cBRAIN®

F2

Digital Post
(Next
Generation)

Version 9

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Reading guide

This manual is written for users of F2 Digital Post (Next Generation).

The manual contains a short introduction to F2 Digital Post (Next Generation) and a general description of its functionality. The description adheres to best practice in digital bureaucracy.

The manual is based on an F2 solution with all available add-on modules installed. Users may notice some differences between their own F2 client and the one presented here depending on the add-on modules included in their organisation's F2 solution.

In this manual, the names of commands are **bolded**. Commands are clickable features such as buttons. The names of fields and lists are placed in "quotation marks".

References to other sections within the document and references to other documentation are *italicised*.

We hope you enjoy using F2.

Introduction to F2 Digital Post (Next Generation)

It is a legal requirement that public authorities must be able to deliver digital mail to citizens and businesses through the digital mail solution known as Digital Post.

cBrain's F2 Digital Post (Next Generation) offers an integration possibility with the Digital Post solution, which allows public authorities to use F2 when sending and receiving digital mail.

F2 Digital Post (Next Generation) is an integration component that not only saves delivery costs for authorities and businesses, but also reduces time spent on case management. F2 Digital Post (Next Generation) can be used by all users and is just as simple as sending a regular email from F2.

In order to use F2 Digital Post (Next Generation), it is a prerequisite that the recipient has either a CPR or CVR number and that this number is registered in F2's participant register.

F2 Digital Post (Next Generation) integrates with the digital mailboxes of authorities, companies, and citizens. Incoming Digital Post is automatically transferred to F2.

Organisations can also send digital mail using e-Boks in F2. Read more in *F2 Digital Post (e-Boks) – User manual*. Furthermore, organisations who use both F2 and cBrain M4 can also use M4 to send digital mail.

Note: Through a configuration, it is possible to restrict to which CPR and CVR numbers Digital Post deliveries can be sent. This is e.g. useful for testing. The configuration is turned off by default. Configurations are performed in cooperation with cBrain.

Create Digital Post deliveries

Deliveries to Digital Post can be created from either F2's main window or from a record. Both options are discussed in the following sections. While the creation methods differ, the procedure remains the same.

Create a Digital Post delivery from the main window

Click **New Digital Post** in the main window ribbon to create a new Digital Post delivery.
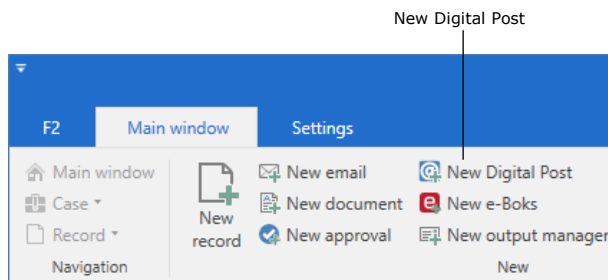

Figure 1: The "New Digital Post" menu item

It is also possible to create a Digital Post delivery using the context menu in the main window.

Right-click a record or case in the result list and select **New** in the context menu. Then click on **New Digital Post**.
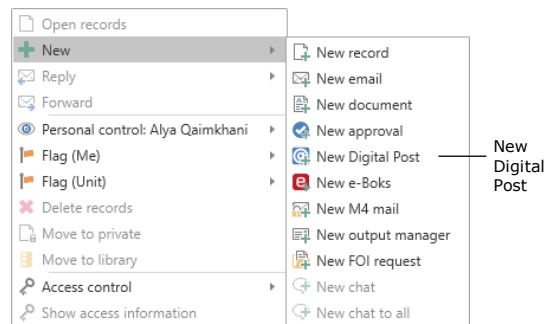

Figure 2: Create a new Digital Post delivery from the context menu in the main window

The record window then opens in the Digital Post view.

Create Digital Post deliveries from the record window

A Digital Post delivery can be created from the record window. Click the **Advanced** tab, then on **Delivery type** and select **Digital Post** in the drop-down menu as shown below. The delivery type changes to Digital Post.
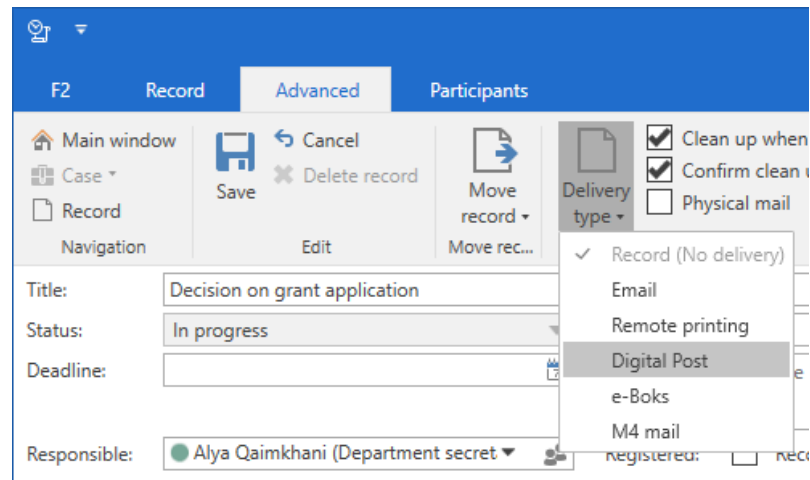

Figure 3: Change delivery type to "Digital Post"

Send Digital Post deliveries

Start preparing the delivery by adding a recipient. The recipient must be registered in F2's participant register and have a CPR or CVR number. The CPR or CVR number is a requirement for sending deliveries to Digital Post from F2.

It is possible to check if the recipient is registered at Digital Post before sending. To check, click the **Retrieve recipient's registration status** field as shown below.
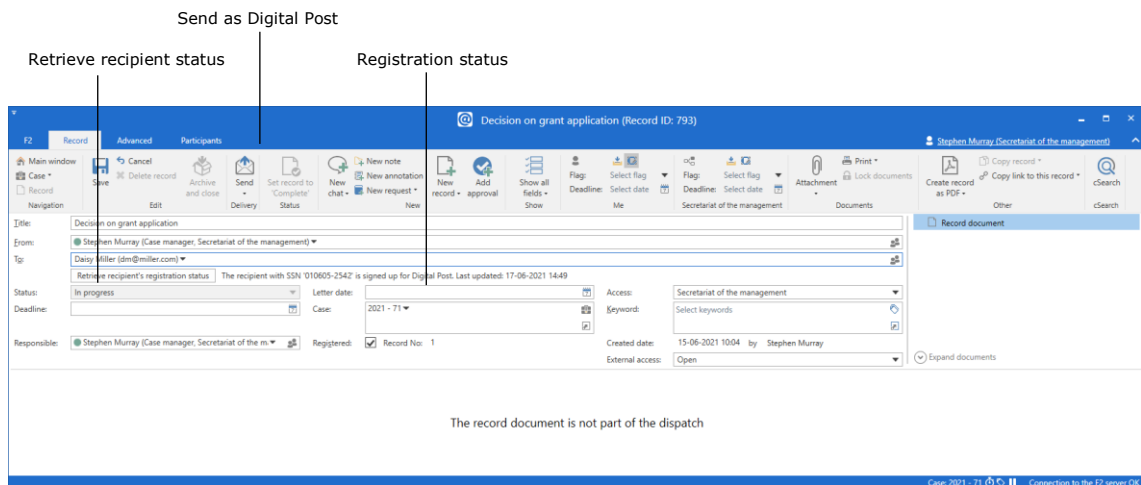

Figure 4: Check the recipient's registration status

The table below lists the possible statuses for a recipient.

Status	Description
The recipient with CPR/CVR 'xxxxxxxxxx' is registered with Digital Post.	Digital Post reports that the recipient can receive digital mail.
The recipient with CPR/CVR 'xxxxxxxxxx' is not registered with Digital Post.	Digital Post reports that the recipient cannot receive digital mail.
Digital Post was unable to find a recipient with CPR/CVR 'xxxxxxxxxx'.	Digital Post reports that the recipient could not be found.
Digital Post reports that registration status for the recipient with CPR/CVR 'xxxxxxxxxx' is unknown.	Digital Post reports that the recipient registration status is unknown.

Digital Post deliveries can be sent to multiple recipients at once by using the "Merge to case participants" function. This is described in the *Mass sending Digital Post* section.

Sending Digital Post deliveries differ from sending regular emails in F2 in a few important areas.

When a record is sent as a regular email, the email text is written in the record document (the record's editing window), and potential attachments are attached to the email record. To the recipient, the record document text is the body of the email.

When a record is sent as a Digital Post delivery, the record document is <u>not</u> included. Instead the first attachment on the record comprises the text which the recipient will see in the delivered digital mail.

The record title is used as the title of the Digital Post delivery for the recipient, while attachment titles are retained.

It is therefore essential that the sequence of the attachments is correct when preparing Digital Post deliveries.

The procedure for sending Digital Post deliveries from F2 is as follows:

1. Create a record in Digital Post view as described above.

2. Attach a Word document that constitutes the email body and add the text of the email to the document. All attachments are converted to PDF files when the digital mail is sent.

3. Attach any additional documents after the Word document (i.e. the email text).

Click **Send** to send the digital mail.

It will be evident in the record window of the digital mail when it is being sent. The sending action cannot be stopped or cancelled. F2 will show the record's status as being sent until it is received and validated by Digital Post.

Digital Post limitations

A delivery to Digital Post cannot have two attachments with the same title. Titles must be edited in F2 before sending.

Additionally, the following limitations for deliveries to Digital Post apply:

- Attached documents must be in a format that can be converted to PDF.

- The total email size must not exceed 99.5 MB.

- The record must contain no more than one main document and 10 attachments.

Send digital mail to a public authority

Digital mail must be addressed to a public authority in its capacity as either an authority or a company. In the "Send as" drop-down, select either "Digital Post – Authority" or "Digital Post – Company".
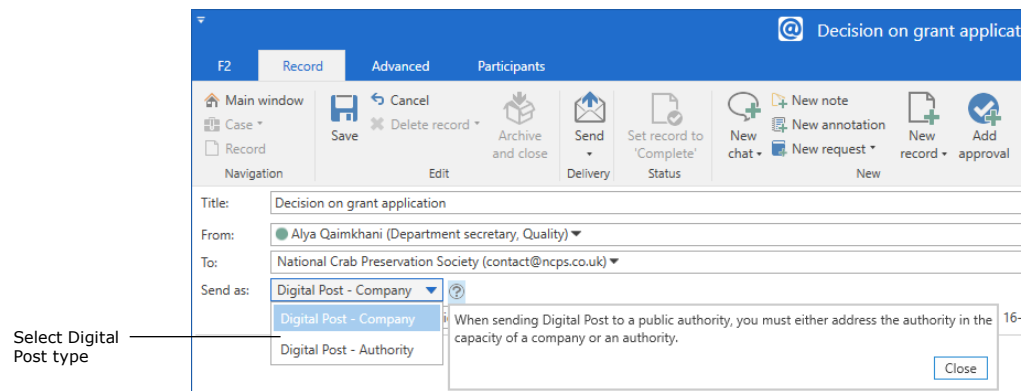
Figure 5: Select a Digital Post type

Track Digital Post deliveries

A record sent to Digital Post displays the time when it was received by the Digital Post platform. To view this, click the **My sent records** list on the left in the main window. From here, open the record. Its delivery status is shown in the record window below the "Title" field.
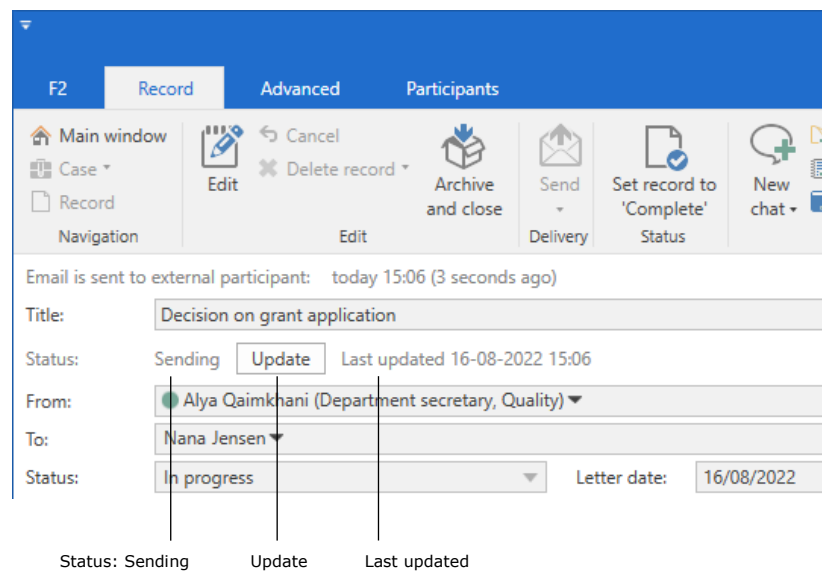

Figure 6: The Digital Post status is "Sending"

Click **Update** as shown above to see the newest status. This is a way to check whether the delivery has been received by Digital Post.

The table below describes each potential status for a delivery to Digital Post.

Status	Description
"Sending"	The delivery is currently being sent from F2 to Digital Post.

Status	Description
"Received by Digital Post and undergoing validation"	Digital Post has received the delivery, and it is being validated.
"Accepted by Digital Post on [date and time]. Being delivered to recipient"	Digital Post accepted the delivery and it is being delivered to the recipient.
"Rejected by Digital Post"	Digital Post rejected the delivery. The record is marked with a warning icon ⚠ and returned to the sender's inbox with the message that it was not delivered. The cause may be that the recipient is not registered at Digital Post or has opted out. It is noted in the record metadata of a rejected digital mail if it was not delivered.
"Unable to deliver to Digital Post"	Something went wrong during delivery. This status may be caused by downtime at Digital Post.

Note: It is possible to monitor Digital Post deliveries. The configuration is made on the organisation's server in cooperation with cBrain. This ensures that any failed deliveries are reported directly to the organisation's F2 responsible user.

Mass sending Digital Post deliveries

Digital Post deliveries can be sent to multiple recipients simultaneously. To do this, add the relevant recipients to the "Case participants" field of the case. Then save the case by clicking **Save**.
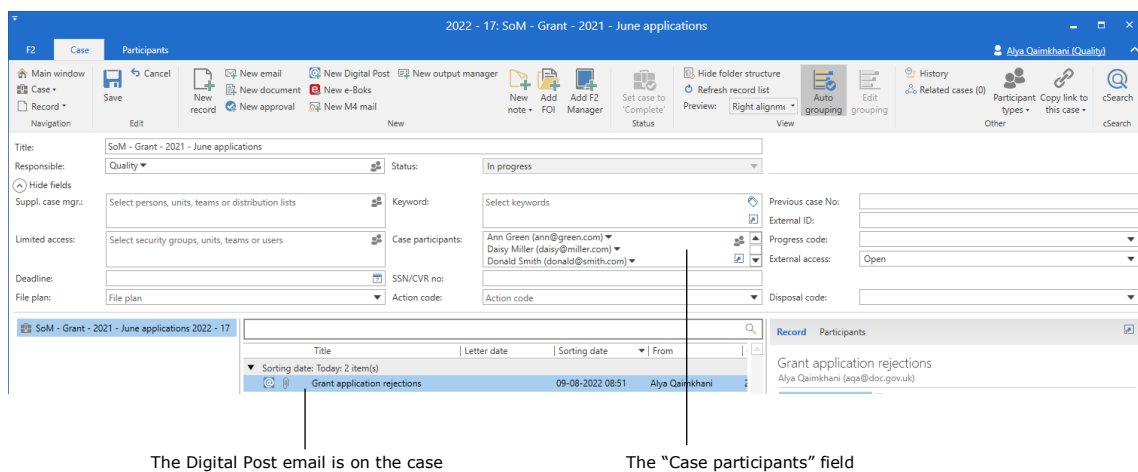

The Digital Post email is on the case   The "Case participants" field

Figure 7: Add multiple recipients in the case window's "Case participants" field

To send the Digital Post delivery, leave the "To" field empty. Instead click on the arrow next to the **Copy record** menu item in the ribbon and select **Merge to case participants**.
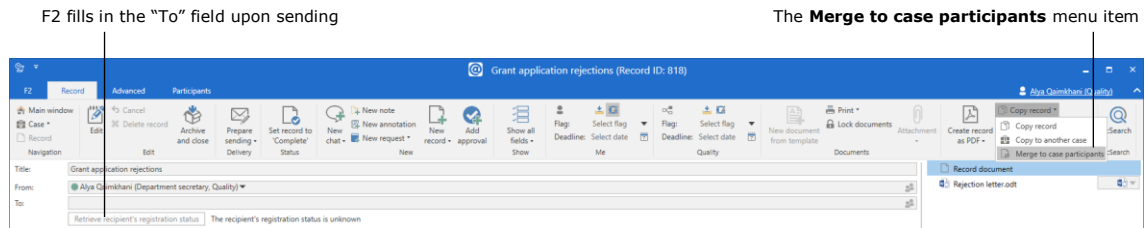
Figure 8: Merge the Digital Post delivery to case participants from the record window

The "Merge to case participants" dialogue opens. Select case participants to add as recipients. To send the Digital Post delivery immediately, tick the **Send to recipient** box.
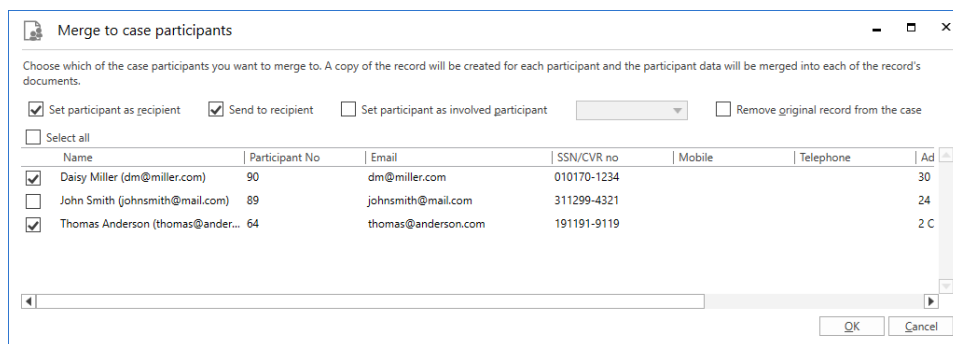

Figure 9: The "Merge to case participants" dialogue

Click **OK** to start merging. F2 creates a new Digital Post record for each selected participant, attaches the records to the case, and adds the selected participants as recipients on the records. If the "Send to recipient" box is ticked, the records will also be sent immediately.

The F2 Merge Codes add-on module makes it possible to merge information such as names and dates with letters for mass sending. Read more about merging and mass sending in general in *F2 Merge Codes – User manual.*

Receiving Digital Post deliveries

An organisation can receive deliveries from Digital Post directly in F2. Digital Post deliveries are delivered to the unit's or user's F2 inbox via Digital Post.

It is possible to configure multiple Digital Post mailboxes in F2. This means that incoming Digital Post deliveries can be automatically distributed to the inboxes of specific units or users.
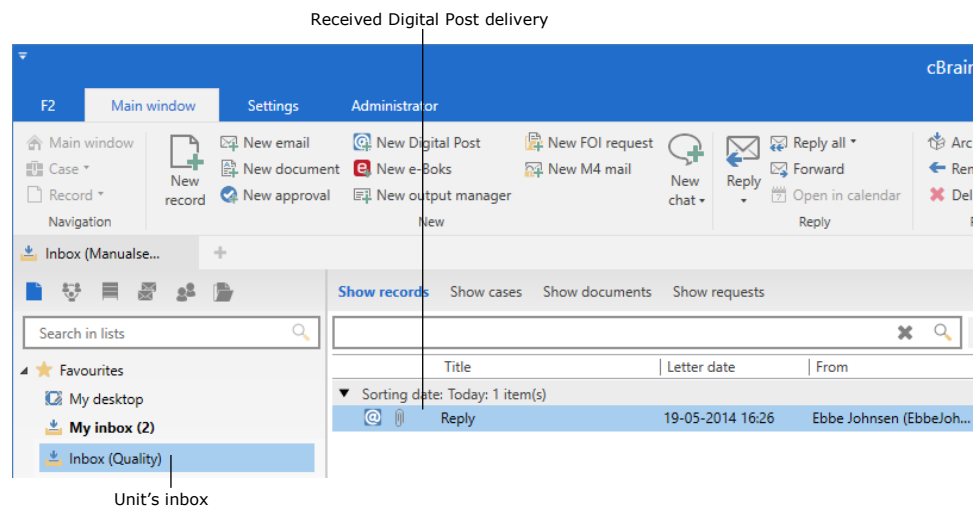
Figure 10: Receiving a Digital Post delivery in the unit's inbox

When an incoming Digital Post delivery is opened, the record metadata will show that it has been sent and received using Digital Post.

> **Note**: A citizen may forward a Digital Post delivery to F2 from another public authority and include a message. When received in F2, the original Digital Post delivery forwarded by the citizen is created as a record. The citizen's message is added as a note to this record. The letter date of the original Digital Post delivery serves as the letter date of the record.

> **Note**: Digital Post deliveries sent from other systems may contain invalid letter dates such as 01.01.0001. F2 replaces invalid letter dates with the reception date of the Digital Post delivery in F2. A note is added to the record informing the recipient that the sending system's letter date was not set up correctly.

Click on **Reply** in the ribbon to reply to the received Digital Post delivery.
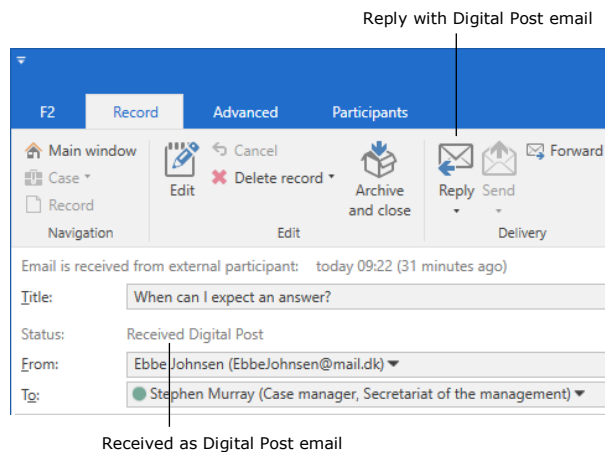
Reply with Digital Post email

Received as Digital Post email

Figure 11: Reply to Digital Post email

A sender may have chosen to disable replies to their Digital Post delivery. In this event the "Reply" menu item is deactivated, and a tooltip shows that replies are disabled.
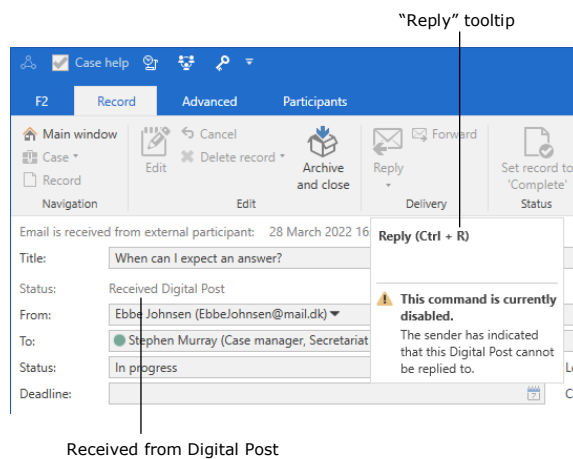
"Reply" tooltip

Received from Digital Post

Figure 12: A Digital Post delivery with replies disabled

Note: A received Digital Post delivery cannot be forwarded.

Configuration options for F2 Digital Post (Next Generation)

Any configurations made to F2 Digital Post (Next Generation) apply to the organisation's entire system. The following can be configured in cooperation with cBrain:

- Restrict the CPR and CVR numbers to which Digital Post deliveries can be sent. This is e.g. useful when testing. The configuration is disabled by default.

- Select a default F2 recipient for Digital Post deliveries and determine if the recipient should receive all incoming Digital Post deliveries, including replies sent from F2.

- Set up multiple Digital Post mailboxes in F2. This means that incoming Digital Post deliveries are automatically distributed to the inboxes of specific units or users.

- An F2 installation can be configured to support several Digital Post mailboxes.

List of figures