

Guide to ordering a Basiskort for a child

From your own account in Self-service, you can order a Basiskort for your child/children.

You must be the child's legal guardian or appointed guardian.

Once the child has been created in Self-service, you can from your account:

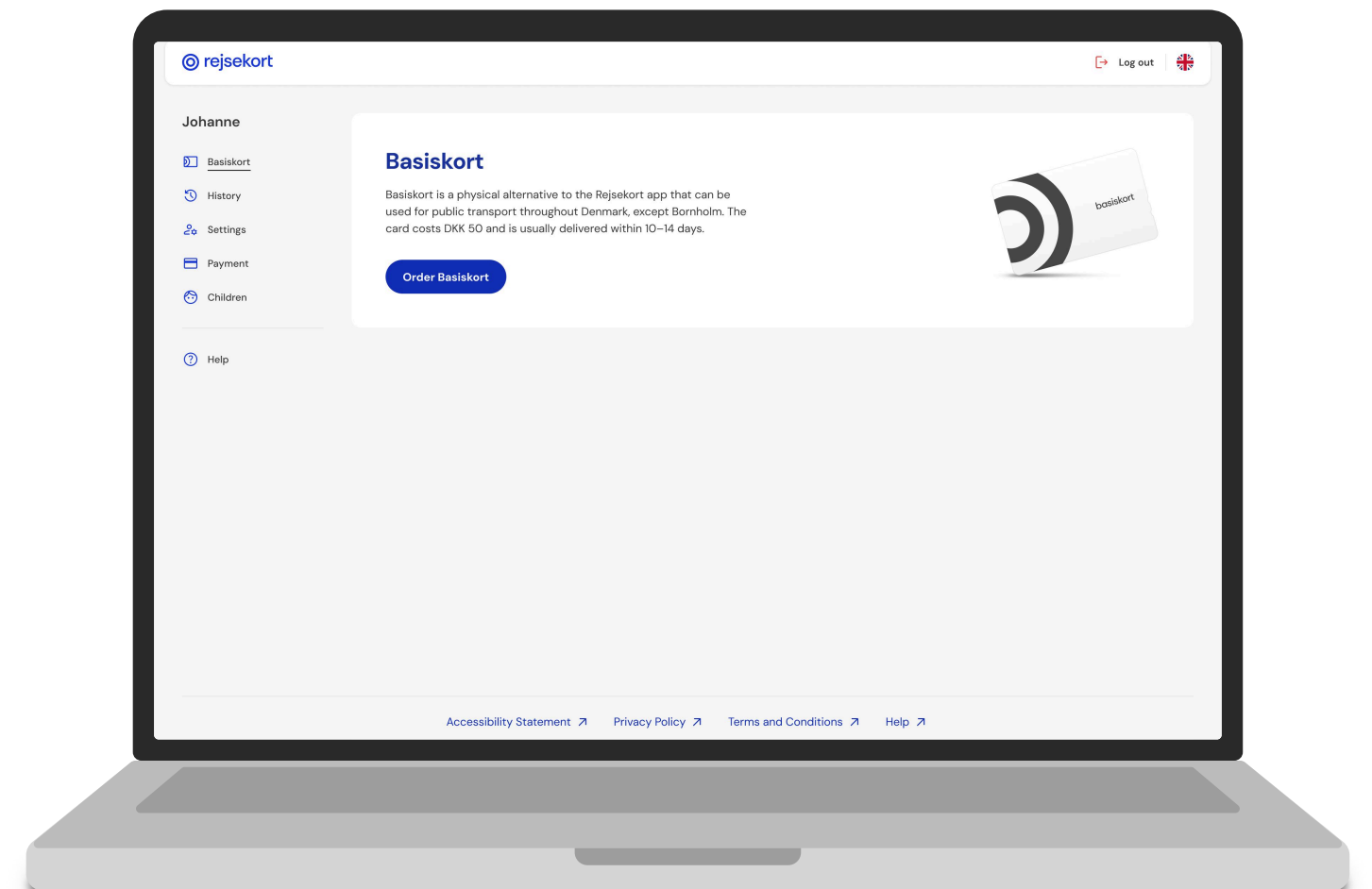
- Order a Basiskort for them
- View their travel history



Log in to order Basiskort

If you do not already have an account, you will be guided through the setup process.

Otherwise, log in to Self-service using your own account to order a Basiskort for a child.



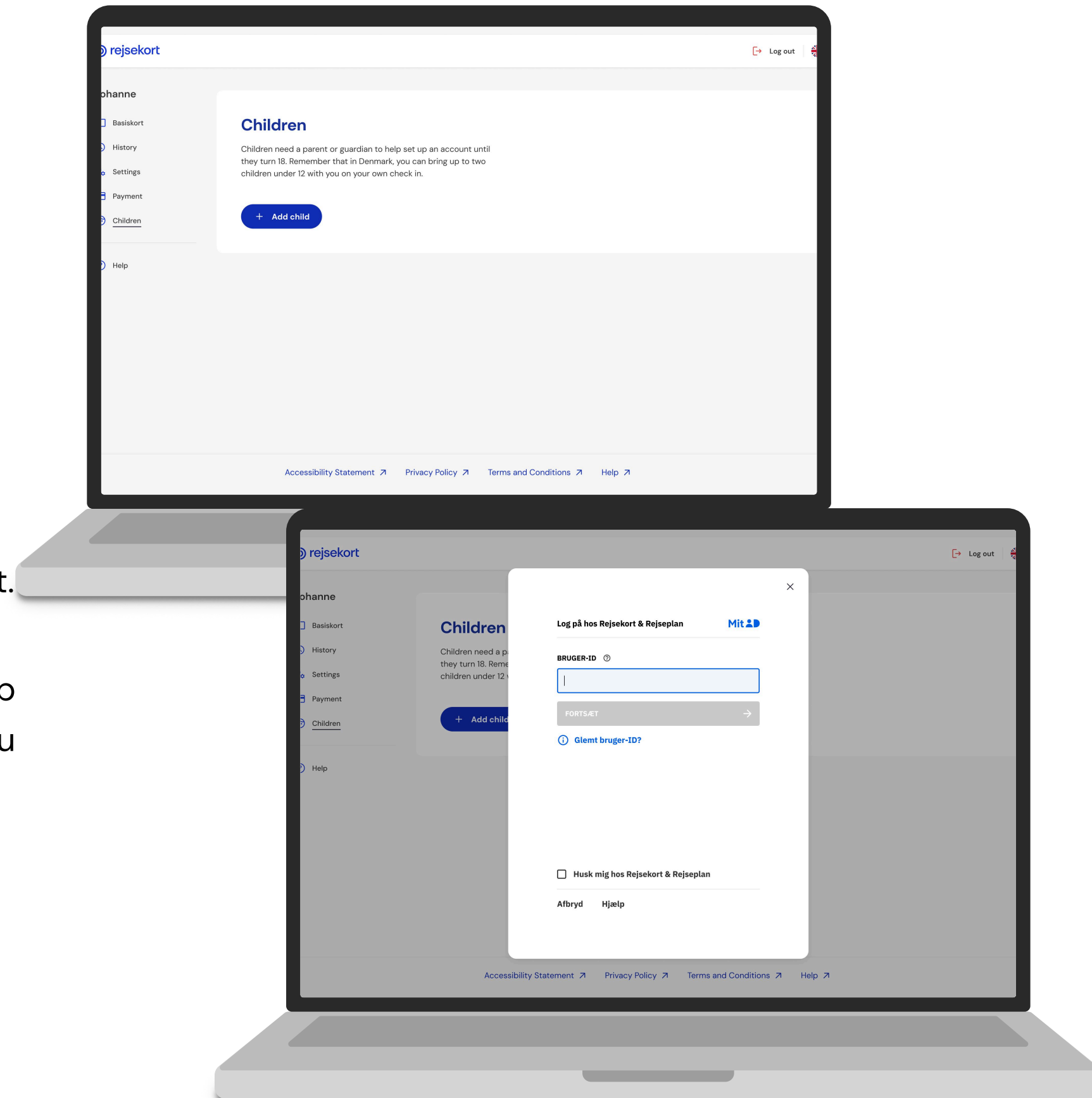
Create a child in Self-service

Once you are logged in, you can view all profiles created on your account under the Basiskort menu.

If you have not previously confirmed with MitID that you are over 18 years old, you will be asked to do so now, as this is a requirement for creating a child via your account.

If you have previously created a child in the Rejsekort app or in Self-service, your child will appear in the list, and you can proceed directly to page 6: Order Basiskort.

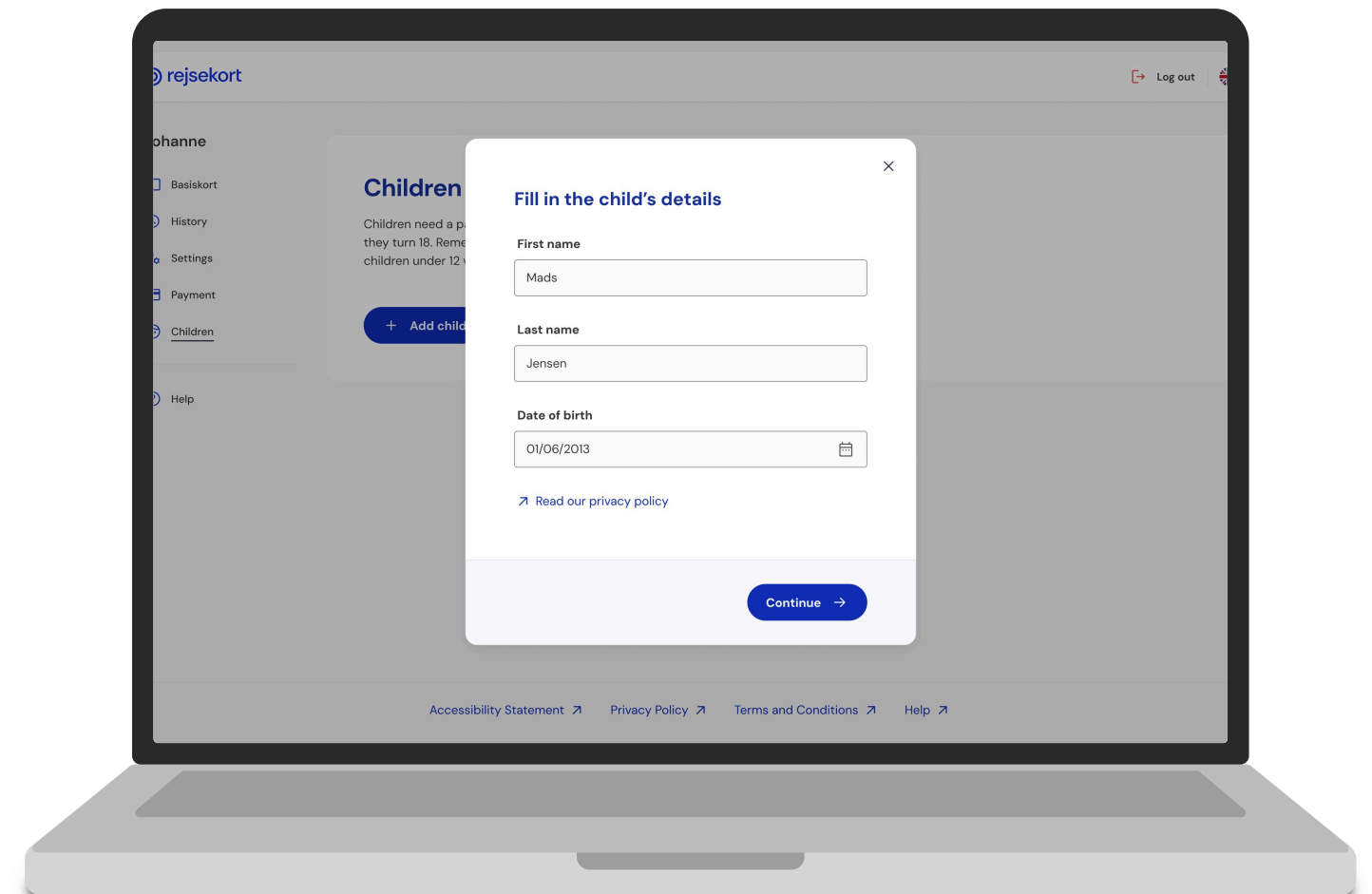
If your child does not appear in the list, click the "Children" menu item and then click "Add child."



Enter personal details

In the box, enter the child's:

- First name
- Last name
- Date of birth

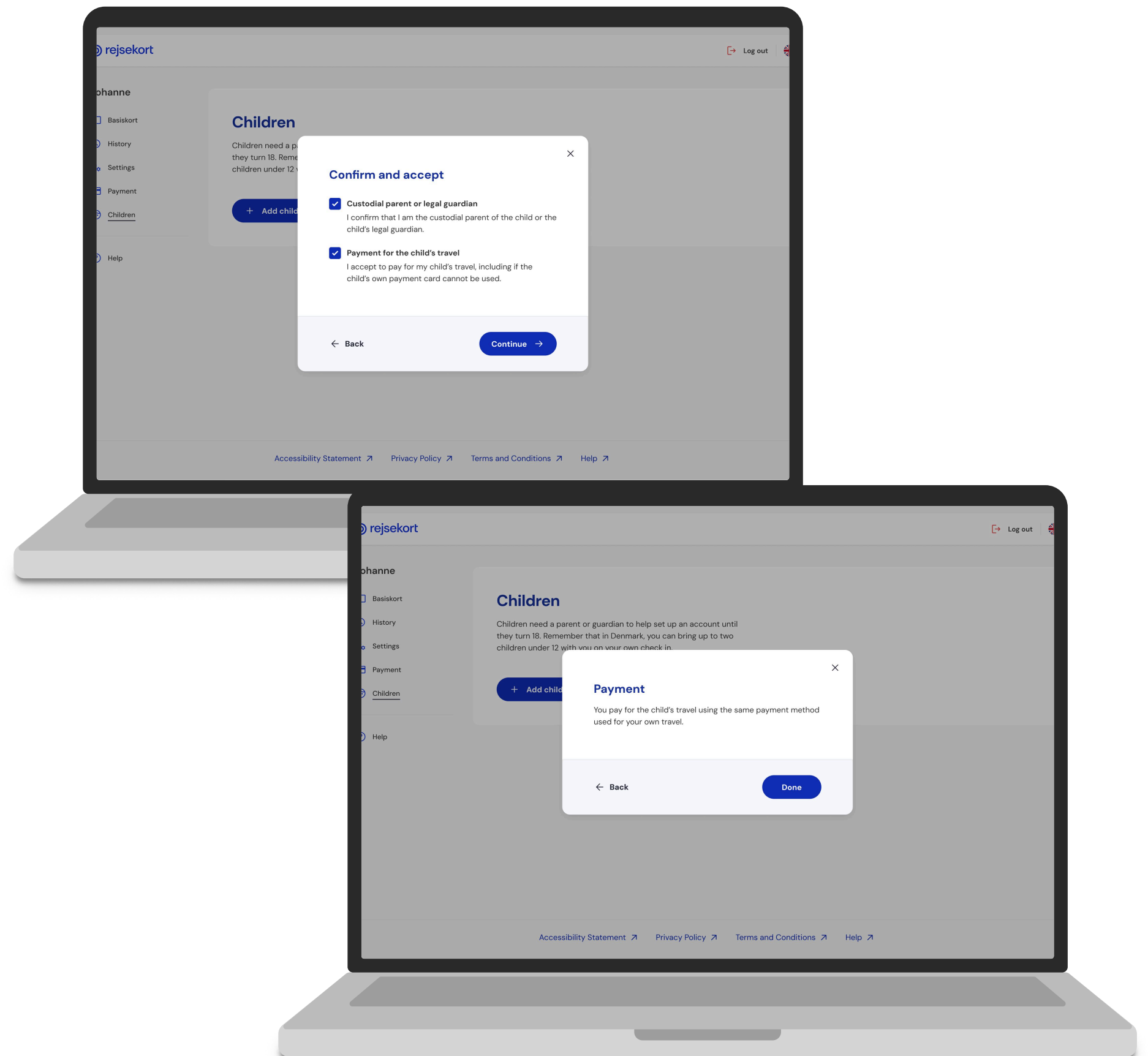


Confirm and accept

You must now:

- **Confirm that you have parental authority or are the child's legal guardian**
- **Accept that you will pay for the child's journeys**

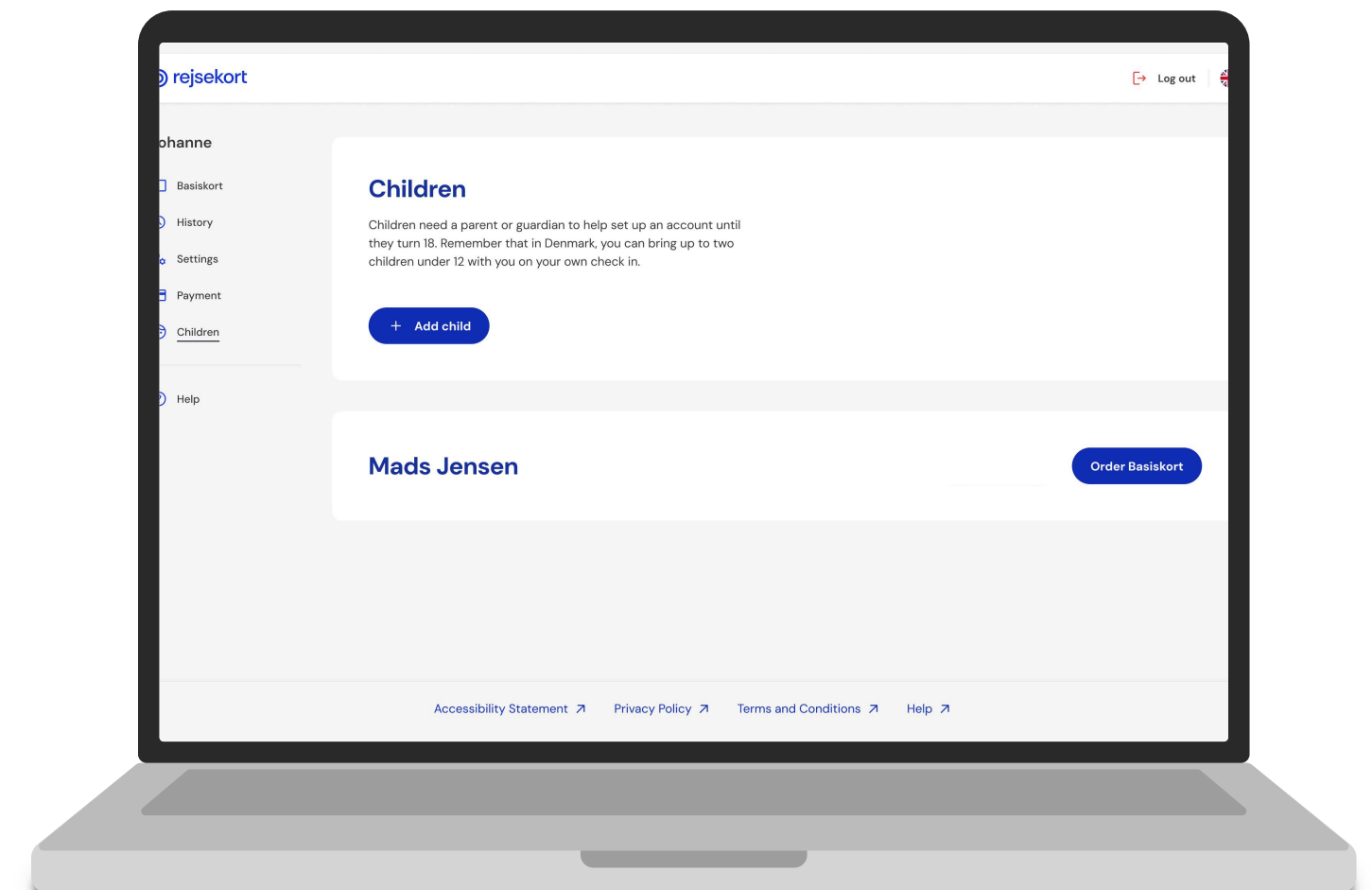
When you click "Continue", you will see a confirmation that the child's journeys will be paid for using the same payment method that is linked to your own account.



Ordering a Basiskort for child

The child has now been created, and you can choose to continue to ordering a Basiskort.

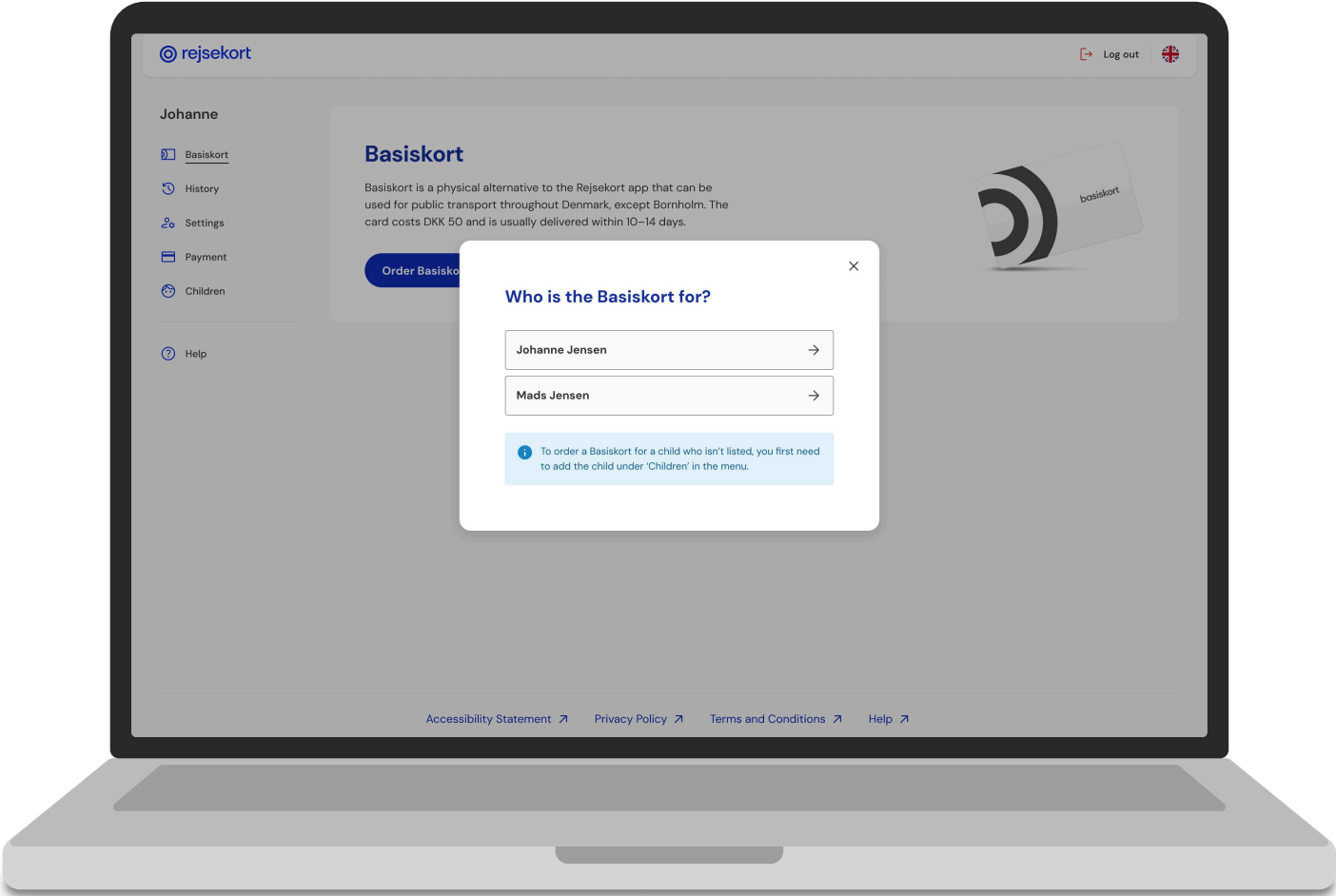
Please note: To change the child's customer type to Handicap, you must contact Rejsekort Customer Centre by phone at +45 70 11 33 33 before continuing.





Order Basiskort

Click the Basiskort menu item and select from the list who the Basiskort should be ordered for.



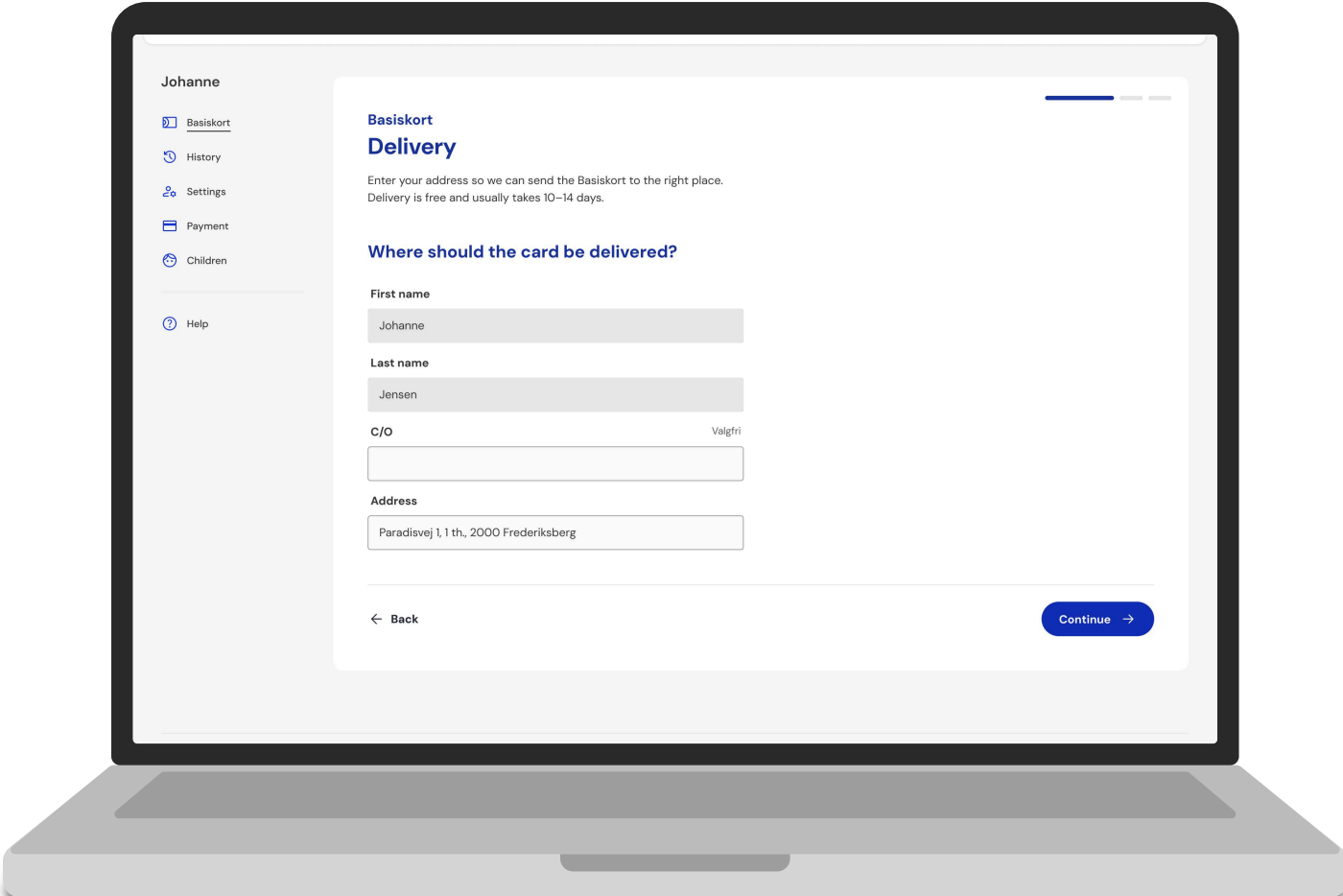
Insert delivery address

The child's first and last name will be displayed automatically.

You only need to enter a c/o name or your own name in the c/o field if the child's name is not shown on the mailbox.

Also remember to enter the address the Basiskort should be sent to.

Then click "Continue."



The screenshot shows a laptop displaying the 'Basiskort Delivery' form. The form is titled 'Basiskort Delivery' and includes the instruction: 'Enter your address so we can send the Basiskort to the right place. Delivery is free and usually takes 10–14 days.' Below this, the question 'Where should the card be delivered?' is followed by several input fields: 'First name' (pre-filled with 'Johanne'), 'Last name' (pre-filled with 'Jensen'), 'C/O' (with a 'Valgfri' label), and 'Address' (pre-filled with 'Paradisvej 1, 1 th., 2000 Frederiksberg'). At the bottom of the form, there are 'Back' and 'Continue' buttons.

Purchase confirmation

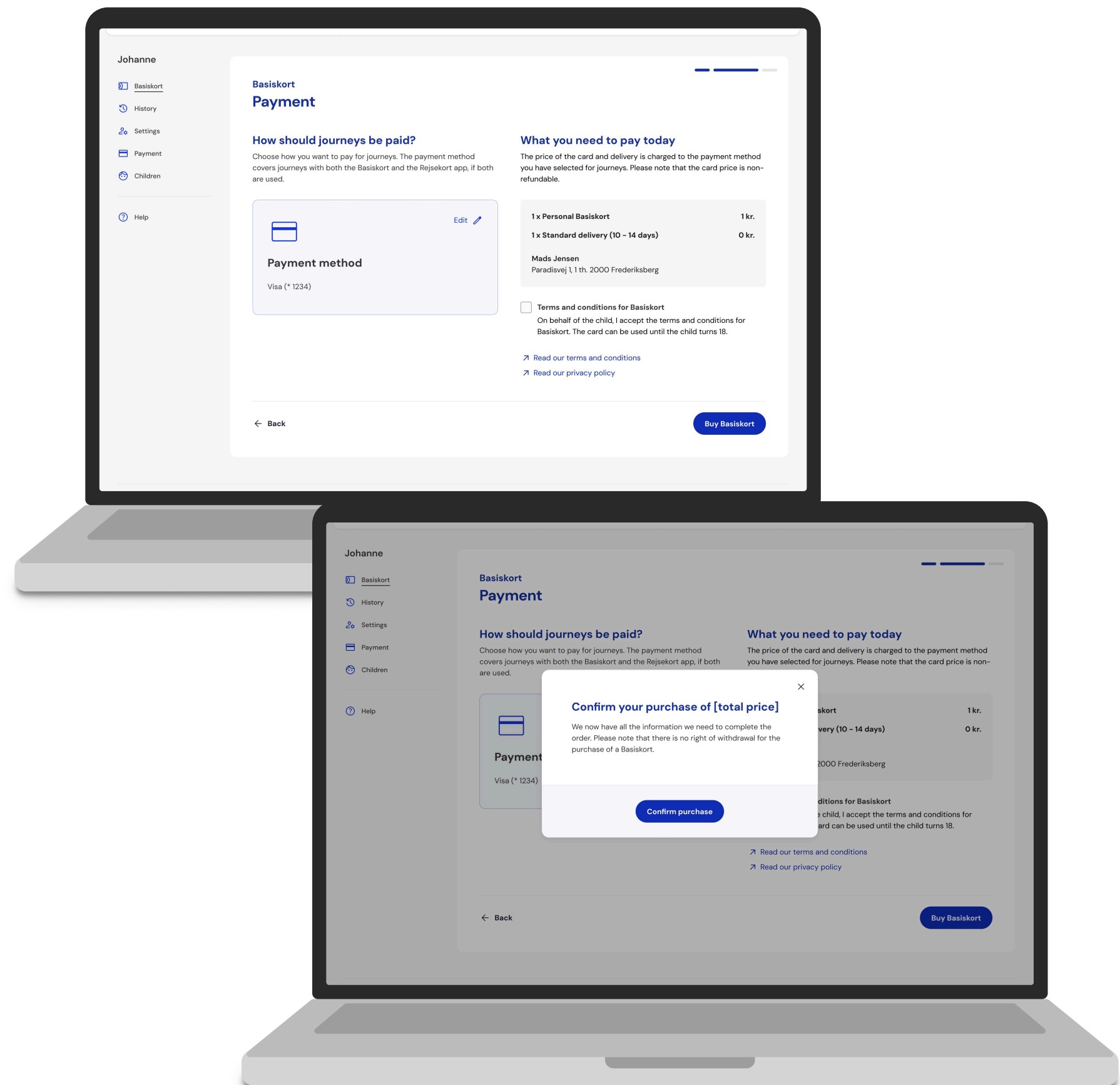
If you have not yet added a payment method to your own account, you must do so now. You cannot complete the order of a Basiskort for your child without it.

To add a payment method, click the pencil icon in the upper corner of the "Payment method" field.

You will then see your order and be asked to accept the Terms and Conditions for Basiskort on behalf of your child.

Click "Buy Basiskort" to complete your purchase.

You will then be asked to confirm your purchase by clicking "Confirm purchase."

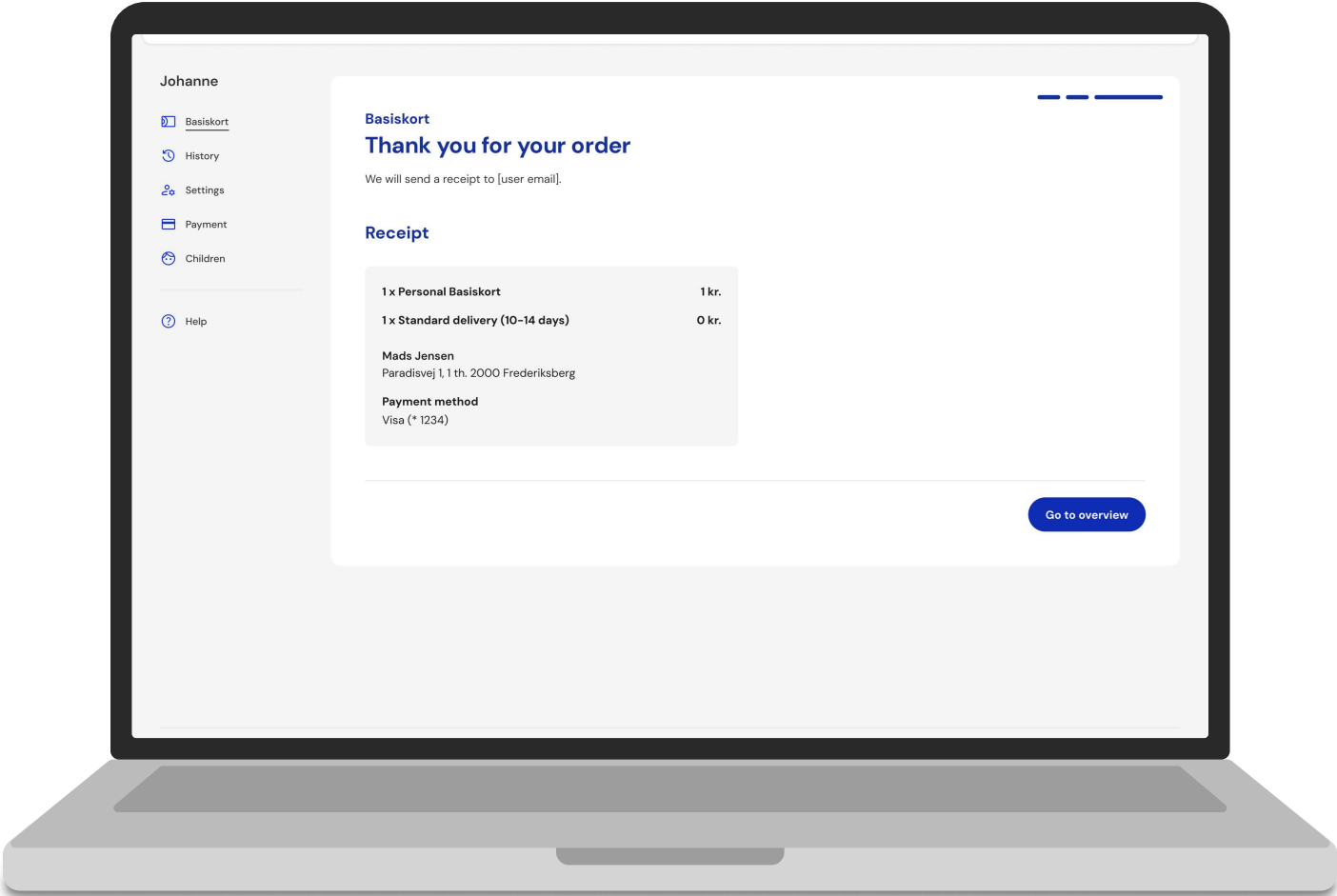


Order confirmation

Your child’s Basiskort has now been ordered and will be delivered directly to the address you provided. Delivery takes 10–14 days and is handled by DAO.

You will receive an email as soon as your child’s Basiskort has been dispatched by post. Only after this will the amount for the card be charged to your linked payment method.

Under the Basiskort menu item, you can then view the expected delivery date and the current order status.



Ready to travel

Once the child has received the card by post, the card is ready to be used for travel.

You will be able to view the child's journeys under History, where your own journeys are also displayed.

