Technical FAQ for CA.dk

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Content

I can't open my/your letters in "Mit CA"

There might be more than one reason for this problem. Below you'll find information on how to easily solve them.

1. **Your browser is blocking pop-ups**

   Uset his guide to allow pop-ups:
   https://www.ca.dk/sites/default/files/PDF/Vejledninger/pop_up_guide_english-may2019.pdf

   This guide covers Internet Explorer 11, Google Chrome, Safari (for Mac), Firefox and Microsoft Edge.

2. **Your Adobe Reader needs to be updated**

   Download and install the latest version: https://get.adobe.com/dk/reader/

3. **Your Firefox browser opens the letters in the .ashx-format**

   Instead of opening the file directly you can save it on your computer and then rename it .pdf. After that you should be able to open the file. If this doesn't solve the problem We recommend using another browser.

I can't log in to the CA self service

If you see the following error message when you try to log in to ca.dk it means that your browser does not allow cookies.
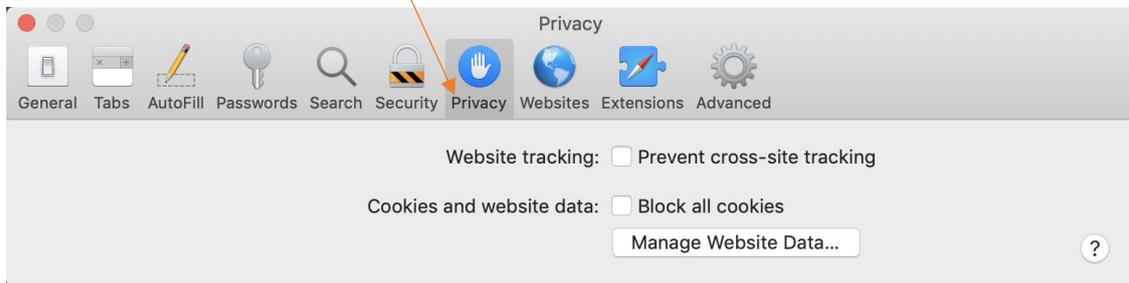

To solve the problem you need to access your browser setting and allow cookies.

On the next pages you'll find short guides to the most common browsers:
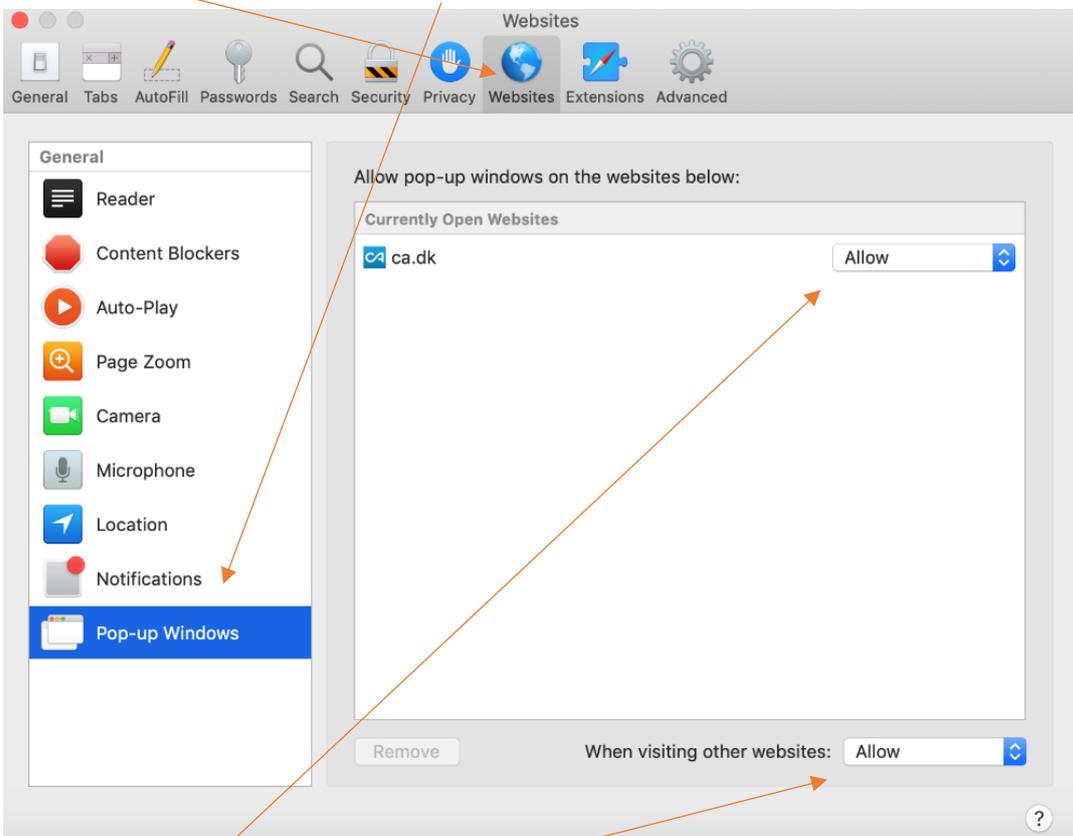
Safari (Mac)

1. Open your browser

2. Click on "Settings" and then on "Privacy" and make sure the boxes shown are unticked

3. Click on "Security" and make sure that the boxes shown are ticked off
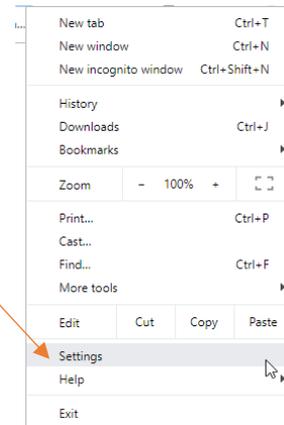

4. Click on "Websites" and then "Pop-up windows"

5. Make sure that ca.dk and "When visiting other websites" are allowed

Google Chrome

1. Open your browser

2. Click on the three dots in the upper right corner and chose "Settings"
   This will open a new tab in your browser

3. Click "Advanced" at the bottom of the page

4. Click "Site settings"

5. In the section "Permissions" click on "Cookies"

6. Make sure that "Allow sites to save and read cookie data" is on

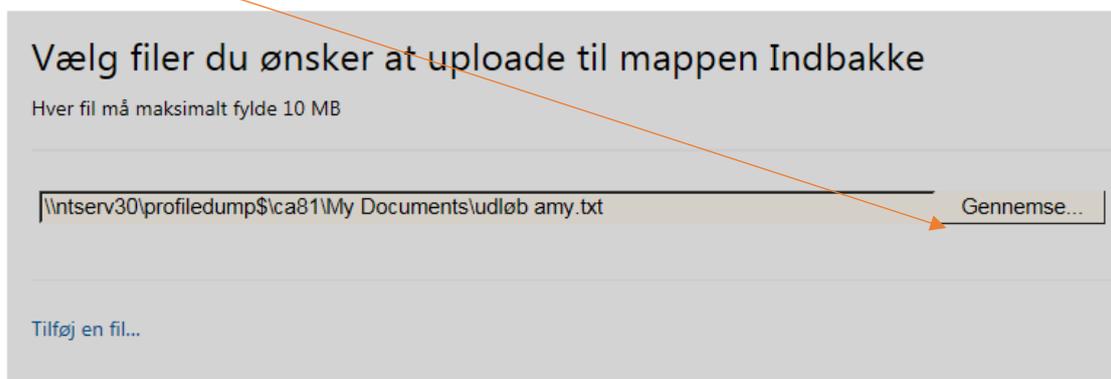# How do I transfer a document from CA's self service to e-boks?

1. Log in to ca.dk and choose "Mit CA"

2. Choose "Breve fra CA" and open the letter you need to transfer

3. Save the letter on your computer as a pdf-file

4. Log in to e-boks and choose "Upload dokument"

5. Choose "Gennemse" and find your documentet on your computer where you just saved it

6. Click "Upload" – This will save your letter in e-boks and you'll be able to access it in your inbox