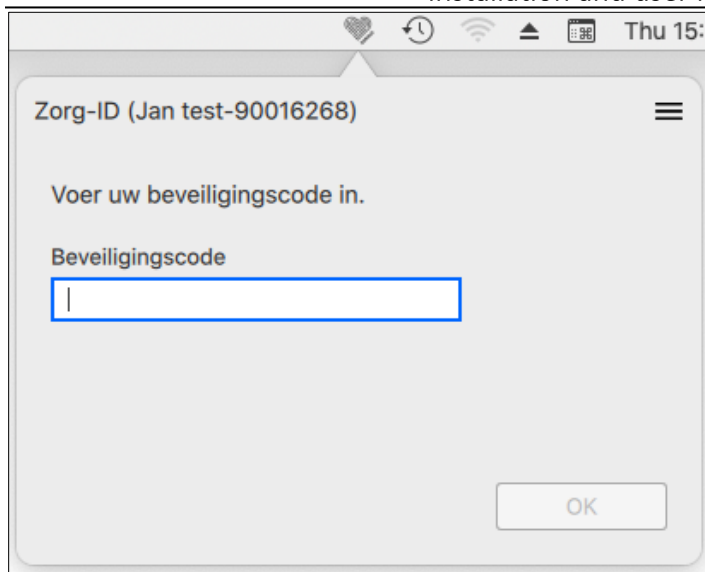


Figure 4-3 ZORG-ID Desktop App: Open ZORG-ID menu from dialog window

- ➔ Click on the **hamburger menu** in the dialog window.

This opens the following menu:

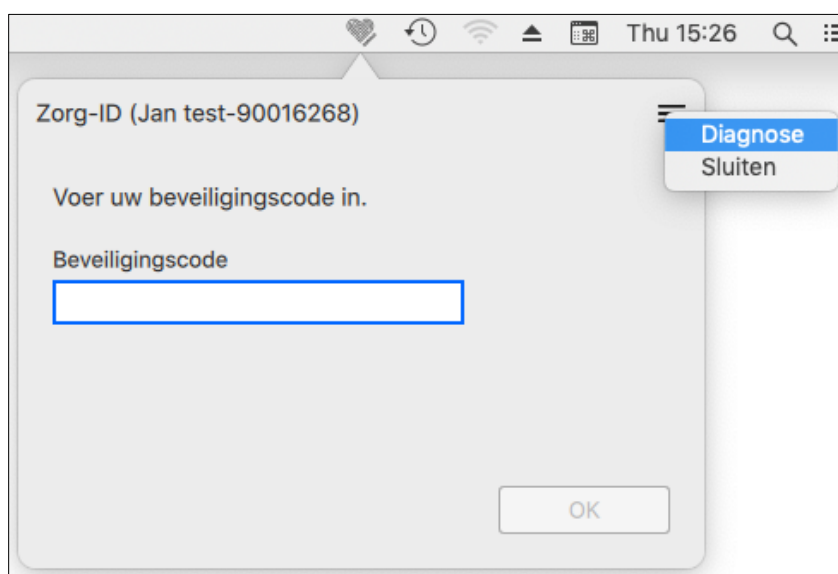


Figure 4-4 ZORG-ID Desktop App: Access diagnose information window

- ➔ Click the **Diagnose** menu option.

#### 4.1.3 The 'Diagnose-Informatie' window

Both described options will lead to the ZORG-ID Desktop App displaying the 'Diagnose-Informatie' window:

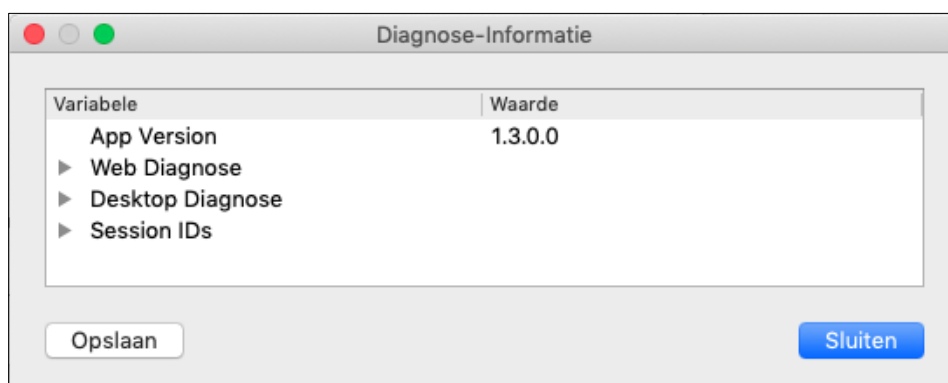


Figure 4-5 ZORG-ID Desktop App: Diagnose information window

## 4.2 Contents of the 'Diagnose-Informatie' window

The 'Diagnose-informatie' displays all information that is available at the moment of requesting the diagnose information. Initially, the 'Diagnose-Informatie' window shows four main items:

- App Version
- Web Diagnose
- Desktop Diagnose
- Session IDs

Figure 4-5 in section 4.1.3 shows this main screen.

Each item has the possibility to drill down and show more details, such as:

- Operating system information
- Server information
- Card reader information
- Session information



*From ZORG-ID Desktop App version 1.6.4.1 onwards, when multiple environments are used, multiple Web Diagnose entries are shown.*

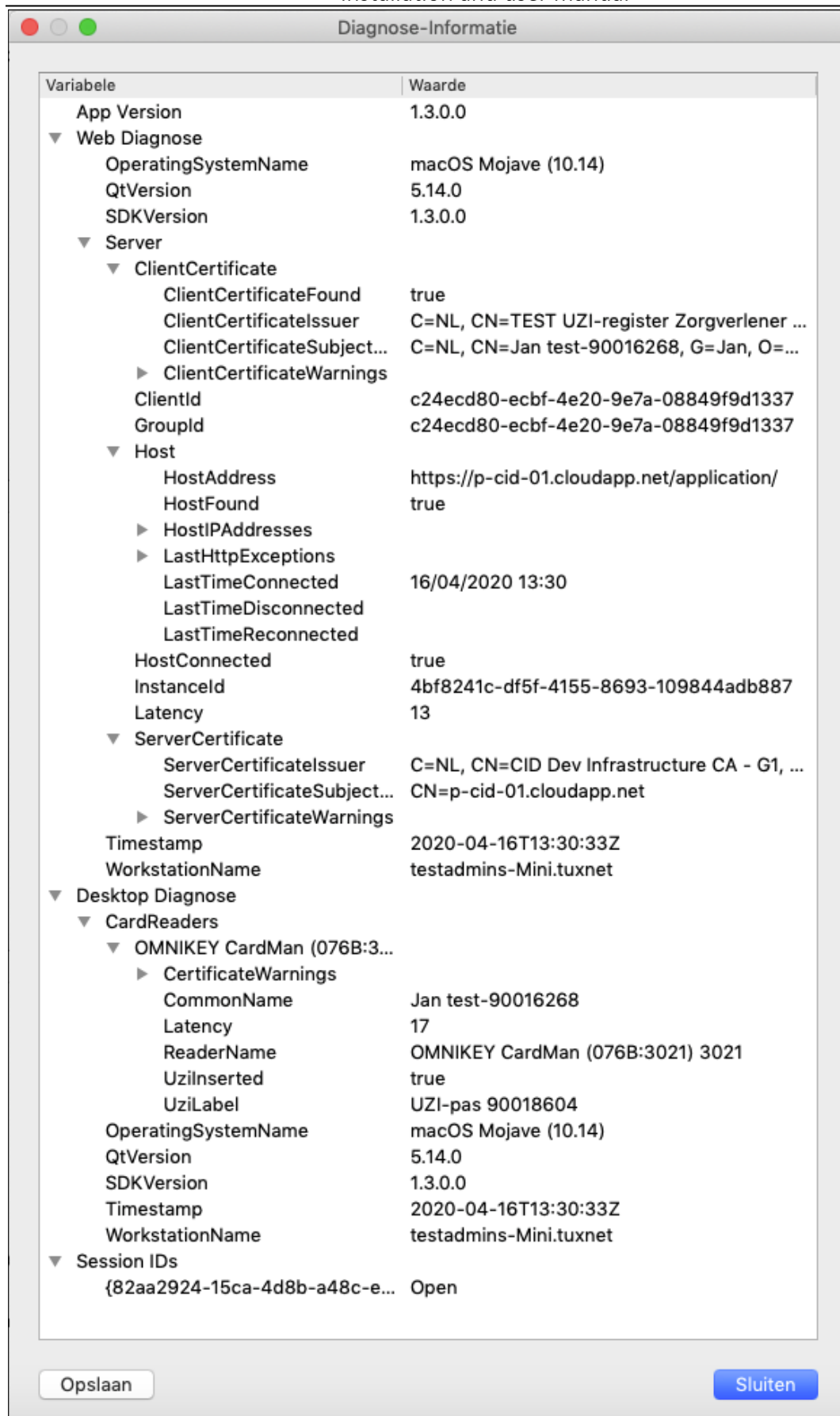


Figure 4-6 ZORG-ID Desktop App: Diagnose information window - extended



The contents of the 'Diagnose-informatie' depend on the situation at the moment of requesting the diagnose information, for example:

- is a card inserted or not
- is the PIN entered correctly or not
- is a session opened and accepted or not

### 4.3 Save diagnose information

The diagnose information is useful when issues occur while using the ZORG-ID Desktop App. It contains information that can help a service or support desk to analyze the issue and provide a solution. To support this use, the option to save the diagnose information is available.

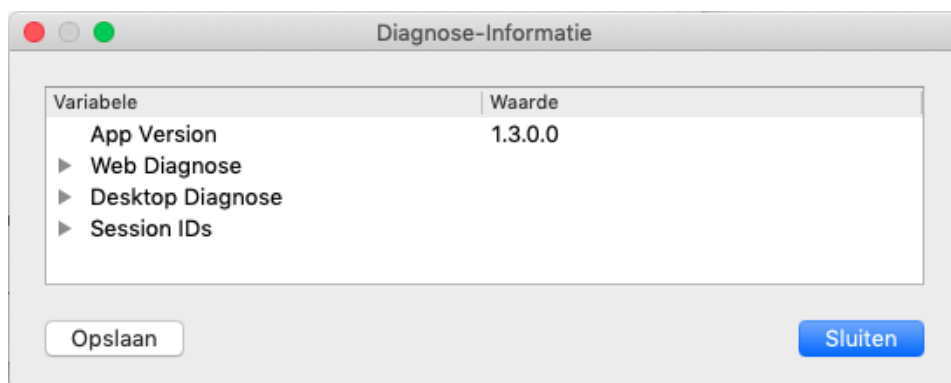


Figure 4-7 ZORG-ID Desktop App: Diagnose information window

➔ Click **Opslaan** to save the diagnose information.

This action will save the diagnose information in a ZIP-file on the computer. This ZIP-file contains the ZORG-ID Desktop App diagnose output and several log files. The ZORG-ID Desktop App will display a pop-up window stating the location of the saved diagnose information file:

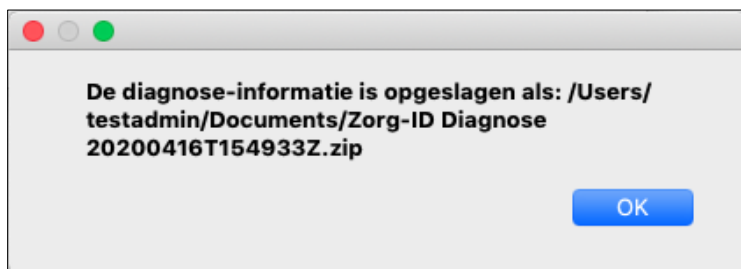


Figure 4-8 ZORG-ID Desktop App: Location of saved diagnose information file

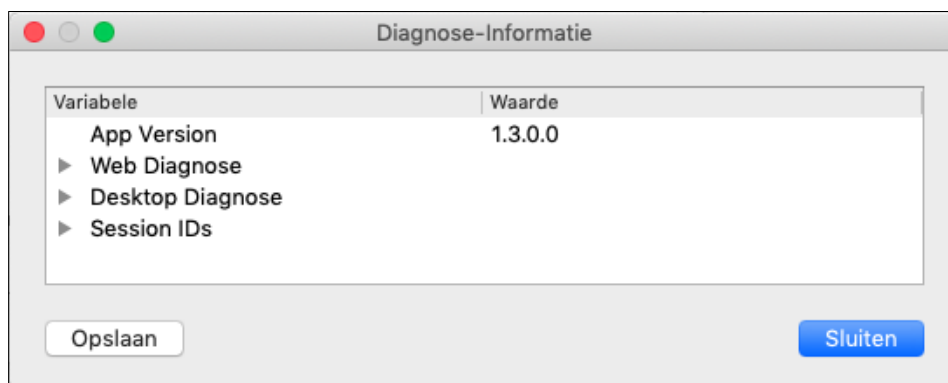


➔ Click **OK** to close the pop-up window.



*Each time that the diagnose information is used, a file will be saved containing the date and time in the file name. Files will thus not be overwritten*

#### 4.4 Close diagnose information



*Figure 4-9 ZORG-ID Desktop App: Close diagnose information window*

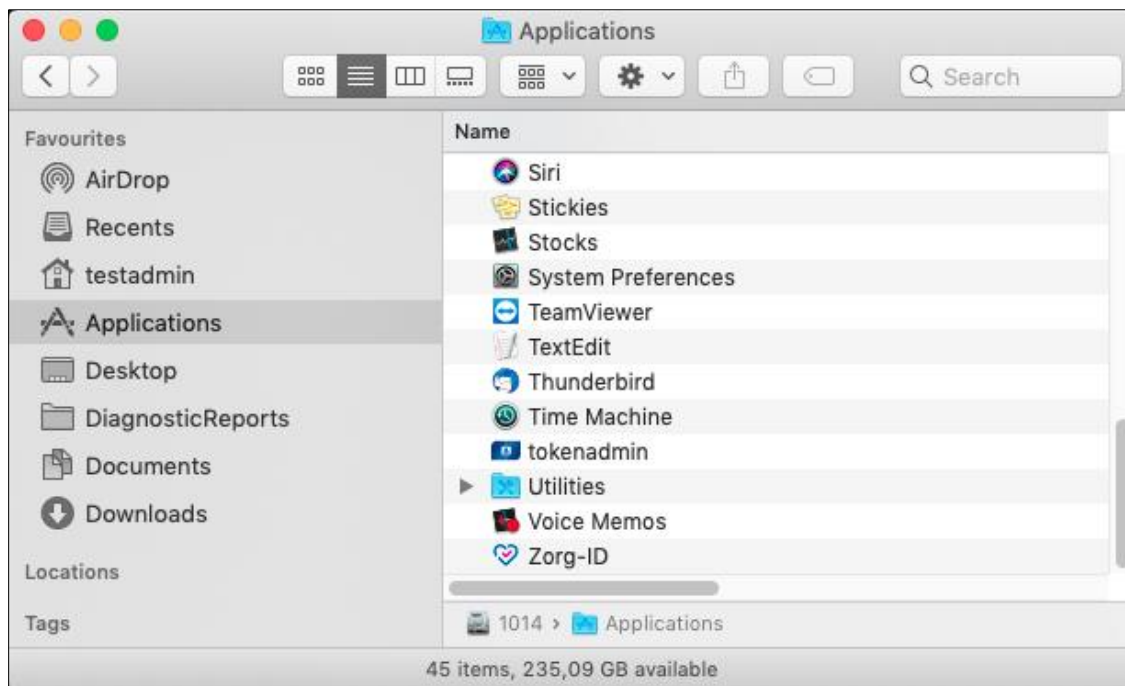
➔ Click **Sluiten** to close the 'Diagnose-Informatie' window.



## 5 Removing the ZORG-ID Desktop App

If required, the ZORG-ID Desktop App can be removed from the computer. Since it is saved in the Applications folder, it also has to be removed from that folder.

➔ Navigate to the 'Applications' folder.



*Figure 5-1 ZORG-ID Desktop App: Applications folder with the ZORG-ID Desktop App*

➔ Drag the ZORG-ID icon to the Trash to remove ZORG-ID Desktop App from the system.

The ZORG-ID Desktop App is now removed.





## 6 Troubleshooting

### 6.1 Trust chain

To ensure a proper working of the ZORG-ID Desktop App the trust chain of the UZI-pas must be properly configured in the KeyChainAccess. This is necessary for successful communication with the server.

### 6.2 Test ZORG-ID Desktop App configuration

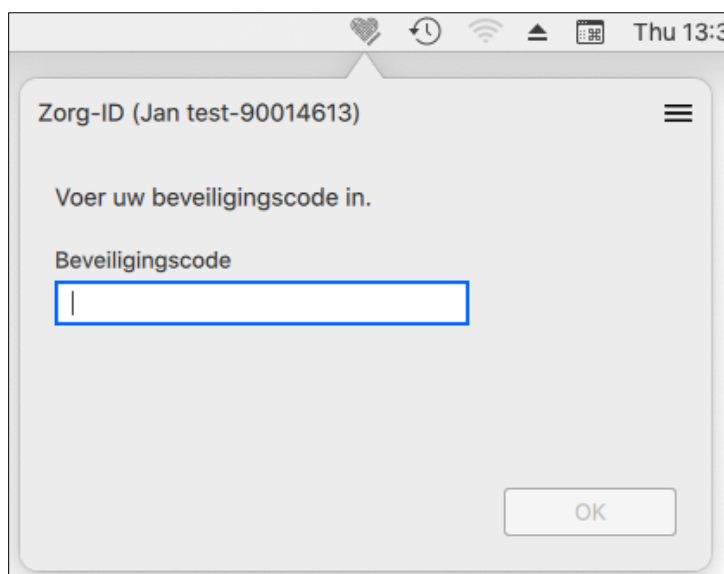
The configuration of the ZORG-ID Desktop App can be tested with the following steps:

- ➔ Restart the computer.
- ➔ Insert a valid UZI-pas smart card in the smart card reader.
- ➔ Enter the following url: zorgid://12345678
- ➔ Press Enter.



*Consent might be requested after pressing Enter, depending on the system settings.*

After these steps the PIN code request dialog must be shown.



*Figure 6-1 ZORG-ID Desktop App: PIN Request*