Digital Post (Next Generation)

Created on 26/03/2025 04:16 for F2 version 12

F2 Digital Post (Next Generation)

It is a legal requirement that public authorities must be able to deliver digital mail to citizens and businesses through the digital mail solution known as Digital Post.

cBrain's F2 Digital Post (Next Generation) offers an integration possibility with the Digital Post solution, which allows public authorities to use F2 when sending and receiving digital mail.

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

In order to use F2 Digital Post (Next Generation), 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 (Next Generation) integrates with the digital mailboxes of authorities, companies, and citizens. Incoming Digital Post is automatically transferred to F2.

Organisations can also send digital mail using e-Boks in F2. Furthermore, organisations who use both F2 and cBrain M4 can also use M4 to send digital mail.

CONFIGURATION Through a configuration, it is possible to restrict to which CPR and CVR numbers Digital Post deliveries can be sent. This is e.g. useful for testing. The configuration is turned off by default. Configurations are performed in cooperation with cBrain.

Create Digital Post deliveries

Deliveries to Digital Post 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 sending procedure remains the same.

Create a Digital Post delivery from the main window

Click **New Digital Post** in the main window ribbon to create a new Digital Post delivery.



Figure 1. The "New Digital Post" menu item

It is also possible to create a Digital Post delivery 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 Digital Post**.



Figure 2. Create a new Digital Post delivery from the context menu in the main window

The record window then opens in the Digital Post view.

Create Digital Post deliveries from the record window

A Digital Post delivery can be created from the record window. Click the **Advanced** tab, then on **Delivery type** and select **Digital Post** in the drop-down menu as shown below. The delivery type changes to Digital Post.

😳 🗹 Case h	elp 🖉	ஃ වු ▼					Decisio	on c
F2 Red	cord	Advanced	Participan	ts He	elp			
Go to main Co window reco Navigatio	Dpen the ord's case + on	Save Save	Cancel Delete record Edit	Archive and close	Move record • Move rec	Delivery type ↓	Clean up when s Confirm clean u Physical mail	sendiı p
Title:	Decision o	m grant applic	ation			Email		
Status:	In progres	s		T L	etter date:	Remot	e printing	
Deadline:				7	ase:	e-Boks	5	ate a i
						Build a	and Environment	
Responsible:	Alya Qa	imkhani (Depa	rtment secre •	r <u>s</u> e R	legistered:	M4 ma	ail	

Figure 3. Change delivery type to "Digital Post"

Send Digital Post deliveries

First, add a recipient to the Digital Post. The recipient must be registered in F2's participant register and have a CPR or CVR number. The CPR or CVR number is a requirement for sending deliveries to Digital Post from F2.

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

	*						Oecis	ion on grar	nt applica	tion (Record	ID: 7	793)			-	□ ×
Second	F2 Record	Advanced	Participants											Stephen Murray (Secr	tariat of the manag	ement) ^
Intel: Decision on grant application Brine: Stephen Murray (Case manager, Secretariat of the management)* Te: Dialy Mile (dm@mile.com)* Betrieve recipient's registration status The recipient of the date: Case: Deadline: Te: Statu: Deadline: Te: Case: Statu: Deadline: Te: Case: Statu: Statu: Statu: Deadline: Te: Case: Statu: Statu: Statu: Statu: Statu: Decident of the maragement Case: Statu: Decident of the maragement Decident of the maragement Decident of the mara	☆ Main window ☆ Case * ○ Record Navigation	Cancel	Archive and close	Send elivery Status	New chat •	> New note New annotation New request • New	New Add record • approval	Show all fields • Show	2 Flag: Deadline	Select flag Select date	7	Kong Image: Select flag Flag: Select flag Deadline: Select date Secretariat of the managem	Attachment Documents	nts Create record as PDF • Other	ecord * ink to this record *	Q cSearch cSearch
Ere: Septem Murray (Case manager, Secretariat of the management) Ter: Diago Miller Com) Tere Case Secretariat of the management) Tere Case Secretariat of the management) Tere Secretariat of the management Tere Secretariat of the management) Tere Secretariat of the management Tere Secretariat of the dispatch The record document is not part of the dispatch The record document is not part of the dispatch Tere Secretariat of the dispatch The record document is not part of the dispatch The record document is not part of the dispatch	Title: Decision o	on grant application												Record document		
Status: In progress V Letter date: 2021-71 V Select keywords Desdine: Case: 2021-71 V Select keywords Responsible: Stephen Murray (Case manager, Secretariat of the m.v Select Nov. 1 Created date: 15-06-2021 10.04 by Stephen Murray External access: Open V Open documents The record document is not part of the dispatch	From: Stephen Tg: Daisy Mille Retrieve re	n Murray (Case mana er (dm@miller.com) * ecipient's registratio	ger, Secretariat	of the managemen recipient with SSN '	▼ 10605-2542' is	s signed up for Digiti	al Post. Last updated:	17-06-2021 14	:49				<u>ئە</u> ئە			
Deadline Besponsible: Stephen Murray (Case manager, Secretariat of the m v st Registered: Record No: 1 Besponsible: Stephen Murray (Case manager, Secretariat of the m v st Registered: Record No: 1 Beternal access: Open v Constraint of the dispatch The record document is not part of the dispatch Created data: 15-06-2021 10.04 by Stephen Murray Created data: 15-06-2021 10.04 by Stephen Murray Create	Status: In progress	is		Ŧ	Letter date:				171	Access:	5	Secretariat of the manager	nent 🔻			
Responsible: Stephen Murray (Case manager, Secretariat of the m V Registered: Record No: 1 Created date: 15-06-2021 10.04 by Stephen Murray External access: Open V Gamma Compared to the dispatch The record document is not part of the dispatch	Deadline:			2	Case:	2021 - 71 🕶			÷.	Keyword:	S	Select keywords	\$			
The record document is not part of the dispatch	Responsible: Stephen	n Murray (Case mana	ger, Secretariat	of the mi 🔻 📲	Registered:	Record No:	1		×	Created date: External access	. 0	15-06-2021 10:04 by 5 Open	tephen Murray	Expand documents		
		The record document is not part of the dispatch														

Figure 4. Check the recipient's registration status

The table below lists the possible statuses for a recipient.

Status	Description
The recipient with CPR/CVR 'xxxxxxxxx' is registered with Digital Post.	Digital Post reports that the recipient can receive digital mail.
The recipient with CPR/CVR 'xxxxxxxxx' is not registered with Digital Post.	Digital Post reports that the recipient cannot receive digital mail.
Digital Post was unable to find a recipient with CPR/CVR 'xxxxxxxxx'.	Digital Post reports that the recipient could not be found.
Digital Post reports that registration status for the recipient with CPR/CVR 'xxxxxxxxx' is unknown.	Digital Post reports that the recipient registration status is unknown.

Digital Post deliveries can be sent to multiple recipients at once by using the "Merge to case participants" function. This is described in the Mass sending Digital Post section.

Sending Digital Post deliveries differ from sending regular emails in F2 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. To the recipient, the record document text is the body of the email.

When a record is sent as a Digital Post delivery, the record document is <u>not</u> included. Instead the first attachment on the record comprises the text which the recipient will see in the delivered digital mail.

The record title is used as the title of the Digital Post delivery for the recipient, while attachment titles are retained.

It is therefore essential that the sequence of the attachments is correct when preparing Digital Post deliveries.

The procedure for sending Digital Post deliveries from F2 is as follows:

- 1. Create a record in Digital Post view as described above.
- 2. Attach a Word document that constitutes the email body and add the text of the email to the document. All attachments are converted to PDF files when the digital mail is sent.
- 3. Attach any additional documents after the Word document (i.e. the email text).

Click **Send** to send the digital mail.

It will be evident in the record window of the digital mail when it is being sent. The sending action cannot be stopped or cancelled. F2 will show the record's status as being sent until it is received and validated by Digital Post.

Digital Post limitations

A delivery to Digital Post cannot have two attachments with the same title. Titles must be edited in F2 before sending.

Additionally, the following limitations for deliveries to Digital Post apply:

- Attached documents must be in a format that can be converted to PDF.
- The total email size must not exceed 99.5 MB.
- The record must contain no more than one main document and 10 attachments.

Send digital mail to a public authority

Digital mail must be addressed to a public authority in its capacity as either an authority or a company. In the "Send as" drop-down, select either "Digital Post – Authority" or "Digital Post – Company".

-						@ Deci	sion on g	rant applicat
F2	Record	Advanced	Participants					
A Main Case Record	window , s	S Cancel	ord * Kinchive Archive and close	Send	Set record to 'Complete'	New note	tation Ne est • reco	w Add rd + approval
Naviga	tion	Edit		Delivery	Status		New	
Title:	Decision of	n grant application						
From:	Alya Qa	imkhani (Departmer	nt secretary, Qualit	y) 🕶				
To:	National C	rab Preservation So	ciety (contact@nc	ps.co.uk) 🔻	,			
Send as:	Digital Pos	st - Company 🛛 🔻 🤇	?					
	Digital Po	st - Company	When sending Di	gital Post t	to a public autho	rity, you must either add	dress the auth	ority in the 16-
	Digital Po	st - Authority	capacity of a com	pany or ar	n authority.			Close
								CIOSE

Figure 5. Select a Digital Post type

Track Digital Post deliveries

A record sent to Digital Post displays the time when it was received by the Digital Post platform. To view this, click the **My sent records** list on the left in the main window. From here, open the record. Its delivery status is shown in the record window below the "Title" field.

-						
F2	Record	Advanced	Participants			
A Main Main Main Main Main Main Main Main	window , d	Edit Scancel	cord * Archive and close	Send	Set record to 'Complete'	New chat +
Naviga	ition	Edit	15.05/0	Delivery	Status	
Email is se	nt to extern	al participant: toda	ay 15:06 (3 seconds	; ago)		
litle:	Decis	sion on grant applica	tion		•	
Status:	Sendi	ng Update Las	t updated 16-08-2	022 15:06		
From:		ya Qaimkhani (Depar	rtment secretary, Q	uality) 🔻		
To:	Nan	a Jensen 🔻				
Status:	In pr	rogress		▼ Le	tter date: 16	/08/2022

Figure 6. The Digital Post status is "Sending"

Click **Update** as shown above to see the newest status. This is a way to check whether the delivery has been received by Digital Post.

The table below describes each potential status for a delivery to Digital Post.

Status	Description
"Sending"	The delivery is currently being sent from F2 to Digital Post.
"Received by Digital Post and undergoing validation"	Digital Post has received the delivery, and it is being validated.
"Accepted by Digital Post on [date and time]. Being delivered to recipient"	Digital Post accepted the delivery and it is being delivered to the recipient.
"Rejected by Digital Post"	Digital Post rejected the delivery. The record is marked with a warning icon A and returned to the sender's inbox with the message that it was not delivered. The cause may be that the recipient is not registered at Digital Post or has opted out. It is noted in the record metadata of a rejected digital mail if it was not delivered.
"Unable to deliver to Digital Post"	Something went wrong during delivery. This status may be caused by downtime at Digital Post.

CONFIGURATION

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

Mass sending Digital Post deliveries

Digital Post deliveries can be sent to multiple recipients simultaneously. To do this, add the relevant recipients to the "Case participants" field of the case. Then save the case by clicking **Save**.

₹			2022 -	17: SoM - Grant - 2021 -	June application	ons				×
F2 Case	Participants								💄 <u>Alya Qaimkhani (Quality)</u>	^
 ☆ Main window ∰ Case ▼ ☆ Record ▼ Navigation 	Save Edit	New email Q New Digital Pos New document New e-Boks New approval New M4 mail	st 🖃 New output man	ager New Add Add F2 note + FOI Manager	Set case to 'Complete' Status	Hide folder struc Refresh record lis eview: Right ali	st ignmt • View	Edit rouping	0) Participant Copy link to types + this case + Other cs	Q Search Search
Title:	SoM - Grant - 2021 - June applie	cations								
Responsible:	Quality 🕶	22	Status:	In progress		T				
Hide fields										
Suppl. case mgr.:	Select persons, units, teams or o	distribution lists	Keyword:	Select keywords		0	Previous case No:			
						2	External ID:			
Limited access:	Select security groups, units, tea	ams or users	Case participants:	Ann Green (ann@green.com) Daisy Miller (daisy@miller.com)	•	<u>2</u> 2 🔺	Progress code:			•
				Donald Smith (donald@smith.c	om) 🔻	2 🔻	External access:	Open		•
Deadline:		2	SSN/CVR no:							
File plan:	File plan	•	Action code:	Action code		•	Disposal code:			•
🗓 SoM - Grant - 2	021 - June applications 2022 - 17					Q	Record Participant	ts		
		Title	Lette	er date Sorting date	▼ From	I 🔺				
		 Sorting date: Today: 2 item(s) 					Grant applicati	ion rejections		
		@ Grant application	rejections	09-08-2022 08	3:51 Alya Qaimkl	khani 2		-		

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

To send the Digital Post delivery, 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**.

ହୁ ₹						0	Grant appli	cation rejections (Rec	ord ID: 8	18)						_ = ×
F2 Re	ecord Advanced	Participants													🚊 <u>Alya Qaimkh</u> a	ani (Quality) 🔨
 ☆ Main windo ☆ Case * ☆ Record Navigation 	w Edit Scancel	Archive and close	Prepare sending + Delivery	Set record to 'Complete' Status	New chat •	New Add	Show all fields • Show	E Lag: Select flag Deadline: Select date Me	v⊜ ▼ Flag	g: Select flag adline: Select date Quality	New doo from ter	Print • Print • Print • Dock document Documents	s Attachme	Create record as PDF +	Copy record Copy record Copy record Copy to another of Merge to case pa	Search rticipants
Title:	Grant application rejections													Record doc	ument	
From:	Alya Qaimkhani (Departm	ent secretary, C	Quality) 🕶										20	🔹 Rejection le	tter.odt	1
To:													<u>2</u> 0			
	la companya da															

Figure 8. Merge the Digital Post delivery to case participants from the record window

The "Merge to case participants" dialogue opens. Select case participants to add as recipients. To send the Digital Post delivery immediately, tick the **Send to recipient** box.

60	Merge to case participants					-	n ×	
Choo docur	se which of the case participants you v ments.	vant to merge to. /	A copy of the record will be created for ea	ich participant and the p	participant data will be	merged into each of the re	ecord's	
~ :	Set participant as <u>r</u> ecipient 🖌 Se	end to recipient	Set participant as involved <u>p</u> articip	ant	The Rem	nove <u>o</u> riginal record from th	ne case	
<u>s</u>	elect all							
	Name	Participant No	Email	SSN/CVR no	Mobile	Telephone	Ad 🔶	
\checkmark	Daisy Miller (dm@miller.com)	90	dm@miller.com	010170-1234			30	
	John Smith (johnsmith@mail.com)	89	johnsmith@mail.com	311299-4321			24	
✓	Thomas Anderson (thomas@ander	. 64	thomas@anderson.com	191191-9119			2 C	
•							•	
						<u>O</u> K	<u>C</u> ancel	

Figure 9. The "Merge to case participants" dialogue

Click **OK** to start merging. F2 creates a new Digital Post 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 module makes it possible to merge information such as names and dates with letters for mass sending.

Receiving Digital Post deliveries

An organisation can receive deliveries from Digital Post directly in F2. Digital Post deliveries are delivered to the unit's or user's F2 inbox via Digital Post.

It is possible to configure multiple Digital Post mailboxes in F2. This means that incoming Digital Post deliveries can be automatically distributed to the inboxes of specific units or users.

~							cBrair
F2	Main window	Settings	Administrator				
A Main Case Recon	window New d * record	역 New email 아 New documen 아 New approval	 New Digital Post New e-Boks New output manager New 	🛱 New FOI request 젊 New M4 mail	New Reply	 ✓ Reply all ▼ ✓ Forward ✓ Open in calendar ✓ Reply 	t∯ Arc ← Ren X Del
📥 Inbox ((Manualse	+					
•	= 2 2		Show records Show case	s Show documents	Show requests	i	
Search	in lists	0				×	; Q
⊿ 🌟 Favo	ourites		Title		Letter date	From	
🕼 Му	/ desktop		▼ Sorting date: Today: 1 ite	em(s)			
📥 M	y inbox (2)		🙆 🕅 Reply		19-05-2014 16:2	6 Ebbe Johnsen (B	bbeJoh
📥 Int	oox (Quality)						

Figure 10. Receiving a Digital Post delivery in the unit's inbox

When an incoming Digital Post delivery is opened, the record metadata will show that it has been sent and received using Digital Post.

A citizen may forward a Digital Post delivery to F2 from another public authority and include a message. When received in F2, the original Digital Post delivery forwarded by the citizen is created as a record. The citizen's message is added as a note to this record. The letter date of the original Digital Post delivery serves as the letter date of the record.

NOTE Digital Post deliveries sent from other systems may contain invalid letter dates such as 01.01.0001. F2 replaces invalid letter dates with the reception date of the Digital Post delivery in F2. A note is added to the record informing the recipient that the sending system's letter date was not set up correctly.

Click on **Reply** in the ribbon to reply to the received Digital Post delivery.

-				cBrair
F2	Main window	Settings	Administrator	
Main Case	window Mew d * record ation	다 New email 아 New documen 《 New approval	Image: New Digital Post Image: New FOI request Image: New FOI request Image: New FOI request Image: New Reply all * Image: New output manager Image: New New Chait * New Chait * Image: New Reply all * New New New New Chait * Image: New New New New Chait * New New New Reply	∜ Arc ← Ren X Del
📥 Inbox	(Manualse	+		
•	1 2 2		Show records Show cases Show documents Show requests	
Search	in lists	Q	×	Q
🔺 🌟 Favo	ourites		Title Letter date From	
🖾 My	y desktop		 Sorting date: Today: 1 item(s) 	
📥 M	y inbox (2)		@ Reply 19-05-2014 16:26 Ebbe Johnsen (Eb	bbeJoh
📥 Int	oox (Quality)			

Figure 11. Reply to Digital Post email

A sender may have chosen to disable replies to their Digital Post delivery. In this event the "Reply" menu item is deactivated, and a tooltip shows that replies are disabled.

🖧 📝 Case h	nelp 💇	\$ ₽ \$ ₹			
F2 Re	cord	Advanced	Participants		
☆ Main window Case ▼ Record Navigation	W Edit	← Cancel X Delete rec Edit	ord * Archive and close	Reply Telivery	Set record to 'Complete' Status
Email is received Title:	from exter	nal participant: I expect an ans	28 March 2022 1 wer?	⁶ Reply (Ctrl + R)	
Status: From:	Received Di Ebbe John	gital Post sen (EbbeJohns	en@mail.dk) 🕶	1 This command disabled.	is currently
To: Status:	Stephen In progres	Murray (Case r s	manager, Secretaria	at The sender has that this Digital be replied to.	indicated Post cannot Lei
Deadline:					Ca

Figure 12. A Digital Post delivery with replies disabled

NOTE A received Digital Post delivery cannot be forwarded.

F2 Digital Post (Next Generation) configuration options

F2 Digital Post (Next Generation) can be configured to fit the needs of the individual organisation. The following can be configured in cooperation with cBrain:

- Restrict the CPR and CVR numbers to which Digital Post deliveries can be sent. This is e.g. useful when testing. The configuration is disabled by default.
- Select a default F2 recipient for Digital Post deliveries and determine if the recipient should receive all incoming Digital Post deliveries, including replies sent from F2.
- Set up multiple Digital Post mailboxes in F2. This means that incoming Digital Post deliveries are automatically distributed to the inboxes of specific units or users.
- Set up support for several Digital Post mailboxes.
 - **NOTE** The above list of configurations is not exhaustive. cBrain recommends that all configurations are made in cooperation with cBrain.