

# How to order a Basiskort

This guide is for those ordering a Basiskort for the first time, or for those who want to help a new Basiskort user get started.

The guide shows you how to order and have a Basiskort sent to you at your own pace.

You will need to have your MitID app or code display ready.

- 1 Go to Self-Service solution ([mit.rejsekort.dk](https://mit.rejsekort.dk))
- 2 Log in to your account
- 3 Order a Basiskort
- 4 Add a payment card
- 5 Check status



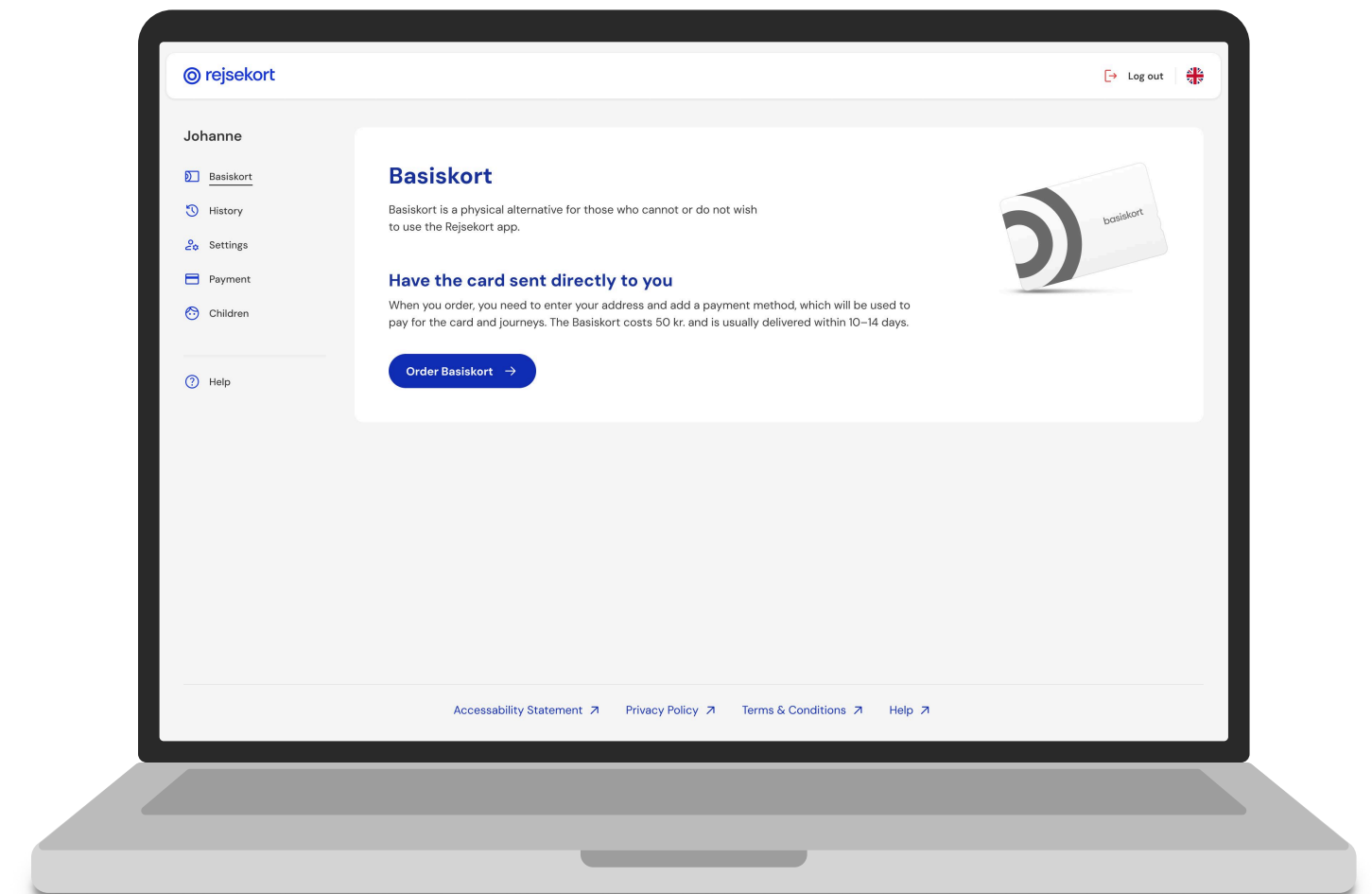
### Log in to order

To order a Basiskort, you must first log in to Self-Service.

You also need to add your address and a payment method, which may require MitID approval. Therefore, it's a good idea to have your MitID app, code display or another security verification ready.

Your payment method will be used both to pay for the card itself and for your future journeys.

Click Order Basiskort



#### Need help?

You can always find answers to your questions at [rejsekort.dk/Basis/Hjaelp\\_basiskort](https://rejsekort.dk/Basis/Hjaelp_basiskort).

You can also call Rejsekort Customer Service on: 70 11 33 33.

Opening hours are weekdays from 8:00 am to 6:00 pm and Saturdays from 10:00 am to 3:00 pm.

# Enter delivery address

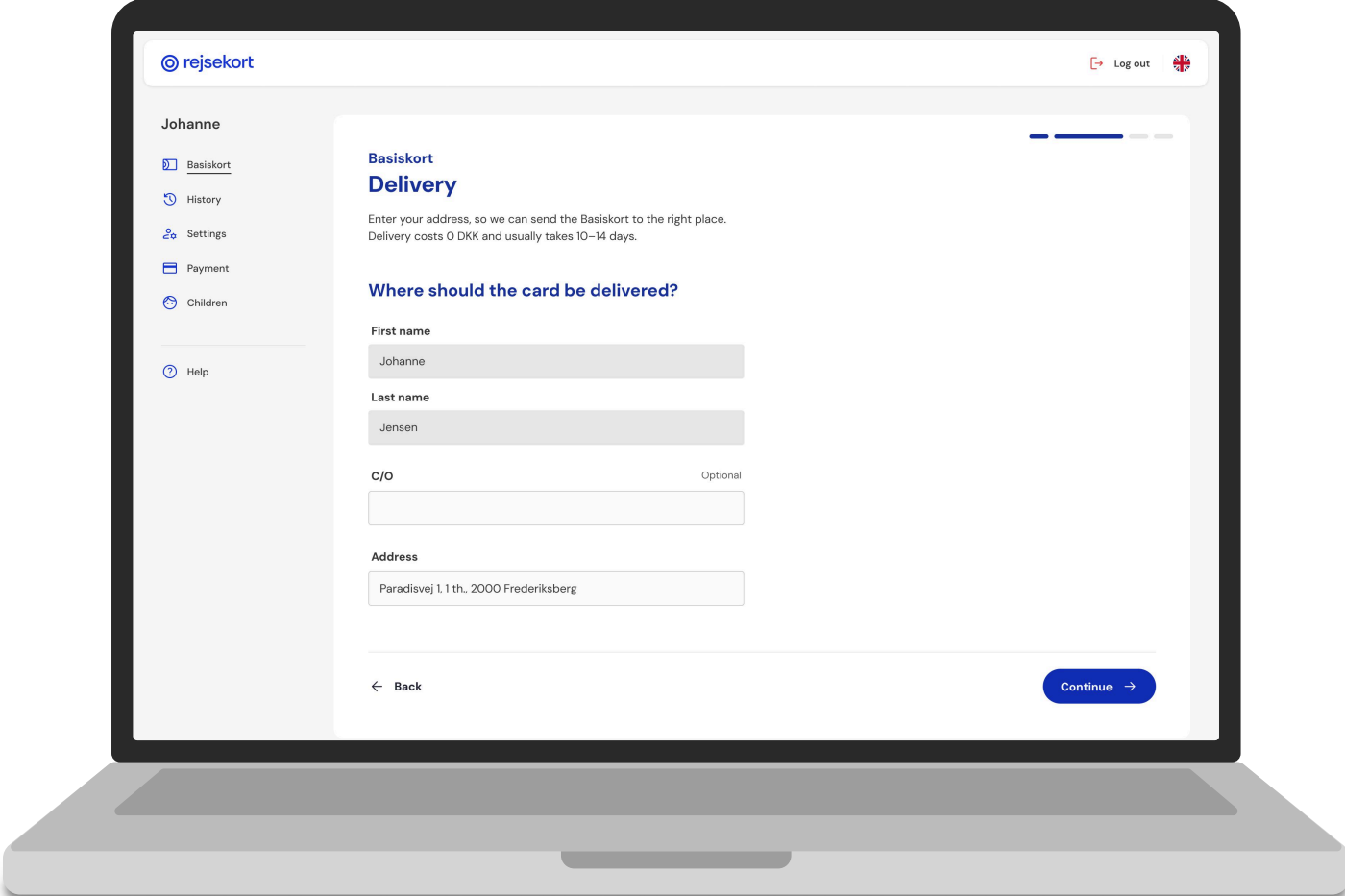
When you are logged in to Self-Service, we already have your first name and last name.

To order a Basiskort, you only need to fill in:

- The address where the card should be sent
- The C/O field, if there is a different name on the door than your own

A Basiskort costs 50 DKK to order. Delivery costs are included and do not incur extra charges.

Click Continue once you have entered the address.



The screenshot shows a laptop displaying the 'Basiskort Delivery' page. The page has a header with the 'rejsekort' logo and a 'Log out' link. A sidebar on the left lists navigation options: 'Basiskort', 'History', 'Settings', 'Payment', 'Children', and 'Help'. The main content area is titled 'Basiskort Delivery' and includes the following fields:

- Where should the card be delivered?**
- First name:** A text input field containing 'Johanne'.
- Last name:** A text input field containing 'Jensen'.
- C/O:** A text input field with the label 'Optional' to its right.
- Address:** A text input field containing 'Paradisvej 1, 1 th, 2000 Frederiksberg'.

At the bottom of the form, there are two buttons: a 'Back' button with a left arrow and a 'Continue' button with a right arrow.

# Add payment method

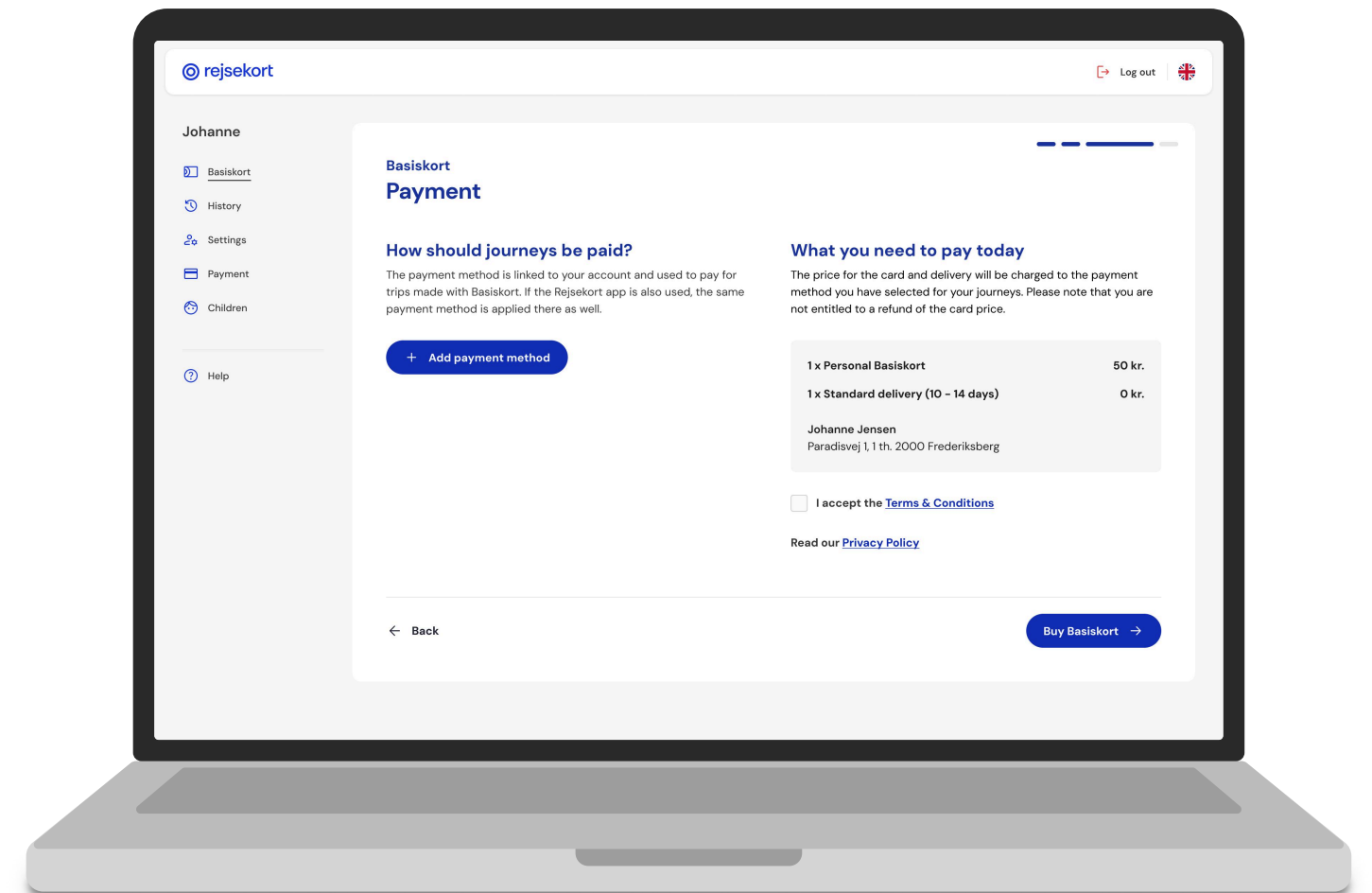
You now need to add MobilePay or the payment card you wish to use for paying for your journeys and your Basiskort.

To register a payment card or MobilePay, you may need to go through a setup flow where MitID might be required.

**Since MitID is strictly personal, if you are helping someone else with the order, remember to look away when they enter their code.**

Also remember that you must accept the Terms and Conditions for Basiskort and read the Privacy Policy for Basiskort.

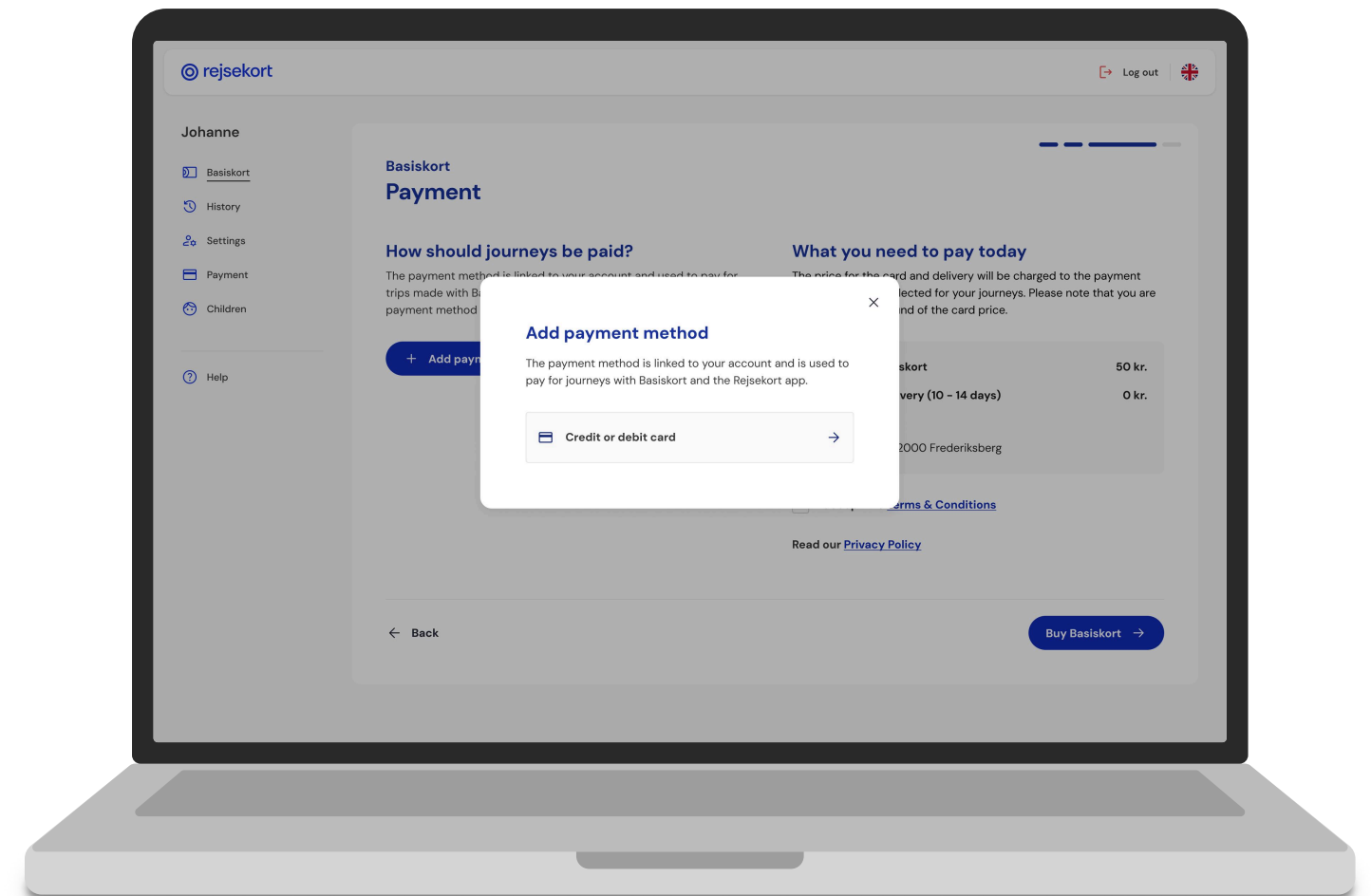
Then click Add payment method.



## Ordering a Basiskort

To add a payment method, you now need to click on the Payment Card field.

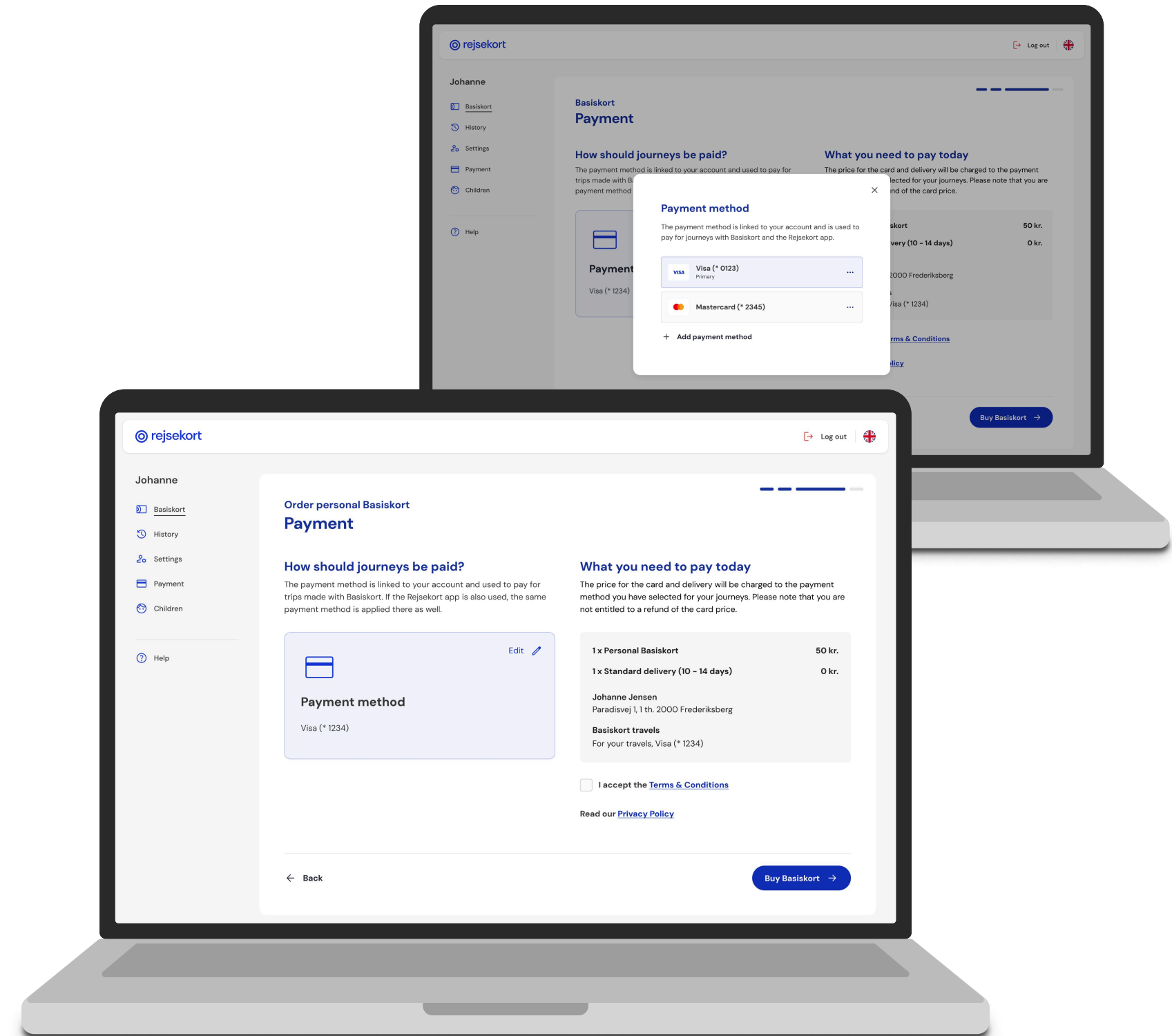
If your bank requires you to confirm that your payment method is linked to your profile, you will need to go through a standard MitID verification.



# Payment method is added

On the page, you can see which payment method you have added.

Once you have added a payment method, click Buy Basiskort to continue.



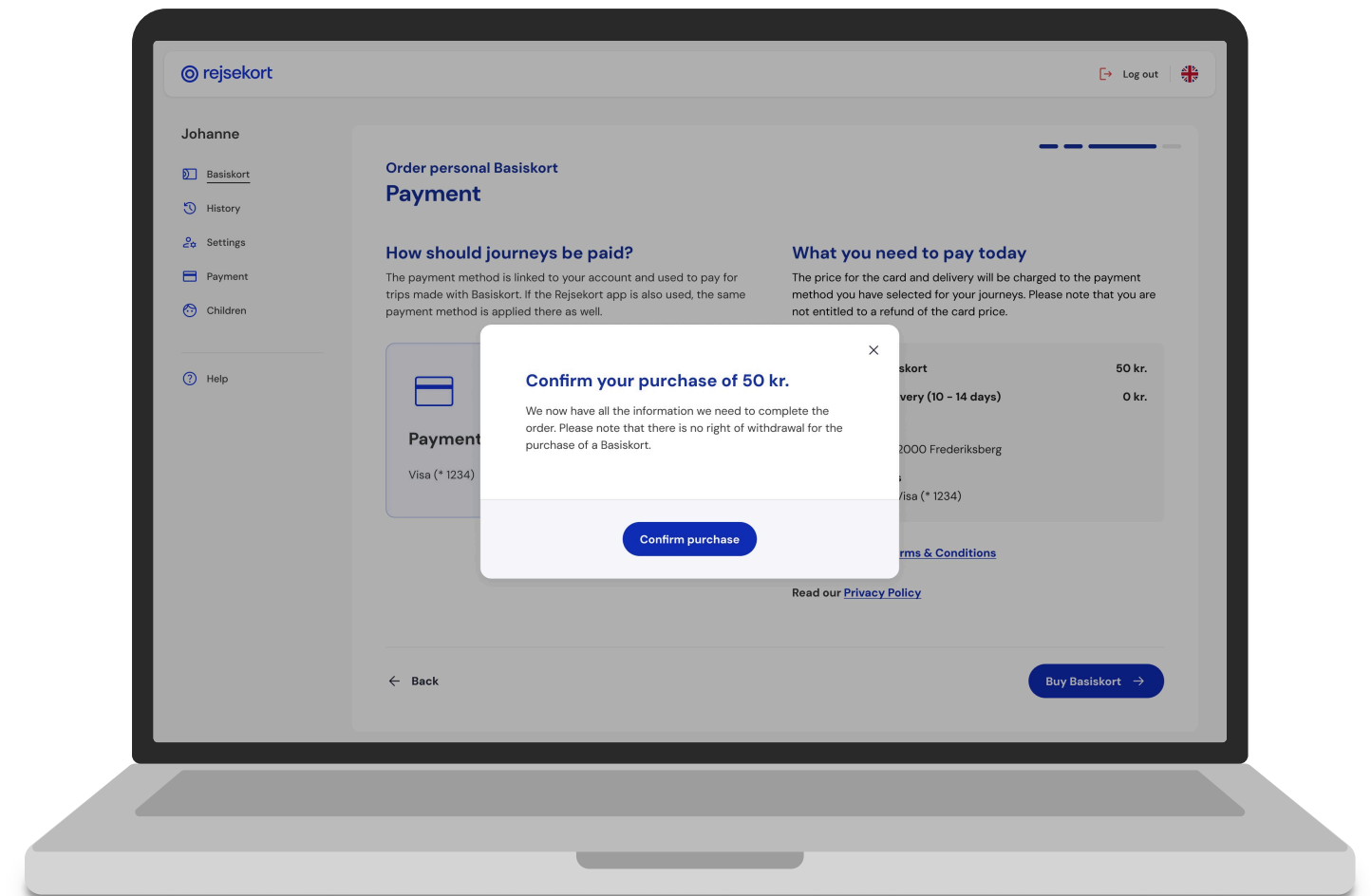
# Confirm purchase

You now need to confirm your purchase of a Basiskort by clicking Confirm purchase.

The final price including delivery will be shown in this field. Please note that the purchase cannot be cancelled.

**You have now ordered a Basiskort**, which you will receive by post within 10–14 weekdays.

**We will send the receipt** for the purchase of the card by email within 3 weekdays.



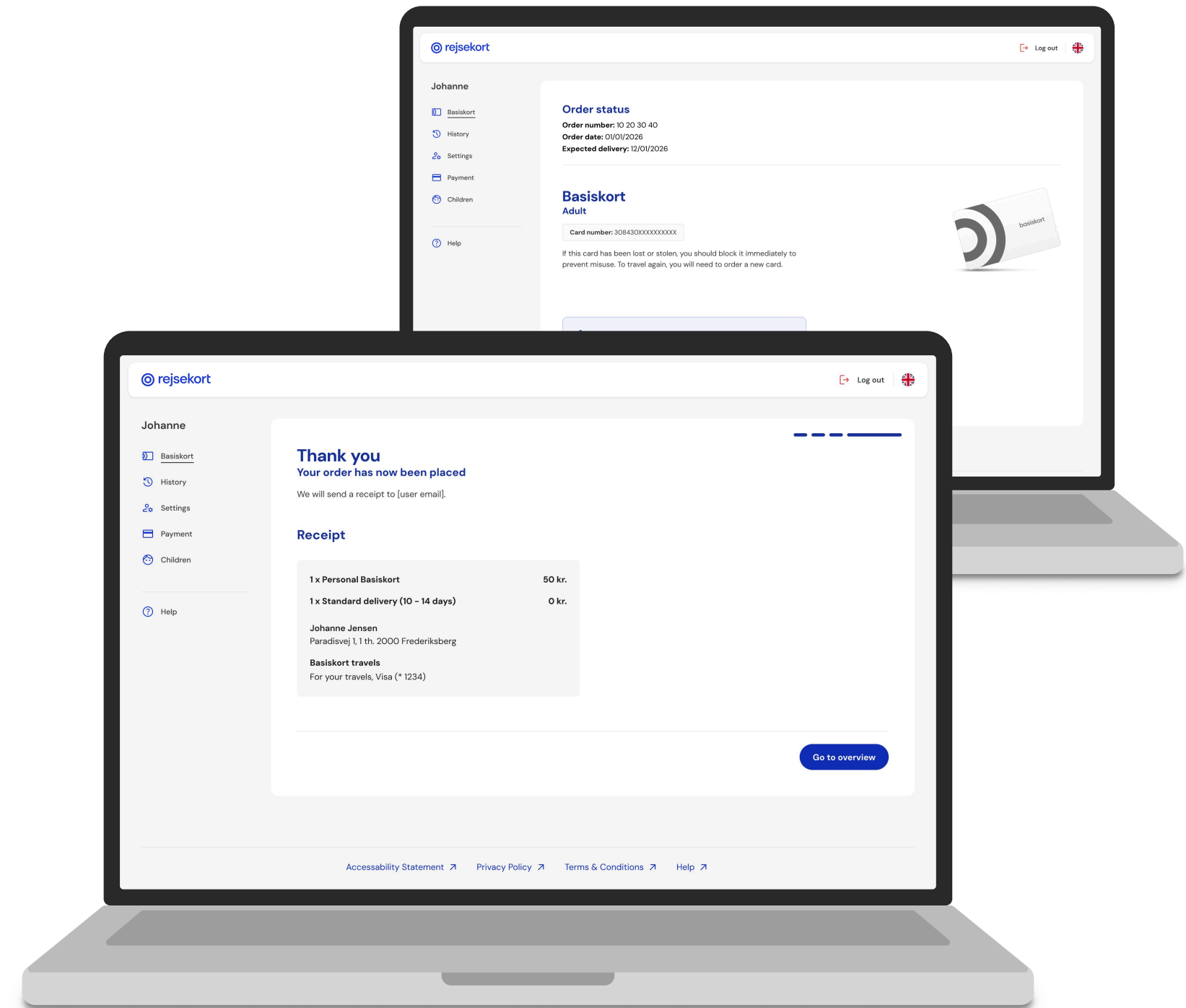
### Your order

You will see the receipt for your purchase. The receipt will also be sent to your email address.

Please note that the amount for your purchase will only be deducted from your account when the card is ready for dispatch.

On the Basiskort page under your profile, you can view Order Status. Here you will see the Order Date and the expected delivery date.

You can also see your Basiskort number here, which you will need if you contact Rejsekort Customer Service about your journeys, prices, or any other questions you may have.

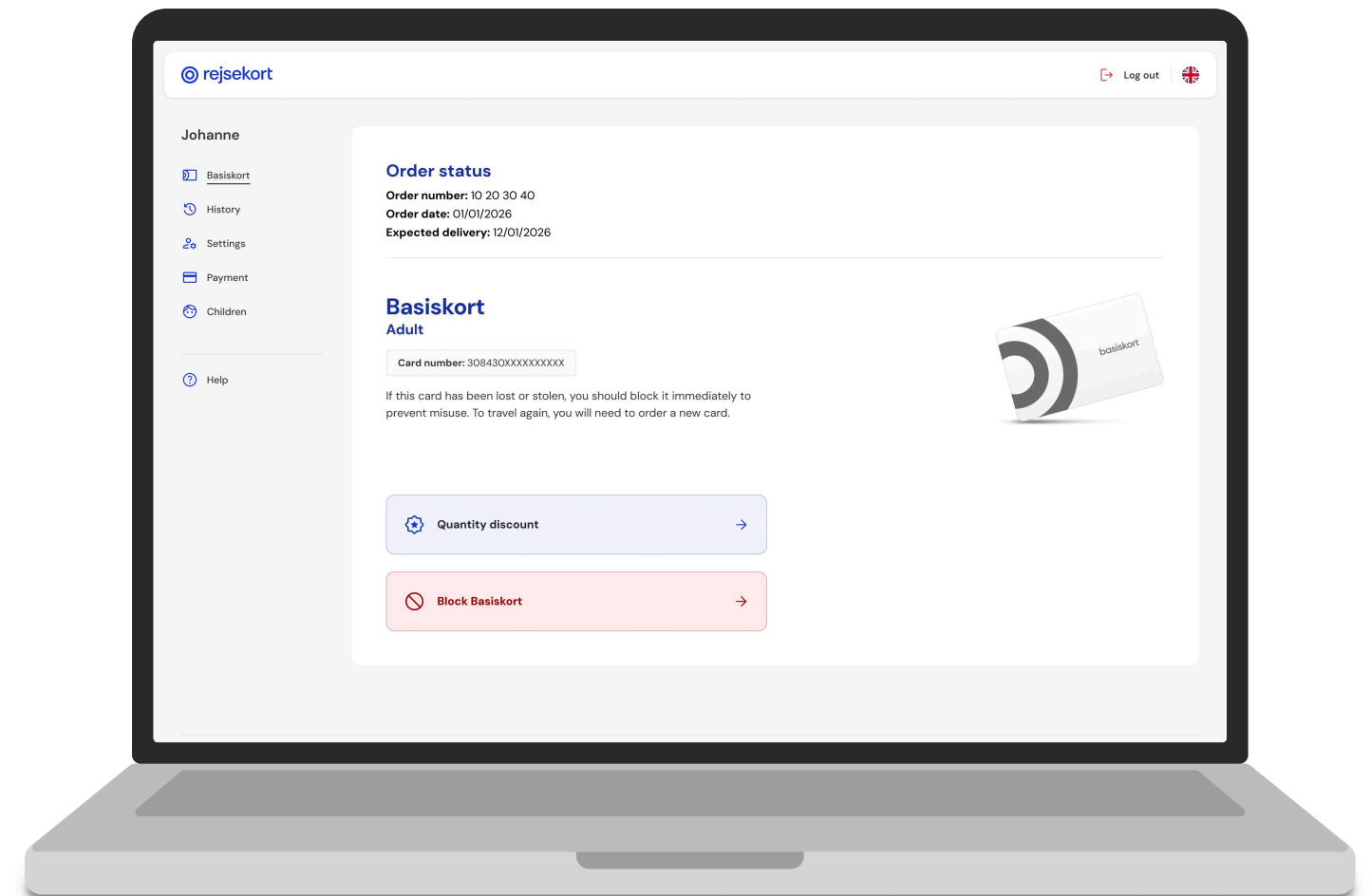


## mit.rejsekort.dk/Basiskort

When your Basiskort has been delivered, you will always be able to find your card details on the Self-Service page.

Under the Payment section, you can change and add a payment method.

In the menu on the left side, you can also view your travel history and the information you entered when you created your profile.



## Good to know about your Basiskort

### **With a Basiskort, you must always:**

Check in every time you board and check out every time you get off. This also applies when changing during your journey, even if the trip continues with the same type of transport

### **With a Basiskort, you do not need to top up.**

Your journeys are collected, and the amount is deducted once daily from the payment card or MobilePay you have linked to your Basiskort.

### **On Self-Service, you can:**

- Order your Basiskort
- View the journeys you have paid for and any volume discounts
- View and edit your profile and change payment method
- Contact Rejsekort Customer Service
- Find answers to most of your questions about Basiskort
- Block your card if you have lost it or otherwise misplaced it