

Technical FAQ

When I log in to "MIT CA"/Selvbetjeningsløsningen with NemID it just returns me to the start log in page again - it's "looping".

- You need to be a member or have been a member previously to log in.
- Digital signature is expired – you will get this message: **Min digitale Signatur er Udløbet**

If so, click this link: https://www.nemid.nu/dk-da/privat/bestil_nemid/nemid_i_netbank/, here you can reactivate your Digital Signature. This will only happen to costumers who have previously used Digital Signature to log in to CA "selvbetjening". Below you see part of a chat, from NemID support with a CA costumer:

- [COSTUMER] I have problems when i try to log in to my a-kasse with my NemID. It says my Digital Signature is expired, but i don't use my Digital Signature... What to do?
- [NemID SUPPORT] It sounds like your public access with NemID needs renewal. This is easy to fix with this guide.
- [NemID SUPPORT] Click on the link below, then click where it says "Log På" in the middle of the picture. Here you need to log in with your NemID, accept the conditions and confirm order. When this is done, your NemID will again have access to public pages. You might experience a message saying your NemID is blocked, if so, just try again. Link to the page is: https://www.nemid.nu/dk-da/privat/bestil_nemid/nemid_i_netbank/

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

- 1) Remove Pop-up blocking in the relevant window – guide is available on our page: https://www.ca.dk/sites/default/files/PDF/Vejledninger/pop_up_guide_dansk-maj2019.pdf or we can send it to you by mail - please contact us on ca@ca.dk

English:

https://www.ca.dk/sites/default/files/PDF/Vejledninger/pop_up_guide_english-may2019.pdf

- 2) Get the newest version of Adobe PDF reader - then try again
- If you are using Mozilla Firefox and it opens the letters as ASPX files, save the file on your PC or MAC, then rename the ending of the file from .aspx to .pdf and then it opens. Alternatively use another browser.

I can't make Peopletestmatch.com to work on Windows 10

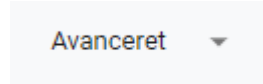
- Silverlight doesn't work the browser Edge, that came in Windows 10, the solution is to use Internet Explorer 11, that also exist in Windows 10.

I can't log in to CA online a-kasse - it bring up a KMD error window.



- Your browser is blocking cookies. You need to change your settings and allow cookies - below is an example from **Chrome**:

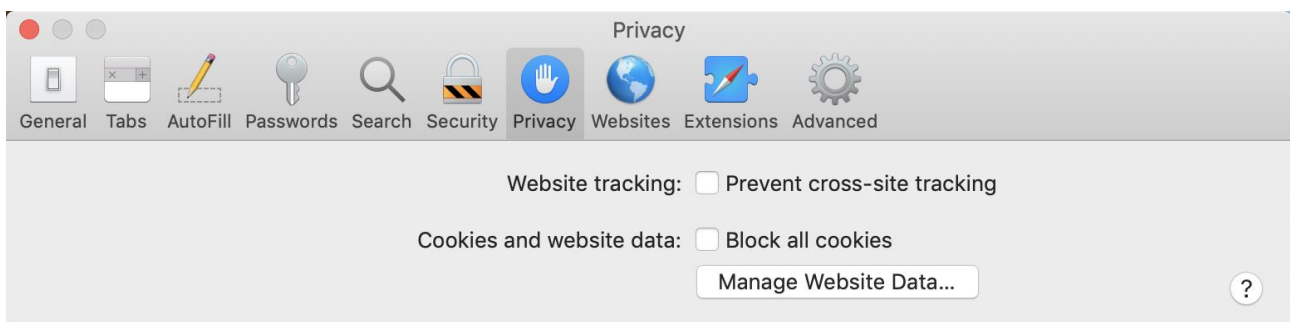
- Click the 3 dots on the right side  - Choose settings
 - Choose "Show advanced settings" – at the bottom, marked this way



- Click on Content settings... under Privacy
 - Here mark "Allow local data to be set"

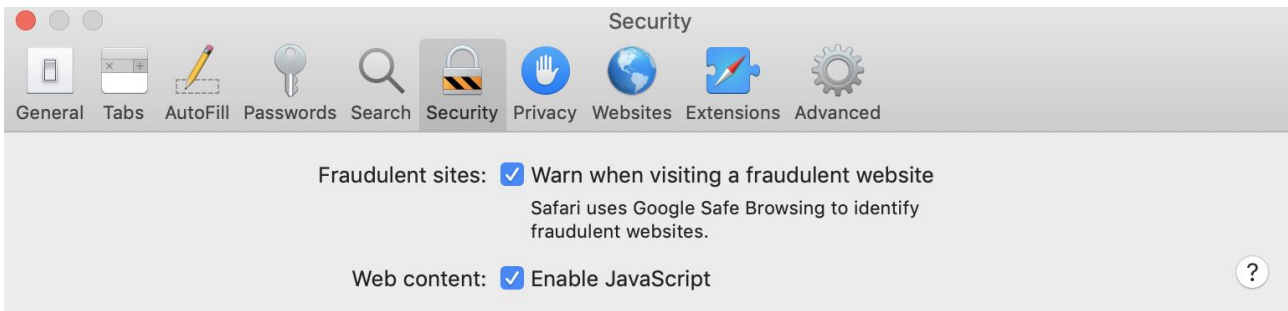
Example Safari

- Click Settings
 - Choose privacy
 - Make sure Block all cookies is not checked

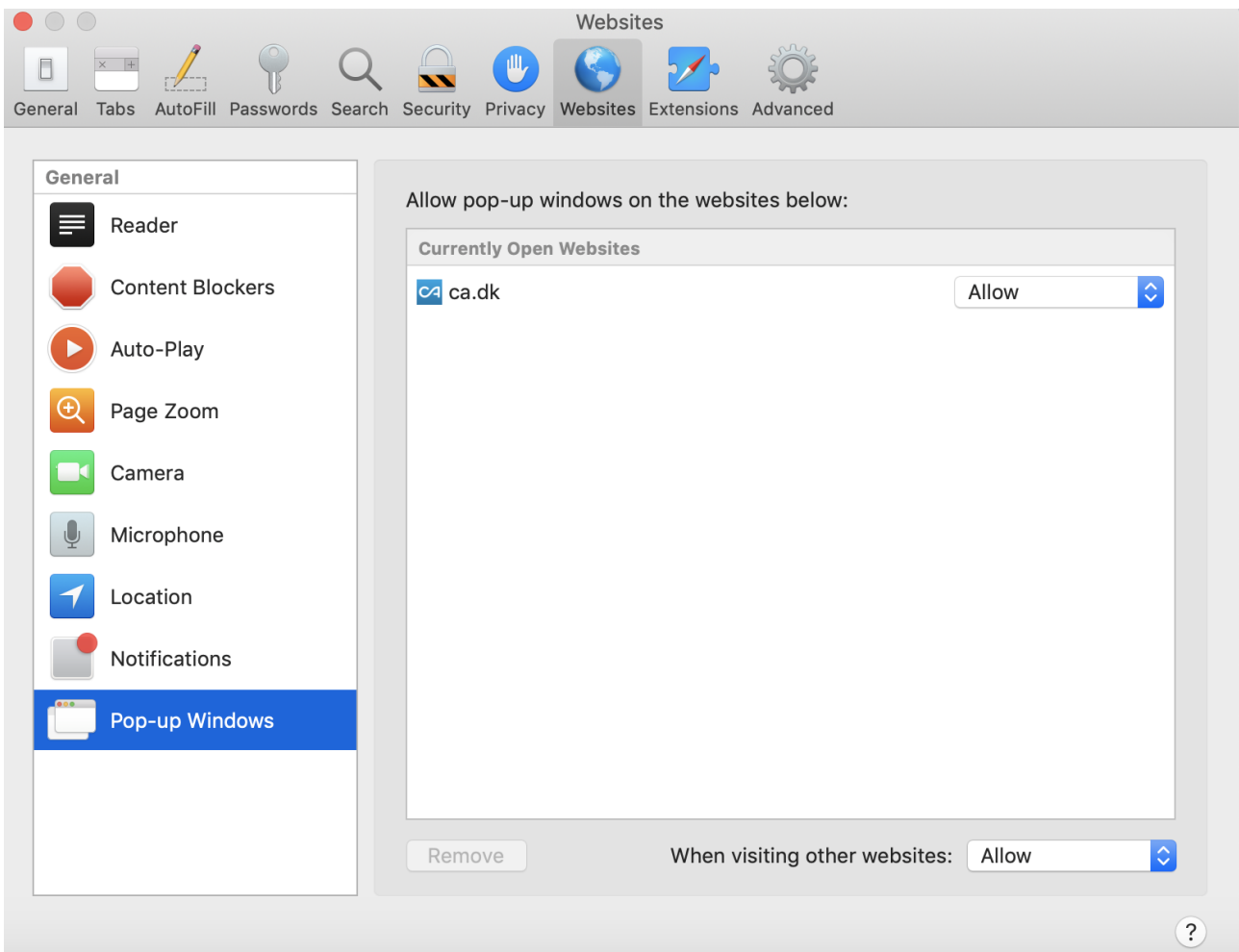


- Choose Security


- An make sure Fraudulent sites and Web content is both checked

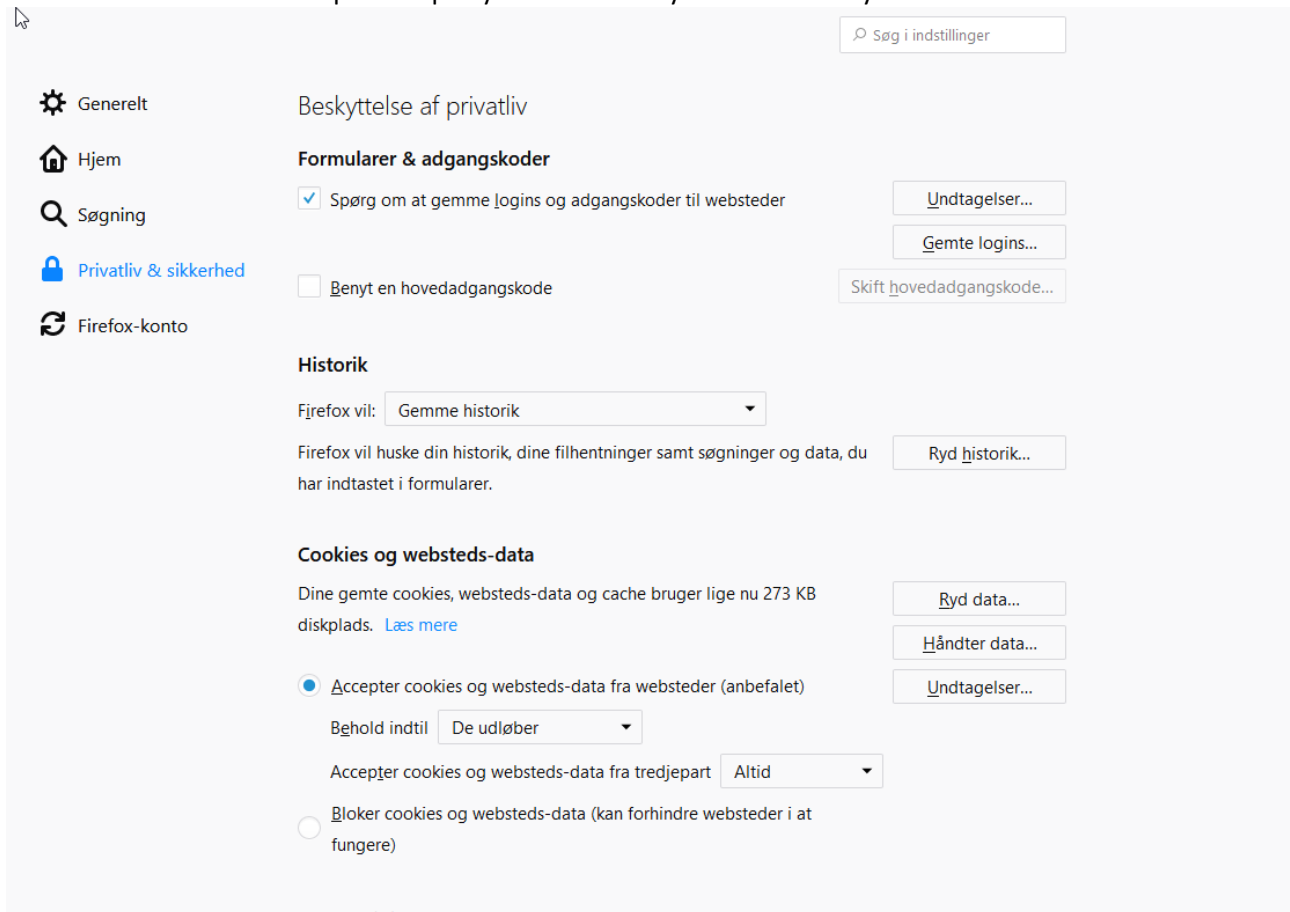


- Choose Websites
 - Click on Pop-up Windows
 - Make sure that ca.dk is marked as allow and that "When visiting other websites:" is also marked as allow.



Example Firefox

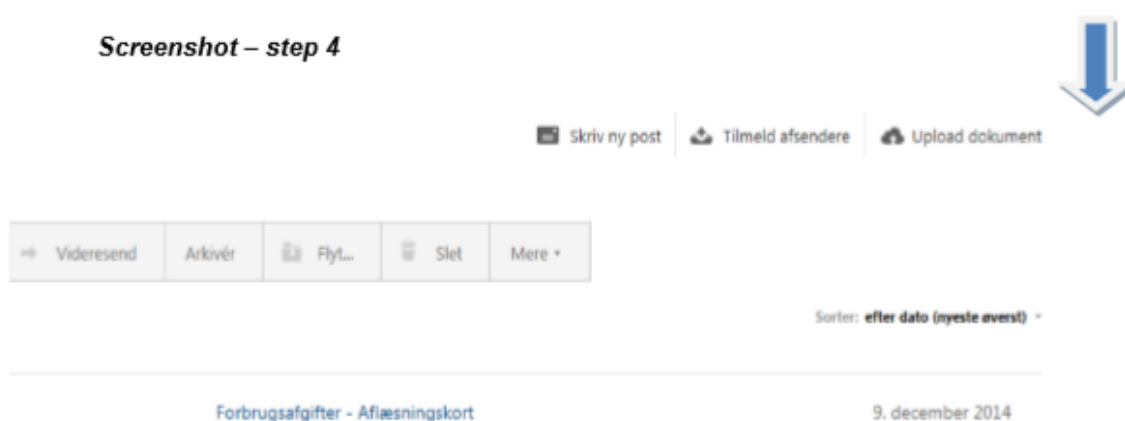
- Click the 3 dots on the right side  - Choose settings
 - Select Accept third-party cookies “Always” under Privacy



How to transfer a document to eBoks from Online a-kasse

1. Log in to Online a-kasse, choose Mit CA and the Breve fra CA – Open the letter you want to transfer
2. Save the letter as a PDF on your computer
3. Log in to eBoks
4. Choose Upload document in the top right corner
5. Click Gennemse and find the document on your computer
6. Upload – then the letter will be saved
7. You can now see your letter in your inbox

Screenshot – step 4



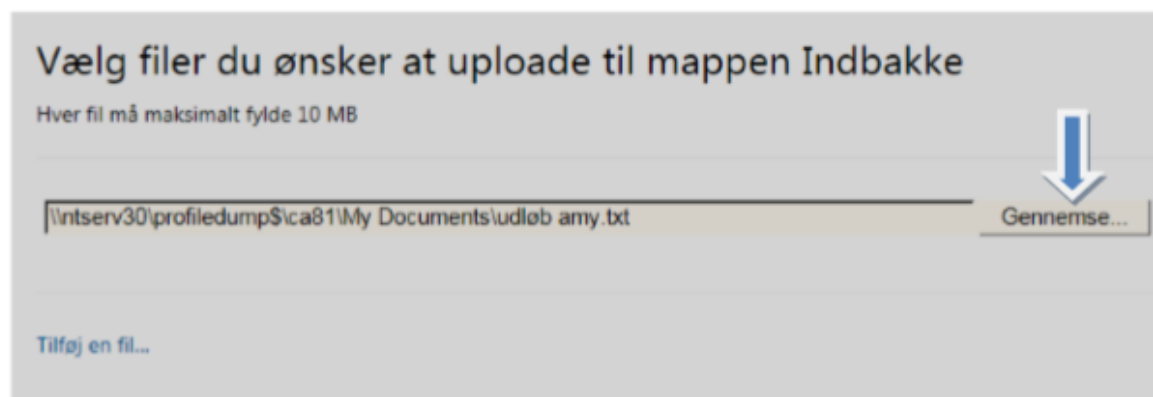
Skriv ny post | Tilmeld afsendere | Upload dokument

Videresend | Arkivér | Flyt... | Slet | Mere +

Sorter: efter dato (nyeste øverst)

Forbrugsafgifter - Afæsningskort | 9. december 2014

Screenshot - step 5 og 6

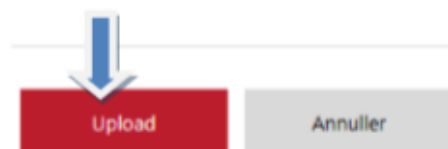


Vælg filer du ønsker at uploade til mappen Indbakke

Hver fil må maksimalt fylde 10 MB

\\ntserv30\profiledump\$\ca81\My Documents\udløb amy.txt | Gennemse...

Tilføj en fil...



Upload | Annuller

Screenshot - step 7



Indbakke | Ulest post | Kladder | Sendt post

Sorter: efter dato (nyeste øverst)

<input type="checkbox"/>	Thomas Jensen	udløb amy	12. december 2014
<input type="checkbox"/>	Hillerød Forsyning	Forbrugsafgifter - Afæsningskort	9. december 2014

How do I change my contact information on CA online a-kasse?

- Log on to CA webpage - Choose "Selvbetjening" and then "Mit CA" with NemID then choose "Tjek/ret dine kontakt-info og personoplysninger" – here you can change e-mailadress and phone number

You have sent me an email that there is a letter for me online. Can you send it with the mail like before?

- No, all our letters is ready for you in our Online a-kasse "Mit CA". We do this because we need to know if the letters we have send, have been opened by the receiver. If you have problems with your NemID, can we problemer med sin NemID, kan vi exceptionally log on behind the system and send you the letter by mail.

I have moved my permanent address, do I need to inform you about this?

- No – we get automatic data from the CPR-register, which then goes into our system.

Can I delete Resumés and applications I upload?

- No, for security reasons you can't delete your files, so lawful documentation doesn't get deleted by accident.