



F2

Digital Post (e-Boks)

Version 9

Table of Contents

Reading guide	3
Introduction to F2 Digital Post (e-Boks)	4
Create deliveries for e-Boks	5
Create e-Boks deliveries from the main window	5
Create e-Boks deliveries from the record window	6
Send Digital Post through e-Boks.....	7
Edit attachment titles before sending.....	8
Track a delivery sent to e-Boks.....	9
Mass sending e-Boks deliveries.....	9
Receiving e-Boks deliveries	12
Configuration options for F2 Digital Post (e-Boks)	13
List of Figures	14

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)

cBrain's F2 Digital Post (e-Boks) offers an integration possibility with e-Boks, a platform for digital communication, which allows for sending and receiving digital mail in F2 using e-Boks.

F2 Digital Post (e-Boks) 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 (e-Boks) can be used by all users and is just as simple as sending a regular email from F2.

In order to use Digital Post (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) integrates with the digital mailboxes of authorities, companies, and citizens. Incoming e-Boks deliveries are automatically transferred to F2.

It is a legal requirement that public authorities must be able to deliver Digital Post to citizens and businesses through the digital mail solution known as Digital Post. Public authorities can use the add-on module F2 Digital Post (Next Generation) for this purpose. Read more in *F2 Digital Post (Next Generation)*.

Organisations that also use cBrain M4 can also send digital mail using M4.

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

Create deliveries for e-Boks

e-Boks deliveries 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 delivery procedure remains the same.

Create e-Boks deliveries from the main window

Click **New e-Boks** in the main window ribbon to create a new delivery to e-Boks.

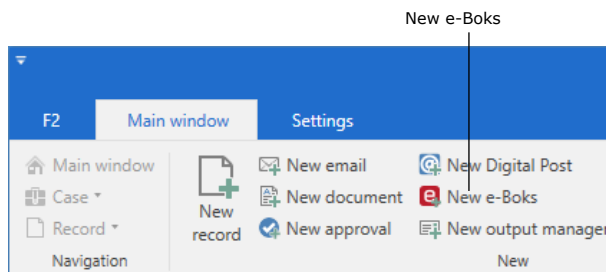


Figure 1: The "New e-Boks" menu item

It is also possible to create e-Boks 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 e-Boks**.

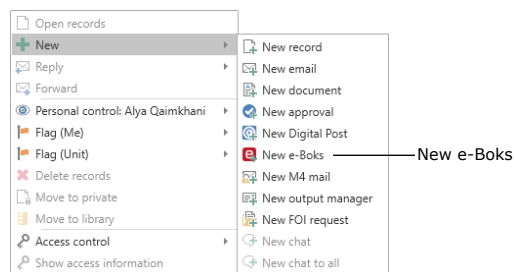


Figure 2: Create a new e-Boks delivery from the context menu in the main window

The record window then automatically opens in the e-Boks view.

Create e-Boks deliveries from the record window

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

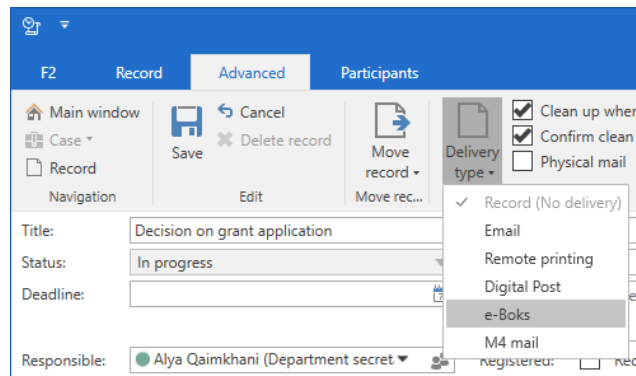


Figure 3: Change the delivery type to "e-Boks"

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 e-Boks deliveries in F2 is only possible if the recipient has a CPR or CVR number.

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

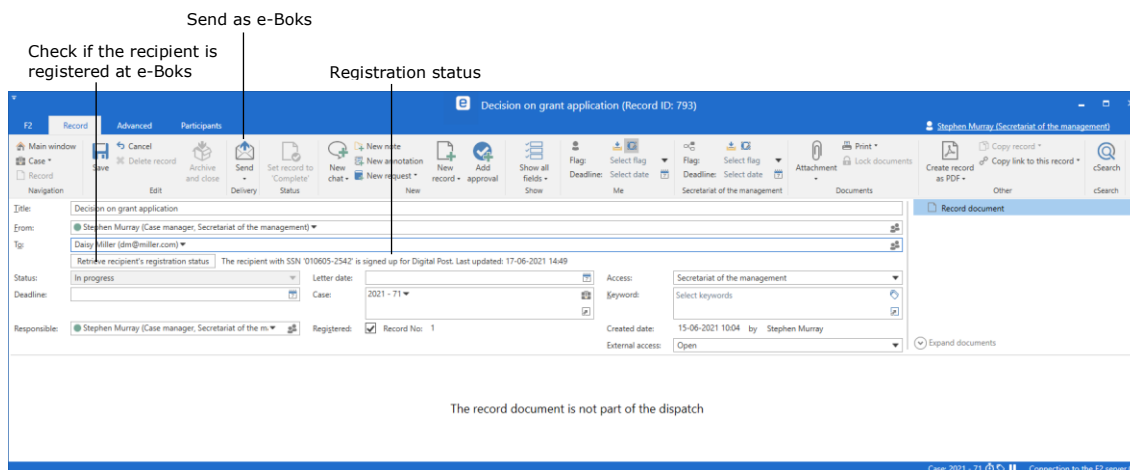


Figure 4: Check the recipient's registration status

Digital mail can be sent to multiple recipients simultaneously by copying the record and merging to the participants of the case. Read more in the *Mass sending e-Boks deliveries* section.

Sending deliveries to e-Boks from F2 differs from sending regular email records 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 in F2 is sent to e-Boks, 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 deliveries using e-Boks.

The procedure for sending deliveries using e-Boks in F2 is as follows:

1. Create a record and put it in e-Boks view as described above.
2. Attach a Word document that constitutes the email body and add text in the document.
3. Attach any additional documents after the Word document.

Edit attachment titles before sending

It is possible to edit an 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 attempting to send digital mail containing attachments with identical titles.

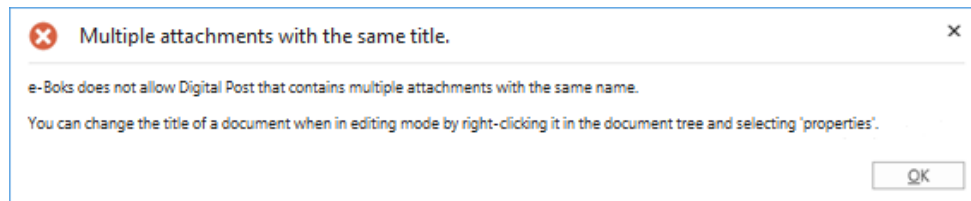


Figure 5: Warning - multiple attachments with the same title

Besides the aforementioned handling of e-Boks deliveries, certain restrictions apply:

- The attached documents must be convertible to PDF format, as e-Boks 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 contain no more than one main document and 10 attachments.

Click **Send** to send the record as a digital mail from F2 to e-Boks. The e-Boks record is then delivered in the recipient's e-Boks inbox. However, this requires that the recipient is registered at e-Boks and has accepted e-Boks deliveries from the sender.

The record's status will display if it is enqueued 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 enqueued until it is delivered by e-Boks.

Track a delivery sent to e-Boks

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

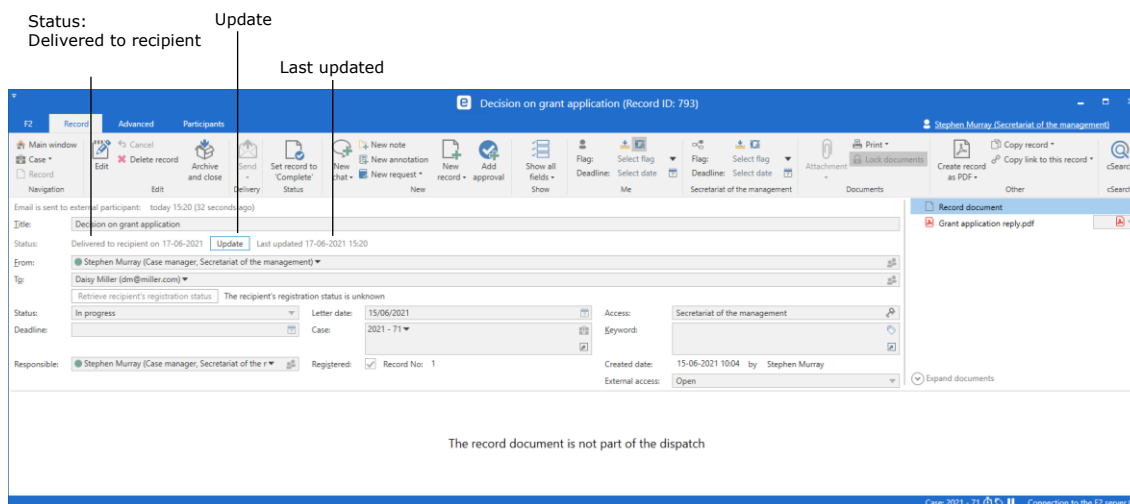


Figure 6: The Digital Post delivered to the recipient

Click on **Update** as shown on the figure above to check whether the recipient has received the email in their e-Boks. This makes it possible to document whether the email has reached the recipient.

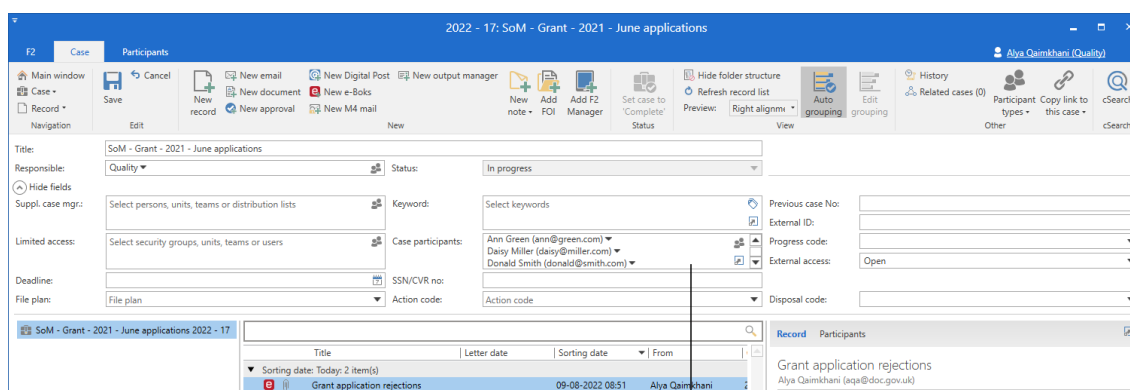
If the recipient is not registered for e-Boks or has chosen not to receive e-Boks deliveries from the sender, the record is marked with a warning icon ⚠. It is also sent back to the sender's inbox with the message that the recipient is not registered for e-Boks.

If an erroneous e-Boks record is opened, it is noted in the record metadata that it was not delivered.

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

Mass sending e-Boks deliveries

Digital mail 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.

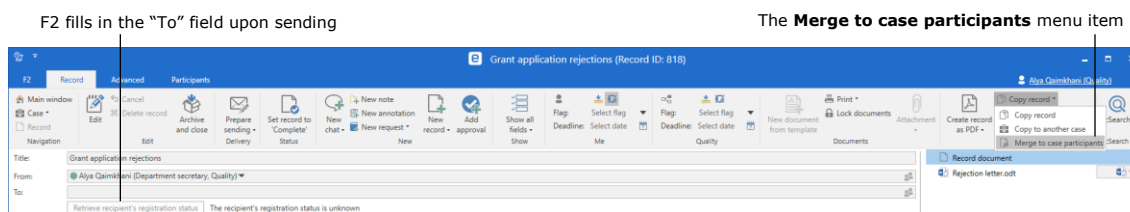


The e-Boks record is on the case

The "Case participants" field

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

To send the digital mail, 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**.



F2 fills in the "To" field upon sending

The **Merge to case participants** menu item

Figure 8: Merge the digital mail to the case participants from the record window

The "Merge to case participants" dialogue opens. Select case participants to add as recipients of the delivery, and decide whether to send it immediately.

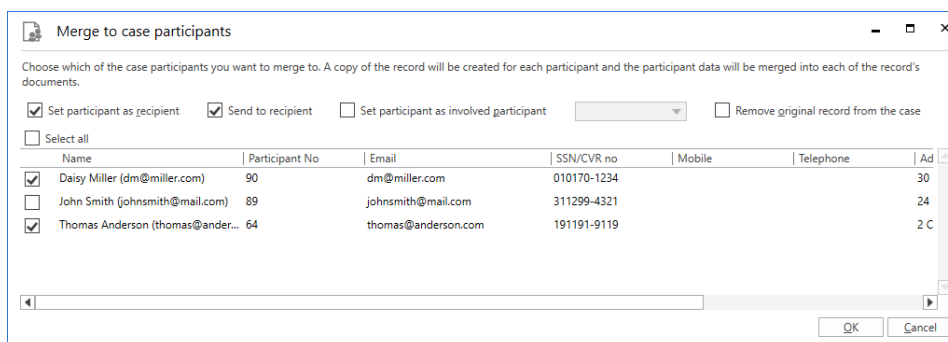


Figure 9: The "Merge to case participants" dialogue

Click **OK** to start merging. F2 creates a new e-Boks 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 e-Boks deliveries

An organisation can receive e-Boks deliveries directly in F2. This means that F2 users do not have to log in to the organisation's e-Boks to check for new mail. The digital mail 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 e-Boks deliveries is configured in cooperation with cBrain. It is also possible to configure that the default recipient receives all replies to e-Boks deliveries sent from F2.

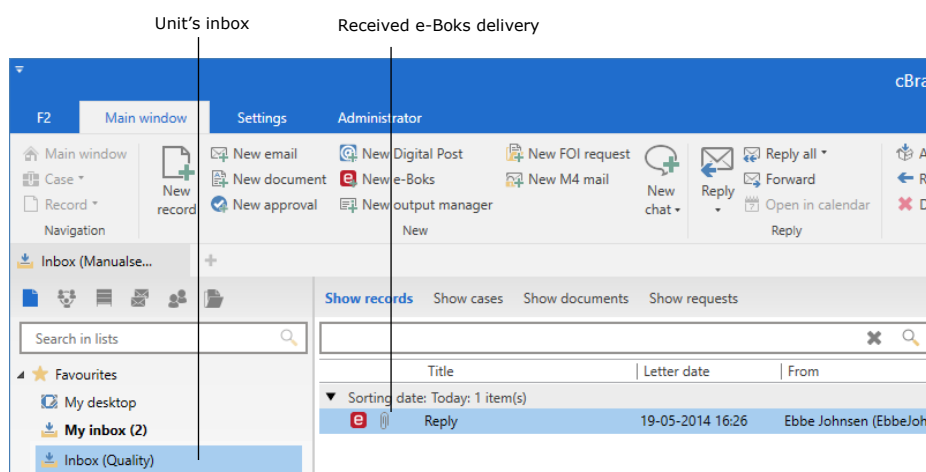


Figure 10: Receiving an e-Boks delivery in the unit's inbox

When incoming mail from e-Boks is opened in F2, the record metadata will show that it has been sent and received using e-Boks.

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

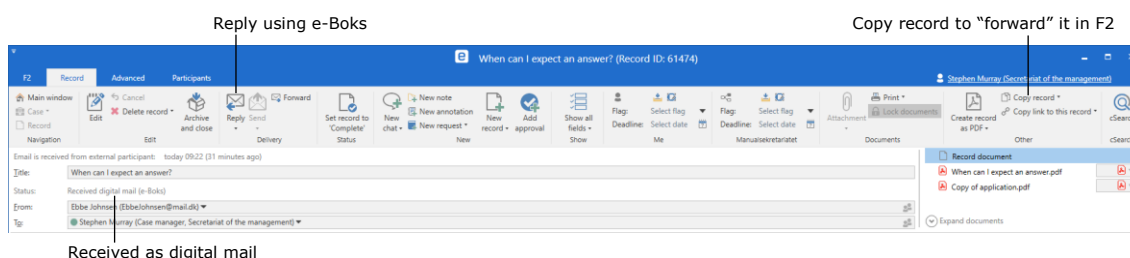


Figure 11: Digital mail received from e-Boks

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 the CPR and CVR numbers to which digital mail can be delivered. This is e.g. useful when testing. The configuration is disabled by default.
- Select a default recipient for digital mail and determine if the recipient should receive all incoming digital mail, including replies to e-Boks deliveries sent from F2.
- Set up multiple e-Boks mailboxes in F2. This means that incoming digital mail is automatically distributed to the inboxes of specific units or users.
- An F2 installation can be configured to support several sender systems. This configuration is useful when units in the same installation must be able to use e-Boks as different authorities.

List of Figures

Figure 1: The "New e-Boks" menu item	5
Figure 2: Create a new e-Boks delivery from the context menu in the main window	5
Figure 3: Change the delivery type to "e-Boks"	6
Figure 4: Check the recipient's registration status.....	7
Figure 5: Warning - multiple attachments with the same title.....	8
Figure 6: The Digital Post delivered to the recipient	9
Figure 7: Add multiple recipients in the case window's "Case participants" field ...	10
Figure 8: Merge the digital mail to the case participants from the record window .	10
Figure 9: The "Merge to case participants" dialogue	10
Figure 10: Receiving an e-Boks delivery in the unit's inbox	12
Figure 11: Digital mail received from e-Boks	12