



November 2014

## Are you ready to receive post from the public authorities digitally?

Since 1 November 2014 it has been mandatory for all citizens above the age of 15 to receive their post from the public authorities digitally. You are now also subject to this requirement.

Digital Post from the public authorities include e.g.: letters from the hospital, information about your student grant (SU), changes in housing benefits, letters from the Central Customs and Tax Administration (SKAT) etc.

### Get ready for Digital Post - order a digital signature (NemID)

To be able to log in and read your Digital Post, you need a digital signature (NemID). NemID is your secure and personal log-in that among other things give you access to read your Digital Post.

If you do not have a NemID, you can order it on [www.nemid.nu](http://www.nemid.nu) or by showing up in the local citizen service center (Borgerservice) of your municipality (read more about NemID on the overleaf).

### Where to read your post

You can read your post on [www.borger.dk](http://www.borger.dk) or [www.e-boks.dk](http://www.e-boks.dk). It is the same post from the public authorities that is shown on both [e-boks.dk](http://e-boks.dk) and [borger.dk](http://borger.dk), so you only need to read your post on one of either web sites.

### If you do not check your Digital Post, you can miss post that requires action

Your Digital Post may contain decisions and notifications that require your attention, and it may have consequences for e.g. your financial situation if you do not check your Digital Post.

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

### Help is available

On the overleaf you can read more about how you register for Digital Post and where you can get help.

Here you can also read more about, how you can be exempt, if you cannot receive post from public authorities digitally.

Yours sincerely  
[name of municipality]



### Receive a message about new post

Enter your email address and/or mobile number once you are logged on with NemID on [borger.dk](http://borger.dk) or [e-boks.dk](http://e-boks.dk). Then you will be notified when there is Digital Post you must read.

For information in other languages visit [www.borger.dk/digitalpost](http://www.borger.dk/digitalpost) Need help regarding Digital Post? Visit your local municipal citizen service centre.

*See overleaf for more information*

## Check your Digital Post on borger.dk

1

### Go to [www.borger.dk](http://www.borger.dk) and choose Min post



2

### Log on with your NemID

You need a NemID to log on. If you do not have a NemID, you can order it on [www.nemid.nu](http://www.nemid.nu) or simply go to your local citizen service centre (Borgerservice).



3

### Read your Digital Post



**Remember** — you can also check your Digital Post from public authorities via [www.e-boks.dk](http://www.e-boks.dk)

You can get help and answers to most of your questions on [www.borger.dk/digitalpost](http://www.borger.dk/digitalpost)

### How to get NemID:

- Order NemID on [www.nemid.nu](http://www.nemid.nu) or go to your local citizen service centre (Borgerservice).
- If you order a NemID online, there can go up to 5-9 days before you receive it.
- You can get a NemID right away by showing up personally in the citizen service centre.
- If you order a NemID in the citizen service centre, you must remember to bring identification like e.g. your health insurance card or pass port.

### How to be exempt:

- Visit the citizen service centre (Borgerservice) of your municipality and sign a form declaring that you meet at least one of the reasons for exemption.
- Remember to bring ID (e.g. health insurance card).
- If you are not able to visit the citizen service centre yourself, another person can have you exempt through a power of attorney.
- Contact the citizen service centre to get help if you cannot get another person to show up on your behalf.

### You can give others, you trust, reading access:

- Give reading access when you are logged on to [www.borger.dk](http://www.borger.dk) or [www.e-boks.dk](http://www.e-boks.dk) - or get help in the citizen service centre.
- You have the responsibility for your Digital Post being read.
- The reading access can be withdrawn whenever you want.

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### Get help regarding Digital Post in your municipality

Go to the citizen service centre (Borgerservice) in your municipality if you need help to check your Digital Post, or you need help with reading access or exemption.

#### § The Danish Public Digital Post Act

The Danish Parliament (the Folketing) has passed an act which means that all citizens must be able to receive Digital Post from public authorities from 1 November 2014. The regulations on Digital Post have been laid down in the Danish Public Digital Post Act and in the Executive Order on exemption of natural persons from signing up for Public Digital Post.