

MitID

– A quick guide



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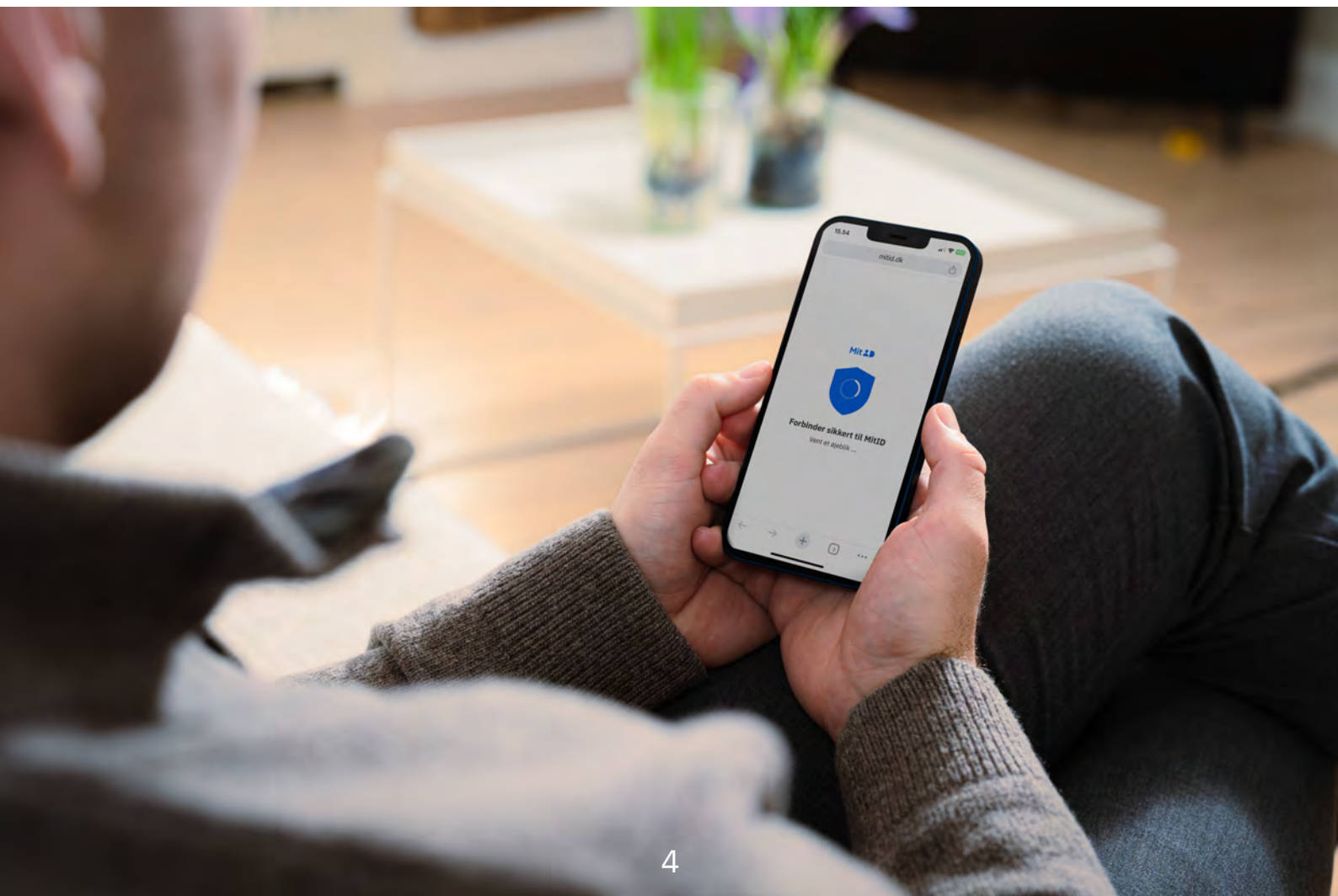
About MitID

MitID is your digital ID, and it helps you to use the internet securely.

You use MitID to prove who you are, for example when you have to transfer money using online banking, or read your digital post or use various self-service solutions.

MitID meets the very latest international security requirements and it can be developed so that it always meets requirements and needs.

MitID is available as an app, a code display, an audio code reader, or a chip.



Conditions for getting a MitID

You have to meet a number of conditions to get MitID. You prove who you are when you log on or approve something with MitID, or when you use MitID as a digital signature.

Three of the most important conditions are:

- Before you can get MitID, it must be possible to confirm your identity with certainty.
- You cannot share MitID, your password or your codes with others.
- You must be able to use MitID securely and responsibly.

The age limit for MitID is 13 years. However, the individual providers of a self-service solution or online service may set a higher age limit to use their specific solution or service.

Contact your bank to ask about access to online banking and mobile banking for young people under the age of 13 years.


There are no rules saying that you must have MitID. If you cannot use digital self-service, you will have to contact each organisation or company you want to use to find out how you can access a service or function without MitID.

How to get MitID

There are two ways to get MitID. You can get MitID from home by using your passport and the MitID app. If you need help or if you do not have a passport, go to the citizen service centre (Borgerservice) for help. No matter which you choose, you will have to confirm who you are, so that no one else can pose as you.

Get MitID with a passport and the MitID app

You will need:

- A valid passport (with this symbol on the front )
- A telephone that can scan your passport.

See which telephones can scan a passport here: www.MitID.dk/technical-requirements

What to do:

1. Download the MitID app from Apple App Store or Google Play
2. Open the app and follow the instructions
3. Scan the code on your passport, read the chip and scan your face*
4. Create a password
5. Enter your telephone number so that you can receive security messages about MitID
6. Enter the validation code you will receive as a text message
7. Activate or order MitID. If you activate the app on your mobile phone, you will receive a temporary PIN code as a text message.

**You have to scan your passport and face to make sure that there is a match between the holder of the passport and the person who is trying to get MitID. The information from the passport will not be saved in MitID or the mobile phone you use for scanning.*

Help someone else to get MitID

If you have a mobile phone that can scan a passport, you can help someone else to get MitID. The person you want to help must have a valid passport.

There is more information about getting MitID with a passport and about how you can help someone else at:

www.MitID.dk/get-mitid-with-passport



Get MitID at a Citizen Service Centre (*Borgerservice*)

It is possible to get MitID in person at a Citizen Service Centre. Note that you will have to have an appointment before you show up at most Citizen Service Centres.

You have to

- take valid proof of identity, for example your passport or driver's licence.
- answer questions about yourself (the questions come from the civil registration system (CPR)) or have a witness with you to confirm your identity.

If you have changed your name, remember that your proof of identity will only be valid if your name registered in the civil registration system is the same as on the proof of identity.

Read more about proof of identity and using a witness here:

www.MitID.dk/legitimation-and-documentation

You can prepare by deciding your password in advance and whether you want to use the MitID app, code display or audio code reader.

Find your local Citizen Service Centre and book an appointment on borger.dk:

www.lifeindenmark.dk/select-municipality

How to use MitID

MitID is mainly an app for your smartphone and tablet. With one swipe you can log on and approve a transaction or activity on the internet. It is also possible to get MitID as a code display, as an audio code reader, or as a chip.

Security is top priority for MitID. For example, you will receive a message on the MitID app, or a text message or an email, if your MitID app is activated on a new phone or tablet. You can also choose to receive a message every time your MitID is used. You can adjust the setting on your profile page on MitID.dk.



Have a spare MitID

It may be a good idea to have two MitID apps, or both the MitID app and a code display, so that you can continue to use MitID if you lose your telephone or code display, for example, or if you delete your app.

See how you get a reserve here:

www.MitID.dk/spare

MitID app

You can use the MitID app if you want to access a digital self-service solution/online service from your computer or your mobile phone. How you use the app depends on where you want to use the app from. For example, you may have to scan a QR code. A QR code (Quick Response code) is a sort of barcode that you scan with your mobile phone or tablet when you want to log on or approve a transaction with MitID from your computer. This makes sure that the same person is both initiating and approving an activity or transaction.



Read more about the app: www.MitID.dk/mitid-app

MitID code display, MitID audio code reader and MitID chip

There are two options if you cannot use MitID as an app: MitID code display and MitID audio code reader. The MitID chip is usually used by businesses only.

MitID code display

The MitID code display is a small electronic device which shows a code when you press a button. You have to enter the one-time code and then your password when you log on or approve with MitID, for example when you log on to your bank or borger.dk.



Read more about the code display: www.MitID.dk/code-display

MitID audio code reader

The MitID audio code reader is for people with impaired sight. It displays and reads aloud a one-time code. You have to enter the one-time code and then your password when you log on or approve with MitID, for example when you log on to your bank or borger.dk.



Read more about the code reader: www.MitID.dk/audio-code-reader

MitID chip

The MitID chip is for people who need to log on or approve with MitID many times each day, for example in connection with work.



Read more about the chip: www.MitID.dk/mitid-chip

Accessibility

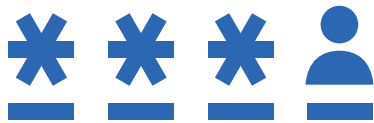
People with physical and cognitive disabilities can also use MitID. The MitID app meets all the accessibility requirements. The MitID audio code reader has been specially developed to help the blind and people with impaired sight.

Read more: www.MitID.dk/special-needs



Look after your MitID

1.



Never show or tell
your codes to others.

2.



Never give your MitID app,
code display or audio code
reader to others.

3.

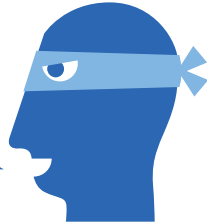
USER ID

signesnye#id

Never share your password with others,
except with the MitID support, provided
you contacted support first.

4.

Blah blah



Never approve something with MitD on the basis of a phone call, email or visit from someone who claims to be from your bank, from the support or anywhere else. The Agency for Digitisation, the police, banks or other authorities will never ask you to disclose personal data by email, telephone or text message.

5.

Log on at MitID.dk

MitID

CONTINUE



Always read what you are about to approve with MitID before you swipe. If the text does not correspond to what you want to do, or if you have not initiated the process or transaction, do not approve it.

There is help here

You can find the answers to most of your questions about MitID (for example how you activate the MitID app) in the help function at www.MitID.dk/help

If you need more help for MitID, you can contact MitID support. See the contact information and opening hours: www.MitID.dk/support

Some people like to have a little extra help from someone they can trust. Of course you can help people you know, or ask others to help you. Just be very careful, because MitID is strictly confidential.

Read more about how to help others: www.MitID.dk/help_others

Power of attorney

If you want to help a relative with public and private self-service solutions, you will need a power of attorney from the person you want to help. If you need access to a relative's bank, for example access to online banking, please contact the bank.

Read more about power of attorney at: www.MitID.dk/power-of-attorney

Help in the event of identity theft

If your personal data has been abused, or if you suspect it has been abused, you can contact the hotline about identity theft. Find more information and the hotline telephone number at www.sikkerdigital.dk/cyperhotline

Read more about the how to block your MitID app, code display, code reader or chip: www.MitID.dk/block