



# Guidance – How to receive and send messages using Bluewhale

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# 1. Guidance to applicants

## How to receive and send messages using Bluewhale

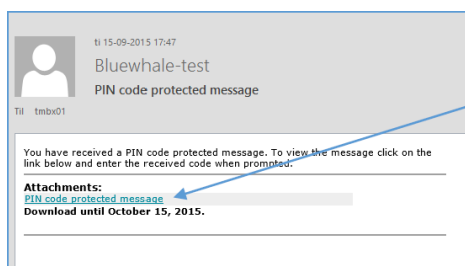
Messages and files, which are sent by an ordinary e-mail can be intercepted and read by unauthorized persons. If you need to send confidential information to the Danish Gambling Authority, you can use Bluewhale. The system encrypts your message and any attached files, making it inaccessible for unauthorized persons.

An ordinary e-mail can only contain attached files of a limited size (often less than 10 MB). Bluewhale allows you to send very large files (several GB).

## 2. How to receive and send messages using Bluewhale

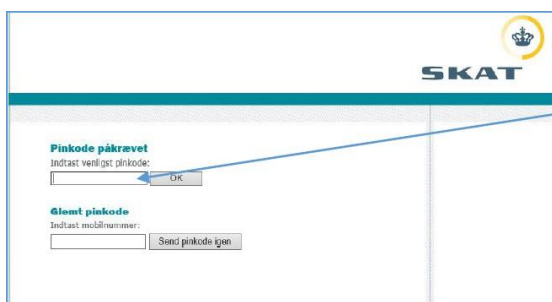
If you need to send a Bluewhale message to an employee at the Danish Gambling Authority, you firstly have to send a mail to the mail box, [mail@spillemyndigheden.dk](mailto:mail@spillemyndigheden.dk), with subject in mail named: “Ready to send application” together with information about your mailadress and mobile phone number. Then the Danish Gambling Authority will start the communication by sending you a Bluewhale message, which you can reply to.

The Danish Gambling Authority will send you an e-mail with a link to the encrypted message. The corresponding PIN code will be sent via an SMS to your mobile phone.



Click on the link in order to access the message. The link is active for 30 days, after which the message will be deleted.

When you **click on the link**, a new window will open on your computer.

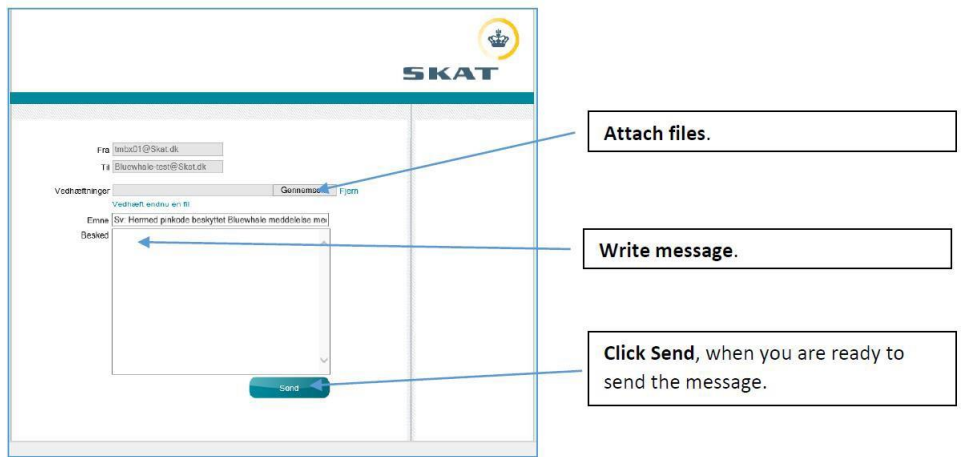


Enter the PIN code, you received on your mobile phone.

Enter the PIN code to access the message.



If you click **Svar sikkert**, this screen will be displayed.

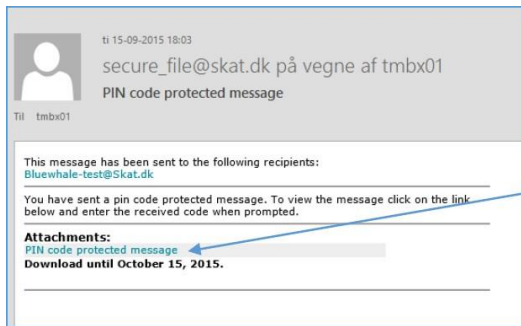


The files have to be sent in Zip folders.

When you click **Send**, the files are attached, uploaded and a virus scan is conducted. After this the message is sent.



You will receive an e-mail delivery receipt containing a link to the sent message. The corresponding PIN code will be sent via SMS to your mobile phone. Use this PIN code to view the message.



**Click here** in order to access the message. The link is active for 30 days.

Hereafter the formal application process will begin and the Danish Gambling Authority will contact you if further information is required.