



## Welcome to Helsingør NemKort

Helsingør NemKort is the cashless payment system in Helsingør Kommune. Helsingør NemKort is a cash free payment card which you can transfer money to with your credit card.

Helsingør NemKort gives you easy access to payment without cash and minimizes the administration of payments.

You can read all about setting up your new Helsingør NemKort card on the following pages.

**Notice:** You will be issued a card at the location where you use it – typically your school, club or nursing home. Go to [helsingornemkort.dk](https://helsingornemkort.dk) when you have your card.

<a href="#"><u>1. Create an account</u></a>	Page 2
<a href="#"><u>2. Create user</u></a>	Page 4
<a href="#"><u>3. Add funds</u></a>	Page 5
<a href="#"><u>4. Automatic refill</u></a>	Page 6
<a href="#"><u>5. Login/Forgot password</u></a>	Page 7
<a href="#"><u>6. Overview of your accounts</u></a>	Page 8
<a href="#"><u>7. Change account information/Password</u></a>	Page 9
<a href="#"><u>8. Change card number</u></a>	Page 10
<a href="#"><u>9. Block account</u></a>	Page 11
<a href="#"><u>10. Creditcard information</u></a>	Page 12
<a href="#"><u>11. Withdrawal</u></a>	Page 13
<a href="#"><u>12. SMS notification</u></a>	Page 14
<a href="#"><u>13. Restrictions – Day</u></a>	Page 15
<a href="#"><u>14. Transactions – Overview</u></a>	Page 16
<a href="#"><u>15. Webshop &amp; Food plan</u></a>	Page 17
<a href="#"><u>16. FAQ</u></a>	Page 18

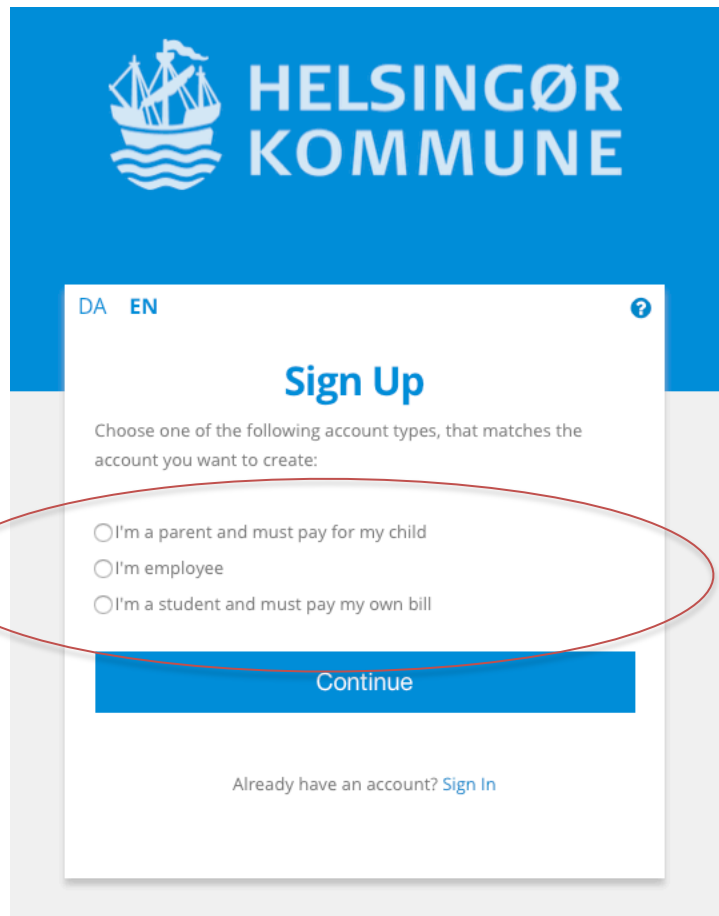
## 1. CREATE AN ACCOUNT

### New user?

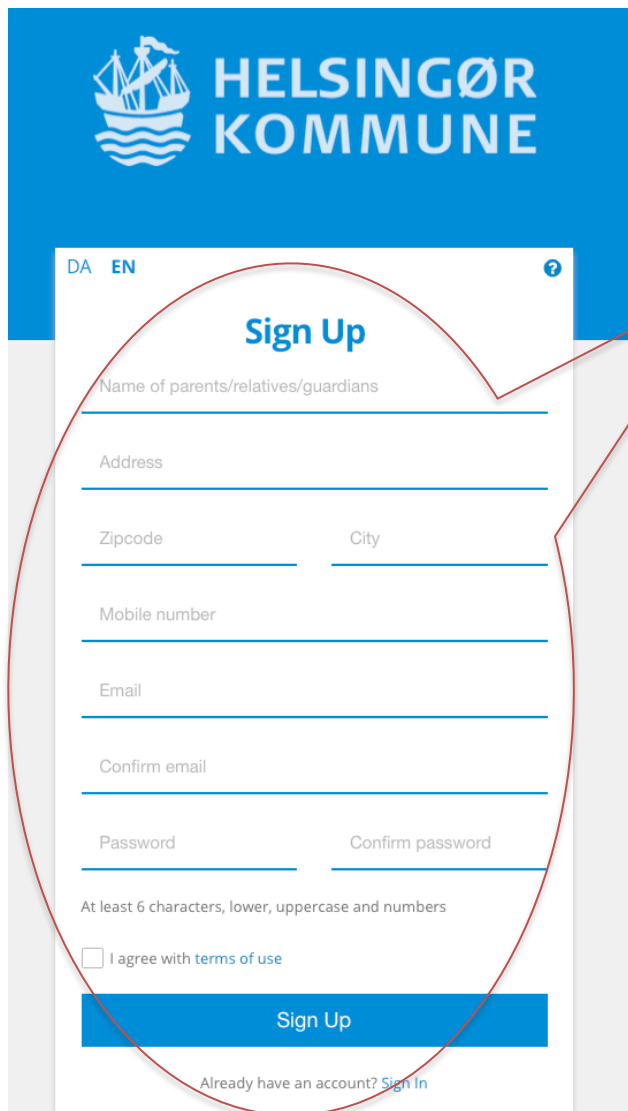
Press "**Create**" in the right corner of the website.


1. Choose if you are:  
Parent, employee or  
user.

1. Press "**Continue**".

The image shows a mobile app interface for Helsingør Kommune. At the top is a blue header with the Helsingør Kommune logo (a ship) and the text 'HELSINGØR KOMMUNE'. Below the header is a white card with a blue border. The card has a language selector 'DA EN' and a help icon '?' in the top right. The main heading is 'Sign Up'. Below it, the text says 'Choose one of the following account types, that matches the account you want to create:'. There are three radio button options: 'I'm a parent and must pay for my child', 'I'm employee', and 'I'm a student and must pay my own bill'. A red oval highlights these three options. Below the options is a blue button labeled 'Continue'. At the bottom of the card, it says 'Already have an account? [Sign In](#)'.

## 1. CREATE AN ACCOUNT



 HELSINGØR  
KOMMUNE

DA EN ?

### Sign Up

Name of parents/relatives/guardians

Address

Zipcode City

Mobile number

Email

Confirm email

Password Confirm password

At least 6 characters, lower, uppercase and numbers

☐ I agree with [terms of use](#)

Sign Up

Already have an account? [Sign In](#)

1. Fill out the blank spaces.
2. Tick off in "***I agree with the terms of use***".
3. Press "***Sign up***".
4. You can now log on to your account.

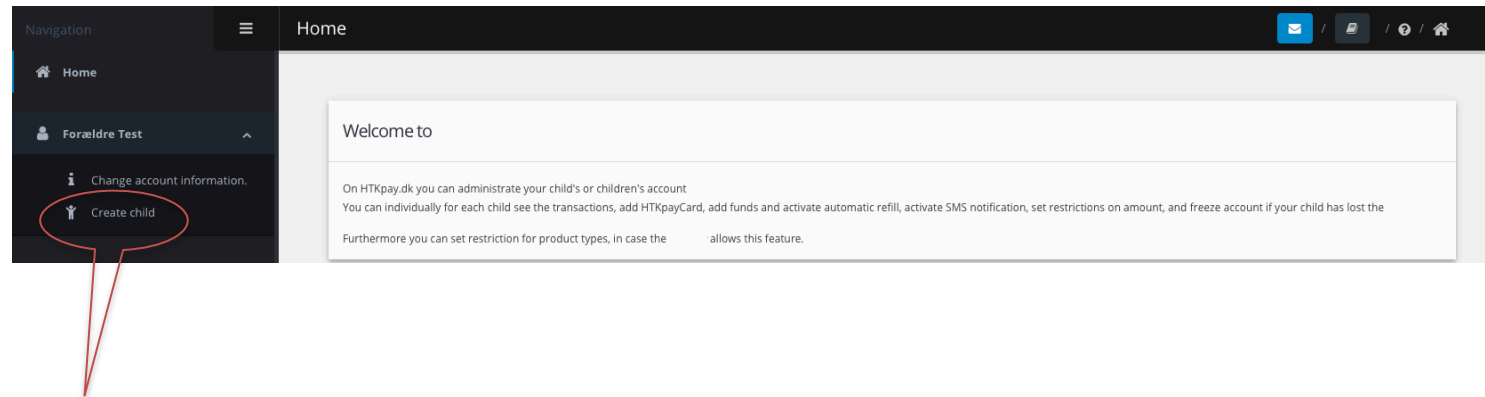
### Users and employees

Go to "**Add funds**" p. 5 if you are a regular user or employee.

### Parents/relatives/guardians

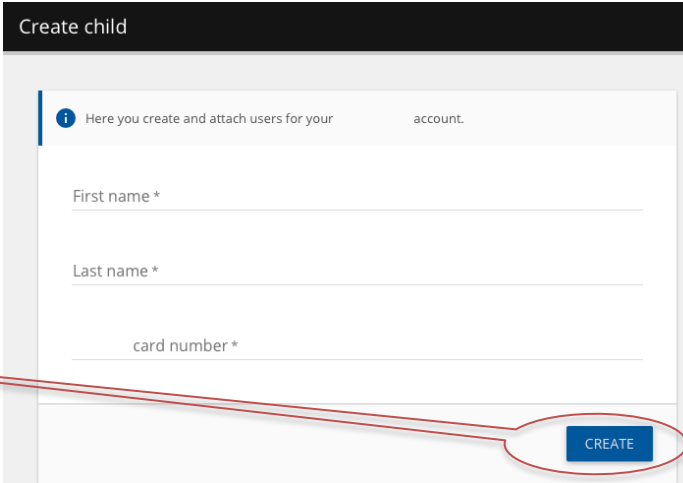
Go to "**Create user**" on the next page to add user(s) to the account.

## 2. CREATE USER – ONLY PARENTS/RELATIVES/GUARDIANS



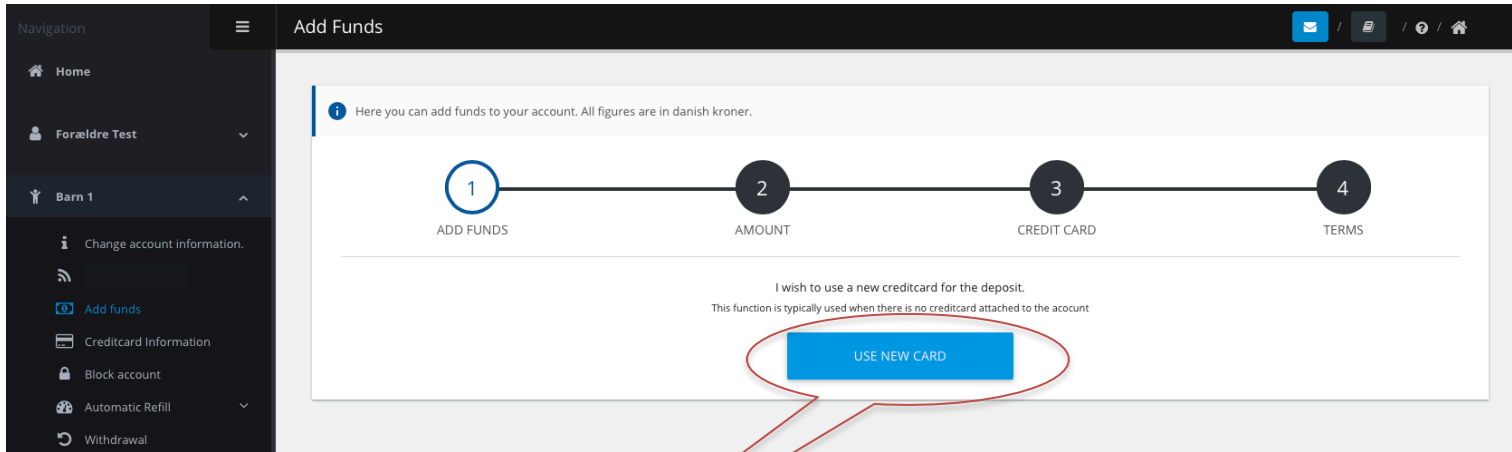
If you are a parent, relative or guardian you must create a user for each person who is using a card.

1. Press on **"Create child"**.
2. Fill in all information.  
Find cardnumber on the front page of the card.
3. Press on **"Create"**.



Repeat the 3 steps if you have to add more users to the same account. Each user must have their own card.

### 3. ADD FUNDS



You have to transfer money to the account before you can use the card for payment.

1. Press **"Add funds"** under the users name.
2. Press **"Use new card"**.
3. Choose amount from the list and press **"Next"**.
4. Choose creditcard and press **"Next"**.



5. Tick off in **"I agree with terms of use"** and press **"Finish"**.

The card is ready for use when you have completed the transfer of funds.

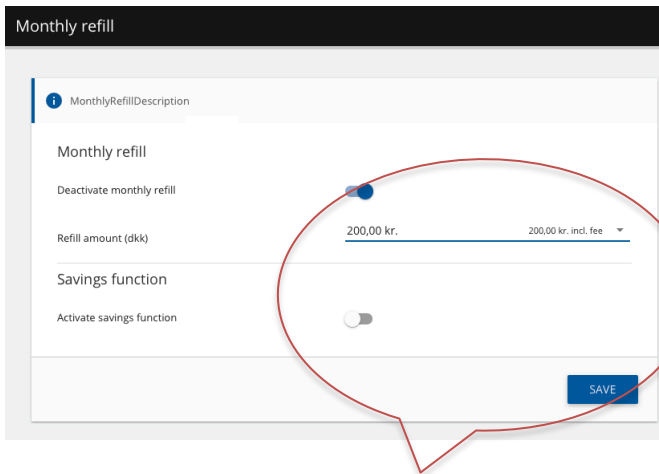
Repeat the 5 steps if there are more users on the account.

## 4. AUTOMATIC REFILL

You can activate automatic refill to ensure that you always have money on your account. You need to save your creditcard under **"Creditcard information"** before you can use the function.

### Monthly refill

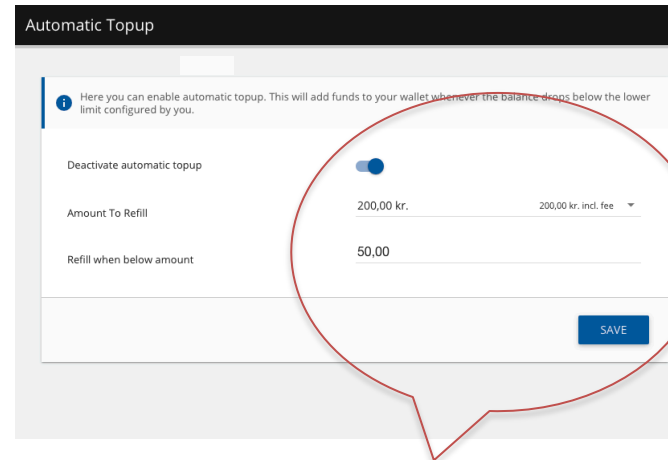
Transfer a specific amount of money each month (e.g 200 kr.) and determine a maximal amount on the account.



1. Press on **"Activate monthly refill"** and choose amount.
2. Press on **"Active savings function"** to set a maximal balance on the account.
3. Press on **"Save"** to complete.

### Automatic refill

Transfer a specific amount (e.g. 200 kr.) when the balance is under a specific amount (e.g. 50 kr.).

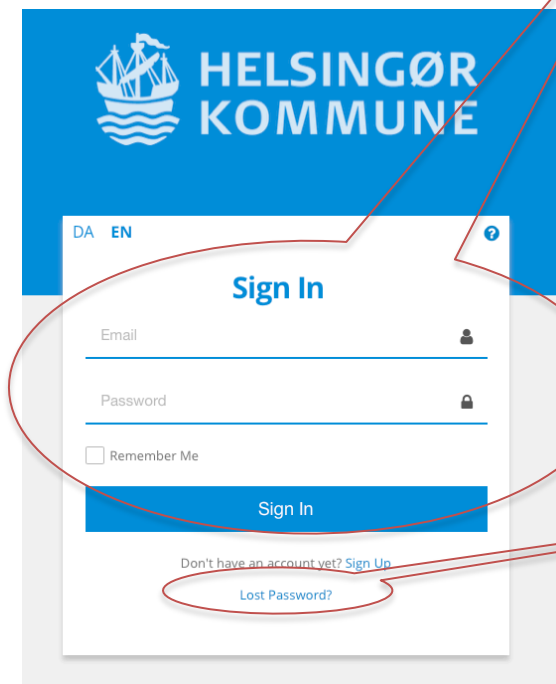


1. Press on **"Activate automatic topup"**.
2. Choose refill amount and minimal balance for automatic refill. E.g. Fill with 200 kr. when the balance is under 50 kr.
3. Press on **"Save"** to complete.

## 5. LOGIN/FORGOT PASSWORD

### Login

1. Type your email and password to log on to the website.
2. Tick off in **"Remember me"** if you want to save your email on the website.
3. Press on **"Login"** to log on to your account.



### Forgot your password?

1. Press on **"Lost password"**.
- 2 Type your E-mail and press **"Send"**.

You will receive a new password within a few minutes. Look in your the "Spam" inbox if you do not receive the password.

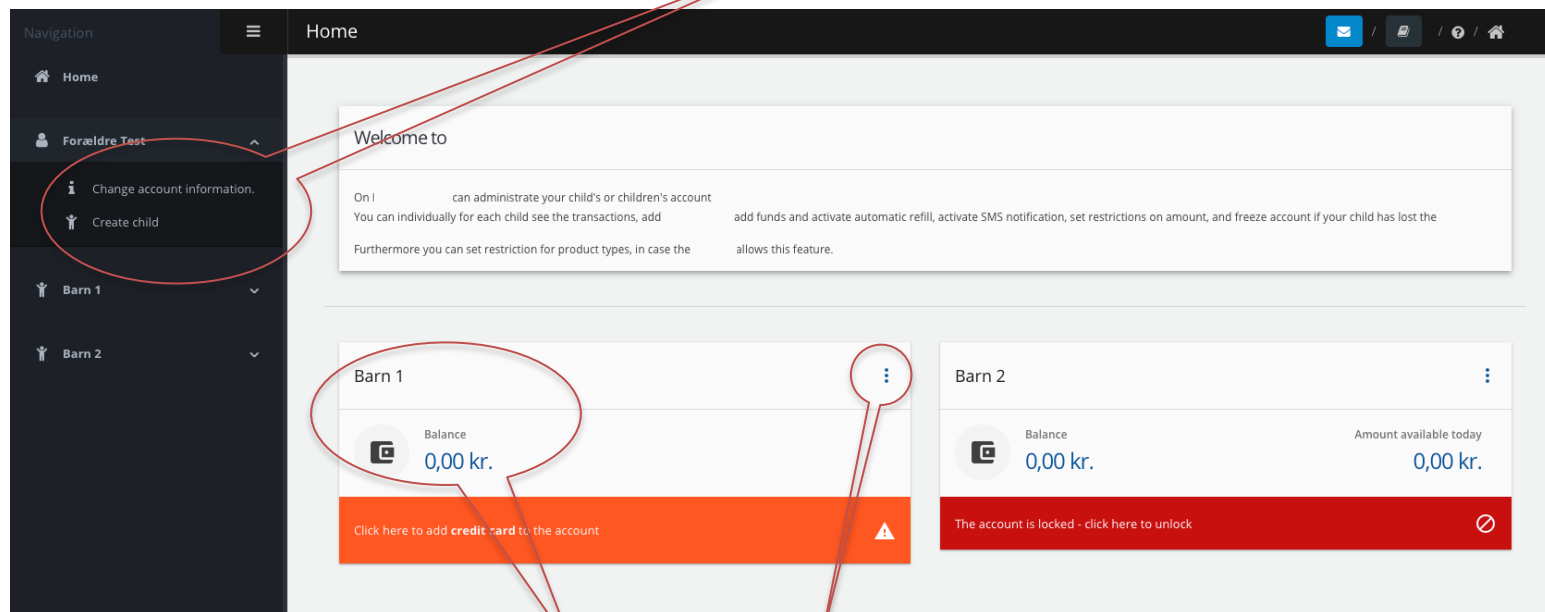


## 6. OVERVIEW OF YOUR ACCOUNTS

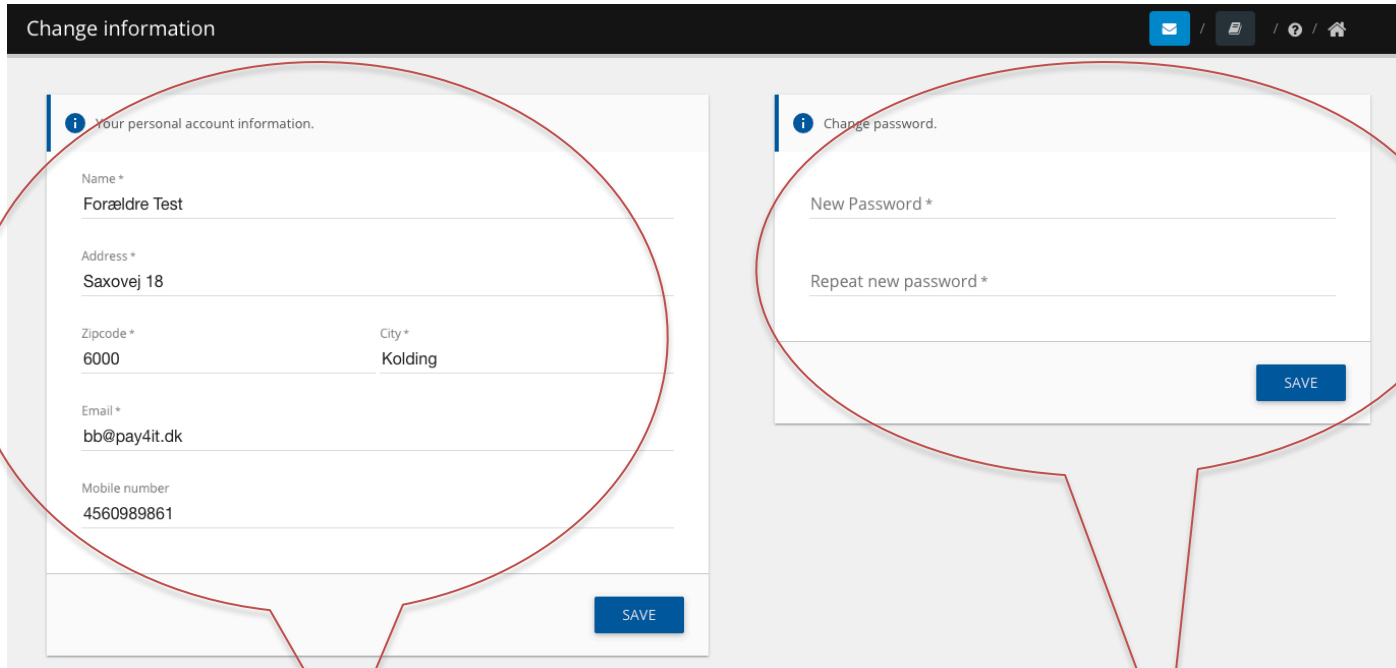
You will see this display when you log on to your account. The log on page will give you a quick overview of your information. Look at the explanations below:

Press on the users name to see all functionalities on the account.

NOTICE: As a parent you can only your can only changes your information or create children under your own name. Press the childs name to see the additional functions.



You can see the balance and available daily amount for each user on the account. Use the short cuts to go to the different functions.



Change information

**Your personal account information.**

Name \*  
Forældre Test

Address \*  
Saxovej 18

Zipcode \*  
6000

City \*  
Kolding

Email \*  
bb@pay4it.dk

Mobile number  
4560989861

SAVE

**Change password.**

New Password \*

Repeat new password \*

SAVE

### Change account information

1. Type your new information.
2. Press on **"Save"** to complete.

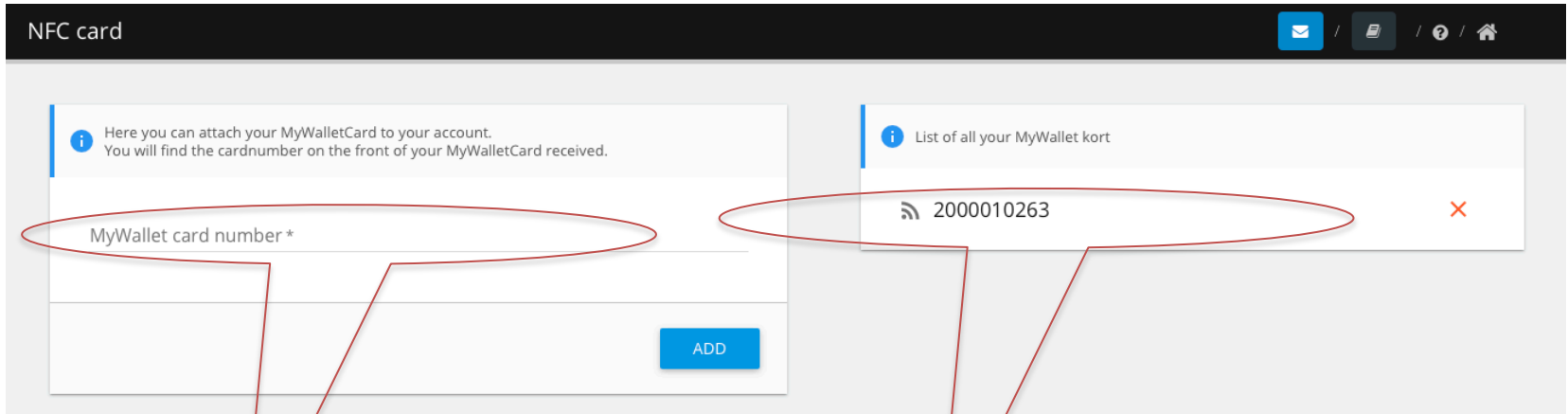
### Change password

1. Type your new password.
2. Press on **"Save"** to complete.

## 8. CHANGE CARD NUMBER

You will keep your balance if you lose your payment card. You just have to change your card number to use your new card.

NOTICE: Learn how to block your account on the next page.



NFC card

Here you can attach your MyWalletCard to your account.  
You will find the cardnumber on the front of your MyWalletCard received.

MyWallet card number \*

ADD

List of all your MyWallet kort

2000010263

X

1. Add the 10 digits on the front page of your new payment card.

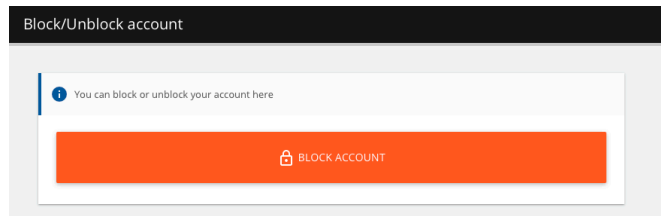
2. Press **"Add"** to activate the card.

1. Delete the old card by pressing on the red X and press **"Approve"**.

You can block the account immediately to prevent others from using the card if you loose it.

### Block account

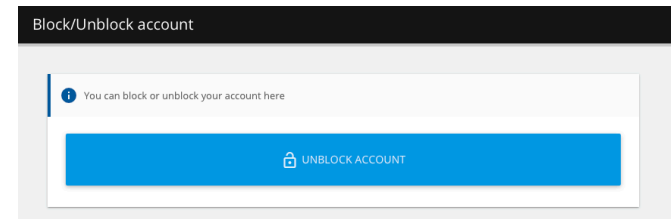
1. Press on **"Block account"** in the menu.
2. Press **"Block account"** and press **"Approve"**



The card cannot be used as long as the account is blocked.  
You can open up the account again if you find the card.

### Unblock account

1. Press on **"Block account"** in the menu.
2. Press **"Unblock account"** and press **"Approve"**

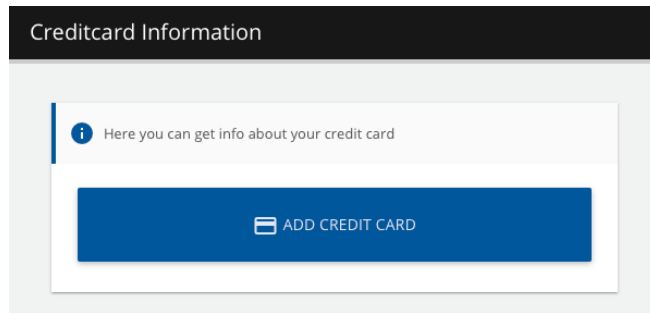


You can now use from the balance again. Remember to change your cardnumber if you receive a new payment card.

## 10. CREDIT CARD INFORMATION

You can save your creditcard information by adding it to the account. In order to use automatic refill you must save your creditcard information.

1. Go to **"Credit card information"** and press **"Add credit card"**.

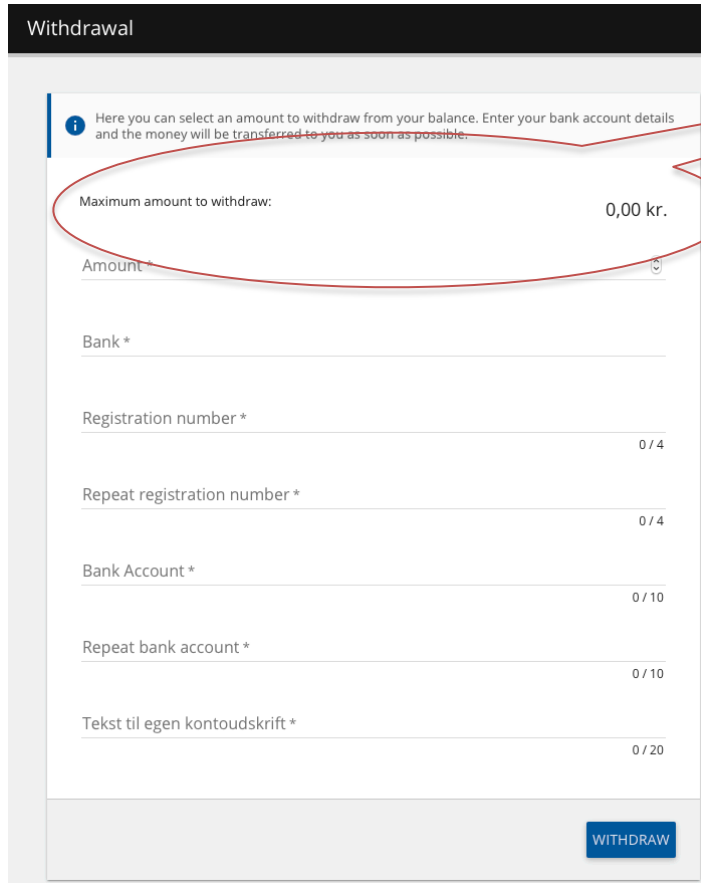


2. Choose credit card and press **"Continue"**.
3. Fill in your credit card information and press **"Gennemfør betaling"**.

Your credit card is now saved and can be used for refill when you choose **"Use saved card"**. You can also use the saved card in the Webshop and Food plan.

## 11. WITHDRAWAL

You can withdraw the remaining balance to your bank account if you no longer use the account. You can also choose to withdraw a smaller part of your balance.



Withdrawal

*i* Here you can select an amount to withdraw from your balance. Enter your bank account details and the money will be transferred to you as soon as possible.

Maximum amount to withdraw: 0,00 kr.

Amount \*

Bank \*

Registration number \* 0 / 4

Repeat registration number \* 0 / 4

Bank Account \* 0 / 10

Repeat bank account \* 0 / 10

Tekst til egen kontoudskrift \* 0 / 20

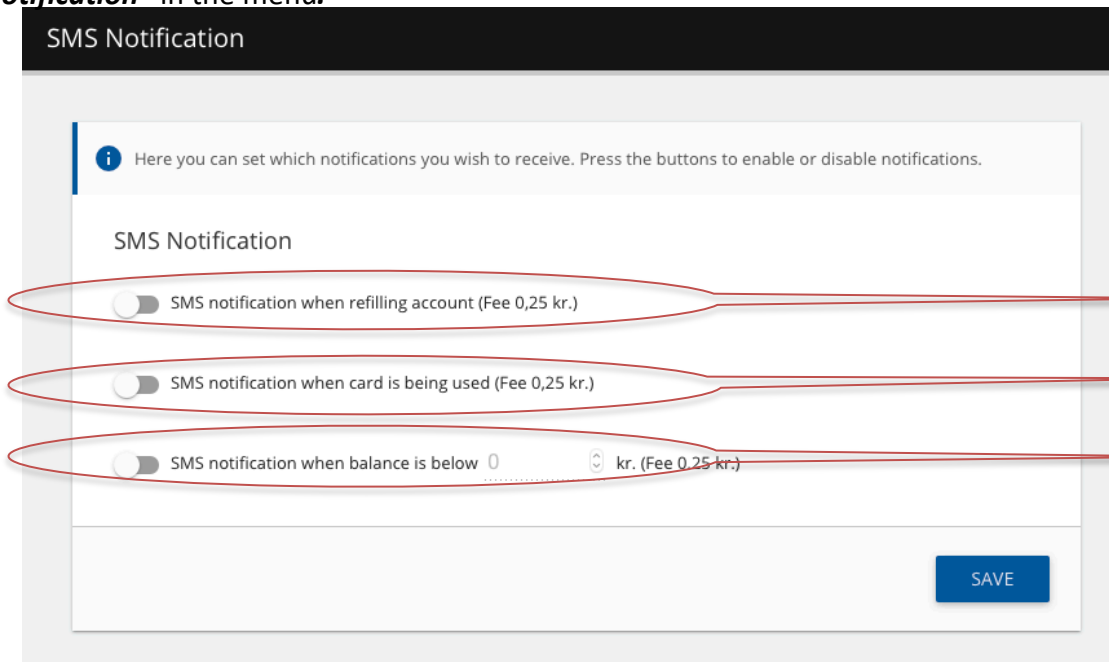
WITHDRAW

1. Go to **"Withdrawal"** in the menu.
2. Type the amount you want to withdraw (Maximum amount shows the balance).
3. Fill in your banking information and complete by pressing **"Withdraw"**.

You will receive the amount on your bank account within 5 days.

## 12. SMS NOTIFICATION

You can choose to receive an SMS when you refill and use the card. You can activate SMS notification under **"SMS notification"** in the menu.



Choose when you want to receive an SMS by activating the buttons. Complete by pressing **"Save"**.

Receive an SMS when you refill

Receive an SMS when the card is used

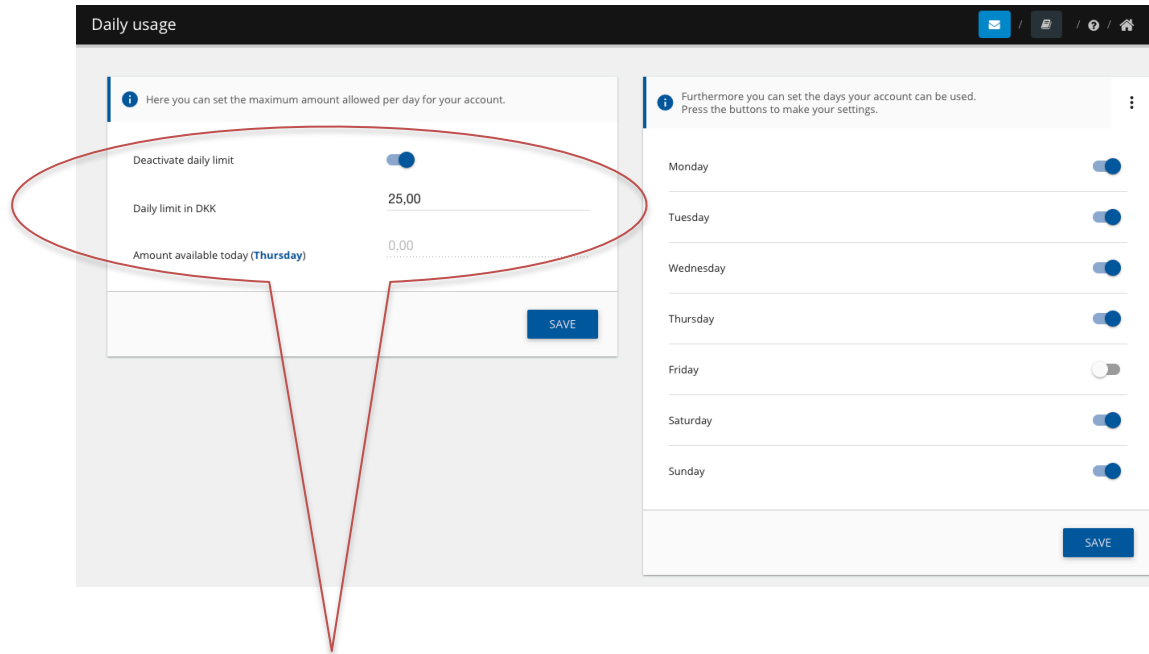
Receive an SMS when the balance is under ex. 50 kr.

 SMS notification is activated

 SMS notification is not activated

### 13. RESTRICTIONS – DAY

You can add a limit to where and when the card can be used. You can change the settings under **"Restrictions"** in the menu.



- ☒ You can buy (week day)
- ☐ You cannot buy (week day)

1. Activate daily limit.
2. Set amount for daily limit.
3. Complete by pressing **"Save"**

1. Deactivate which week days the card cannot be used. If you do not change anything all week days are allowed.
2. Complete by pressing **"Save"**.



## 14. TRANSACTIONS - OVERVIEW

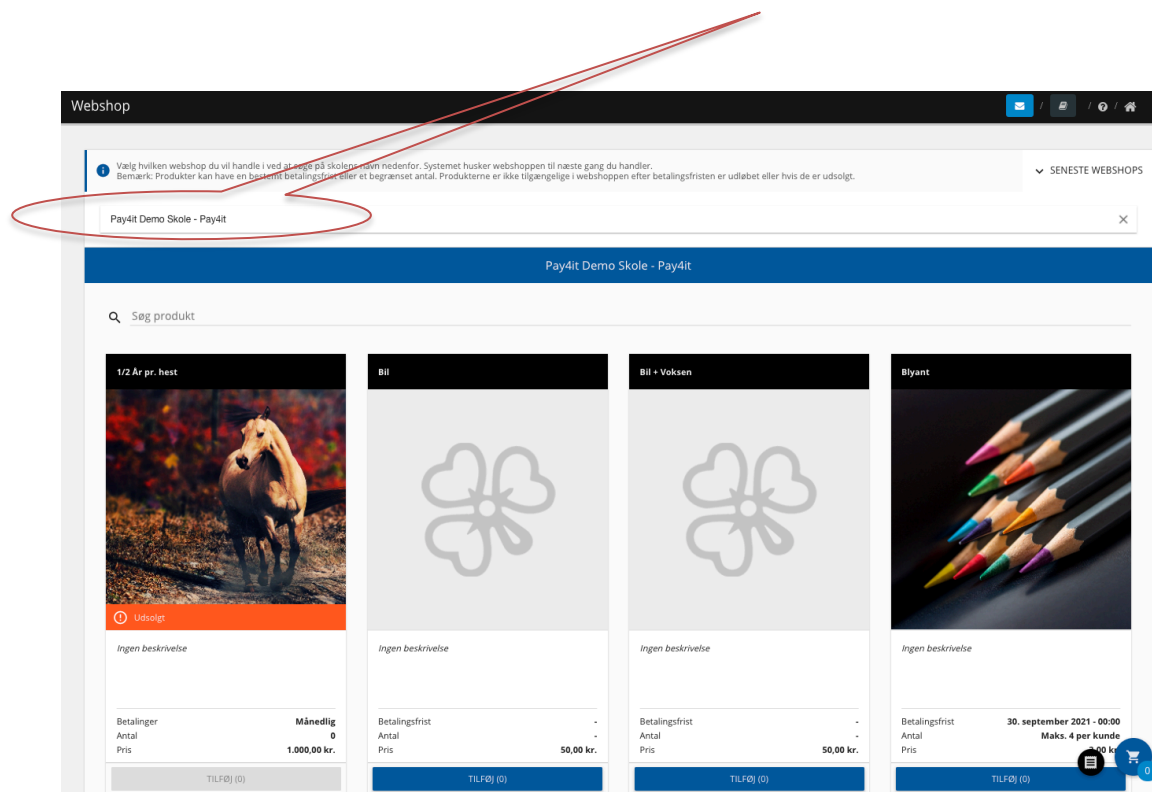
You can see all of your receipts under **"Transactions"** in the menu. You can see what you bought when and how you paid.

	Credit card	9992664	25. May 2020 - 10:02:10	0,00 kr.	Completed revenue	Tilføjelse af kreditkort	Pay4it - Betaling	
	Credit card	9741740	28. Apr 2020 - 15:06:17	0,00 kr.	Completed revenue	Tilføjelse af kreditkort	Pay4it - Betaling	
	Wallet	9654047	17. Apr 2020 - 12:26:27	-20,00 kr.	Denied	Madplan	Pay4it Demo Skole	
	Wallet	9653981	17. Apr 2020 - 12:07:11	-105,00 kr.	Denied	Madplan	Pay4it Demo Skole	
	Credit card	8489456	2. Jan 2020 - 13:00:07	0,00 kr.	Verified	Tilføjelse af kreditkort	Pay4it - Betaling	
	Credit card	8489292	2. Jan 2020 - 12:42:43	0,00 kr.	Verified	Tilføjelse af kreditkort	Pay4it - Betaling	

Press "i" to see details on the receipt. You can also see if your payment is failed or completed.

If you are a parent of a child in one of the schools in municipality the school might have a webshop and foodplan you can attach to the account. You can buy tickets and food for your child.

1. Go to **"Webshop"** or **"Food plan"** under your child's name.
2. Search for the webshop/Food plan by typing the name of the school's webshop (e.g. Pay4it Demo). You can now see and order the school's products.



- ✓ **How much can be bought each day?** You decide the daily limit. Daily limit can always be changed.
- ✓ **Where can the card be used?** You decide which sales locations the card can be used.
- ✓ **What to do if you loose your card?** Log on to the website and block the account. Choose "Block account" in the menu. You can open up the account in the same place again. You can issue a new card at your local sales location.
- ✓ **How do I avoid having no money on the account?** You can activate automatic refill. You will receive an e-mail when the account is refilled. You can also choose to receive an SMS which costs 0,25 kr. for each SMS.
- ✓ **Can I see what I bought?** Yes, you can see details on each receipt under "Transactions".
- ✓ **Can I withdraw remaining balance?** Yes, fill in your information in "Withdrawal" to transfer the balance to your bank account.
- ✓ **Can I add more than 1 card on the account?** Yes, press "Create child". Add card number to the childs user and repeat if you need to add more users/cards.
- ✓ **Is it safe to tranfer money to the card?** Yes, all transactions are handled by a PCI certified merchant. It is only the PCI certified mechant who have access to your creditcard information hence the safety level correspond to shopping in a safe webshop.
- ✓ **Do others have access to my account?** No, you need a password to log on to the account. We recommend that you do not share your password with others. Change your password immediately if you have a suspicion that others have access to your account
- ✓ **New credit card – Where do I change my credit card information?** You can change your credit card information under "Credit card information". Remember to delete your old credit card.
- ✓ **Automatic refill is not working.** Did you get a new credit card? Remember to change your credit card information as described above. Contact us if you still experience problems.

Helsingør Nemkort is developed by Pay4it.

Contact Pay4it's support on [info@pay4it.dk](mailto:info@pay4it.dk) or +45 2681 5500