



**F2**

# Digital Post (e-Boks)

Version 8

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## Reading guide

This manual is written for users of F2 Digital Post (e-Boks).

The manual contains a short introduction to F2 Digital Post (e-Boks) 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 (e-Boks)

It is a legal requirement that public authorities must be able to deliver Digital Post to citizens and businesses through a digital mailbox.

cBrain's F2 Digital Post (e-Boks) offers an integration possibility with Digital Post so public authorities can send and receive digital mail using e-Boks in F2.

F2 Digital Post 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 can be used by all users and is just as simple as sending an email from F2.

In order to use Digital Post with e-Boks in F2, 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 (e-Boks) works with authorities', companies' and citizens' e-Boks. If Digital Post is received through e-Boks, it is automatically transferred to F2.

Organisations that also use cBrain M4 can also send Digital Post using M4.

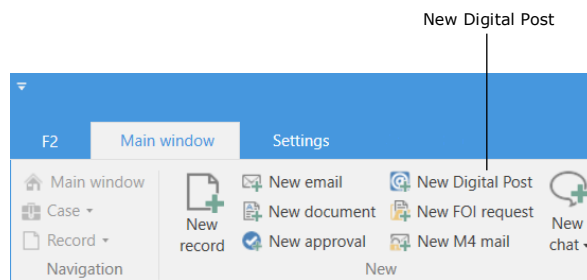
**Note:** Through a configuration, it is possible to restrict which CPR and CVR numbers the Digital Post can be delivered to. This is e.g. useful when testing. The configuration is turned off by default. Configurations are performed in cooperation with cBrain.

# Create deliveries for Digital Post using e-Boks

Digital Post deliveries through e-Boks can be created both from F2's main window or from a record. The different options are discussed in the following sections. While the creation methods differ, the delivery procedure remains the same.

## Create Digital Post deliveries from the main window

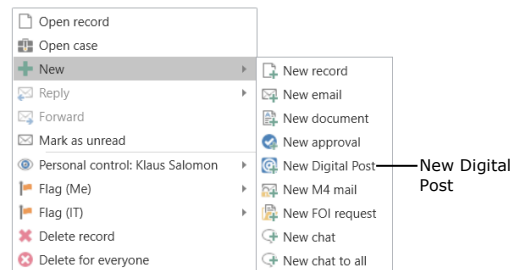
The "New Digital Post" menu item for creating Digital Post is located on the main window's ribbon, as shown below.



**Figure 1: The "New Digital Post" menu item**

It is also possible to create Digital Post deliveries 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**.

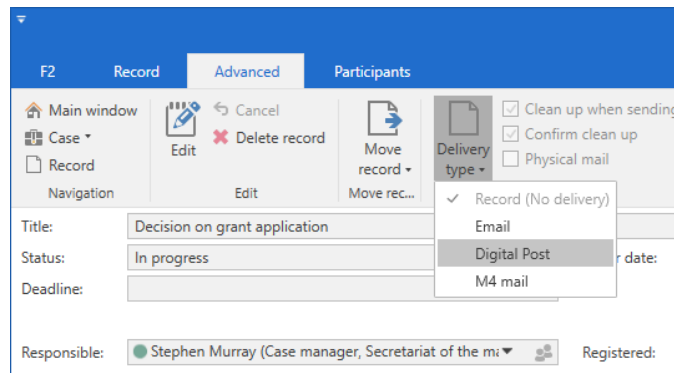


**Figure 2: Create a New Digital Post using the context menu in the main window**

The record window for the new delivery automatically opens in the Digital Post view.

## Create Digital Post deliveries from the record window

Deliveries for Digital Post using e-Boks can be created in the record window of already existing records. On the "Advanced" tab, click on **Delivery type** and select **Digital Post** in the drop-down menu as shown below. The record is then put in Digital Post view.

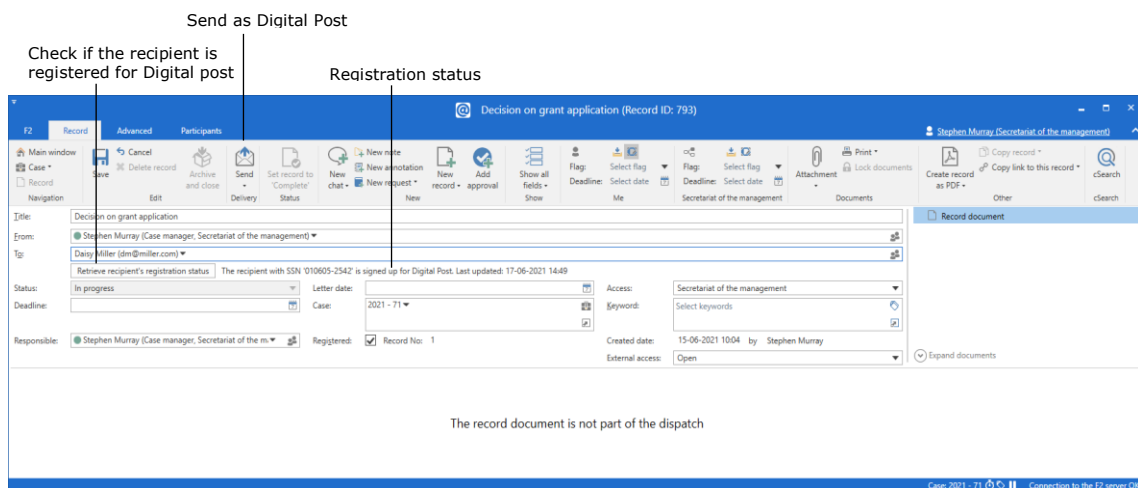


**Figure 3: Change the delivery type to "Digital Post"**

# Send Digital Post through e-Boks

Start preparing the delivery by specifying a recipient. The recipient must be registered in F2's participant register with either a CPR or a CVR number. Sending Digital Post using e-Boks in F2 is only possible if the recipient has a CPR or CVR number.

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



**Figure 4: Check the recipient's registration status**

Digital Post can also be sent to multiple recipients simultaneously by copying the record and merging to the participants of the case. Read more in the *Mass sending Digital Post* section.

Sending Digital Post from F2 is in a few important areas different from sending normal email records in F2.

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 in F2 is sent as Digital Post, the record document is not part of the email. Instead the first attachment on the record comprises the text which the recipient will see in the delivered email.

It is therefore essential that the sequence of the attachments is correct when sending emails as Digital Post.

The procedure for sending Digital Post in F2 is as follows:

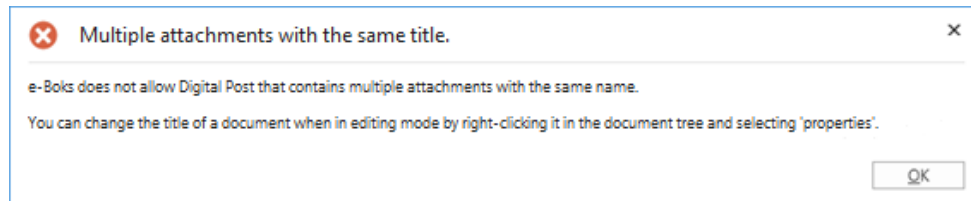
1. Create a record and put it in Digital Post view as described above.
2. Attach a Word document that constitutes the email itself and add text in the document.

3. Attach any additional documents after the first document to the record.

## Edit attachment titles before sending

It is possible to edit the attachment's title before sending to e-Boks. This is especially important if some of the attachments have identical titles as e-Boks will then reject the delivery.

The warning dialogue shown below appears when an attempt is made to send a Digital Post containing attachments with identical titles.



**Figure 5: Warning - multiple attachments with the same title.**

Besides the special management of deliveries using Digital Post, some restrictions concerning e-Boks apply when sending Digital Post from F2:

- The attached documents must be convertible to PDF format, as Digital Post is only compatible with PDF files.
- The complete delivery size must not exceed 10 MB.
- The delivery title must not exceed 50 characters.
- The record must not contain more than one main document and 10 attachments.

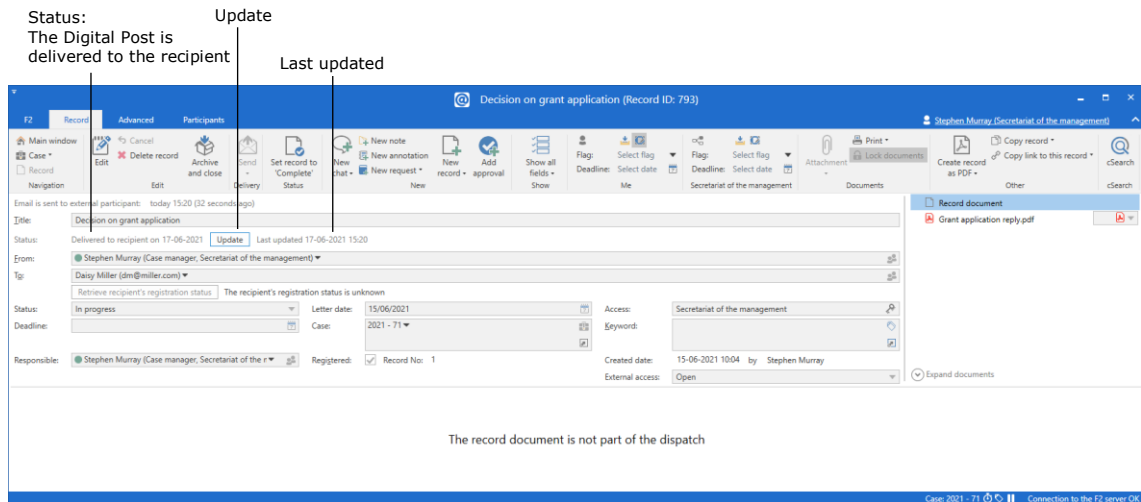
Click **Send** to send the record as Digital Post from F2 to e-Boks. The Digital Post record is then delivered in the recipient's e-Boks inbox. However, this requires that the recipient is registered for Digital Post and has accepted receiving email through e-Boks from the sender.

The record's status will display if it is queued before delivery. It is not possible to remove the record from the queue, withdraw it, or change the order of the queue. It is, however, possible to change the status of the record, save the record, and move on to the next one. The record is placed in the queue until it is delivered by e-Boks.



## Track a Digital Post delivery through e-Boks

It is possible to see when the sent record was delivered to the recipient as Digital Post through e-Boks. Click on "My sent records" in the list view in F2's main window and then open the email record that was sent as Digital Post. The delivery status can be seen on the record, just above the record title as shown below.



**Figure 6: The Digital Post delivered to the recipient**

Click on **Update** as shown on the figure above to check whether the recipient has received the email as Digital Post. This makes it possible to document whether the email has reached the recipient.

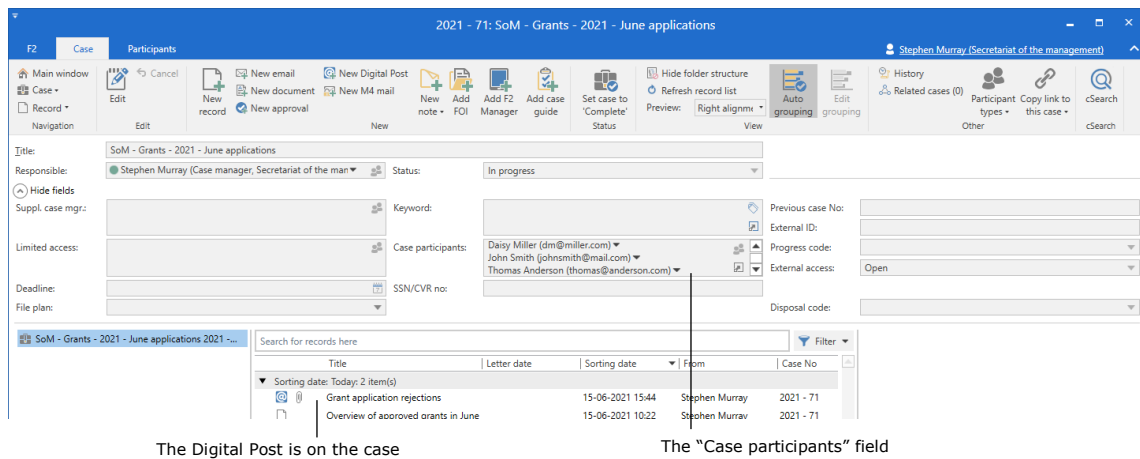
If the recipient is not registered for e-Boks or has chosen not to receive e-Boks deliveries from the sender, the record is marked with a warning icon ⚠. It is also sent back to the sender's inbox with the message that the recipient is not registered for Digital Post.

If a Digital Post record containing an error is opened, it is noted on the record itself that it was not sent.

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

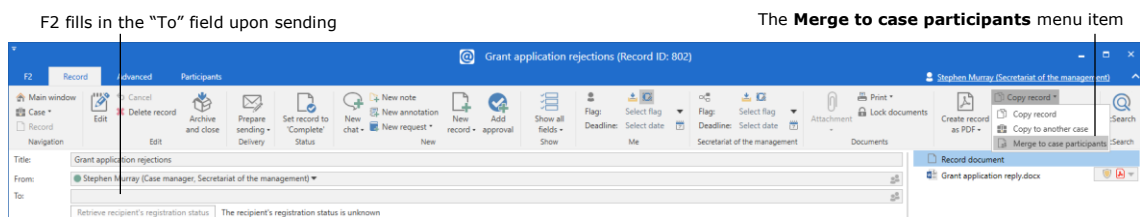
## Mass sending Digital Post

Digital Post can be sent to multiple recipients simultaneously. To do this, add the relevant recipients to the "Case participants" field of the case, as shown below.



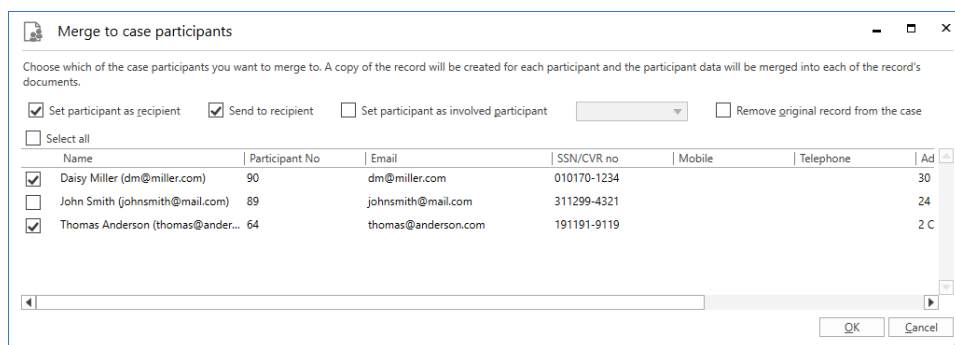
**Figure 7: Add multiple recipients in the case window's "Case participants" field**

When sending the Digital Post, leave the "To" field empty. Instead click on the arrow next to **Copy record** and select **Merge to case participants**.



**Figure 8: Merge the Digital Post to the case participants via the record window**

The "Merge to case participants" dialogue opens. Select the case participants to receive the Digital Post and whether to send it immediately.



**Figure 9: The "Merge to case participants" dialogue**

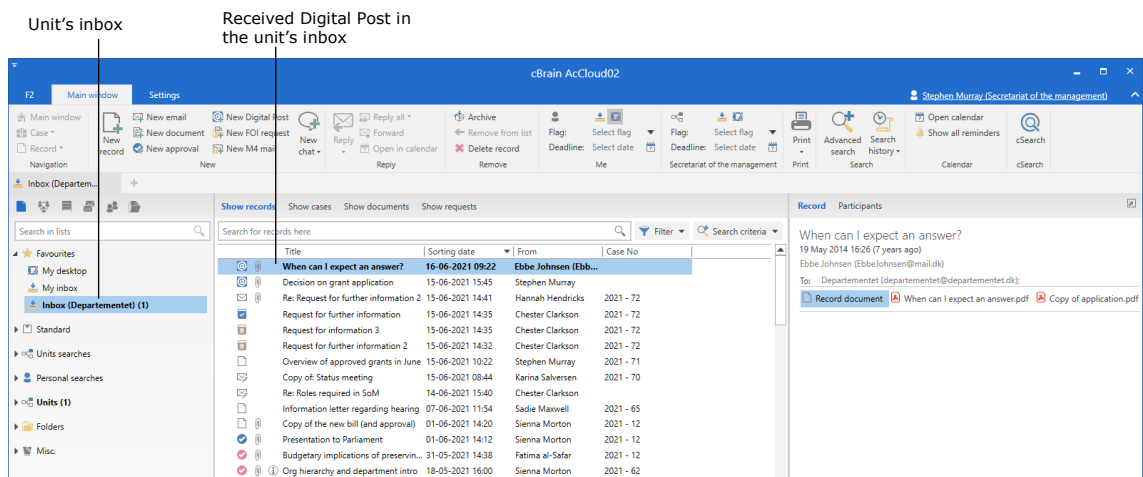
Click **OK** to start merging. F2 creates a new Digital Post record for each selected participant, attaches the records to the case, and adds the relevant participants as recipients on the records. If the "Send to recipient" box is ticked, the records will also be sent immediately.

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

# Receiving Digital Post through e-Boks

A public authority can receive Digital Post through e-Boks directly in F2. This means that F2 users do not have to log in to the authority's e-Boks to check for new mail. The Digital Post is instead delivered directly to the unit's or user's F2 inbox via e-Boks. This saves a substantial amount of time which instead can be used for case management.

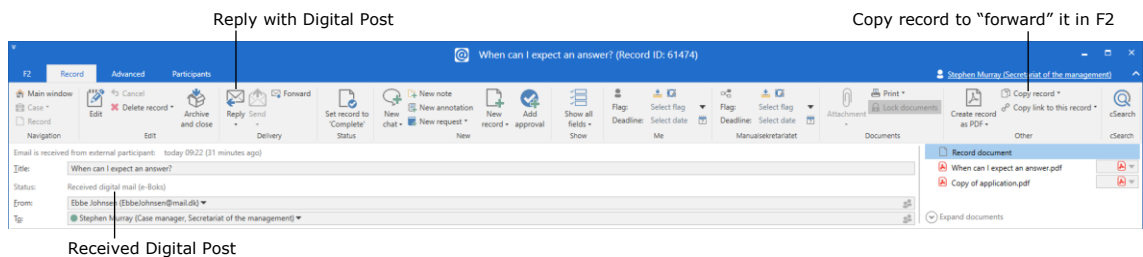
Which units or users that receive Digital Post is configured in cooperation with cBrain. It is also possible to configure that the default recipient receives all replies to Digital Post sent from F2.



**Figure 10: Receiving Digital Post from e-Boks in the unit's inbox**

When the mail received from e-Boks is opened in F2, the record itself will show that it has been sent and received as Digital Post.

Click on **Reply** in the ribbon to reply to the received record.



**Figure 11: Received Digital Post**

**Note:** A record that contains a reply is automatically attached to the same case as the sent record, unless the case has been closed. If the case is closed, the Digital Post will be created as a record with a note explaining why it has not been attached to a case.

A record that has been received in F2 as Digital Post through e-Boks cannot be forwarded.

To forward a Digital Post record, it must first be copied. Click on **Copy record** in the ribbon of the record window. A new record is created with a copy of the documents from the original record that was sent as Digital Post through e-Boks. If needed, the new record's title can be adjusted.

The sender must also be replaced as it is not possible to send on behalf of the original sender (in the example above Ebbe Johnsen). It is also necessary to specify one or more recipients for the new record.

If needed, text can be entered in the record document. Click on **Delivery type** on the "Advanced" tab, and in the drop-down menu that appears select **Email**. Finish by clicking on **Send** on the "Record" tab. The record is then "forwarded".

## **Configuration options for F2 Digital Post (e-Boks)**

Any configurations made to F2 Digital Post (e-Boks) are made on a system level and adjusted to the individual organisation and its work procedures. In cooperation with cBrain it is possible for the organisation to perform the following configurations:

- Restrict which CPR and CVR numbers the Digital Post can be delivered to. This is e.g. useful when testing. The configuration is turned off by default.
- Select a standard recipient for Digital Post and if they should receive all incoming Digital Post including replies to Digital Post sent from F2.
- Set up multiple Digital Post mailboxes in F2. This means that incoming Digital Post is automatically distributed to the inboxes of specific units or users.

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