

# Guidance on using Blue- whale



How to receive and send messages via Blue-  
whale

# Contents

<b>Version history</b> .....	<b>2</b>
Version 1.0 of May 2018.....	2
Version 2.0 of September 2023 .....	2
<b>1. User guide for applicants</b> .....	<b>3</b>
1.1 Send encrypted mail via Bluewhale .....	4
<b>2. How to receive and send messages via Bluewhale</b> .....	<b>5</b>

# 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

1

## 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

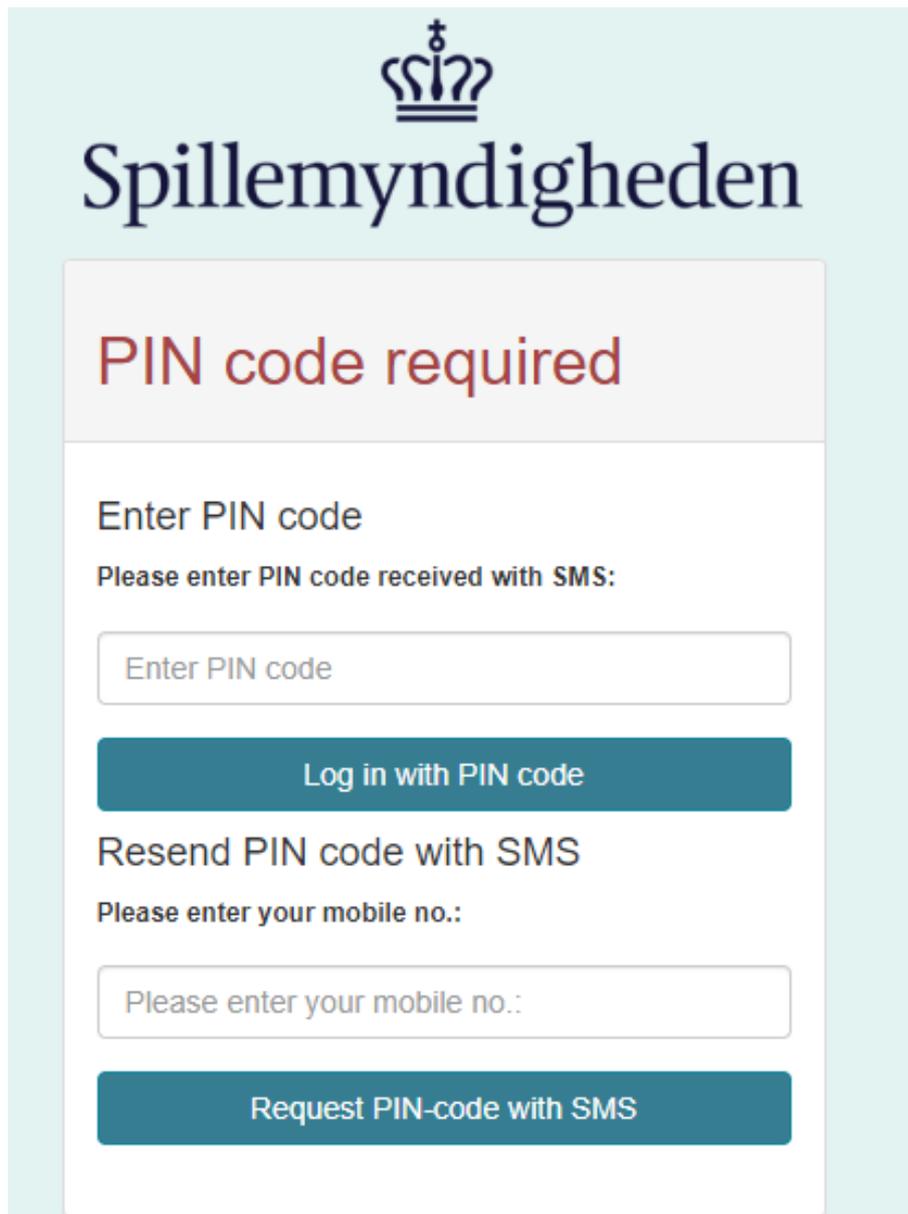
If you need to send a Bluewhale message to an employee at the Danish Gambling Authority, you firstly have to send a mail to the mailbox, mail@spillemyndigheden.dk, with subject in mail named: "Ready to send application" together with information about your email address and mobile phone number. Then 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.



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.



The image shows a login screen for Spillemyndigheden. At the top is the organization's logo, a crown with a cross on top, and the name "Spillemyndigheden" in a serif font. Below this is a light red banner with the text "PIN code required". The main content area is white and contains the following elements: the text "Enter PIN code", a sub-instruction "Please enter PIN code received with SMS:", a text input field with the placeholder "Enter PIN code", a dark teal button labeled "Log in with PIN code", the text "Resend PIN code with SMS", a sub-instruction "Please enter your mobile no.:", a text input field with the placeholder "Please enter your mobile no.:", and a dark teal button labeled "Request PIN-code with SMS".

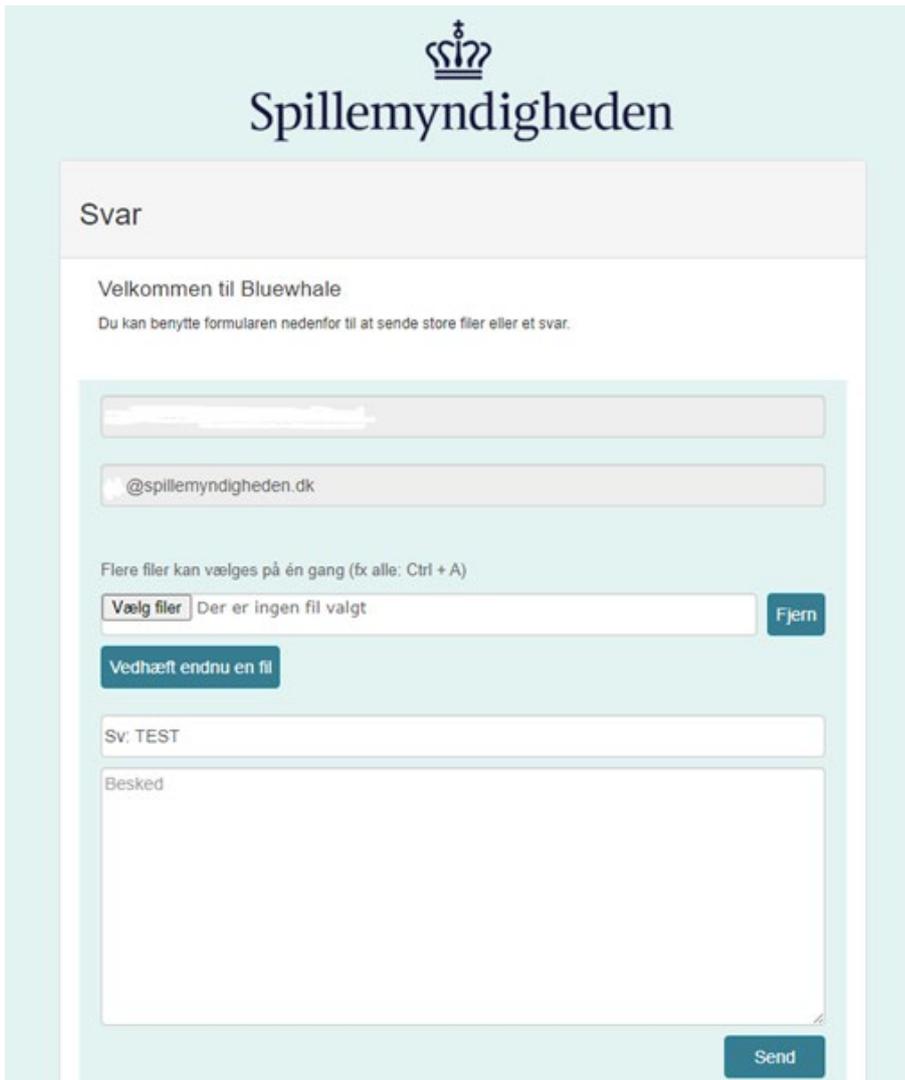
Enter the PIN code you received on your mobile phone to access the message.



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.

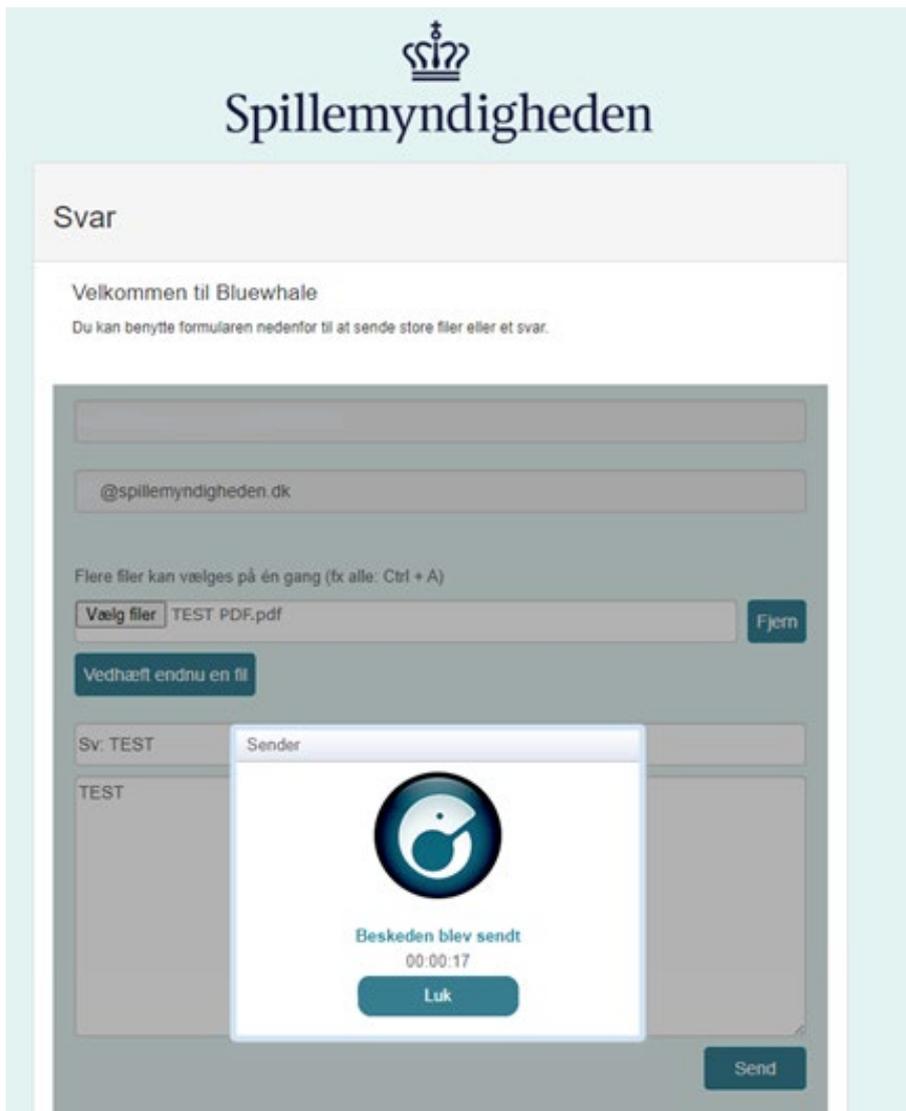


The screenshot shows the email composition interface for Spillemyndigheden. At the top is the logo, a crown, and the name "Spillemyndigheden". Below this is a header "Svar" (Reply). The main content area contains a welcome message: "Velkommen til Bluewhale" and "Du kan benytte formularen nedenfor til at sende store filer eller et svar." (You can use the form below to send large files or a reply). There are two input fields for the recipient's name and email address, with the email field containing "@spillemyndigheden.dk". Below these is a file selection area with the text "Flere filer kan vælges på én gang (fx alle: Ctrl + A)". It features a "Vælg filer" button, a text box showing "Der er ingen fil valgt", and a "Fjern" button. A "Vedhæft endnu en fil" button is also present. The subject line is "Sv: TEST" and the body is a large empty text box labeled "Besked". A "Send" button is located at the bottom right of the form.

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.

### PIN-kodebeskyttet besked #187



Du har sendt en sikker besked til:

For at læse beskeden skal du klikke på linket nedenfor og følge instruktionerne.

#### **Vedlagt:**

Åbn pinkodebeskyttet besked

**Kan hentes indtil 08-04-2021.**

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.

