

## NemID Code App



NemID Code app is a supplement for your NemID.

With the NemID Code app, you can use your NemID straight from your smartphone or tablet – without handling your NemID code card.

Whenever you need to use your NemID code app, you will receive a notification on your device with a request. You won't have to look around for codes from your code card, as you will never run out of codes.

NemID Code app is developed in a partnership between the financial sector and the public sector. Nets DanID is the supplier of the NemID infrastructure while E-nettet has developed the app itself.

NemID Code app is available through App Store and Google Play and is free of charge!

### **Keep your code card, even though you get the app**

You need to retain your code card. You will need it, if you have to activate your Code app on a new device or if you lose your phone or tablet.

Even though you have installed the NemID code app on your smartphone, you are free to use either your code app or your code card.

### **Technical specifications for NemID code app**

You can connect the same NemID to the app on up to three mobile devices.

Due to safety precautions, there are limitations to what operating system you are using, if you wish to use the NemID code app. The code app can be used on the following operating systems:

- IOS 9 or newer
- Android 4.4 or newer

### **Safety in NemID code app**

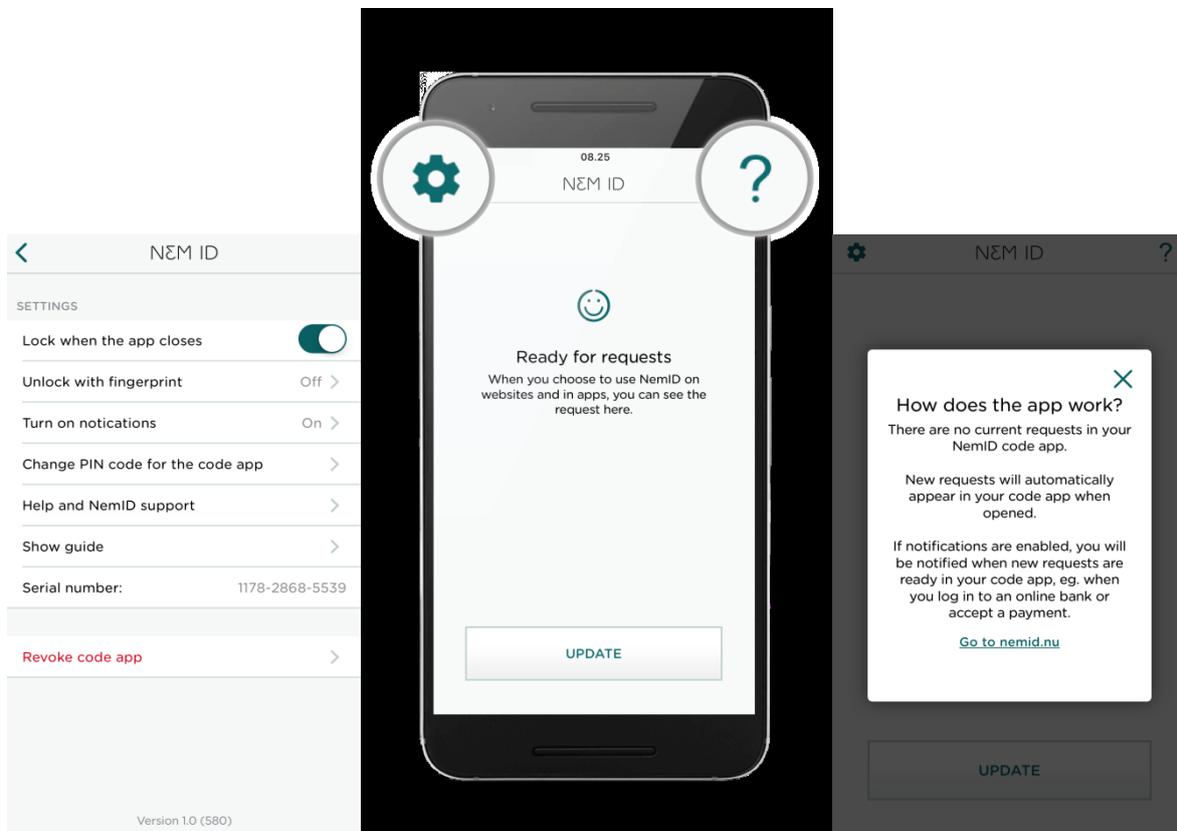
NemID code app is as safe as NemID in general. The code app is secured by a so-called two-factor approval. This means, something you have and something you know. The first factor is the activated app itself (something you have), while the second factor is your personal NemID username and password (something you know). Both factors are needed in order to use NemID, in the same way, as one would combine the code card and the code card with your username and password.

NemID Code app is further secured through a four-digit password or fingerprint recognition / Touch ID / Face ID. The Code app will be preset to lock every time you close the app. This setting can be managed, so that it will lock the app automatically after 5 minutes.

## **How the code app works**

You will use the NemID Code app to approve NemID transactions, where you usually would have needed your physical code card. Whenever you need to utilize NemID, you will receive a notification on your smartphone with a request for approval.

## Functions in the NemID code app



### Help menu

In the right corner there is a button. Once you click the button, you will receive guidance for the specific place you are in the app.

### Settings

In the left corner there is a button. By clicking on the button you will open the app-settings.

- Lock when the app closes  
The app will automatically lock every time you close the app if this setting is switched on. The app will automatically lock after 5 minutes, no matter what you choose.
- Unlock with fingerprint  
If your phone or tablet supports face recognition or fingerprint, you can switch it on and off here.

- Turn on notifications  
You can turn on or turn off notifications here. The app functions best with notifications turned on. In Android this setting is only visible if notifications are turned off.
- Change PIN code for the code app  
Here you can change the PIN code for the code app.
- Help and NemID support  
If you have any questions or are in need of help, you will find contact information here.
- Show guide  
Here you will find a short guide to the app.
- Serial number  
If you wish to contact support, please state the serial number listed here.
- Revoke code app  
If you wish to revoke the code app press here. All the data at the unit will be deleted, and the code app will be deleted from the NemID system. We recommend that you revoke the code app before you delete the app from your device.

## Guide: Get started with your code app

The first time you use the app you will need your code card to activate the app. For security reasons you will be asked to enter a code from your code card twice with an hour in between the two entries.

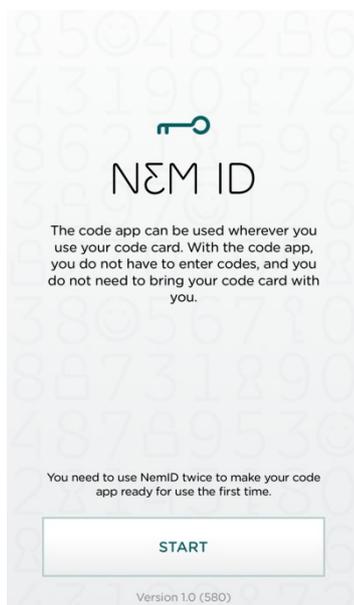
When you have entered the two codes - the app will ask you to pick a four-digit passcode, which you will use from now on when using the app. You can also connect fingerprint, Touch ID or Face ID if your smartphone allows it. The code app is now ready to use.

When the app is activated NemID will automatically ask you to verify with your code app instead of your code card. Even though you have installed the NemID code app on your smartphone, you are free to use either your code app or your code card.

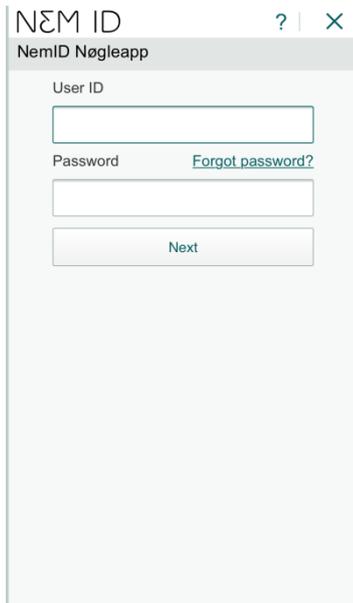
## Activate you Code app

This is how you activate your NemID code app

Step 1) upon opening the app you will be asked to activate your app. You can do this by pressing on **start**.

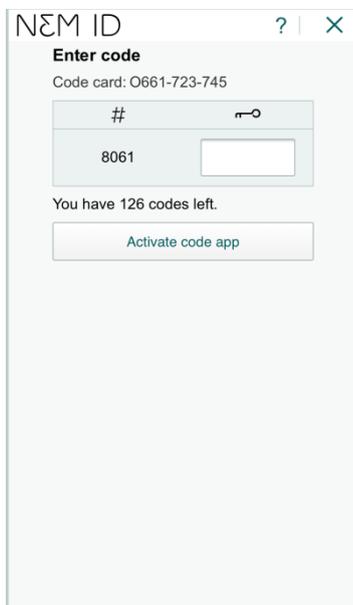


Step 2) You will be asked to log in with your NemID code card. Enter User-ID and password. Then press **next**.



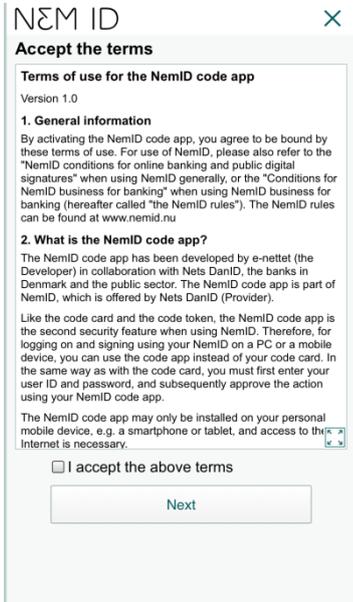
The screenshot shows a browser window titled "NEM ID" with a sub-header "NemID Nøgleapp". It contains a "User ID" input field, a "Password" input field with a "Forgot password?" link, and a "Next" button.

Step 3) Enter the requested key from your code card and press **activate code app**.



The screenshot shows a browser window titled "NEM ID" with a sub-header "Enter code". It displays "Code card: 0661-723-745" and a numeric keypad with a hash symbol (#) and a backspace key. The number "8061" is entered in the first field, and the second field is empty. Below the keypad, it says "You have 126 codes left." and there is an "Activate code app" button.

Step 4) You will be asked to accept the terms and conditions for using the NemID code-app. Read the terms and conditions through and choose whether to accept the terms or not. You accept the terms by checking of 'I accept the above written terms'. Afterwards, press **next**.



NEM ID

Accept the terms

Terms of use for the NemID code app  
Version 1.0

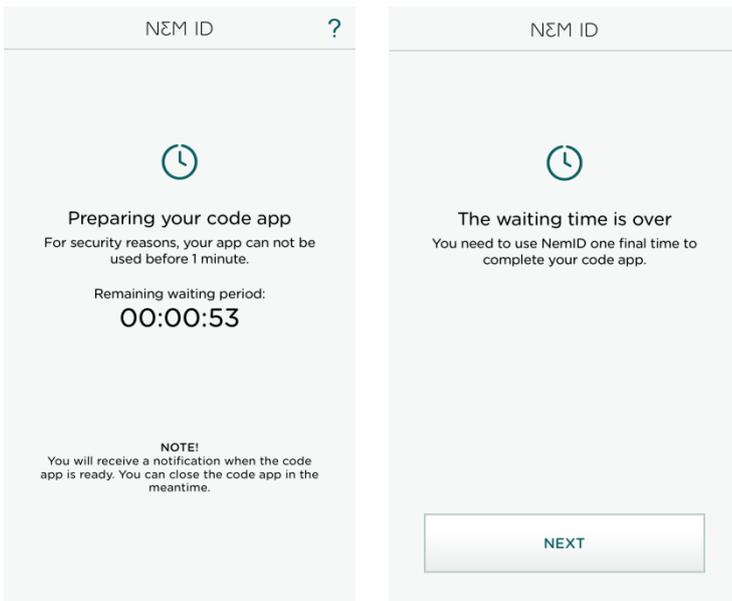
**1. General information**  
By activating the NemID code app, you agree to be bound by these terms of use. For use of NemID, please also refer to the "NemID conditions for online banking and public digital signatures" when using NemID generally, or the "Conditions for NemID business for banking" when using NemID business for banking (hereafter called "the NemID rules"). The NemID rules can be found at [www.nemid.nu](http://www.nemid.nu)

**2. What is the NemID code app?**  
The NemID code app has been developed by e-nettet (the Developer) in collaboration with Nets DanID, the banks in Denmark and the public sector. The NemID code app is part of NemID, which is offered by Nets DanID (Provider).  
Like the code card and the code token, the NemID code app is the second security feature when using NemID. Therefore, for logging on and signing using your NemID on a PC or a mobile device, you can use the code app instead of your code card. In the same way as with the code card, you must first enter your user ID and password, and subsequently approve the action using your NemID code app.  
The NemID code app may only be installed on your personal mobile device, e.g. a smartphone or tablet, and access to the Internet is necessary.

I accept the above terms

Next

Step 5) For security reasons you will be asked to wait an hour. It is possible to close the app while waiting. When the app is ready for use you will get notified. Once the wait is over press **next**.



NEM ID ?

Preparing your code app  
For security reasons, your app can not be used before 1 minute.  
Remaining waiting period:  
**00:00:53**

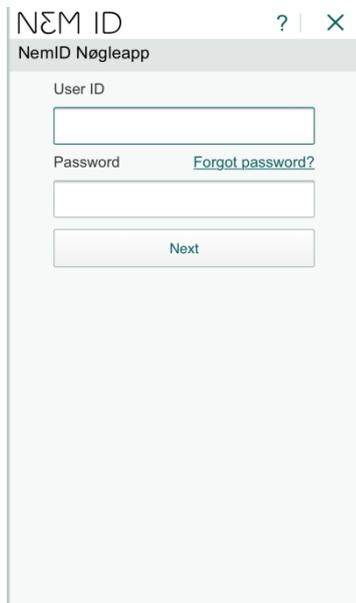
NOTE!  
You will receive a notification when the code app is ready. You can close the code app in the meantime.

NEM ID

The waiting time is over  
You need to use NemID one final time to complete your code app.

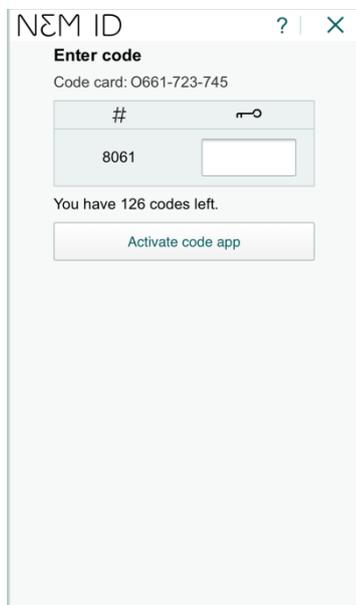
NEXT

Step 6) You will be asked to log in with your NemID code card again. Enter User-ID and password and then press **next**.



The screenshot shows a web browser window titled "NEM ID" with a sub-header "NemID Nøgleapp". Below the header, there are two input fields: "User ID" and "Password". The "Password" field has a link "Forgot password?". Below the input fields is a button labeled "Next".

Step 7) Enter the requested key from your code card and press **activate code app**.



The screenshot shows a web browser window titled "NEM ID" with a sub-header "Enter code". Below the header, it displays "Code card: 0661-723-745". There is a numeric keypad with a "#" symbol and a backspace icon. The number "8061" is entered in the first field, and the second field is empty. Below the keypad, it says "You have 126 codes left." and there is a button labeled "Activate code app".

Step 8) You will be asked to enter a four-digit passcode of your own preference, which you will need every time you unlock the app. You will then be asked to repeat the chosen passcode.

NEM ID ?			NEM ID ?		
Choose PIN code Choose the 4-digit PIN code to use when opening the code app.			Repeat PIN code Enter the same PIN code again.		
○ ○ ○ ○			○ ○ ○ ○		
1	2	3	1	2	3
4	5	6	4	5	6
7	8	9	7	8	9
	0	←		0	←

Step 9) You can also choose to use the fingerprint to unlock the app. If you wish to do so then press **use fingerprint**. If not, press **do not use fingerprint**.

NEM ID



Unlock with your fingerprint  
You can use your fingerprint to unlock your code app.

Please notice that if family members or others have saved their fingerprint on this device they can also use your code app.

[Do not use fingerprint](#)

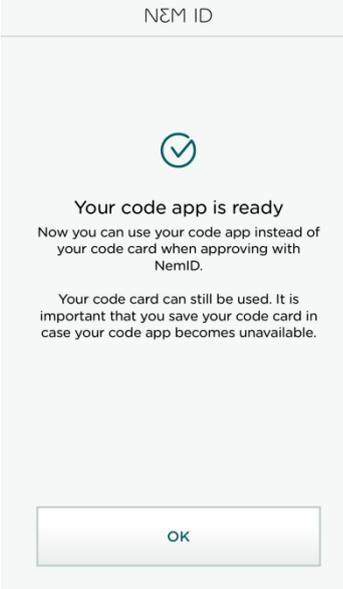
**USE FINGERPRINT**

Step 10) You will be presented with an introduction that is made up with four steps. Press **next** to go through each of the four steps. When you arrive at the last step press **ok** to continue.

The guide is always available in the help menu.

 <p><b>Where the code app is used</b> The code app can be used for the same approvals as those you use the NemID code card for, fx. when you log on your Internet bank, Skat or e-Boks.</p> <p>NEXT STEP</p> <p>1/4</p>	 <p><b>How the code app works</b> A notification will appear on your phone or tablet when you use NemID. The NemID code app opens and shows the request when selecting the notification.</p> <p>NEXT STEP</p> <p>2/4</p>	 <p><b>Approval</b> You approve the request by swiping the approval button to the right. Use the REJECT button at the top of the screen if you do not want to approve the request.</p> <p>NEXT STEP</p> <p>3/4</p>	 <p><b>When you have approved</b> Once approved, you will see a confirmation. Then you can close the code app.</p> <p>OK</p> <p>4/4</p>
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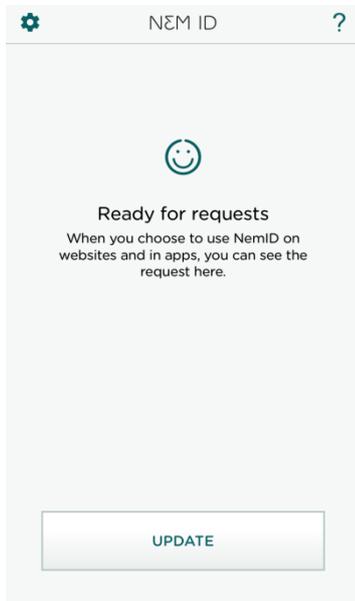
Step 11) You have successfully activated the code app and you can now click **ok** to finish.



**Your code app is ready**  
Now you can use your code app instead of your code card when approving with NemID.  
Your code card can still be used. It is important that you save your code card in case your code app becomes unavailable.

OK

Step 12) A message will pop up notifying you that it is **ready for requests**. This means that your app is now ready to receive requests.



## Guide: How to use your key app

You can use your key app on your smartphone, tablet or computer. Whenever you wish to log on e.g. borger.dk, you will receive a notification on your smartphone stating that you have an awaiting approval. When you open the app, you will easily complete the approval by swiping the approval button to the right, after which you will log on to borger.dk. The procedure is the same regardless of whether you need your NemID for your bank, borger.dk etc.

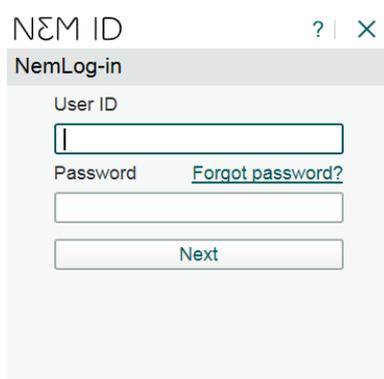
Below, you can see step by step how to use your key app.

### How to approve a request

When you log on with your NemID, you will type in you user-id and password as usual. Afterwards you will get the option to send a request to your phone, instead of using your code card. You can always choose to use your code card, if you wish to do so.

The process is the same whether you log in from a PC, tablet or a smartphone

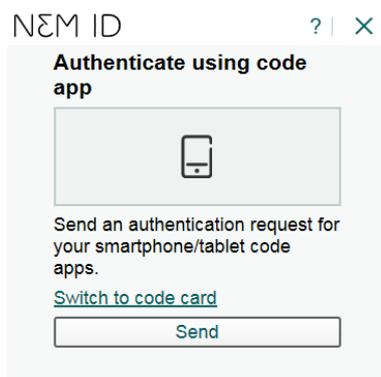
Step 1) You will be asked to log in with your NemID code card. Fill out the user-id and password and afterwards click **next**.



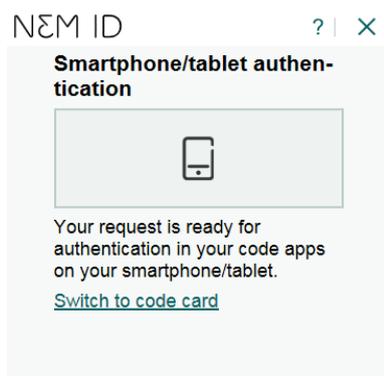
The image shows a screenshot of the NemID login interface. At the top, it says 'NEM ID' with a question mark and a close button. Below that is a header 'NemLog-in'. The form contains two input fields: 'User ID' and 'Password'. The 'Password' field has a link for 'Forgot password?'. At the bottom of the form is a button labeled 'Next'.

Step 2) Click **send** to send a request to your key app

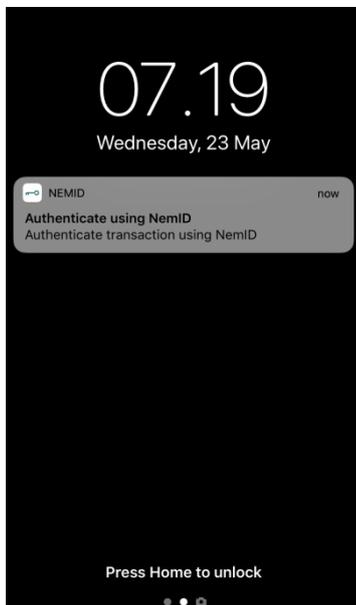
If you don't wish to use the key app, you can always switch to using your code card, by clicking **switch to code card**.



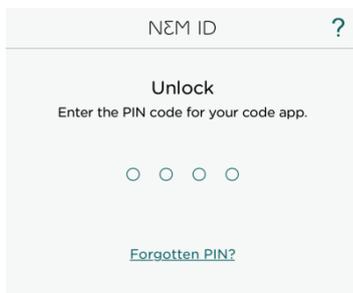
Step 3) Your request is sent to your phone or device, which you now retrieve.



Step 4) On your phone or tablet you have received a notification from the NemID key app, telling you that you have to authenticate transaction using NemID your request with your NemID



Step 5) Open your key app. Type in the four digit code you made upon activating the app. If you have activated fingerprint, you will be able to use to unlock the app.



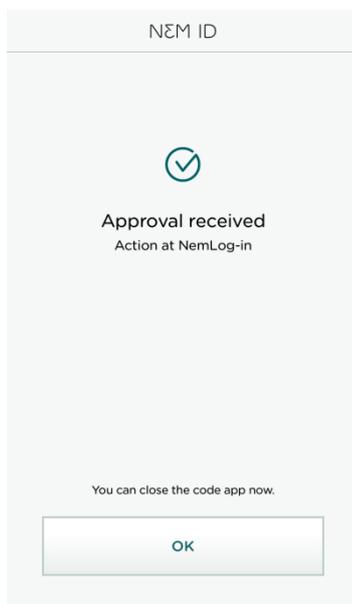
1	2	3
4	5	6
7	8	9
	0	←

Step 6) On your screen you will see the request. You approve the request by swiping right, towards where says **approve**.

If you do not see the request, you need to click **refresh**.



Step 7) You will receive a receipt of the confirmation of your approval, and you will now have completed the desired task. Click OK to return.



## Reject a request

If you wish to reject a request, then click **reject**, which is located in the upper left corner, when you receive a request. Afterwards you will be asked approve, that you wish to reject the request.

Click **reject** for finalise.

