NemID is being replaced by

Mit **ID**

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Over the course of 2021 and 2022, MitID will replace NemID.

This is because we need a digital ID that can live up to the security demands of the future. NemID is a good and secure solution today, but MitID offers an even more secure solution for the future.

The introduction of MitID comes with security improvements that make it harder to misuse other people's digital identities. For example, you will receive a notification via the MitID app, text message or e-mail if the app is activated on a new device. You can also choose to be notified any time your personal MitID credentials are used.

You can use MitID for all the things you have been using NemID for, such as logging in to your online banking service or borger.dk.

Getting and using MitID is free of charge.

You will be notified when it is your turn to get MitID

When the time comes for you to get MitID, you will be notified directly.

- If you have a Danish or Greenlandic bank account, you will get MitID via your online banking service or mobile banking app. You will automatically receive a notification when it is your turn. You will receive the notification at some point upon logging in to your online banking service or mobile banking app.

- If you do not have a Danish or Greenlandic bank account, you will receive a letter from Digital Post, after which you can get MitID via MitID.dk.

Keep NemID for now

Even though you are getting MitID, you need to keep NemID for now. This is because there will be a transitional period where certain platforms will still require you to use NemID until it has been completely phased out. You will be notified when you no longer need NemID, either by your bank or via Digital Post.
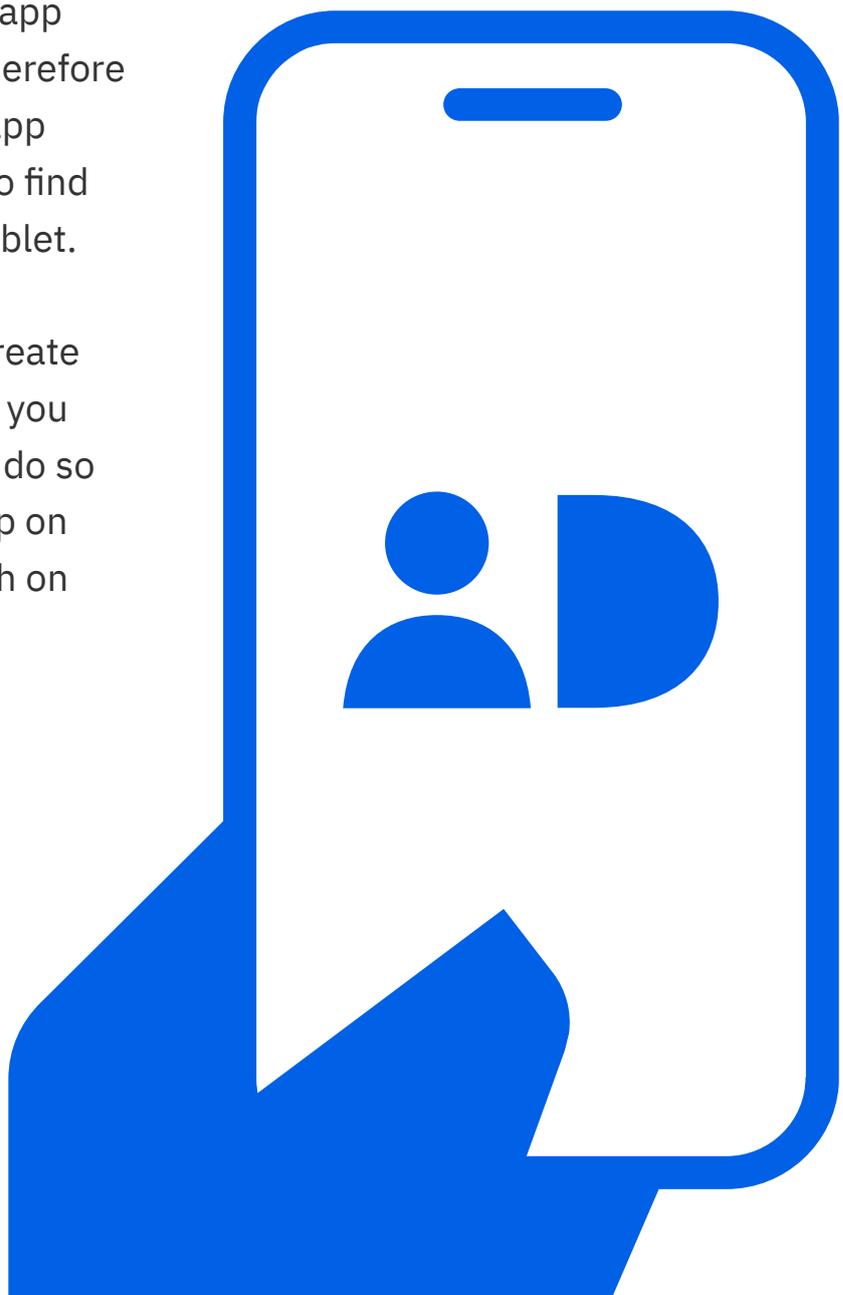
How to use MitID

MitID app

MitID is first and foremost an app for smartphones and tablets.

You can use the MitID app in the same way you use the NemID code app today. With a swipe of your finger, you can approve actions with MitID on your smartphone or tablet.

Unlike the NemID code app, however, you will need to manually open the MitID app to approve actions. We therefore recommend placing the app somewhere that is easy to find on your smartphone or tablet.

It is also a good idea to create a backup of MitID in case you lose your phone. You can do so by installing the MitID app on multiple devices, e.g. both on your phone and tablet.

Other ways to use MitID

If you are unable to use the MitID app, there are two other alternatives:

MitID code display

The MitID code display is a small electronic device that generates a one-time code that you need to enter when using MitID. The MitID code display is so small that you can keep it on your keychain or in your pocket.

MitID audio code reader

The MitID audio code reader has a large screen that displays a one-time code that you need to enter when using MitID. The MitID audio code reader is intended for people with impaired vision and can also read the one-time code out loud.

Where to get help

If you need help with MitID, your bank will always be ready to assist you.

Alternatively, visit MitID.dk or contact MitID Support by phone (33 98 00 10) or e-mail (support@MitID.dk).

You can also ask someone you trust for help, such as a family member or close friend.

Just remember not to share any of the following:
- your codes
- your MitID app, code display or audio code reader
- user ID – except with MitID support if you contact them personally

How to get MitID

In order to get MitID, you will need the following:
- a computer, tablet or smartphone
- your NemID – code card or code app
- a phone number to recieve text messages or an e-mail address to receive e-mails

When it is your turn to set up your MitID, there are several steps you will need to go through. You should therefore set aside ample time to setting up MitID.

Step 1: Get MitID via your online banking service

You will automatically receive a notification when it is your turn to get MitID. You will receive the notification at some point upon logging in to your online banking service or mobile banking app. Make sure to set aside ample time for the setup process, but remember to complete the process within 30 days of receiving the notification.

Step 2: Accept the terms and conditions

You will have to read through and accept the terms and conditions for using MitID.

Step 3: Choose the MitID app option or one of the alternatives

You now have to choose how you wish to use MitID. In the vast majority of cases, the MitID app is the best and simplest option. For those who are unable to use the app, the MitID code display will be a good alternative, while the MitID audio code reader is intended for people with impaired vision.

Step 4: Enter your contact information

Enter your contact information (e-mail address or phone number) so that you can receive notifications related to MitID.

Step 5: Choose your user ID

You now have to think of a user ID that you will have to enter every time you use MitID. Keep in mind that you cannot use your civil registration number as your user ID. Think of a combination of digits, letters and special characters that would be difficult for anyone else to guess while being easy for you to remember. You can always change your user ID on MitID.dk.

J()nas Jen5en ✓

211783-0967

Your NemID user ID is already reserved for you in MitID, unless it is your civil registration number.

Step 6: Download or order MitID

If you chose to use the MitID app, you should download it now. If you chose the MitID code display or MitID audio code reader, you have to order it by mail or pick it up at your local Citizen Service.

Step 7: Activate MitID

You now have to activate MitID. You activate the MitID app by following the steps in your online banking service or mobile banking app. You activate the MitID code display or MitID audio code reader by following the steps in the accompanying letter.

Keep your MitID credentials safe

1. Never show your codes to anyone else.

2. Never share your MitID app*, code display or audio code reader with anyone else.

3. Never share your user ID with anyone else – except with MitID support if you contact them personally.

4. Never approve anything via MitID based on a phone call, e-mail or visit from someone purporting to be from your bank, MitID support, etc. You will never be contacted in that way.

5. Always read what action you are about to approve with MitID. If the stated action does not correspond to what you want to do, or if you have not initiated the action yourself, do not approve the action.

Approve the following?
Transfer of DKK 2,300 to account number 9978 000123456

you can share the app with others in your household as long as each of you has their own user ID and PIN code.

FINANCE DENMARK

MitID
For today and the future

AGENCY FOR DIGITISATION
MINISTRY OF FINANCE