



## ZORG-ID Desktop App for Windows

Installation and user manual



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1.1	20 April 2017	Frank Hegge	Added section 3.6 and adjusted Zorg-ID links
1.2	17 May 2017	Frank Hegge	Adjusted test URL in section 5
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2.0	6 August 2020	Klaartje Huijben	Revised edition (including addition of 2020 UZI-pas <sup>1</sup> )
2.1	9 September 2022	Frank Hegge	Added Section 3.7 and altered section 3.2.1
2.2	5 May 2023	Frank Hegge	Altered section 1.1, 2, 3.7 and ZORG-ID name
2.3	14 July 2023	Frank Hegge	<p>Altered section 1.1 and 3.7</p> <p>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.</p> <p>This is a bug in Desktop App Windows 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 Desktop App Windows 1.6.3.</p> <p>Alternatively, the problem can also be solved by installing Desktop App Windows 1.6.4</p>
2.4	25 July 2023	Frank Hegge	<p>Altered section 1.1, 1.2, 2, 3.6, 3.7 and 4.1</p> <p>This version introduces a digitally signed version of the ZORG-ID Desktop App for Windows version 1.6.5 Installer Package for enhanced security and reliability. This is needed because some end users are being presented with a windows message when installing ZORG-ID Desktop App for Windows version 1.6.4: "Microsoft defender smart screen prevented an unknown app from starting. Running this app can put your PC at risk."</p>

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<sup>1</sup> 2020 UZI-pas refers to the new UZI-pas smart cards that are delivered starting second half of 2020.



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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 Windows 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, 1.5.2 and 1.5.3 is supported on Windows 8 and Windows 10.

The ZORG-ID Desktop App 1.6.3 is supported on Windows 10 and Windows 11.

The ZORG-ID Desktop App 1.6.4 is supported on Windows 10 and Windows 11.

The ZORG-ID Desktop App 1.6.5 is supported on Windows 10 and Windows 11.

The installer has a prerequisite to Microsoft .NET Framework 4.5.2.

It will detect when this is missing and subsequently return a message.

In general the ZORG-ID Desktop App is supported on the two most recent build versions of Windows (Intel® architecture) upon release of the ZORG-ID Desktop App.

### 1.2 Language support

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



The ZORG-ID Desktop App msi installer is only available in the English language.



## 2 Installation process ZORG-ID Desktop App

- Navigate to the folder that contains the ZORG-ID.msi setup executable
- Double-click the ZORG-ID.msi executable to start the installer



Administrator rights are required to install the ZORG-ID Desktop App msi installer. A version number can be present in the ZORG-ID.msi name.

The following installation window will be shown:



*Figure 2-1 ZORG-ID Desktop App setup: Welcome to the ZORG-ID Desktop App Setup Wizard*

- Click on the **Next** button

The *Destination folder* window will be shown:



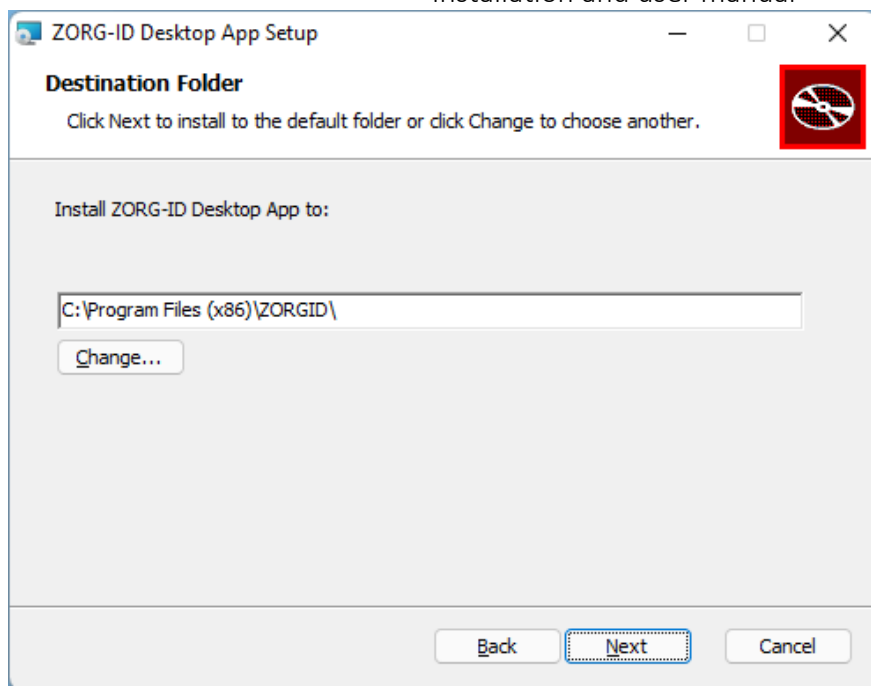


Figure 2-2 ZORG-ID Desktop App setup: Destination folder

- Optional: click **Change** to change the destination folder



On 64 bit machines the C:\Program Files (x86) folder will be used

The *Change destination folder* window will be shown:

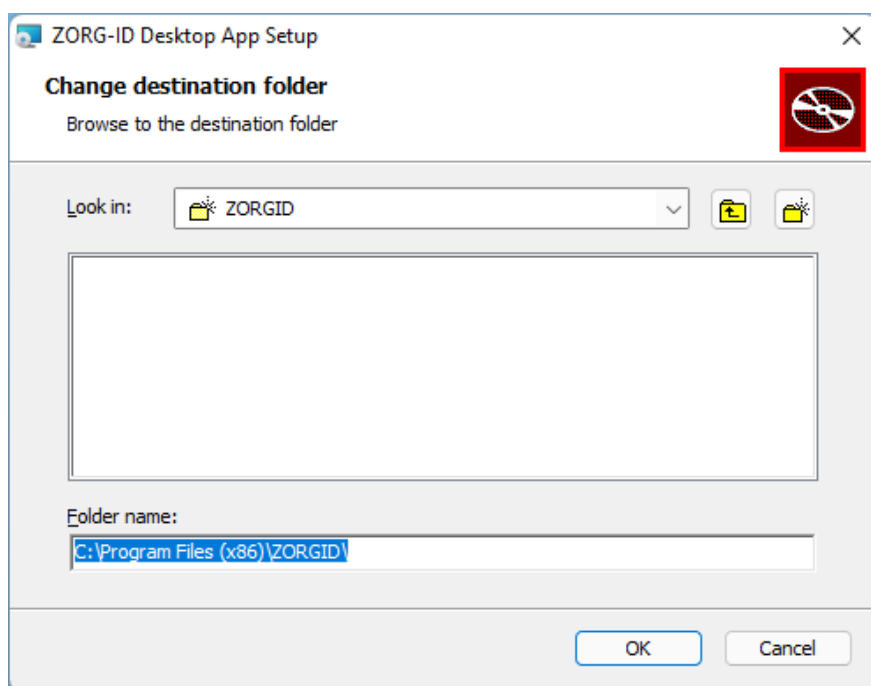
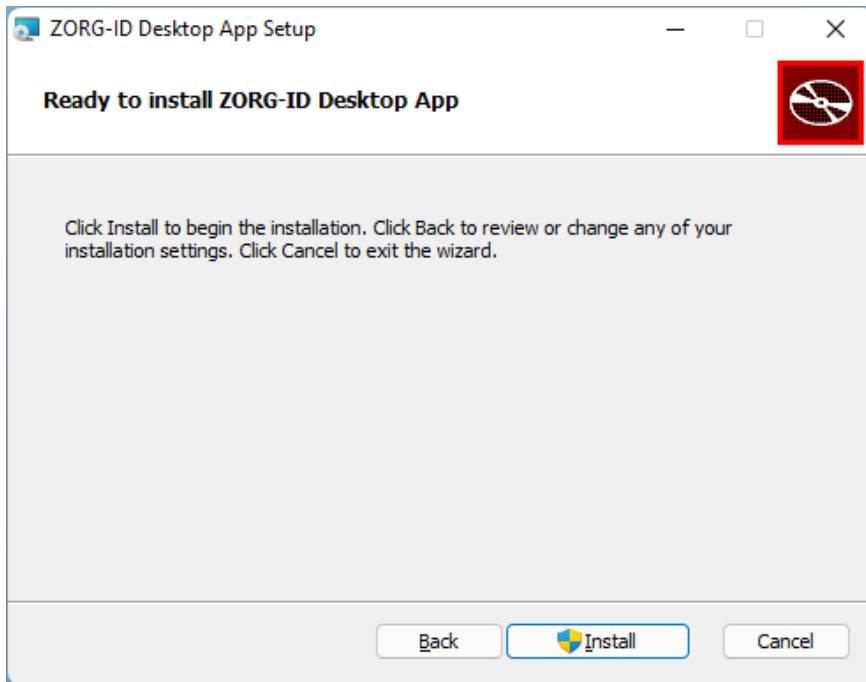


Figure 2-3 ZORG-ID Desktop App setup: Change destination folder



- Optional: Alter the destination folder using standard Microsoft Windows functionality
- Optional: Click **OK** to return to the *Destination folder* window (figure 2-2)
- Click **Next** (as in figure 2-2)

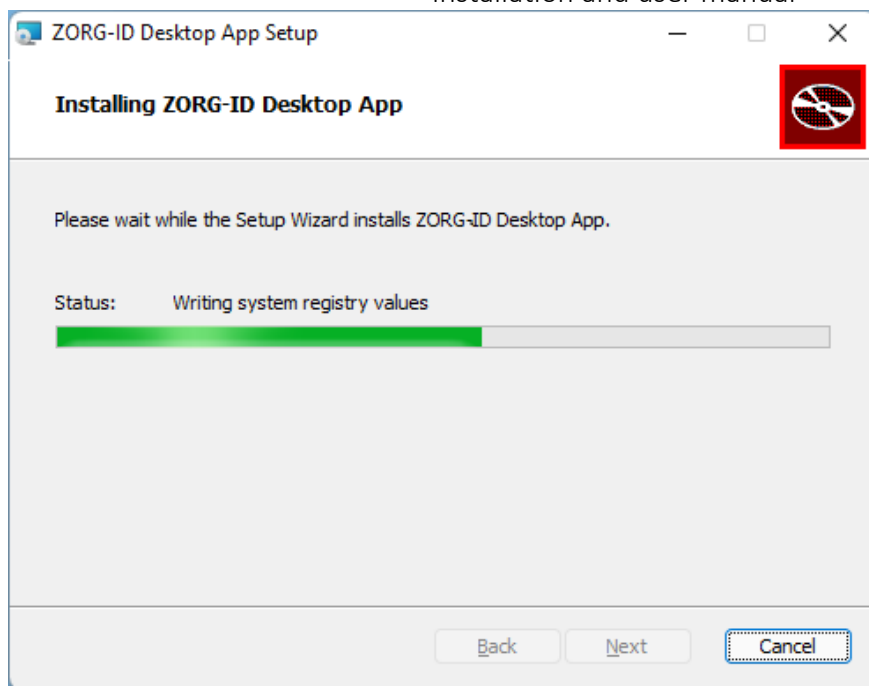
The *Ready to install ZORG-ID Desktop App* window will be shown:



*Figure 2-4 ZORG-ID Desktop App setup: Ready to install ZORG-ID Desktop App*

- Click **Install**

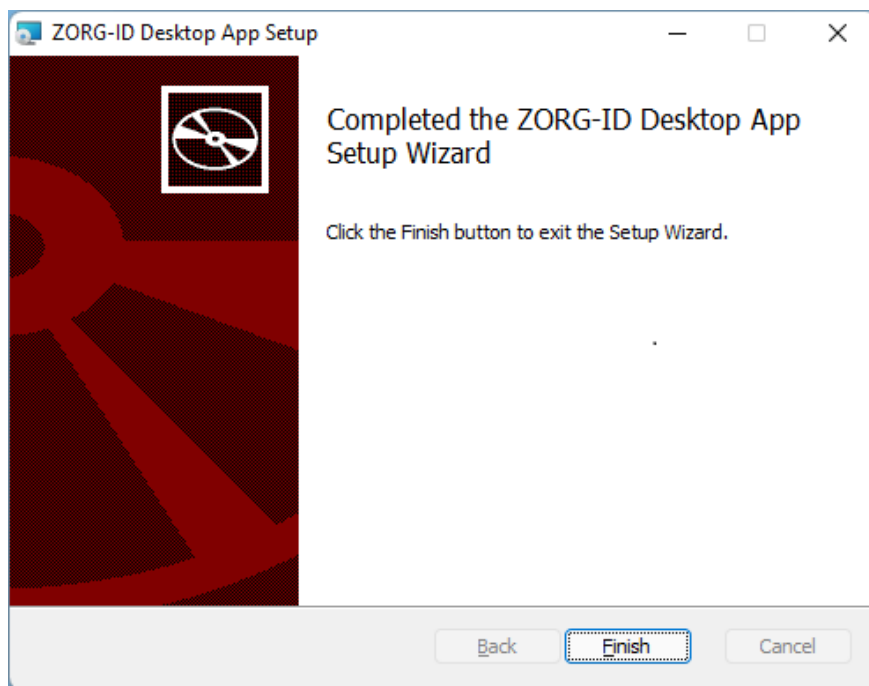
The installation process is started. Progression is shown in the *Installing ZORG-ID Desktop App* window:



*Figure 2-5 ZORG-ID Desktop App setup: Installing ZORG-ID Desktop App*

- Optional: click **Cancel** to cancel the installation

Once the process is completed, the following window will be shown:



*Figure 2-6 ZORG-ID Desktop App setup: Completed the ZORG-ID Desktop App Setup Wizard*

- Click **Finish** to complete the installation of the ZORG-ID Desktop App



## 3 Using the ZORG-ID Desktop App

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

### 3.1 Starting of 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. It will then automatically get focus again.

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

Depending on the settings, the system could request permission to open the ZORG-ID Desktop App. Examples of this are provided in the upcoming sub-sections.

#### 3.1.1 Example Custom URL Edge

---

**Deze site probeert ZORG-ID te openen.**

Een website wil dit programma openen.



Figure 3-1 [ZORG-ID Desktop App](#): ZORG-ID Desktop App Edge Custom URL

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



### 3.1.2 Example Custom URL Firefox

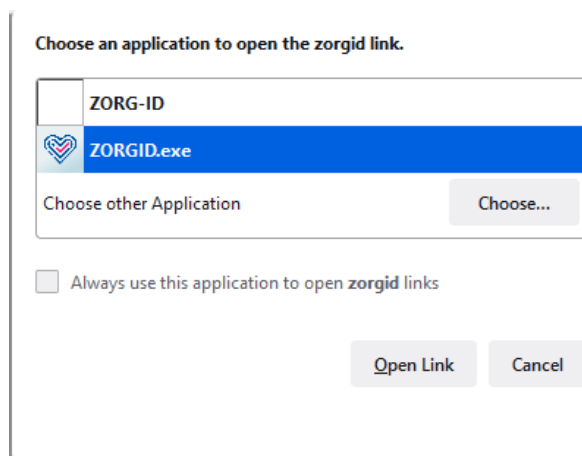


Figure 3-2 ZORG-ID Desktop App: ZORG-ID Desktop App Firefox Custom URL

- Optional: Check the checkbox **Always use this application to open ZORG-ID links** to remove the warning for future requests
- Click **Open link** to open the ZORG-ID Desktop App



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

### 3.1.3 Example Custom URL Chrome

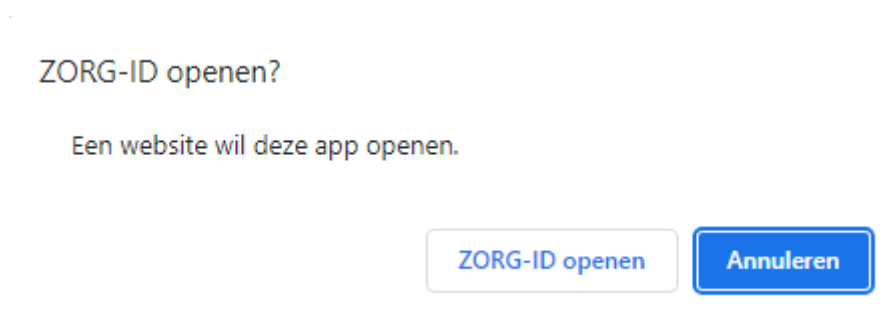


Figure 3-3 ZORG-ID Desktop App: ZORG-ID Desktop App Chrome Custom URL

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

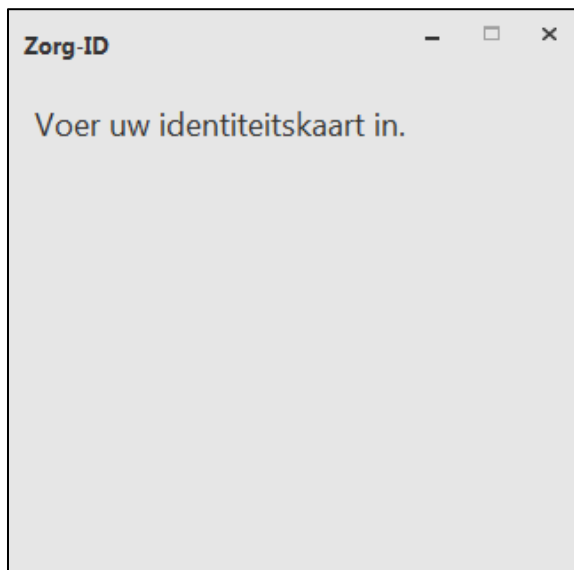


*Be aware that the dialog windows of the different browsers may differ in practice but will provide the same functionality.*



## 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 3-4 ZORG-ID Desktop App: Request to 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 3-5 ZORG-ID Desktop App: Valid UZI-pas inserted*



*The ZORG-ID Desktop App only supports UZI-pas smart cards. Other cards are not recognized. See section 3.7 for more detail.*





### 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 3-6 ZORG-ID Desktop App: Expired UZI-pas inserted



The **OK** button is disabled which prevents a 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 3-7 ZORG-ID Desktop App: Revoked UZI-pas inserted



The **OK** button is disabled which prevents the PIN to be 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 request), a dialog window requesting the PIN code will be displayed:



Figure 3-8 ZORG-ID Desktop App: Request for entering the PIN code

- Enter the PIN code in the field **Beveiligingscode**



Figure 3-9 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 3-10 ZORG-ID Desktop App: First time incorrect PIN entered

- 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 3-11 ZORG-ID Desktop App: Second time incorrect PIN entered



- 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:

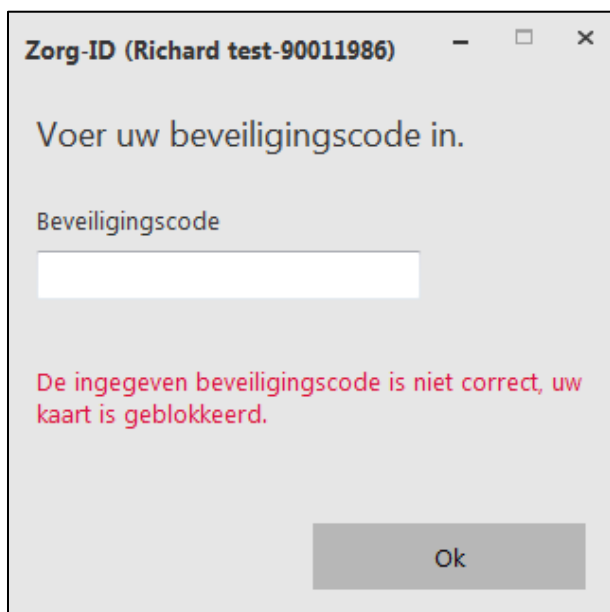


Figure 3-12 ZORG-ID Desktop App: PIN blocked message

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

- Click **Close** (X) in the top right corner



*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 3-13 ZORG-ID Desktop App: Accepting 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 3-14 ZORG-ID Desktop App: Declining 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. The ZORG-ID Desktop App menu can be found in the task bar behind the ZORG-ID icon.



- Right-Click on the **ZORG-ID icon** in the task bar

This opens the following menu:

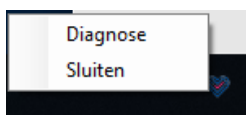


Figure 3-15 ZORG-ID Desktop App: Close App

- Click the **Sluiten** menu option



When a diagnose window is open, this needs to be closed before the ZORG-ID Desktop App can be closed.

### 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
1.5.3	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	UZI-pas 2 (and 2020 model) , UZI-pas 3, UZI-pas 4
1.6.5	UZI-pas 2 (and 2020 model) , UZI-pas 3, UZI-pas 4





## 4 ZORG-ID Diagnose

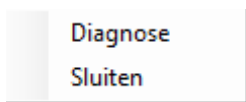
### 4.1 Open the diagnose information window

When the ZORG-ID Desktop App is running, diagnose information can be requested at any time from the ZORG-ID Desktop App menu. The ZORG-ID Desktop App menu can be found in the task bar behind the ZORG-ID icon.



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

This opens the following menu:



*Figure 4-1 ZORG-ID Desktop App: App menu with diagnose option*

- Click the **Diagnose** menu option to open the 'Diagnose-Informatie' 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 has four main items:

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

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

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



See figure 4-2 below for an example:

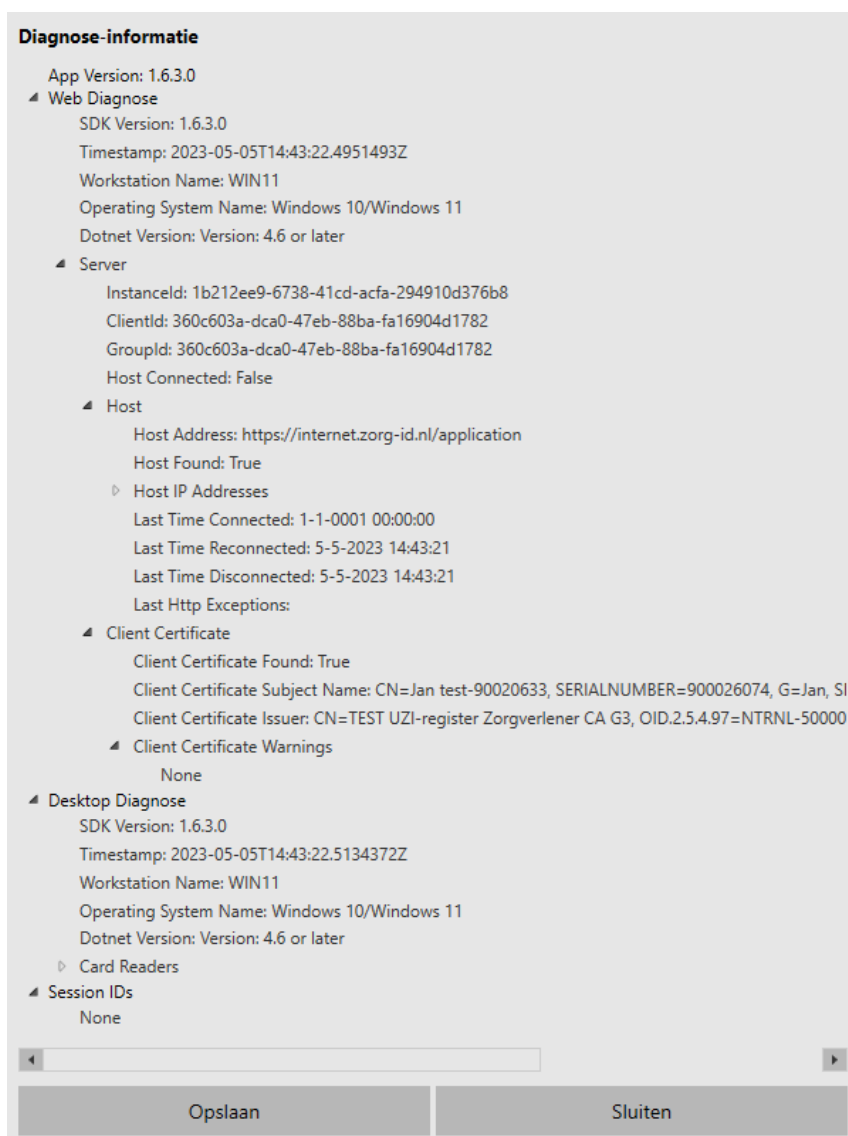


Figure 4-2 ZORG-ID Desktop App: Diagnose-informatie after accepting a request



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.

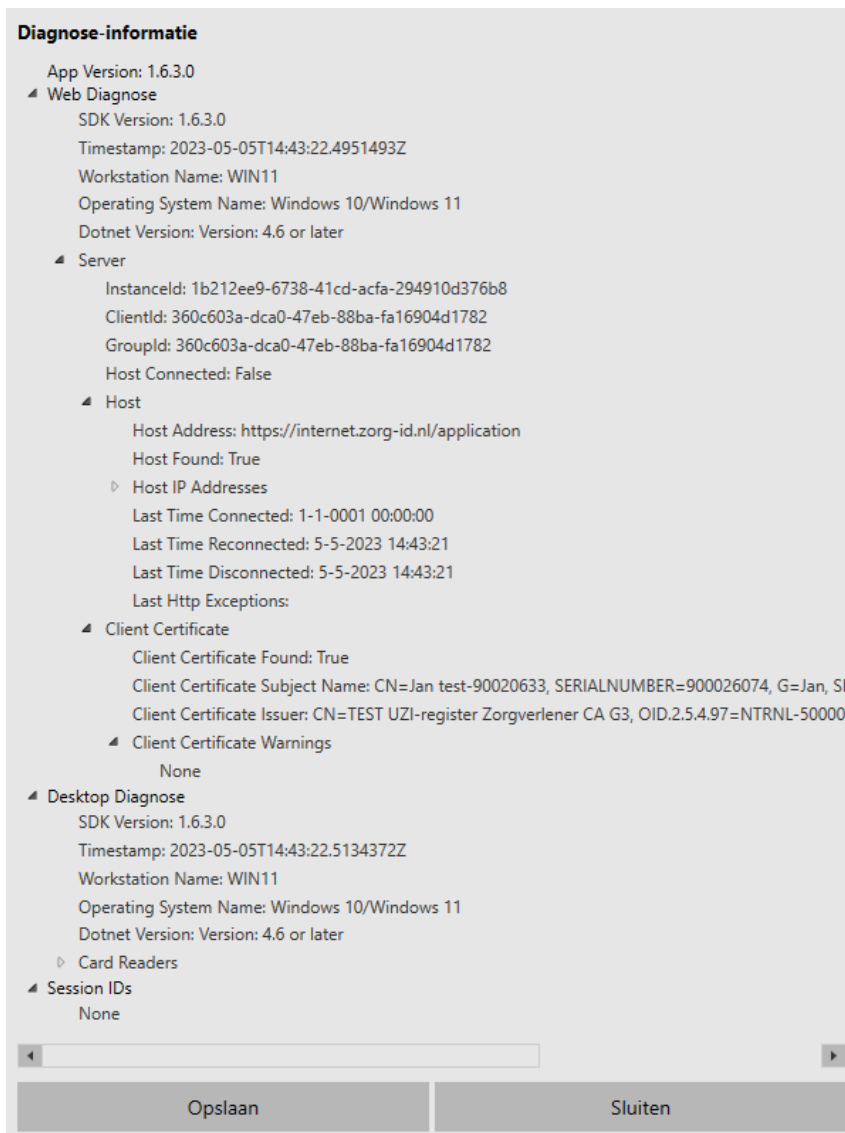
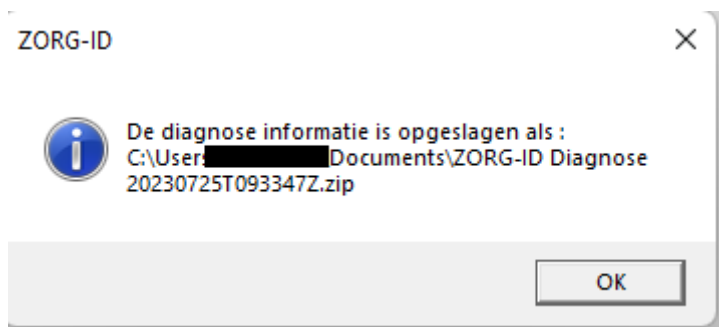


Figure 4-3 ZORG-ID Desktop App: Diagnose information window

- Click **Opslaan** to save the diagnose information



This action will save the diagnose information in a ZIP-file on the system. 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 4-4 ZORG-ID Desktop App: Location of saved diagnose information file*

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



*Each time that the diagnose information Opslaan function 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

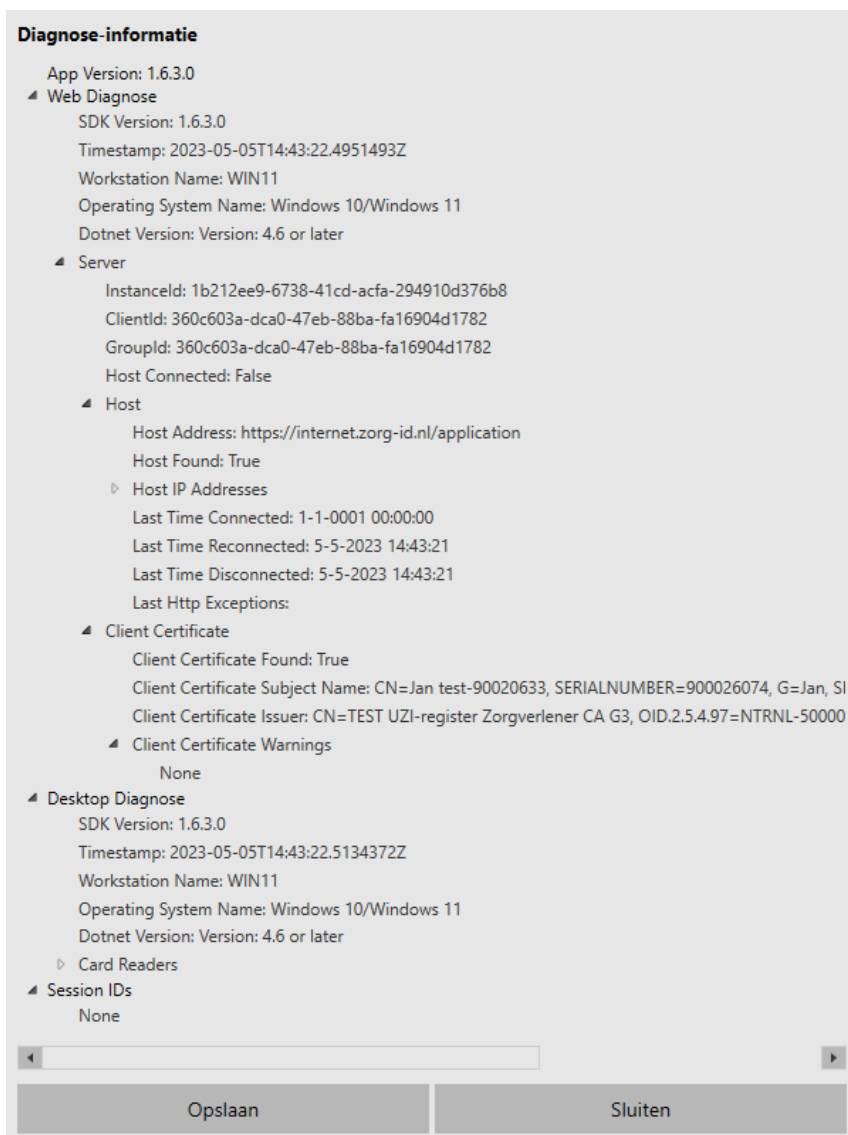


Figure 4-5 ZORG-ID Desktop App: Close diagnose information window

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



Please note that when the diagnose information is open, all other ZORG-ID Desktop App functionality is disabled



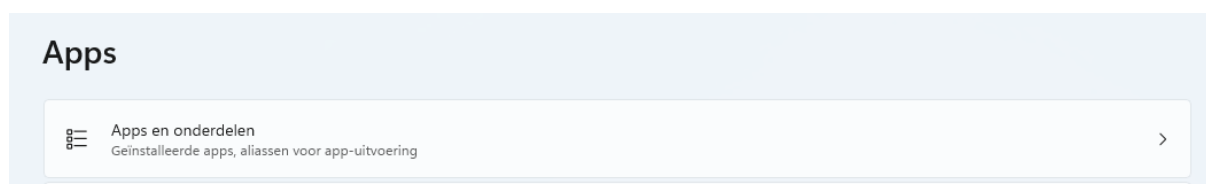
## 5 Removing the ZORG-ID Desktop App

If required, the ZORG-ID Desktop App can be removed from the computer.



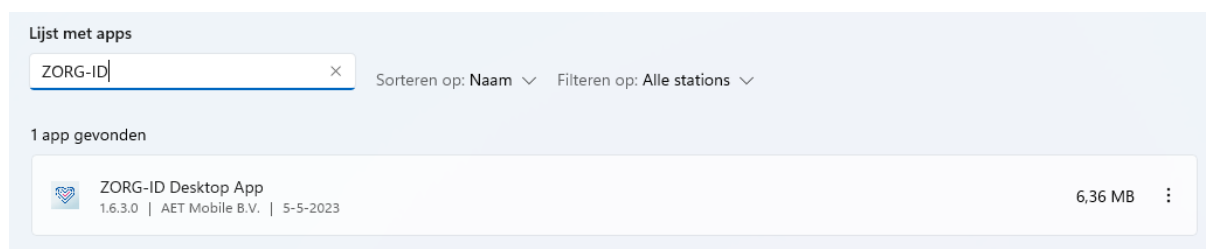
*Be aware that, depending on the settings, below screens might differ in practice. Please contact your service desk for support if necessary.*

- Open the Windows **Apps** in your Windows Settings (WIN key + X, Select Apps)



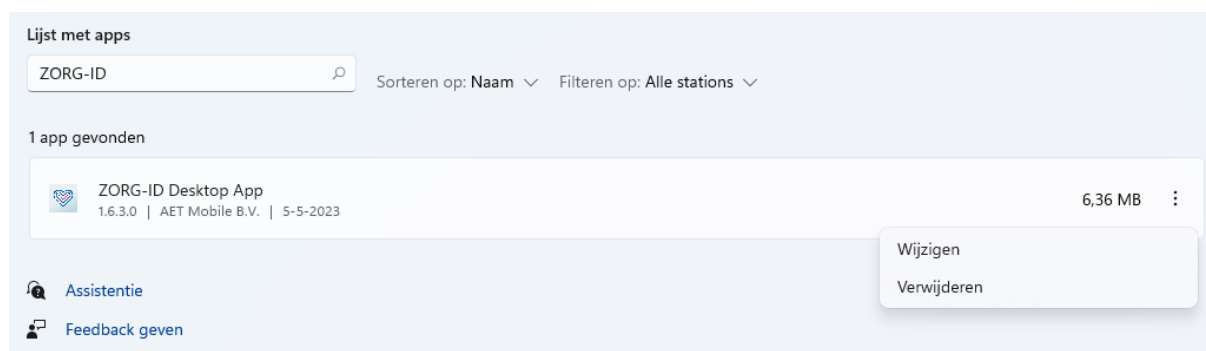
*Figure 5-1 ZORG-ID Desktop App: Apps*

- Search for “ZORG-ID” in the list of Apps

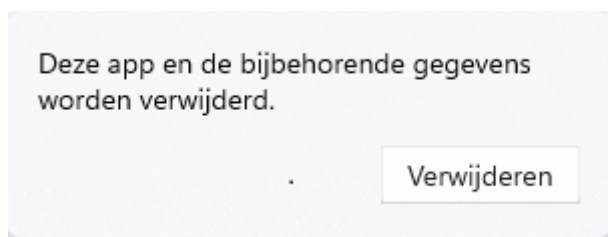


*Figure 5-2 ZORG-ID Desktop App: Uninstall a program*

- Click the 3 dots at the right side of the **ZORG-ID Desktop App** item and select **Remove**



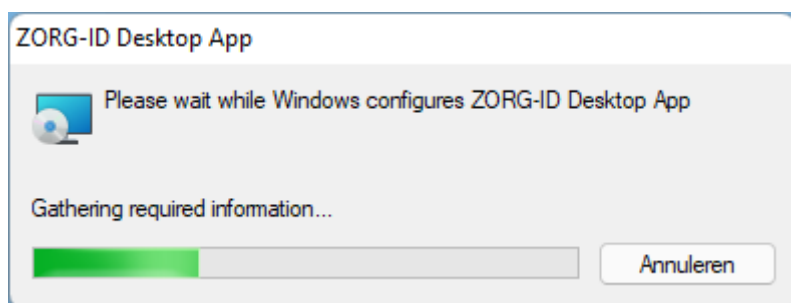




*Figure 5-3 ZORG-ID Desktop App: Confirm Uninstall ZORG-ID Desktop App*

- Click **Remove** to confirm ZORG-ID Desktop App Uninstall

The ZORG-ID Desktop App will be removed.



*Figure 5-4 ZORG-ID Desktop App: Uninstalling ZORG-ID Desktop App*



*Depending on the settings, the system could request additional permission after the last step to uninstall the ZORG-ID Desktop App. If so, click **Yes** to allow.*



---

## 6 Troubleshooting

### 6.1 Windows settings

To ensure a proper working of the ZORG-ID, proper configurations have to be set in the Microsoft Management Console (MMC).

#### 6.1.1 SmartCard service

In Services, the SmartCard service must be enabled.

Depending on the settings and platform, this will usually be triggered when a smart card reader is attached to the system.

#### 6.1.2 Trust chain

In Certificates, the trust chain of the UZI-pas smart card must be properly configured. 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*