

Guide: Help Someone Set Up AltID

Use this guide if you are helping someone else set up AltID.

The first credentials in AltID will be a Photo ID card and a Proof of Age credential, which can be used both online and in person. In the future, more credentials can be added, and the app will be usable across the EU.

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This guide is updated regularly.

1. Get ready to download and set up AltID

The person will need:

- A smartphone or other device running iOS or Android.
 - Check the technical requirements for the device here:
<https://lifeindenmark.borger.dk/altid> or www.borger.dk/AltID
- MitID (and a CPR number).
- A chip-enabled passport (both Danish and foreign passports work).
Adding a photo via passport scan allows the app to be used as a photo ID.

2. Download AltID

Before getting started, the person needs to download AltID by:

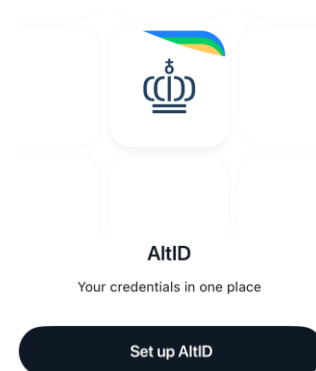
- opening Google Play or the Apple App Store,
- searching for 'AltID' and tapping the app,
- installing the app,
- opening AltID once the app is installed.

Note: AltID can only be set up on one device at a time.

3. Setting up AltID

1. Set up AltID

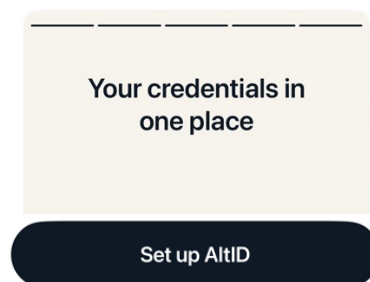
The person taps 'Set up AltID'.



2. Introduction to AltID

The person can now watch the intro videos. They then tap 'Set up AltID' again.

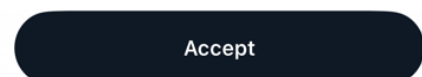
You can swipe or use the arrows to navigate between the videos.



3. Read and accept terms

The person now reads the terms for AltID.

They should tap 'Accept' if they agree to the terms.



4. Create a PIN code

The person now creates a PIN code. This code is used to open AltID and for various other actions in the app.

The PIN should be easy for the person to remember.

However, the code should **not** be:

- 6 identical digits
- a sequential number like 123456
- part of the person's CPR number.

Look away while the person enters their code. You must not know their PIN.

Create PIN



5. Confirm the PIN code

The person enters the same code again.

If a mistake was made, they can go back one step by tapping the arrow in the upper left corner.

Confirm PIN



6. Option to enable biometrics

To avoid entering the PIN every time, the person can choose to enable biometrics.



7. Log in with MitID

The person now logs in to the AltID app with their MitID by tapping 'Log in with MitID'. This is the first of two times MitID is required when setting up AltID.

This first time is to ensure the person only has one active AltID app.



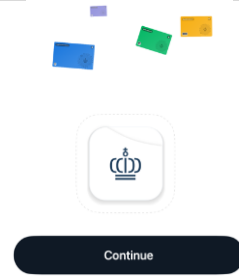
Set up AltID with MitID

1 of 2

Log in with MitID

8. AltID is set up

Tap 'Continue' to proceed and add credentials to the app.

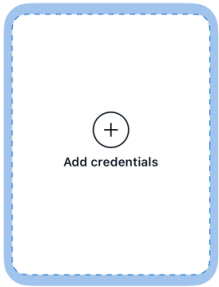


4. Add Photo ID card

The ID card serves as proof of identity. The person must add the ID card before they can add age verification.

1. Tap 'Add credentials'

The person taps 'Add credentials' to start adding credentials to AltID.



2. Set up Photo ID card

This screen explains what the Photo ID card can be used for. The person taps 'Continue'.

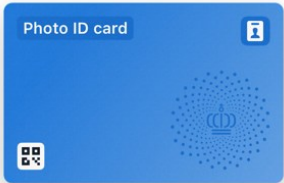


Photo ID card

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

Continue

3. Log in with MitID again

The person logs in with MitID again — this time to retrieve data for the Photo ID card.



Add credentials with MitID

2 of 2

Log in with MitID

4. Credential being added

The person waits while the credential is added.
This typically takes 10–20 seconds.

They are automatically taken to the age
verification step.



Adding credential

We are adding your credential.
One moment, please.

5. Add age verification

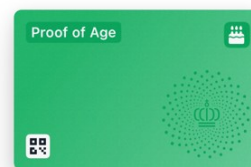
The person can add a Proof of Age credential to AltID. It can be used to confirm they are above a certain age limit, both online and in person, when a photo is added.

1. Add age verification

After adding the Photo ID card, the person can add age verification.

They tap 'Continue' if they want to add it.

Otherwise, they tap 'No thanks, not now'. Proof of Age can be added at any time later.



Proof of Age

With Proof of Age, you can verify your age while staying anonymous.

Continue

No thanks, not now

2. Read and accept terms for Proof of Age

The person reads the terms for Proof of Age and taps 'Accept' if they agree.

Accept

3. Proof of Age is being added

Proof of Age is being added. It can take a few seconds.

They are automatically taken to 'Adding a passport photo'.



Adding credential

We are adding your credential.
One moment, please.

6. Add a photo to AltID

The person can now add a photo to AltID so the app can be used as a photo ID. With a photo, AltID can be used in everyday situations where you need to prove who you are or your age.

Note: To add a photo, the device must support NFC. If the person is using AltID on an iPad or tablet, they may not be able to add a photo, as NFC is primarily available on smartphones.

1. Option to add a photo and use AltID as photo ID

The person can add a photo to AltID. This will allow them to **use the app as a photo ID**.

Adding a photo is done by scanning a passport. The person taps **'Add passport photo'** to proceed.

It is possible to continue without a photo. The person will then receive a Proof of Identity credential instead of a Photo ID card, and the app cannot be used as a photo ID.

If the person does not want to add a photo, tap 'No thanks, not now'. A photo can always be added later.



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

2. Scan passport

The person now scans their passport.

They tap "Add photo from passport" and then 'Play video' and watch the video to learn how to scan the passport with the camera.

When the video ends, tap 'Scan passport'.

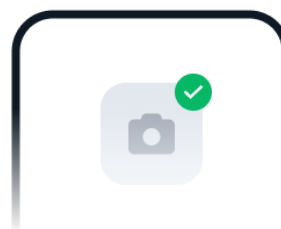
How to scan your passport photo page

▶ Play video

3. Allow camera access

The person may need to grant AltID access to their device's camera.

They may need to tap 'Allow', *allow* 'While using the app', or 'Go to settings' — depending on how their device prompts them.



4. Scan passport

Open the passport to the page with the photo.

Hold the phone horizontally.

Position the phone until the code at the bottom of the photo page fits in the lower field.



5. Scan the passport chip

Now the chip in the passport needs to be scanned.

The person taps 'Play video' and watches the video to learn how to scan the passport chip.

When the video ends, tap 'Ready to scan'.

Your passport contains a chip that you now need to scan

▶ Play video

6. Allow NFC access

Depending on the device, the person may be prompted to allow AltID to use NFC.



7. Scan the passport chip

The person should now scan the passport chip as shown in the video. This may take a few tries.

To scan the chip, place the passport flat on a table and place the phone on top. The top of the phone should be positioned roughly on the middle of the passport.

If it doesn't work right away, try slowly moving the phone around on the passport until the hidden chip is detected. If the device or passport has a cover, it may need to be removed.

Once the chip is detected, animations and text will confirm the scan is in progress. The person needs to keep the device completely still on the passport until the scan is complete.



8. Fetching passport photo

Once the passport is scanned, the photo is fetched.

When fetched, the photo is shown in the app. The person now taps 'Continue'.

Continue

9. AltID is now ready to use

Tap 'Go to AltID' to view the credentials.

7. Change language

1. Open the menu

Open the menu by tapping the three lines in the top right corner.



Susanne Andreasen

2. Settings

Tap 'Settings'

Menu



 Settings

3. Select 'Language'

Tap 'Language'

Language



Change language

4. Go to settings

The AltID app is available in Danish, English, Greenlandic, and Faroese.

The language can be changed in the app's settings. Tap 'Go to settings' and switch to the preferred language.

Go to settings

8. AltID support

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

Phone: (+45) 33 98 00 80

E-mail: altid@support.digst.dk

Learn more about AltID at: www.lifeindenmark.borger.dk/altid, www.borger.dk/AltID or www.digst.dk/it-loesninger/altid/