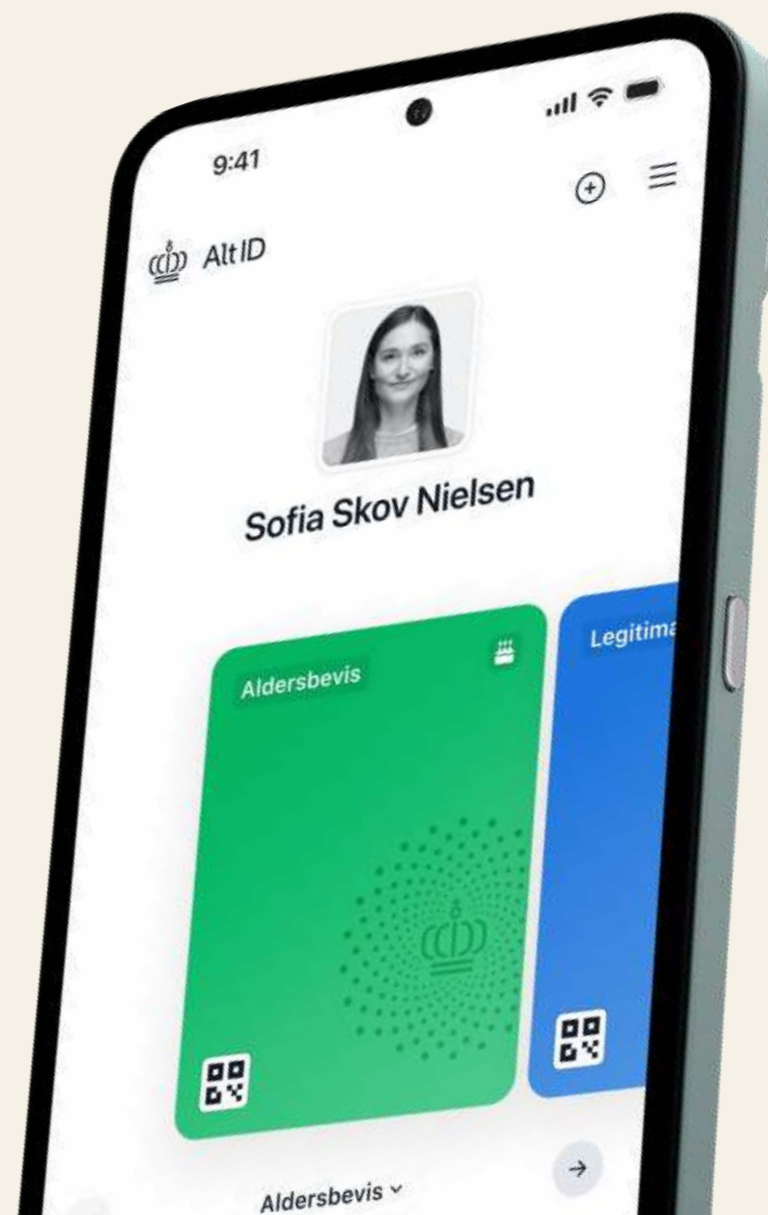


Guide to setting up AltID

the official Danish app for IDs and credentials

Version 1.0 (EN)



Get ready to set up your AltID

Before you continue, there are a few things you will need, and you will need to download AltID to your device.



You will need:

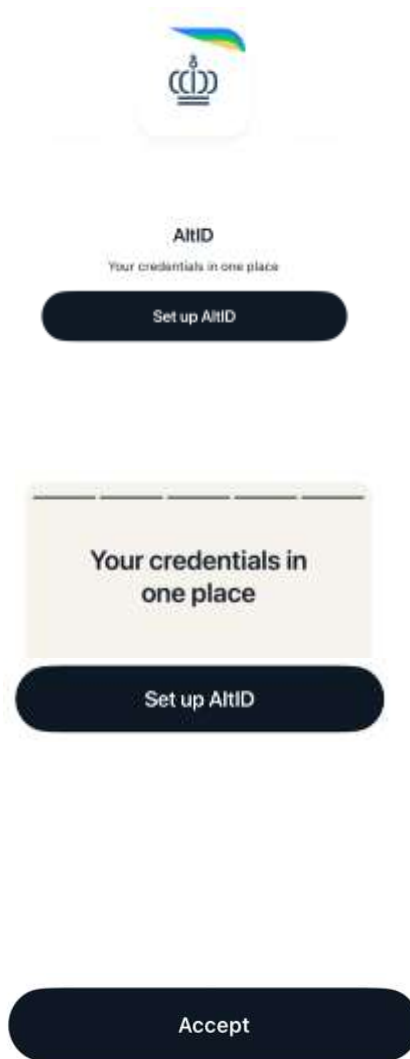
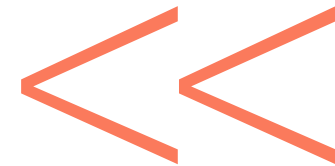
- Smartphone
Check device requirements here:
<https://lifeindenmark.borger.dk/altid>
- MitID
- Passport
if you want to add a photo to the app.

By adding a photo using your passport, AltID can be used as a photo ID, like a passport or driver's license in Denmark, but not for travel or driving.

Download AltID by:

- Opening Google Play or the Apple App Store
- Searching for “AltID”
- Tapping “AltID”
- Installing the app AltID
- Opening the app AltID on your device

Please note: You can only have AltID installed on one device at a time.



Step 1

Set up AltID

The first time you open AltID, you will need to set up your AltID by tapping “Set up AltID”.

Step 2

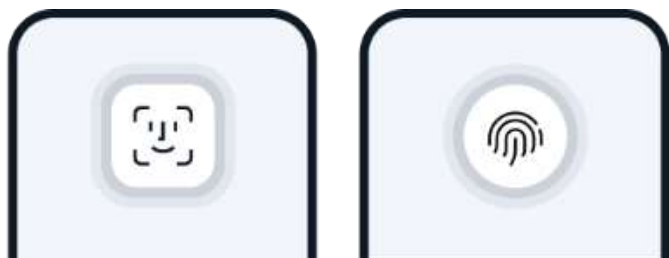
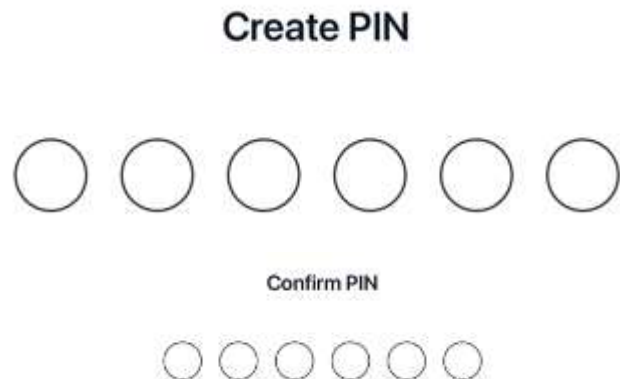
Introduction to AltID

Watch the videos, then tap “Set up AltID” again. You can use the arrows to go to the next video.

Step 3

Read and accept terms

Read the AltID terms and conditions, then tap “Accept” if you agree to the terms.



Step 4

Create a PIN code

You will now need to create a PIN code. This PIN is used to unlock AltID when you open the app and to confirm certain actions in the app.

Make sure to choose a PIN you can remember.

Your PIN code should not be:

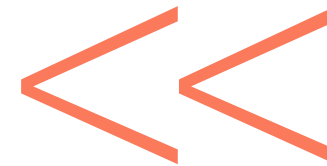
- six identical digits
- Sequential numbers (e.g. 123456)
- part of your CPR number

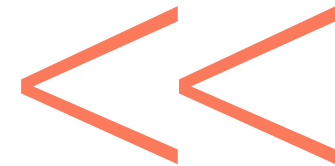
You will be asked to enter the same PIN code again.

Step 5

Enable biometric authentication

To avoid entering your PIN every time you unlock the app, you have the option to enable biometric authentication using facial recognition or fingerprint recognition.

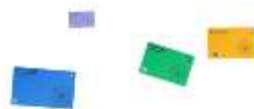




Set up AltID with MitID

1 of 2

Log in with MitID



Continue

Step 6

Log in with MitID

You will now need to log in to the AltID app using your MitID.

This is the first of two times you will use your MitID while setting up AltID.

Step 7

AltID has been set up

Tap “Continue” to proceed and add credentials to the app.

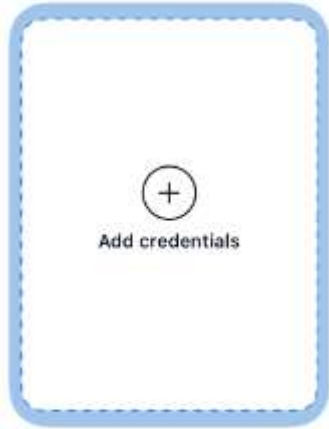
B

Add Photo ID card

The Photo ID card can be used as proof of your identity.

If you do not add a photo to the Photo ID card, it becomes a Proof of Identity. The Proof of Identity contains the same information as the Photo ID card, but without a photo it cannot be used as photo ID.





Step 1

Select “Add credentials”

Tap “Add credentials” to get started.



Photo ID card

You can use the Photo ID card whenever
you need to show ID.

Continue

Step 2

Create your Photo ID card

Tap “Continue”



Add credentials with MitID

2 of 2

Log in with MitID

Step 3

Add credentials with MitID

You will need to log in with MitID again to retrieve the information for your Photo ID card.



Adding credential

We are adding your credential.
One moment, please.

Step 4

Adding credential

Please wait while the credential is added. This typically takes around 10 seconds.

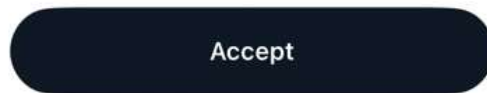
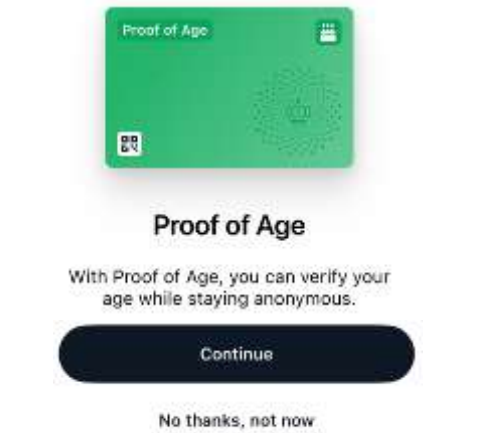
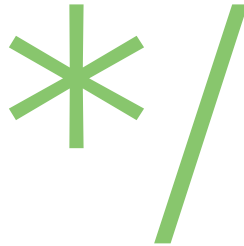
You will be automatically redirected to add the age verification credential.

c

Add Proof of Age

You can now add the Proof of Age credential to AltID. This credential is used to verify that you are over a given age limit.





Step 1

Add Proof of Age

After adding your ID card, you can choose to add age verification.

Tap “Continue” if you want to add the credential.

Otherwise, tap “No thanks, not now”. You can add age verification later at any time.

Step 2

Read the terms for the Proof of Age and accept them.

Read the terms for the Proof of Age, then tap “Accept” if you agree to the terms.

Step 3

Proof of Age is being added

This may take a few seconds.

You will automatically continue to “Add passport photo”.

Add a photo to AltID

You can add a photo to AltID to use the app as photo ID.

If you are using AltID on an iPad or another tablet, you may not be able to add your photo, as passport chip scanning is primarily supported on smartphones.





Photo ID: Add photo from passport

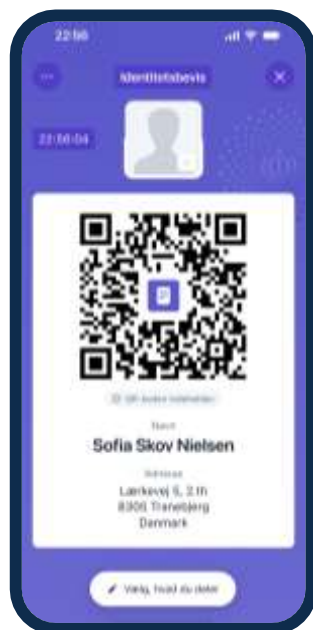
Once you add your passport photo, you can use the Photo ID card as photo ID.

Estimated time: 2–5 minutes

[See which passports you can use →](#)

Add photo from passport

No thanks, not now



Step 1

Add your passport photo

Adding a photo is done by scanning your passport. Tap “Add passport photo” to continue.

You can also set up AltID without adding a photo. In that case, tap “No thanks, not now”. In this case you will receive a Proof of Identity credential instead of a Photo ID card, and the app will not be usable as photo ID, but mainly for online verification. You can add a photo at any time later.

How to scan your passport photo page

 Play video



Step 2

Scan passport code

You will now scan your passport. Tap “Add photo from passport” and then “Play video” to watch instructions on how to scan your passport.

When the video has finished, tap “Scan passport”.

Step 3

Allow camera access

Allow AltID to use your camera to scan your passport.

Step 4

Scan your passport code

Open your passport on the page with your passport photo. Turn your phone horizontally and position it so the code is within the bottom frame. The code is located at the bottom of the passport photo page.

**Your passport contains a
chip that you now need
to scan**

 Play video



Step 5

Scanning passport chip

Your passport contains a chip with a digital photo that you now need to scan. Tap “Play video” and watch the instructions. When you have finished watching, tap “Ready to scan”.

Step 6

Allow NFC access

Allow NFC access if requested by your phone.



Continue

Step 7

Scan your passport chip

Scan your passport chip as shown in the video. This may require a few attempts.

Place your passport flat on a table, then place your phone on top of the front cover. Position your phone so the top of your device is at the middle of the passport. If the chip is not detected, move your phone slowly across the passport until the hidden chip is found.

Once detected, you will see an animation and a message indicating that scanning is in progress. Keep your device still on top of the passport during the scan.

Step 8

Fetching passport photo

Once the passport chip has been scanned, your passport photo will be fetched. When it is ready, you can view the photo. Tap “Continue”.

Your AltID is now ready to use.

AltID is now ready to use. Tap “Go to AltID” to view your credentials.

If you need help or have any questions about the app, please contact AltID support:

Phone: (+45) 33 98 00 80

Email: altid@support.digst.dk

Learn more about AltID at:

www.lifeindenmark.borger.dk/altid or

www.digst.dk/it-loesninger/altid/

