

F2

Digital Post (e-Boks)

Version 7



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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.

For organisations that also use cBrain M4, it is also possible to 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.

					New Dig	ital Po	st
	₹						
	F2	Main	window	Settings			
	🕋 Main	window		New email	Rew Digit	al Post	\mathbf{Q}
	Record • Record		New	New document	nt 🙀 New FOI request		New
Navigation		record	Ne	ew		chat	



It is also possible to create Digital Post deliveries using the context menu in the main window:

- 1) Right-click on a record or case in the result list.
- 2) Select **New** in the context menu.
- 3) Click on **New Digital Post**.

Open record			
📳 Open case			
🕂 New	•	斗 New record	
🖾 Reply	×	🖂 New email	
🖂 Forward		🛱 New document	
🖂 Mark as unread		😪 New approval	
Personal control: Klaus Salomon	÷	👰 New Digital Post—	-New Digital
🟴 Flag (Me)	►	🙀 New M4 mail	Post
🏴 Flag (IT)	►	🛱 New FOI request	
💥 Delete record		🕀 New chat	
😢 Delete for everyone		🕞 New chat to all	

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. Click on **Delivery type** on the "Advanced" tab 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.

		Send	as Digi	ital Post																
Check regist	k if t ere	the recipient is d for Digital post	t	Re	gistr	ation sta	atus													
-							0													
F2 R	lecord	Advanced Participant	s														💄 Bri			
☆ Main windo ☆ Case * ○ Record	w	Save Solution Cancel	Send .	Set record to 'Complete'	New Hat -	New note New annotation New request *	New record •	Add approval	Show all fields •	E Flag: Deadline:	select Select	a flag ▼ date 📅	다른 Flag: Deadline:	📩 🖾 Select flag Select date	At	ttachment	Print •	Create reco as PDF	ි) Copy recor d ^o Copy link t	d * o this record *
Navigation		Edit	Delivery	Status		New			Show		Me		Manu	Jalsekretariatet		Do	cuments		Other	
Title:	Pay sl	lip July 2020																	Format for all do	cuments 🔻 🕐
From:	Bread	an Ipsum Hansen (Case manager, M	anualsekretaria	stet) 🔻												22	Record d	locument		
To:	Ebbe	Johnsen (EbbeJohnsen@mail.dk)														2 ⁰	🖬 Pay slip J	uly 2020.docx		💌 🏥 🛡
	Retrie	eve recipient's registration status	The recipient	with SSN '010605-	2549' is si	gned up for Digit	al Post. La	st updated:	17-06-2020 14:	49										
Status:	In pro	ogress		Letter date					2	Access:		Involved				*				
Deadline:			1	📅 Case:	2020	- 228 -			1	Keyword:		Select keyv	vords			0				
									æ							2				
Responsible:	Brian	Ipsum Hansen	1	Registered:	√ R	ecord No: 2				Created da	te:	17-06-202	0 14:49 by	Brian Ipsum H	lansen					
	Case ma	anager, Manualsekretariatet								External ac	ess:	Closed				*	Expand docu	uments		
	The record document is not part of the dispatch																			

Figure 4: Check the recipient's registration status

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

Without using Digital Post through e-Boks, the email text is written in the record document (the record's editing window), and potential attachments are attached to the email record. When sending, the recipient can see the text in the record document.

When a record in F2 is sent as Digital Post, the record document is <u>not</u> sent. 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 illustrated 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.

Status: The Dig delivere	ital Post is d to the recipient	Last up	pdated				
	Up	date					
Ŧ			Q Pay slip.	July 2020 (Record ID: 55575)			_ = ×
F2 Record	Advanced Participants					🚊 Brian Ipsum	Hansen (Manualsekretariatet)
☆ Main window Case * Record	Cancel	Set record to 'Complete'	New note New Add chat - The New request - record - approval	Show all fields • Deadline: Select flag •	or∰ 🏄 🖾 Flag: Select flag ▼ Deadline: Select date 🕎	Attachment	Copy record * record * PDF *
Navigation	Edit Deliv	Status	New	Show Me	Manualsekretariatet	Documents	Other
Email is sent to external pa	rticipant: today 15:03 (7 minutes ago)					Record document	
Title: Pay	slip July 2020					Pay slip July 2020.	.docx 🤍 📬
Status: Delive	ered to recipient on 17-06-2020 Update	Last updat	ed 17-06-2020 15:13				
From: Br	ian Ipsum Hansen (Case manager, Manual	lsekretariatet) 🔻					
To: Ebb	e Johnsen (EbbeJohnsen@mail.dk)						
Ret	rieve recipient's registration status The r	recipient with S	SN '010605-2549' is signed up for Digital Post. Last update	ed: 17-06-2020 14:49		Expand documents	
			Pay sli	p July 2020.docx			2
			Pay Due to technical problems this mont express our deepest apologies. We are as soon as possible.	slip July 2020 h's payment has been delayed. We v doing our very best to get the system	would like to back on track		~

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 an error and 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.



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.

Unit's inbox	Received Digital Po the unit's inbox	st in							
E2 Main window Settin	gs					-	Brian Ipsum Hansen (Manualsekretariatet) 🧄		
Main window Case * Case * Case * Case * Case * New d New d New d New d New d New d New d	mail @ New Digital Post ocument இ New FOI request pproval ∰ New M4 mail New	Reply all *	ve we from list Flag: e record * Deadline: move	Select flag Flag: Select date Deadling Me	Select flag Fine: Select date	Print Print Print Search Search	TO Open calendar Image: Color of the col		
→ inbox (ii) (i) +	Charles Charles	and the second				Record Destringents			
	snow records snow cases snow docum	ents show requests			13 0	Necoru Parocipanis	1.5		
	Title	Latter data	orting data	Care No		When can I expect a	n answer?		
A Standard	When can I expect an answ	er? 25	i-06-2020 09:55 IT	2020 - 23	3	today 10:51 (10 seconds ago	s ago)		
Archive	Assessment - 2020 Q4	25	-06-2020 09:51 HR	2020 - 2		п			
A My inbox	Vacation plans 2020	25	i-06-2020 09:51 HR	2020 - 13	3	To: Hugo Hugosen;			
🔯 My desktop	Summary of meeting	25	-06-2020 09:51 HR	2020 - 11	e	Record document	Vhen can I expect an answer?.docx 🛛 😻 🖬 🗐 🔻		
📑 My archive	Quality report	25	i-06-2020 09:51 Diet	r Davidsen 2020 - 4					
97 My sent records	Appendix 18	25	-06-2020 09:51 HR	2020 - 1					
Approvals	Quality Report 2019	25	i-06-2020 09:51 Qua	ity 2020 - 6					
📩 Outbar (6)	Administration tasks	25	i-06-2020 09:51 Klau	Salomon 2020 - 6					
Latest documents	Appendix 2A	25	-06-2020 09:50 HR	2020 - 1					
Inits searches	Case A	25	i-06-2020 09:50 Klau	Salomon 2017 - 7					
Personal searches	New agenda	25	i-06-2020 09:50 Vibe	ke Villasen 2017 - 5					
a 🗠 Current unit (IT)	Evaluation meeting	25	-06-2020 09:50 Qua	ity 2020 - 6					
📥 Inbox (IT) (1)	Strategy meeting	25	i-06-2020 09:50 Klau	Salomon 2020 - 6					
Desktop (IT)	CSR 2020	25	i-06-2020 09:50 HR	2020 - 12	2				
Archive (IT)	D 0 FOI	25	-06-2020 09:50	2020 - 17	7				
▶ 🥯 Folders	li Thursday's agenda	25	i-06-2020 09:50 Kaj I	ofoed 2020 - 6					
▶ W Misc.	🖂 🔋 🛅 Meeting agenda	12-02-2020 15:02 25	i-06-2020 09:50 Klau	Salomon 2020 - 7					
	D 🛛 FOI	25	-06-2020 09:50	2020 - 6					
	🔕 🔋 📿 Letter draft	25	i-06-2020 09:50 Kam	ila Keller 2020 - 24	1				
	🤣 🔋 📿 Digital 2020 - project evaluat	ion 25	-06-2020 09:50 Kam	lla Keller 2020 - 18	3				
	🚯 🔋 📿 Digital2020 - Project Descrip	tion 25	-06-2020 09:50	2020 - 18	8				
	Il Suggestions	25	i-06-2020 09:50 Kam	lla Keller 2020 - 24	:				
	🕒 🔋 🛈 Evaluation template	25	-06-2020 09:50 Kam	lla Keller 2020 - 24	1				
Brown, 20 - constant and so day, 10x00 (0 encoder	(1996)						Crea (0.0)		

Figure 7: 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.

* C When can Lexpect an answer? (Record ID: 55287) 12 Record Advanced Purcipants	_ = ×						
Image: Non-indice Im	rk to this record •						
Email is received from esternal participant: 7 May 2020 14:46 (one month ago)							
Title: When carl expect an answe?	swer? 🛛 🐨 🐨 🔻						
Status: Received Digital Post							
From: [bbe/shnsen@mail.dk) *							
To: Hugo Hugosen (Case manager, HR)							
The record document is not part of the dispatch							
Case 2020 - 193 O 🗞 🛛	Connection to the F2 server OK						

Figure 8: Received Digital Post



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

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.

	R	eply								Copy record	
Ŧ F2 I	lecord Advanced Participants									🚊 Brian Ipsum Harsen (Manualsekre	e × tariatet) ^
☆ Main wind ☆ Case * ○ Record Navigation	ow Edit Scancel	Reply Send	Set record to 'Complete' Status	New note New annotation New request * New	New Add record • approval	Show all fields - Show	Flag: Select flag Deadline: Select date Me	 vesting vesting	Attachment Documents	Create record as PDF + Other	Csearch
Email is receive	d from external participant: 7 May 2020 14:44	6 (one month ago)								Record document	(1) (1)
Title:	When can I expect an answer?									When can I expect an answer?	 ₩1 Ψ
From:	Ebbe Johnsen (EbbeJohnsen@mail.dk) *										
To:	Hugo Hugosen (Case manager, HR)									Expand documents	
				The	record docum	ient is not p	part of the dispatch	1		Cure 2004-101-00-01 Computer to a	hu Ež annur Ok

Figure 9: Send a Digital Post reply through e-Boks

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

If the record is to be forwarded, it must be copied first. 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:

- 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.
- Through a configuration it is possible to select a standard recipient for Digital Post and if they should receive all incoming Digital Post including replies to Digital Post sent from F2.
- Through a configuration it is possible to support 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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