How to get

FINANCE DENMARK

AGENCY FOR DIGITISATION
MINISTRY OF FINANCE

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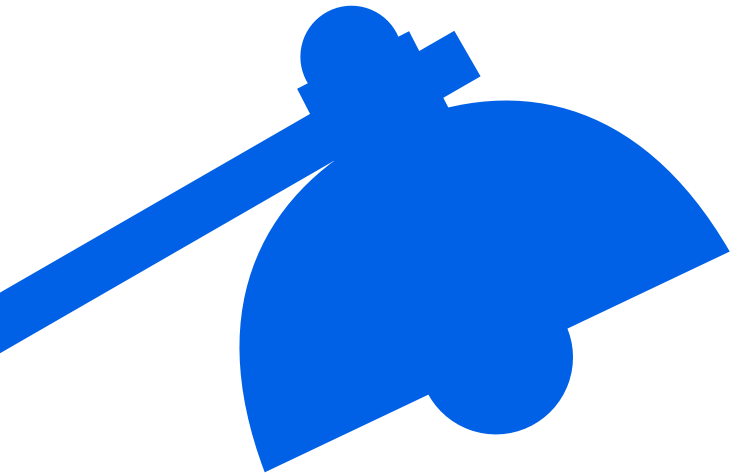
About MitID

MitID is Denmark's new digital ID. With it, you can confirm your identity on the internet – e.g. when you need to transfer money online or when you need to log in to borger.dk.

MitID satisfy the newest requirements for security; e.g. you will always receive a notification via the MitID app, a text message, or an e-mail, if the MitID app is activated on a new device. You can also choose to be notified everytime your personal MitID is in use.

Getting and using MitID is free of charge.



How to get MitID

There are three different ways of getting MitID. For each of them, you must confirm your identity – so no one can pretend to be you.

1. Get MitID with NemID

Getting MitID with NemID is a digital solution option. An option you can use if you have:

- NemID – which you need in order to confirm your identity.
- access to text message or e-mail – which you need to receive the information required for getting MitID.

Read more on page 6.

2. Get MitID in a Citizen Service Centre

You can get MitID in a Citizen Service Centre if you for instance:

- do not have a computer or mobile phone/tablet
- need some extra help

Read more on page 8.

3. Get MitID with Passport and the MitID app

You can use this option as an alternative to a visit in a Citizen Service Centre, and if you:

- have a valid passport (Danish, Greenlandic, Faroese)
- have a phone that can scan your passport (minimum an iPhone 7 or a newer Android phone)

Read more on page 9.

Keep NemID for now

Even though you are getting MitID, you need to keep NemID until it has been completely phased out. You will be notified when you no longer need NemID.

Get MitID with NemID

In order to get MitID, you will need the following:

- a computer, tablet, or smartphone
- your NemID – code card or code app
- access to text messages or e-mail

You can get MitID with NemID by logging in to your online banking service, your mobile banking app, or MitID.dk.

Step 1: Log in with NemID

You need to log in to your online banking service or mobile banking app with NemID to get MitID. You can also get MitID by visiting MitID.dk under the menu title 'Get MitID'. With both options, you are required to accept the Terms and Conditions and you are also able to read the privacy notice.

Step 2: Choose the MitID app option or one of the alternatives

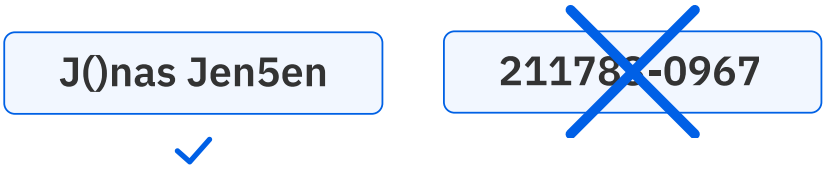
You now have to choose whether you want to use the MitID app or one of the alternatives: the MitID code display or the MitID audio code reader.

Step 3: Enter your contact information

You now have to enter your contact information (e-mail address or phone number), so that you can receive important security messages regarding MitID.

Step 4: Choose your user ID

Now you need 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.



Step 5: Download or order MitID

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

Step 6: Activate MitID

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

Get MitID in a Citizen Service Centre

To get help from your Citizen Service Centre, you must:

- bring valid documentation; e.g., your passport or driving license
- answer a number of questions about yourself (harvested from the CPR-register) – or bring a witness who can confirm your identity.

You can prepare yourself by coming up with a user ID and by deciding whether you wish to use the MitID app, the MitID code display, or the MitID audio code reader. Read more here: MitID.dk/legitimation

In most Citizen Service Centres, you will need to book an appointment prior to your visit.

Requirements for MitID

There are a number of requirements when it comes to using your MitID. It is important that you are able to meet these requirements. When you approve something with MitID, it corresponds to a physical signature. The two most essential requirements are:

- You are not allowed to share your MitID with others.
- Your identity has to be confirmed before you can use MitID.

This means that you should be able to use your MitID on your own. You are not allowed to share your MitID user ID or your MitID codes with others. Read more here: MitID.dk/help-others

Get MitID with passport and the MitID app

You will need:

- a valid passport (Danish, Greenlandic or Faroese)
- a phone to scan the passport (at least an iPhone 7 or a newer Android-phone)

This is an alternative for anyone who wants to save a trip to the Citizen Service Centre.

1. Download the MitID app in App Store or on Google Play.
2. Access the app's menu and click on 'create MitID' in the top left corner.
3. Accept the Terms and Conditions and consider reading the privacy notice.
4. Confirm your identity by following the instructions:
   1) scan the code in your passport, 2) read the invisible chip in your passport, and 3) scan your face for a comparison with the passport photo.
5. Create a user ID and activate MitID app – now you are ready to use MitID.

Help someone else to get MitID

If you know someone who hasn't got MitID yet, e.g. a relative, you can now help this person - as an alternative to the Citizen Service Centre. You need your phone to scan the passport - and the person you are helping has to have a valid passport (Danish, Greenlandish or Faroese). Be careful not to see the user ID and codes belonging to the person, you are helping.

Find instructions and videos on how to use a passport and MitID app or get MitID here: MitID.dk/get-MitID-with-passport

How to use MitID

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

With a swipe of your finger, you can approve actions with MitID on your smartphone or tablet – and you can use MitID right away.

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.

You should always remember to check what you are approving with the MitID app before you swipe.

Have a MitID in reserve

It is also a good idea to have a MitID in reserve 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. Follow the link to see how: MitID.dk/new-phone

You can have up to three active MitID apps.

The MitID app works on almost any phone, if it is:

- At least an iPhone 5S with an updated system – at least iOS 12
- Android: with an updated system – at least system 7.

You can see which system your phone operates on in the phone settings.

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.

The guide on how to use MitID code display and MitID audio code reader is available at: MitID.dk/guides

Where to get help

Are you getting the MitID with your online banking service/mobile banking? Find the phone number at MitID.dk/bank

Are you getting MitID with NemID on MitID.dk?
Contact MitID support on MitID.dk/support

Are you getting MitID with your passport and the MitID app?
Contact MitID support on MitID.dk/support

Find additional help here: MitID.dk/help

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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 with MitID based on a phone call, e-mail or a visit from anyone 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 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