Communication

- MitID & eBoks
- User notifications

MitID & eBoks

Via the builtin interfaces to eBoks and MitID, it is possible to interact with users that we have no previous interaction with.

No email or account is required, because CPR numbers (danish social security) are used as key for their persons.

eBoks messaging

The eBoks interface will allow you to send messages in the same way as you send an email notification.

The usecases are

- Only contact information is CPR
- Content to sensitive for email
- Proof of delivery and read requirements

A requirement for sending eBoks messages is having an account at Strålfors or PostNord. Most government institutions already have one, and new access points can be set up in a day or so.

Cost will vary according to our deal.

Instructions

1. Set up eBoks account
2. Add a CPR field
3. Add a Status action
    - Activate Notification
    - Set Email raw / Dynamic = The CPR field

MitID authentication

MitID authentication can be used in a couple different ways

1. Required before running a questionnaire

2. Required before running a followup survey
3. Login linked to a user profile

Variants include prompting the user for the users CPR number.

Cost for each successful login i approx 1 DKK.

Instructions

The following will set authentication before running a questionnaire

1. Set up Criipto account
2. Add entity interface
   - Choose: Criipto (MitID/NemID)
3. Click on NAME field > Assign
   - Set User property = fname
4. Click on CPR field > Assign
   - Set User property = cpr

MitID signatures

MitID can also be used for digitally signing documents.

The typical process is

1. Some event is triggers a status change
2. A document is generated and populated with data
3. Document is sent to eBoks AND user is notified
4. User logins with MitID and signs document
5. Signed version of document is returned to TS
6. Record changes status

Cost for each successful signature i approx 8 DKK, including the authentication.

For more information see Document signing

User notifications

This popup will display important notifications for you personally

The overview will contain basic information about the record as well as the context. The record in question will be displayed if you click the text.

Various sources for notifications displayed exist

- Status actions in workflows
- Responsibility for data items
  - You are set as the active user in a record field
  - A group you belong to is set as the active group in a record field