Spillemyndigheden

Guidance on using Blue-whale

How to receive and send messages via Blue-whale

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Version history

Version 1.0 of May 2018

- First version of the guidance

Version 2.0 of September 2023

- Update of layout

User guide for applicants

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1.1 Send encrypted mail via 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).

How to receive and send messages via Bluewhale

2

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 mailbox, mail@spillemyndigheden.dk, with subject in mail named: "Ready to send application" together with information about your email address 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.

PIN-kodebeskyttet besked #186

MS secure_file@ .dk på vegne af

Til

DANSK:
Du har modtaget en PIN-kode beskyttet meddelelse fra

For at se meddelelsen skal du klikke på linket herunder og indtaste koden, som du har modtaget på sms.

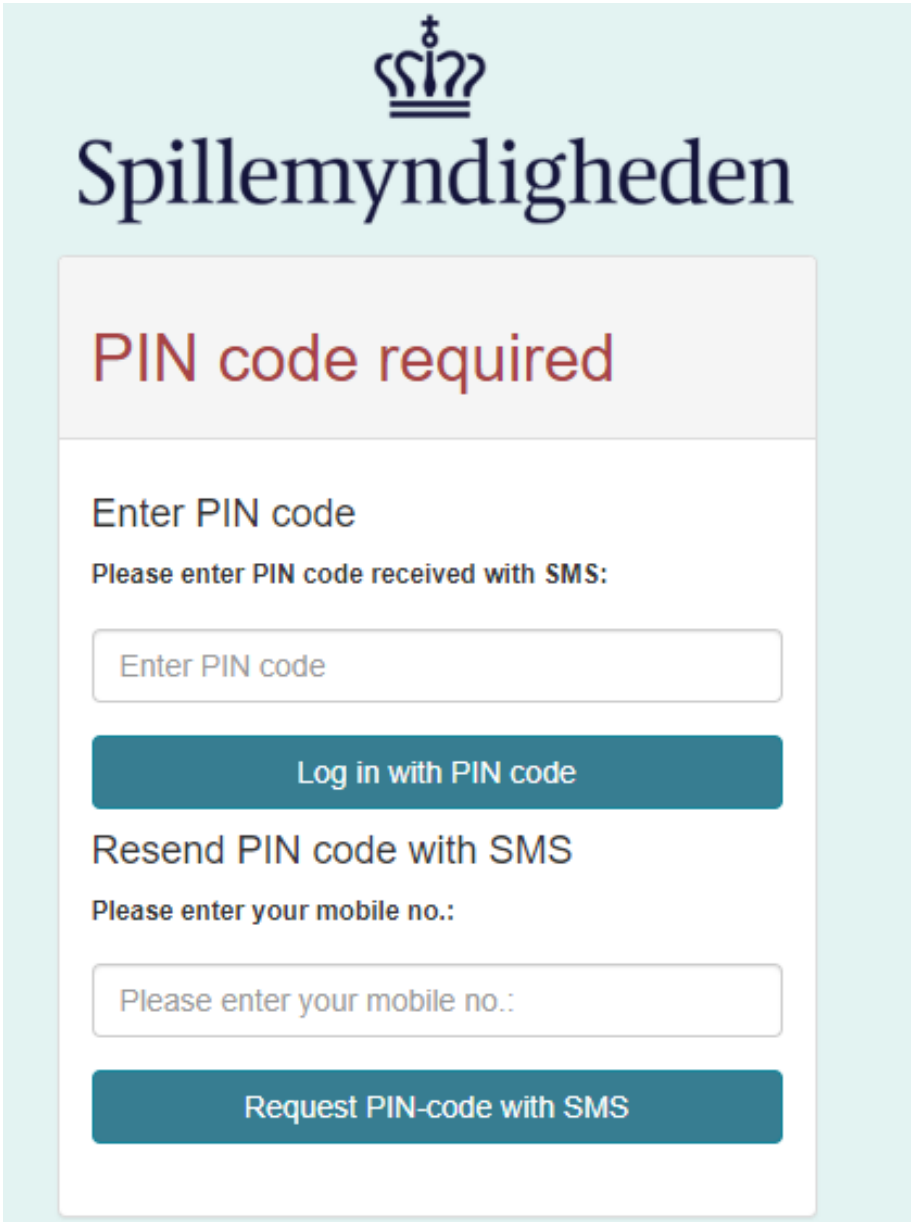
ENGLISH:
You have received a PIN code protected message from the Danish

To view the message click on the link below and enter the received code when prompted.

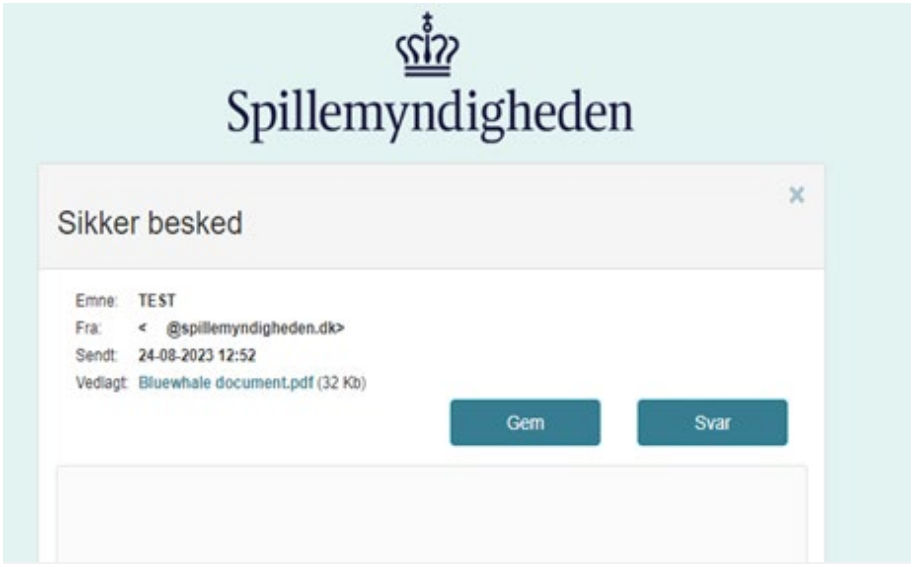
Vedlagt:
Åbn pinkodebeskyttet besked
Kan hentes indtil 08-04-2021.

Click on the link 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.



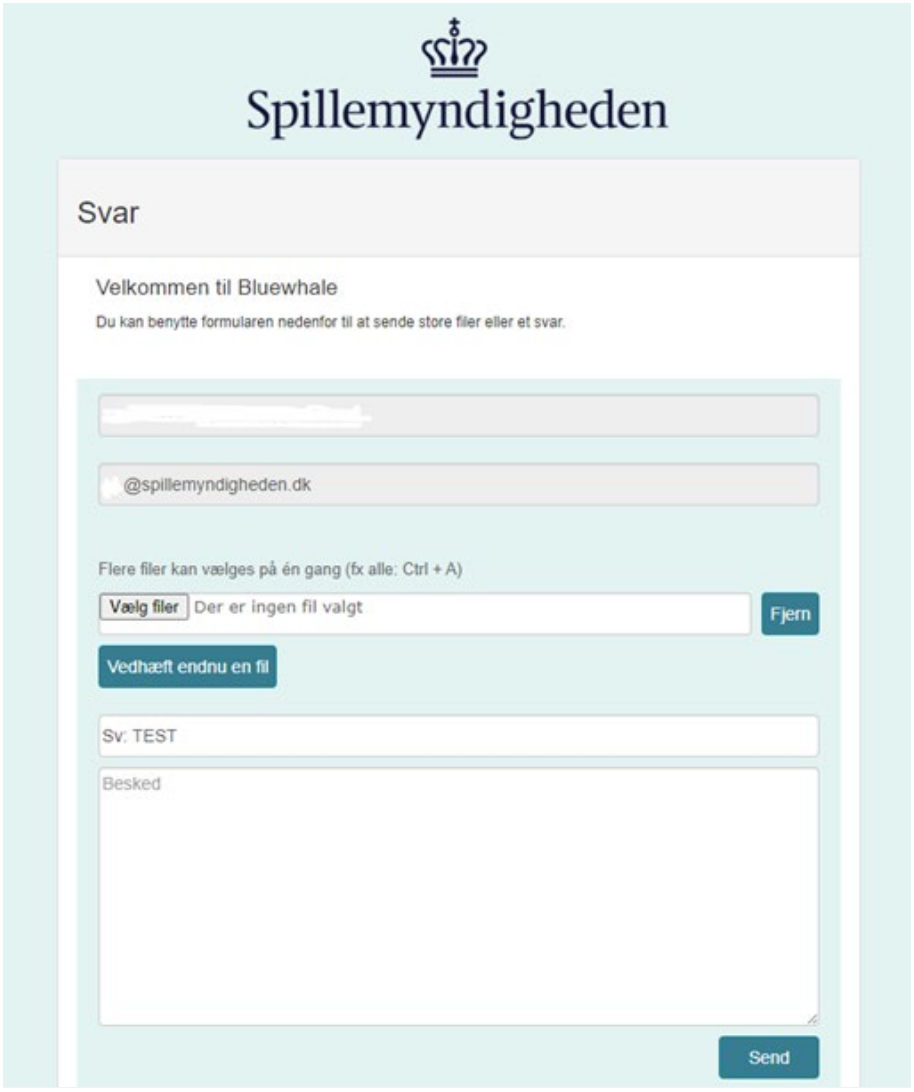
Enter the PIN code you received on your mobile phone to access the message.



Attached files can be downloaded via the button “Gem”. Click on “Gem” to download all attachments.

The message is available in the text box.

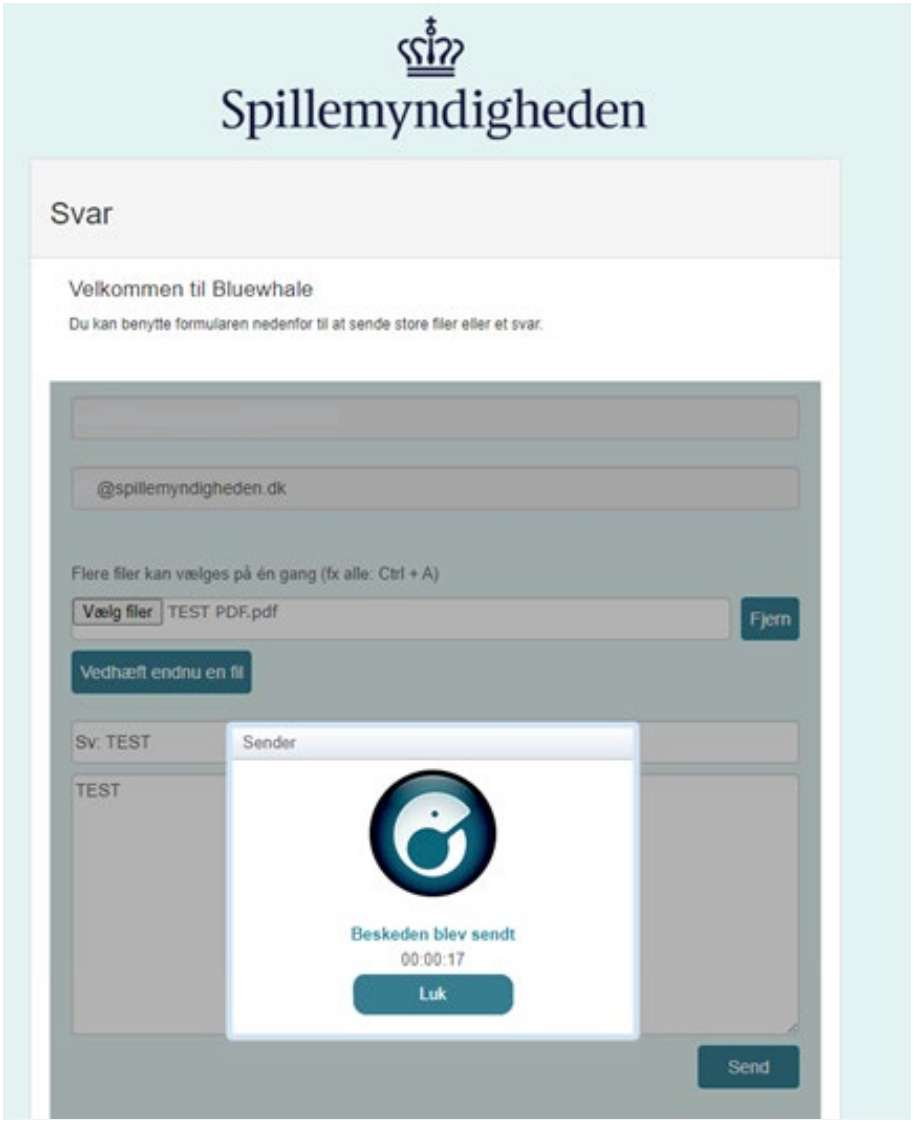
Click on “Svar”, if you want to send an encrypted reply to the sender.
When you click “Svar”, a new screen will be displayed.



Attach files by clicking “Vælg filer”.

Type your message in the text box. Click “Send”, when you are ready to send the message.

When you click “Send”, the attached files will be uploaded, scanned for virus and the message is sent.



Click "Luk" in the dialog box to close it when 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 in the link in the e-mail to access to the content of the message. The link is active for 30 days from the receipt.

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