

**CIRCULAR NOTE**

**Requirements for migration from NemID to MitID**

The Ministry of Foreign Affairs of Denmark, Protocol Department, presents its compliments to all Heads of Diplomatic Missions and Consulates accredited to and resident in Denmark and to International Organisations and Other Missions resident in Copenhagen and Honorary Consulates in Denmark and has the honour to provide information on the requirements for NemID users to be able to migrate to MitID.

NemID is a common, secure login on the Internet, whether you are doing your online banking, finding information from public authorities or engaging with one of the many businesses that use NemID.

**NemID is in the process of being phased out gradually  
and will be fully substituted by MitID as of 30 June 2022.**

Present NemID users need to apply for MitID once they receive a message either from their online or mobile bank. If you do not have a Danish bank account, you will receive the message directly in your e-Boks. Once you have received the message, you have 30 days to apply for MitID. You can also apply for MitID via [www.mitid.dk](http://www.mitid.dk) or at 'Borgerservice' prior to receiving the message from your bank or in your e-Boks.

If you get MitID from your bank and need assistance or to extend the deadline, you can find your bank's support information on the [MitID homepage](#). It is recommended that you use this option as a last resort, as you will need to migrate to MitID no later than 30 June 2022.

Once you have received MitID, it is important that you **keep NemID until further notice**, as certain platforms still require that you use NemID until it has been phased out entirely. You will be notified when you no longer need NemID.

**Obtaining MitID online**

If you are using NemID today, your identity will most likely already have been verified, and you should be able to apply for MitID online following the specific instructions provided to you by your bank or via e-Boks. If you have difficulties obtaining your MitID online either because you have not been verified yet or your identification needs to be updated, you need to follow the procedure below.

To Heads of Diplomatic Missions and Consulates accredited to and resident in Denmark and International Organisations and Other Missions resident in Copenhagen and Honorary Consulates in Denmark

### **Obtaining MitID at 'Borgerservice' (Citizen Service Centre)**

If you are not in possession of NemID – or you for whatever reason experience difficulties using the specific instruction provided to you by your bank or via e-Boks – you will need to make an 'in person visit' to a citizen service centre (Borgerservice) in the municipality where you live.

When ordering MitID at a citizen service centre you must bring:

- Your valid **passport** for identification **and** your ID card, residence permit or Special Health Insurance Card containing **the assigned Danish administrative CPR number**
- **A witness** who can attest to your identity. The witness needs to be in possession of MitID already and needs to have had MitID for at least 10 days

It is possible to book a timeslot using [www.borger.dk](http://www.borger.dk) for your visit at the relevant citizen service centre.

Finally, the Protocol Department is aware that some people are facing technical difficulties in the process and is therefore in contact with both banks and the [Danish Agency for Digitisation \(Digitaliseringsstyrelsen\)](#) to try and solve the issues. If you experience any technical difficulties and have already received a request from your bank to change from using NemID to MitID, the Protocol Department recommends that you contact a citizen service centre to get help and – if needed – in addition contact your bank and ask for the deadline to be deferred.

Please note that the Protocol Department is not responsible for the transition to MitID. We therefore recommend that you contact your bank or the Danish Agency for Digitisation directly.

The Ministry of Foreign Affairs of Denmark, Protocol Department, takes this opportunity to renew to all Heads of Diplomatic Missions and Consulates accredited to and resident in Denmark and to International Organisations and Other Missions resident in Copenhagen and Honorary Consulates in Denmark the assurances of its highest consideration.

Copenhagen, 5 April 2022

