

For you with a vision or mobility impairment

How to use MitID - when you use a computer, but have the MitID app on your phone

– Use one-time code



How to use the MitID app

MitID is Denmark's digital ID – and you need it when e.g. transferring money online through your bank, or when logging on to borger.dk

There are several ways to approve with MitID. One of them is using the MitID app.



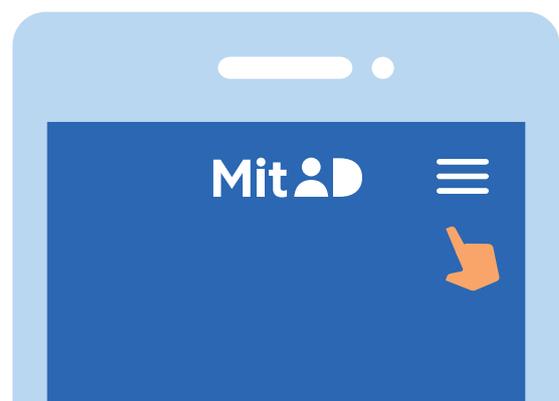
This is a step-by-step guide on how to use the MitID app to log on using your computer, e.g. when you need to access MitID.dk

1. Switch to one-time codes

Your app is set to approve with QR codes. But if you can't scan QR codes, e.g. if you are visually or mobility impaired,, or if your camera on the phone is broken, there is an alternative, namely entering a one-time code.

How to

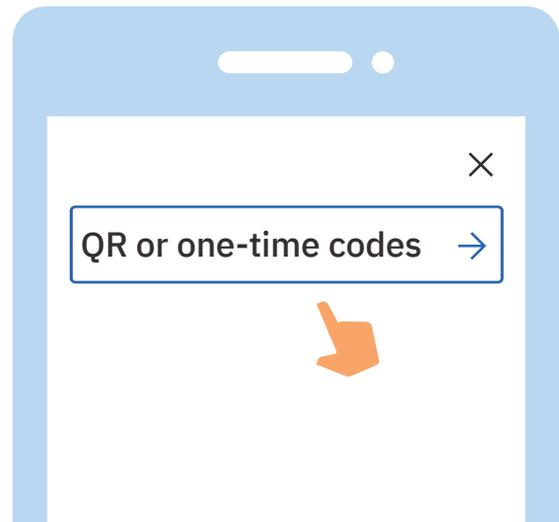
You can switch to approve with one-time codes by going into the MitID app's menu, which you will find on the app's front page at the top left corner.



Press 'QR or one-time codes' under the 'App settings' menu and follow the steps to switch.

Be aware that you must wait for 24 hours before the change is completed, and you can use one-time codes.

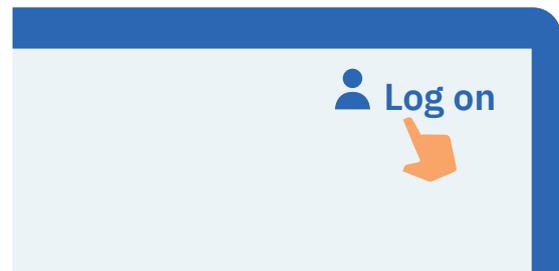
In the meantime, you can still use QR codes.



2. Click to log on

Once you have changed to one-time codes, you can go to the website you need to log on to. Typically, you log on in the top of the screen.

Most often it is called e.g. 'Log on', 'My Page' or 'My Overview'.



3. Wait until you are connected

If the circle is spinning, it means the connection is made to MitID.



4. Enter your user ID

Enter your user ID in the box. When you have entered your user ID, click Continue. Do not share your user ID with anyone – unless you contact the support.

USER ID



signesnye#id

CONTINUE →

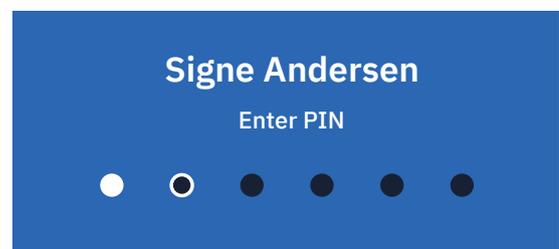
5. Open your MitID app on your mobile phone

Open the MitID app by clicking on the MitID app icon.



6. Enter your PIN code

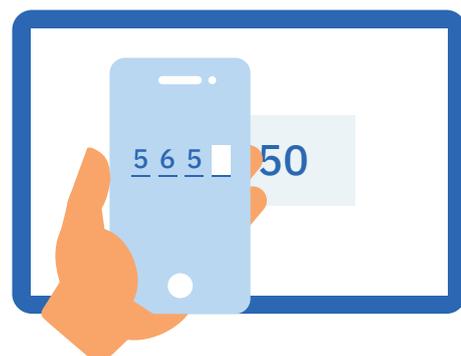
Enter your PIN code. If you have chosen to use fingerprint or facial recognition, the app will use this instead. Never share your PIN code with others.



7. Enter one-time code

You are now presented with a four digit one-time code on your computer screen. Enter the four digit one-time code in your MitID app.

Never enter codes that you have been told over the phone or by other means. Then press 'Next'.



8. Read what you are about to approve

Once the four digit one-time code has been entered, you will be presented with the page from where you can swipe and approve.

Always read the text in the MitID app before you swipe. If it does not correspond with what you intend to do, or if you haven't started the transaction yourself, you need to press 'Reject'.

If you want to approve, you need to swipe to the right on 'Approve'.

MitID.dk

Can you approve?

Log on at MitID.dk to view or change your MitID profile



9. See the approval in your MitID app

You can see that you have approved something with MitID when the shield gets a tick.



10. See the approval on the computer

You can see that you have approved something with MitID when the shield gets a tick. You are automatically put through and now logged on.

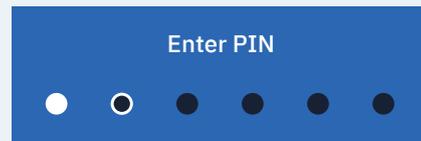


Keep your MitID safe

MitID satisfy the newest requirements for security. But you still hold the responsibility to keep your personal MitID safe.



Never give your MitID app to others, unless you share it as a household, and you all have your own user IDs and PIN codes



Never show your PIN code to others.

USER ID

Never share your user ID with others – unless you have contacted the support yourself.



Never approve anything with MitID on the background of a phone call, an email, or a visit from anyone who claims to be from your bank, the support or public authority.

Log on at MitID.dk



Always read what you are about to approve with MitID.

Read more about MitID app here:
MitID.dk/approve-with-app

