

Digital Post from public authorities



Go to **borger.dk**

Exemption from Digital Post from public authorities

You can be exempt from receiving Digital Post from public authorities if you:

- have a disability that prevents you from receiving post digitally
- do not have access to a computer with sufficient internet connection in your home
- are registered as having left Denmark permanently
- are homeless
- have language difficulties
- have practical difficulties in procuring NemID.

In order to be exempt from Digital Post from public authorities, you must show up in person at the citizen service centre.

You can also ask someone else to apply for exemption on your behalf through a power of attorney.

What is Digital Post?

Digital Post is post from public authorities identical with the letters that you already receive from the authorities. These may be pension statements, letters from the hospital about examinations or messages about a daycare facility place. In future an increasing number of these letters will be sent to you digitally instead of by letter post.

From 1 November 2014 all citizens above the age of 15, registered with a Danish civil registration number (CPR number), will receive Digital Post from the public authorities.

Log on to borger.dk or e-Boks.dk with your NemID digital signature to sign up. Here you can read your Digital Post and:

- enter an email address and a mobile number. You will receive a message when you have new Digital Post.
- send Digital Post to public authorities.
- save documents and letters securely.



Secure and flexible

Digital Post is personal and secure, because it is linked to your NemID digital signature and your civil registration number (CPR number).

You can read your Digital Post on any computer, including when you are on holiday abroad.

Digital Post and e-Boks

You can read your Digital Post from public authorities on www.borger.dk or www.e-Boks.dk which are both secure websites. You only need to check your Digital Post from public authorities on one of these websites. Log on with your NemID.

If you do not have NemID, you can order it on www.nemid.nu or in your citizen service centre (borgerservice).

If you already use e-Boks, all you need to do is make sure that you have registered for Digital Post from public authorities. You will automatically receive Digital Post from 1 November 2014.

You can choose an English version of Digital Post once you have logged on. This is regardless of whether you choose to read your Digital Post via www.borger.dk or www.e-boks.dk.



Remember to check you Digital Post

Remember to check your Digital Post regularly on borger.dk or e-Boks.dk. Your inbox may contain important messages and include a deadline.

Enter an email address and/or a mobile number, and receive an email and/or a text message when you have new post.

Not all post from public authorities can be sent digitally. Therefore you still need to check your letter post.

Grant other people access to your Digital Post

You can give one or more persons access to read your Digital Post. These may be relatives or other people you trust.

You can grant reading access to others when you are logged on to **borger.dk** or e-Boks.dk. You can also get help to do this in the citizen service centre.

In order to grant other people reading access you must:

- know the civil registration number of the person who is to be allowed access.
- choose which post the person is to be able to read.
- write a password and give it to the person to whom you want to grant access.

When the person to whom you have granted access has confirmed the access, he/she can see your Digital Post in a separate folder in his/her own inbox on **borger.dk** or e-Boks.dk.

This person can also receive an email when you have new Digital Post.



You are responsible for your own post

Remember that you are still responsible for ensuring that your Digital Post is read.

From 1 November 2014 you must be ready for Digital Post

From 1 November 2014 you will receive post from public authorities digitally pursuant to the Danish Public Digital Post Act.

Therefore you need to be ready to check your Digital Post by signing up on www.borger.dk or www.e-boks.dk so you do not miss important messages from public authorities.

If you are not able to check your Digital Post, you can give someone else, for example a relative, access to read your Digital Post for you.

You can also apply for exemption at the citizen service centre in your municipality.



Help is available

- Go to www.borger.dk/digitalpost. Here you can read more about Digital Post and find English step-by-step guidelines on how to sign up for Digital Post.
- Your local library can teach you how to use Digital Post.
- The citizen service centre can instruct you on how to use Digital Post or how to apply for exemption.

The websites mentioned in this folder are in Danish, with some information provided in English.