

KIVRA

How to create a Kivra account

A step-by-step guide on how to create a Kivra account on a mobile phone or a computer.

Creating a Kivra account is free.



English

Version 1.0

Need any help?

Call us on **0770-457 000** Monday to Friday, 09:00 – 11:00 and 13:00 – 15:00
(Opening hours may vary)

Email us at support@kivra.com

Read the most frequently asked questions on the website faq.kivra.se



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What is Kivra?


Kivra is a digital service that replaces paper mail and documents. When you create an account, most of your mail will be sent digitally to your Kivra instead of on paper to your physical mailbox.

Creating a Kivra account on a mobile phone



🕒 Less than 5 minutes 📋 8 steps

To create an account, you need this:

- Swedish personal ID number
- Email address
- Mobile phone
- The BankID app  installed on your mobile phone

Step 1

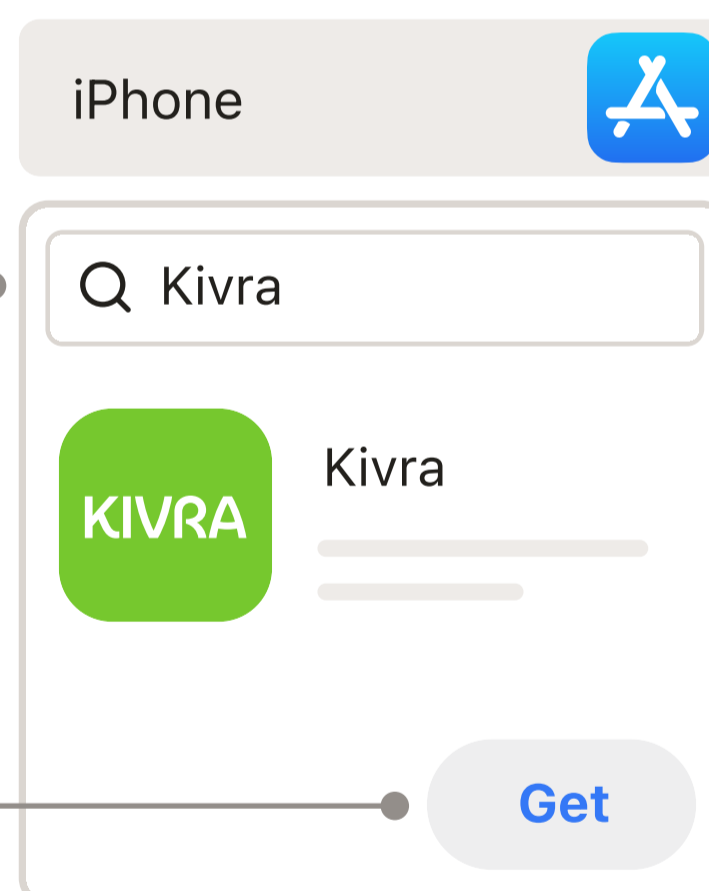
If your mobile phone is an **iPhone**:

- Open **App store**



- Search for **Kivra**

- Click **Get**



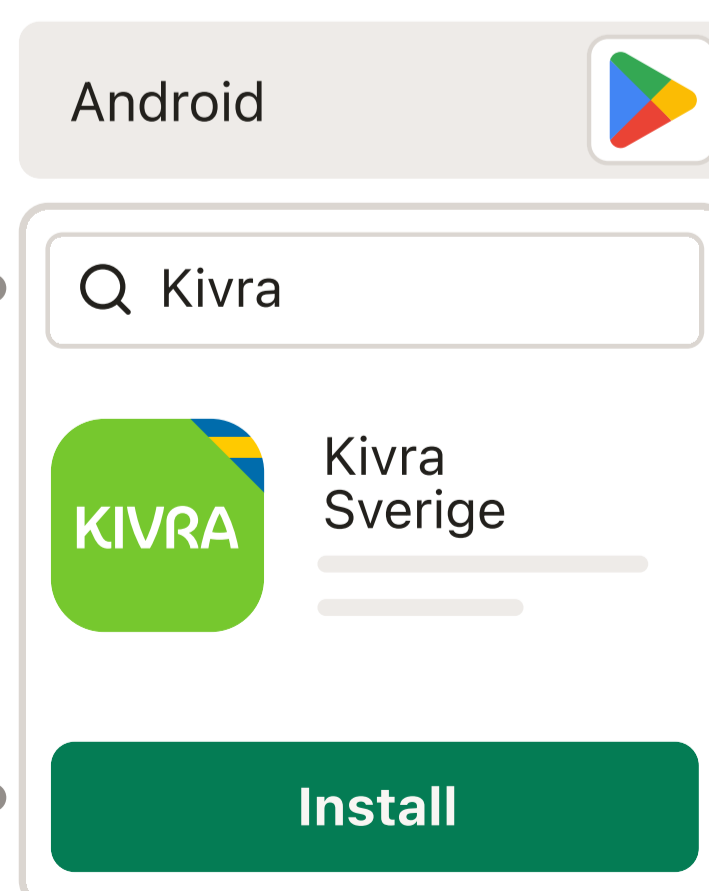
If your mobile phone is an **Android**:

- Open **Google play**



- Search for **Kivra**

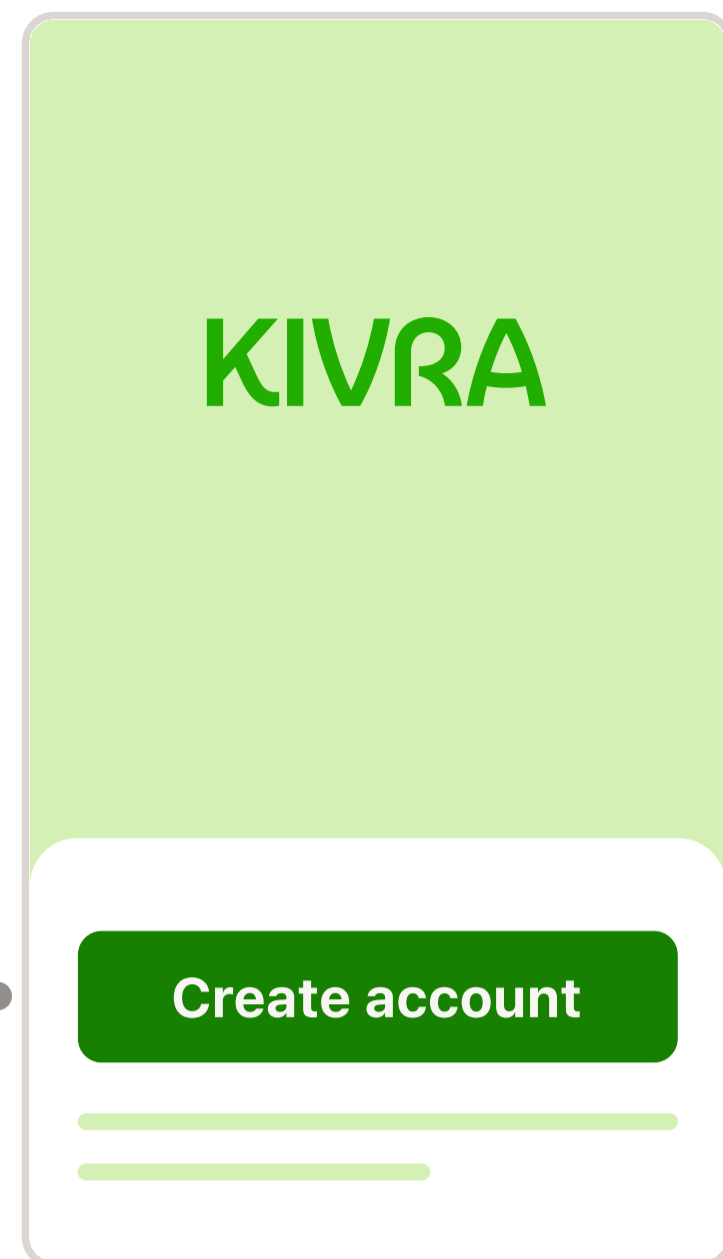
- Click **Install**



Step 2

Open the **Kivra app** 

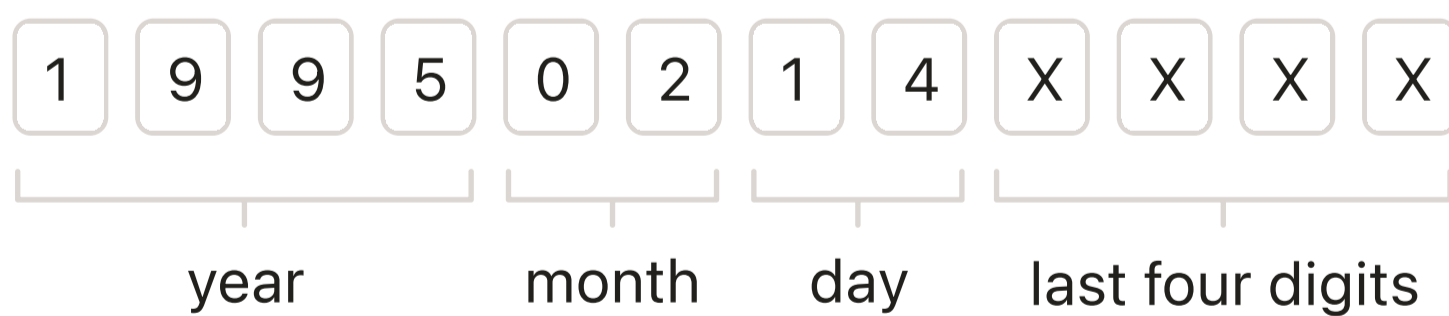
- Click **Create account**



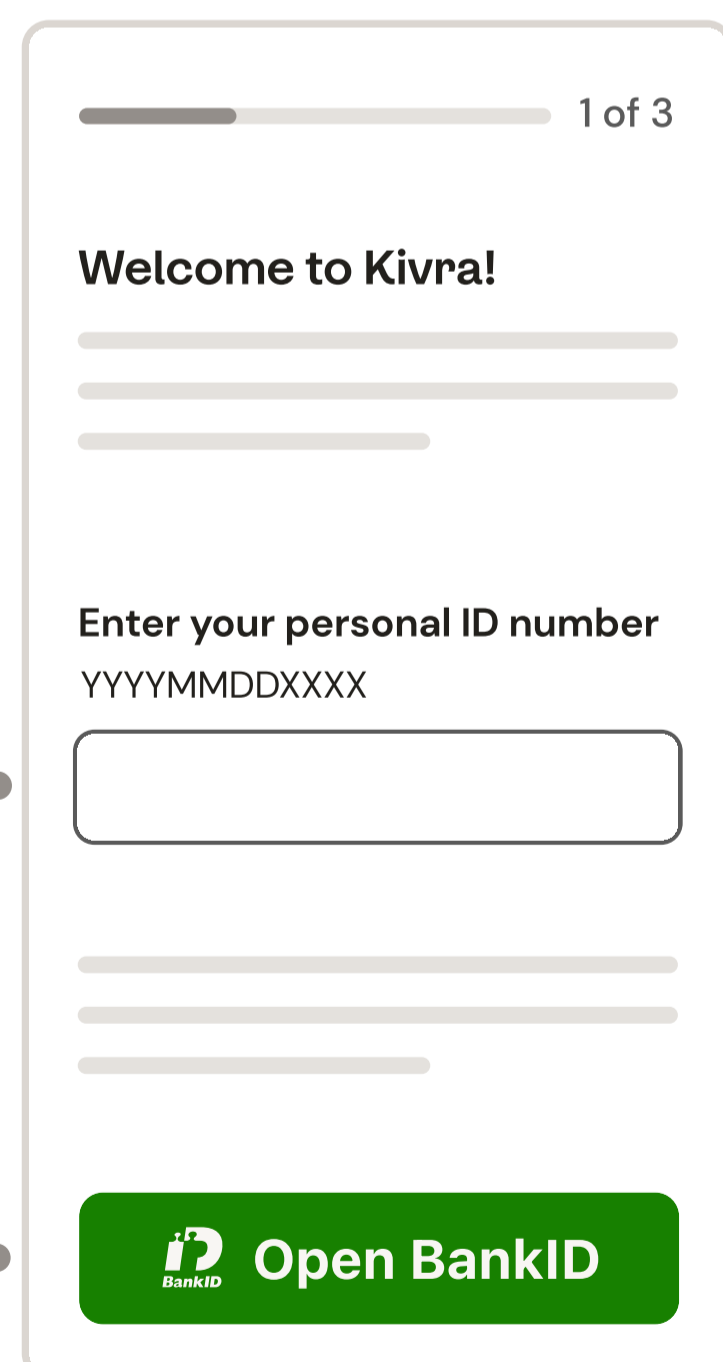
Step 3

Now, you need to enter your personal ID number and then identify yourself with your mobile BankID

- Write the 12 digits of your **personal ID number** like this:



- Click **Open BankID**



Step 4

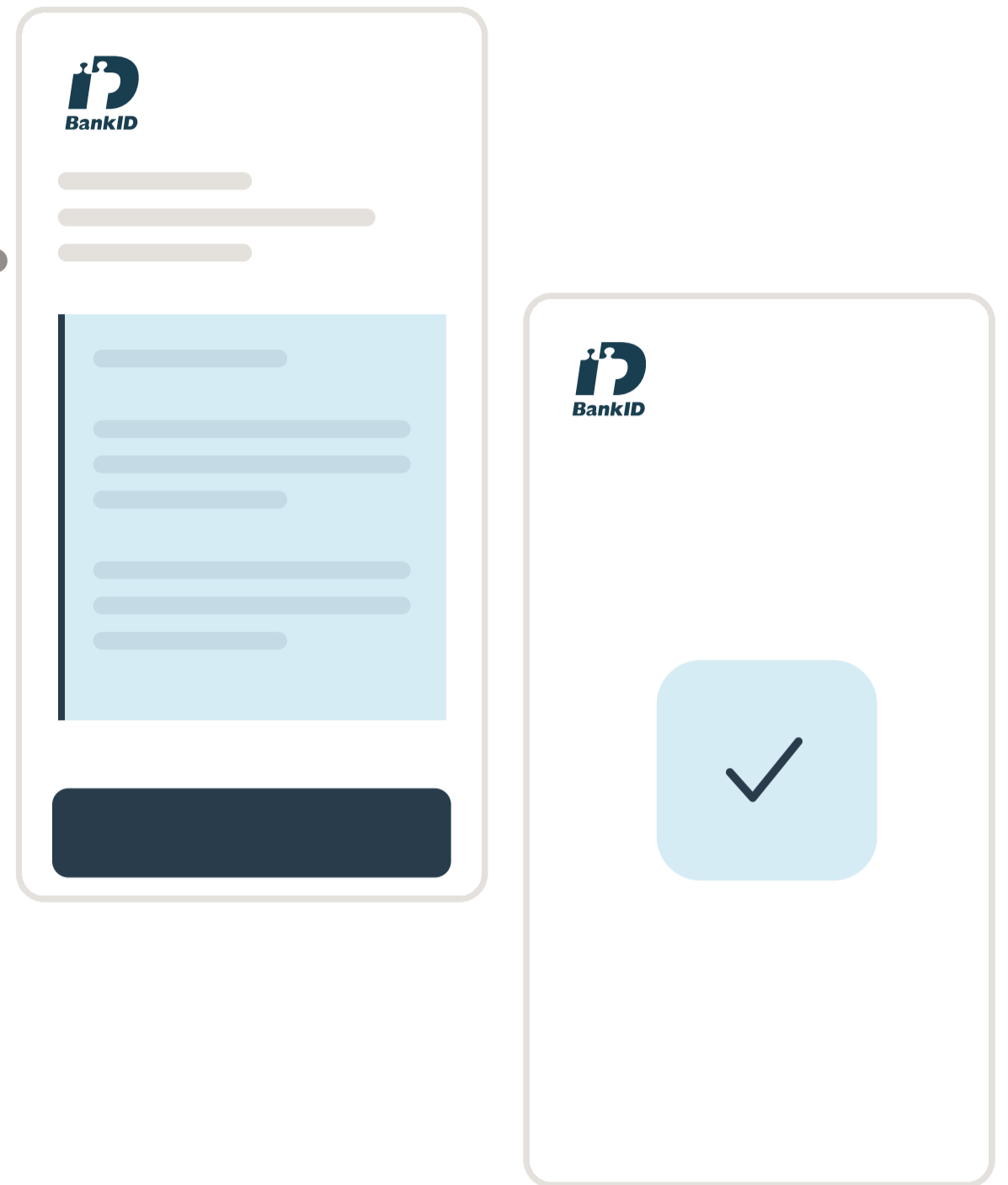
Identify yourself with the **BankID app**



The **BankID app** will open automatically

- Complete your identification

When you're done, the **Kivra app** will open again



Step 5

- Write your **email**

- Click **Continue**

2 of 3

What is your email address?


Email

Continue

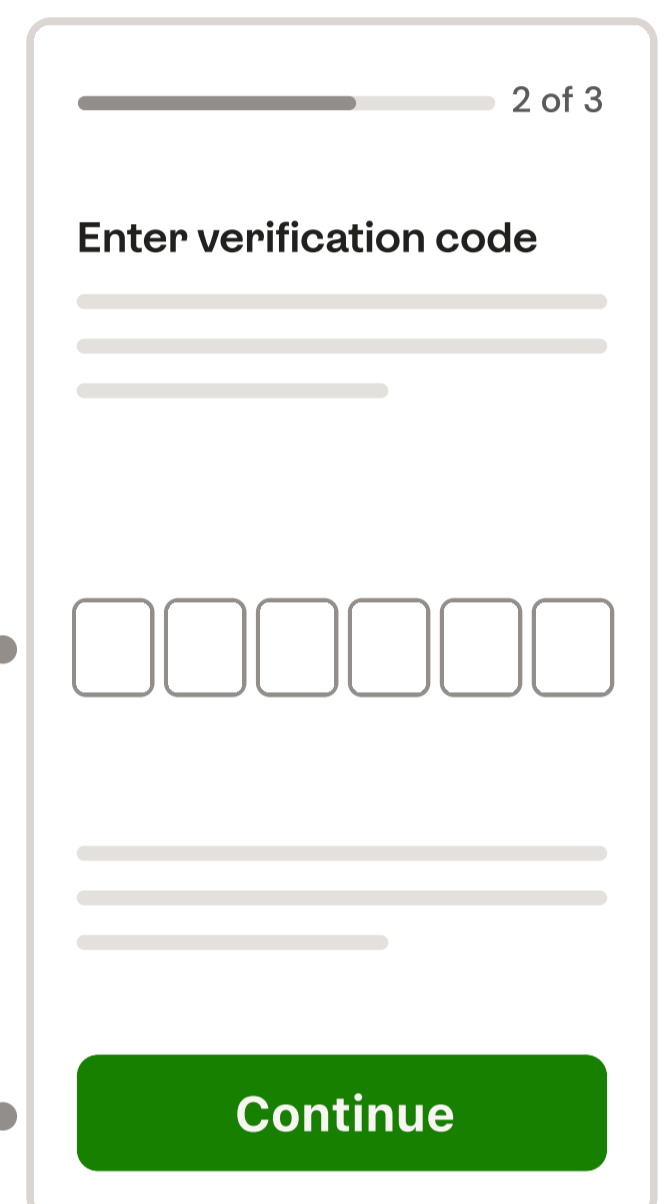
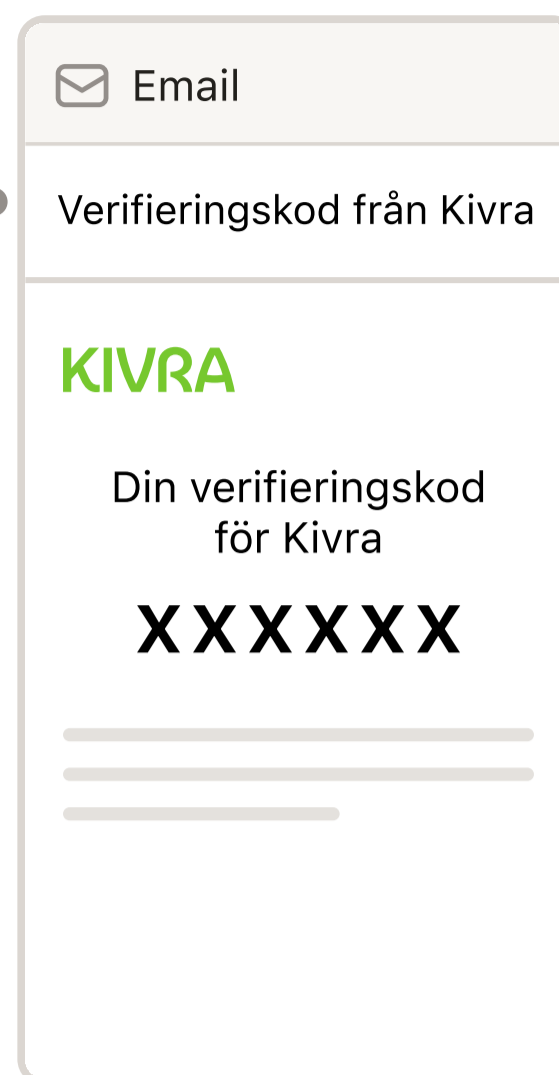
Step 6


Now we need to verify your your email address. For that, we will send a **code to your email**

- Go to your inbox and open the email called **Verifieringskod från Kivra**

 If you can't find the code in your inbox within a few minutes, check your spam folder.

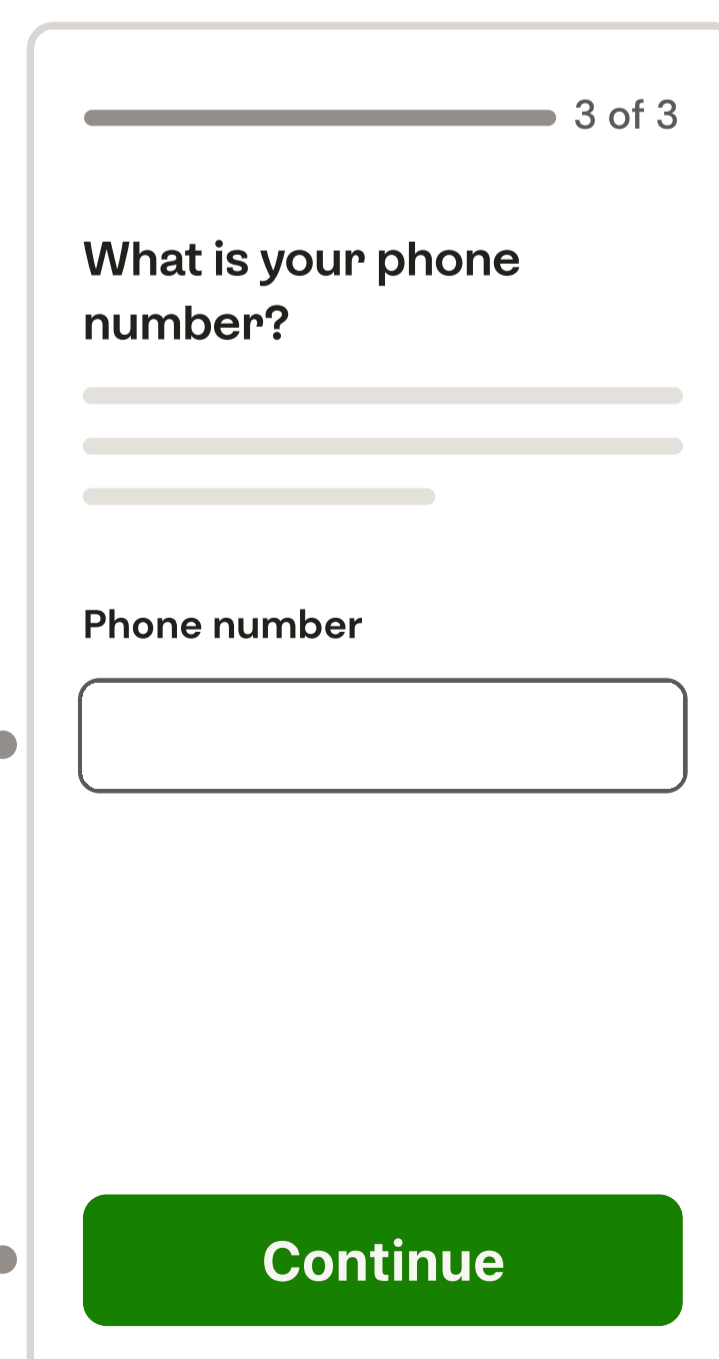
The code is valid for 30 minutes. After that, you'll need to request a new one.



- Go back to the **Kivra app** 
- Add the **6-digit code** from the email
- Click **Continue**

Step 7

- Add your **mobile phone number**
- Click **Continue**




Step 8

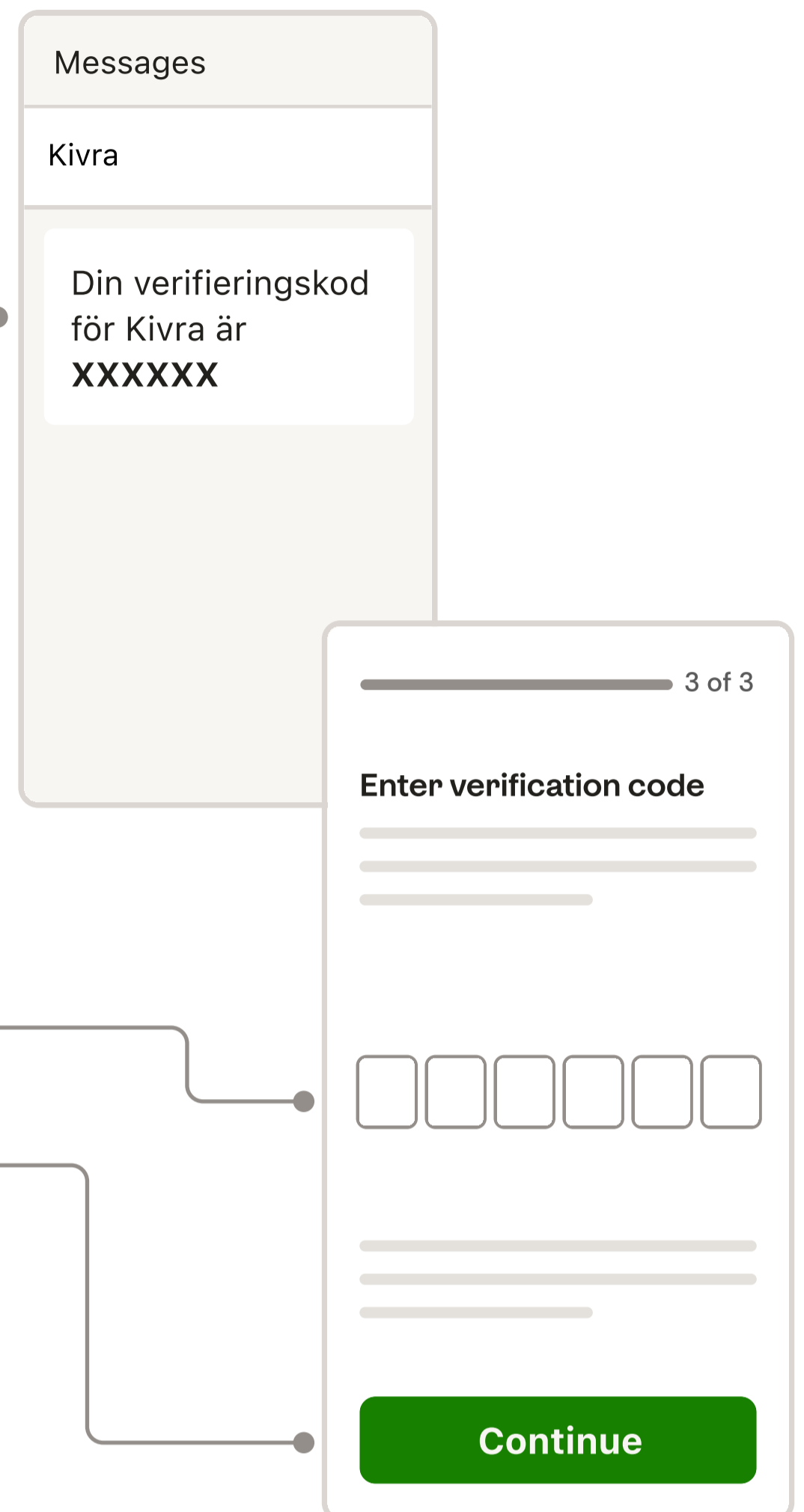
Now we need to verify your phone number.
For that, we will send you a **code in an SMS**

- Open the SMS from Kivra with a **6-digit code**



The code is valid for 30 minutes. After that, you'll need to request a new one.

- Go back to the **Kivra app** 
- Add the **6-digit code** from the SMS
- Click **Continue**



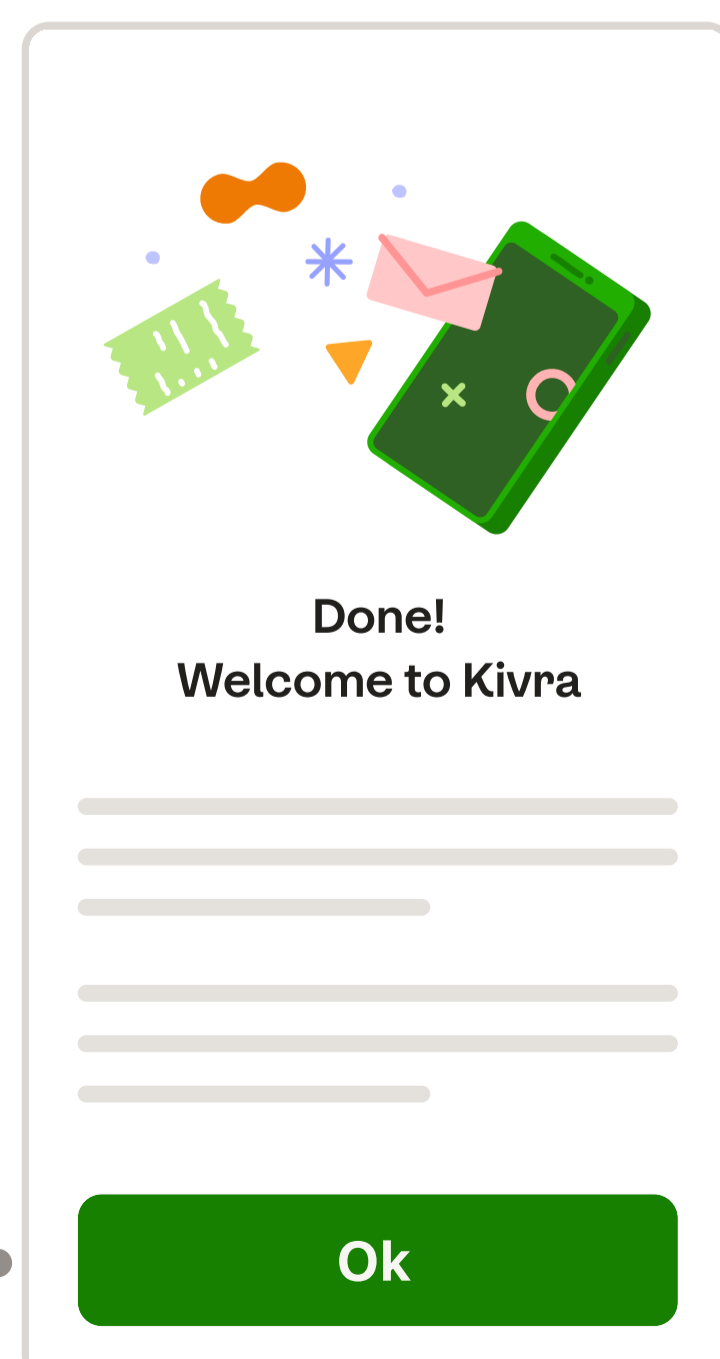
All done

Once you have verified your email address and mobile phone number, your Kivra account is created.

- To access your account, click **OK**



We will notify you when you have new mail in Kivra, but it's a good idea to check the app from time to time.




Creating a Kivra account on the computer



🕒 Less than 5 minutes 📋 8 steps

To create an account, you need this:

- Swedish personal ID number
- Email
- Mobile phone
- Computer
- The BankID app  installed on your mobile phone

Step 1

- Open one of these internet browsers:



Chrome



Microsoft Edge

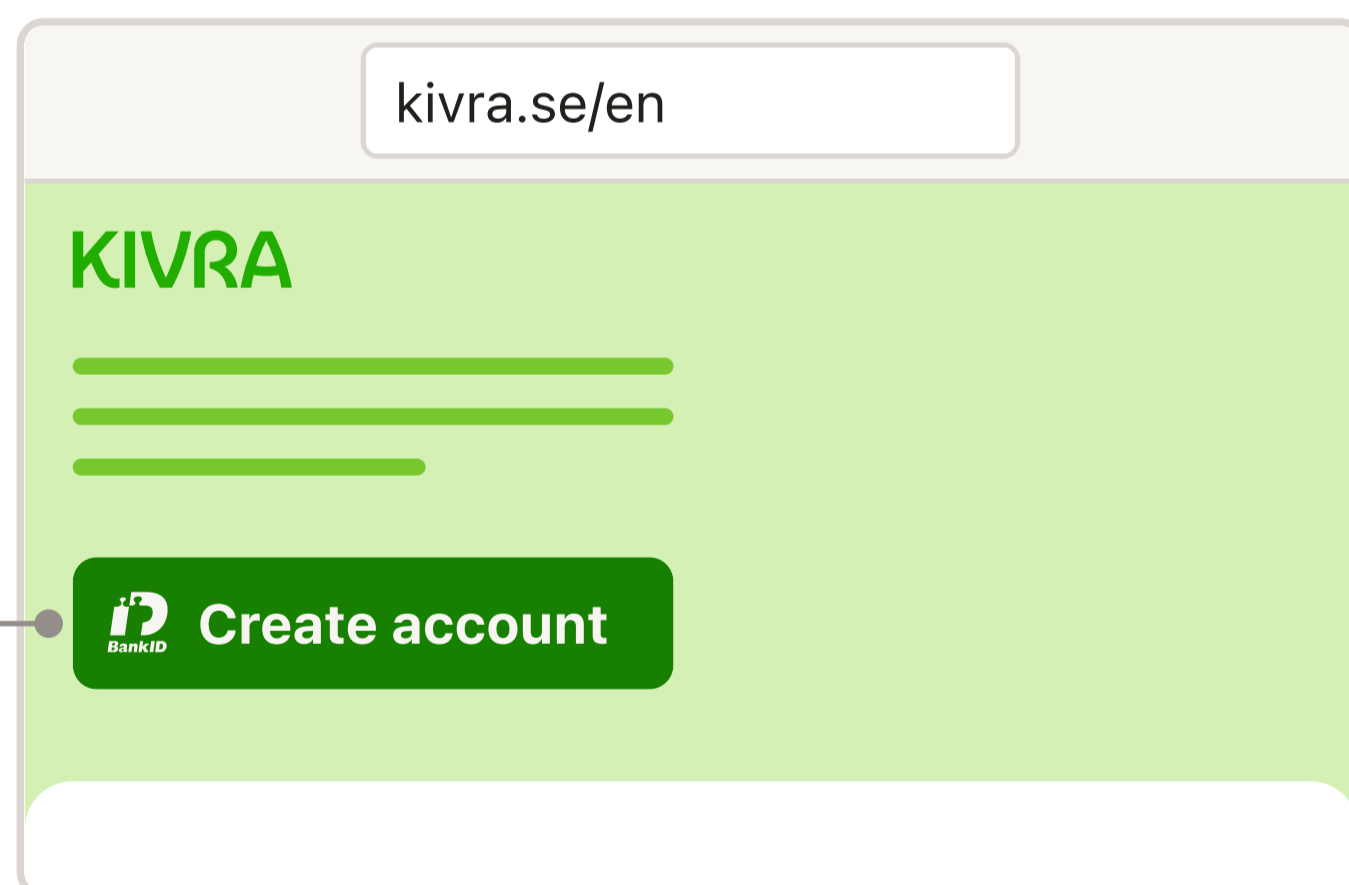


Safari



Firefox

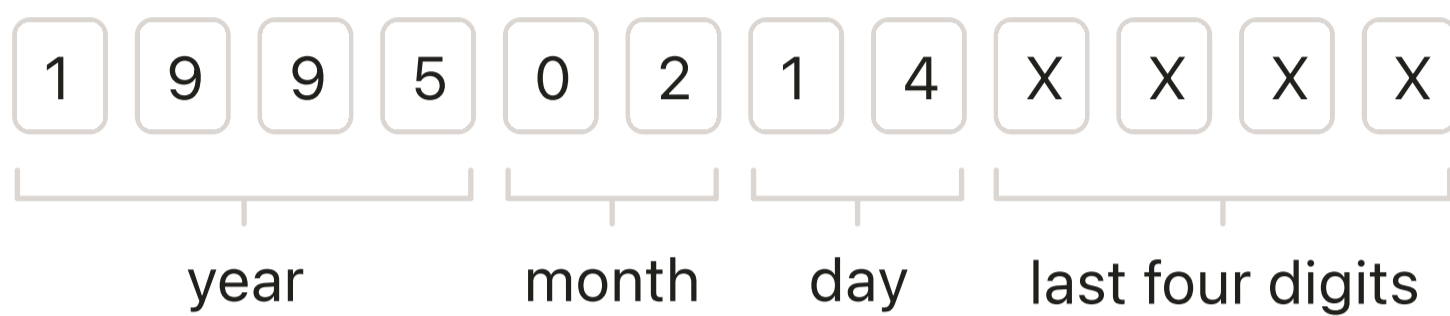
- Write **kivra.se/en** in the address field
- Click **Create account**



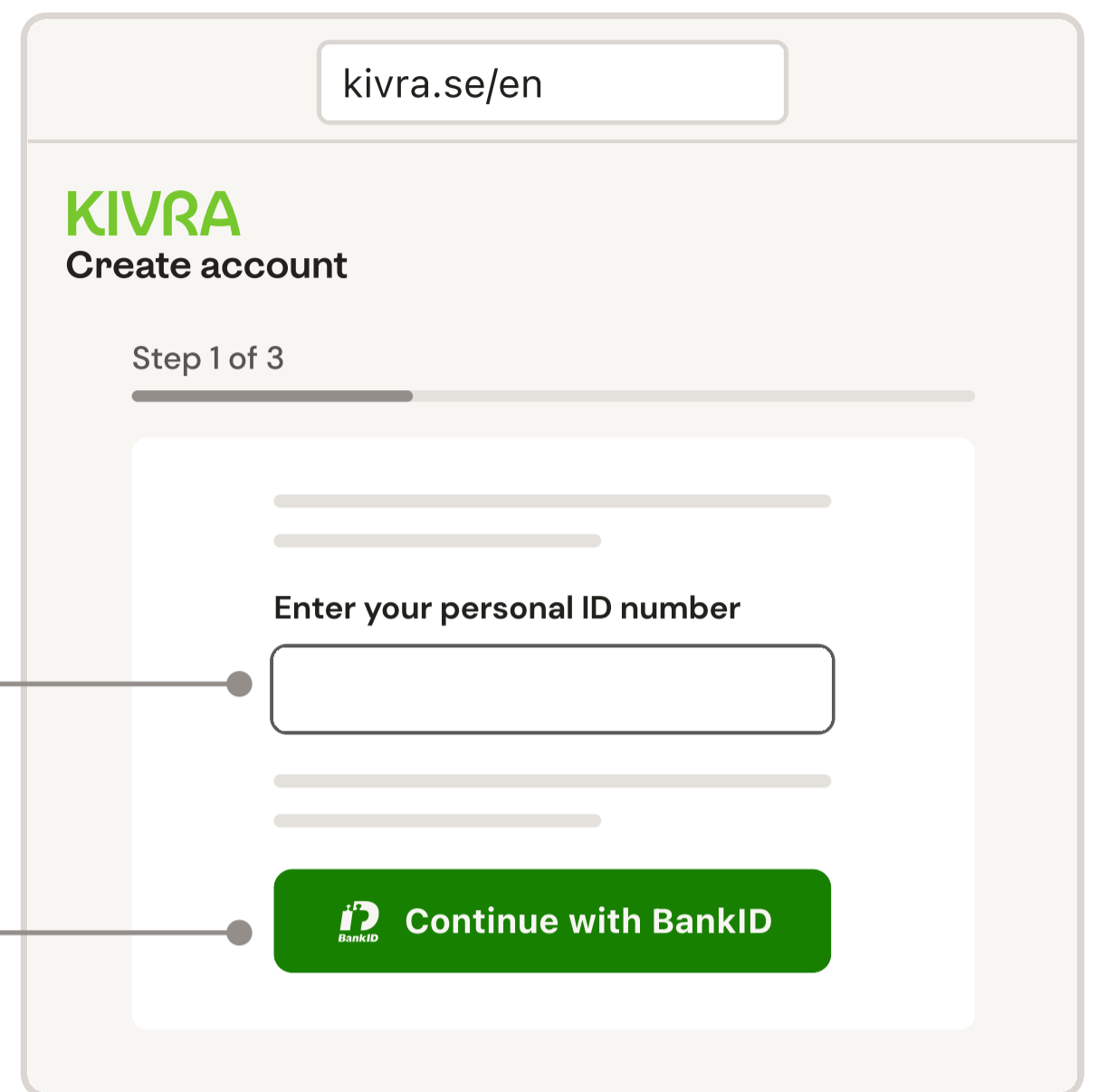
Step 2

Now, you need to enter your personal ID number and then identify yourself with your mobile BankID

- Write the 12 digits of your **personal ID number** like this:



- Click **Continue BankID**



Step 3

Identify yourself with the **BankID app** on your mobile phone.



A QR code will appear.

- Open the **BankID app** on your mobile phone and click **Scan QR code**
- Point the camera at the QR code shown on the screen
- Complete the identification



Step 4

- Write your **email**
- Click **Continue**

kivra.se/en

KIVRA
Create account

Step 2 of 3


Email

Continue

Step 5

Now, we need to validate that your email address is correct. For that, we will send a **code to your email**

- Go to your inbox and open the email called **Verifieringskod från Kivra**

 If you can't find the code in your inbox within a few minutes, check your spam folder.

The code is valid for 30 minutes. After that, you'll need to request a new one.

- Go back to the web page where you were creating your account
- Add the **6-digit code** from the email
- Click **Continue**

Email

Verifieringskod från Kivra

KIVRA

Din verifieringskod för Kivra

XXXXXX

kivra.se/en

KIVRA
Create account

Step 2 of 3

Enter verification code

Continue

Step 6

- Add your **mobile phone number**
- Click **Continue**

kivra.se/en

KIVRA
Create account

Step 3 of 3


Phone number

Continue

Step 7

Now, we need to verify your phone number.
For that, we will send you a **code in an SMS**

- Go to your messages on your phone and open the SMS from Kivra with a **6-digit code**

 The code is valid for 30 minutes. After that, you'll need to request a new one.

- Go back to the web page where you were creating your account
- Add the **6-digit code** from the SMS
- Click **Continue**

Messages

Kivra

Din verifieringskod för Kivra är
XXXXXX

kivra.se/en

KIVRA
Create account

Step 3 of 3

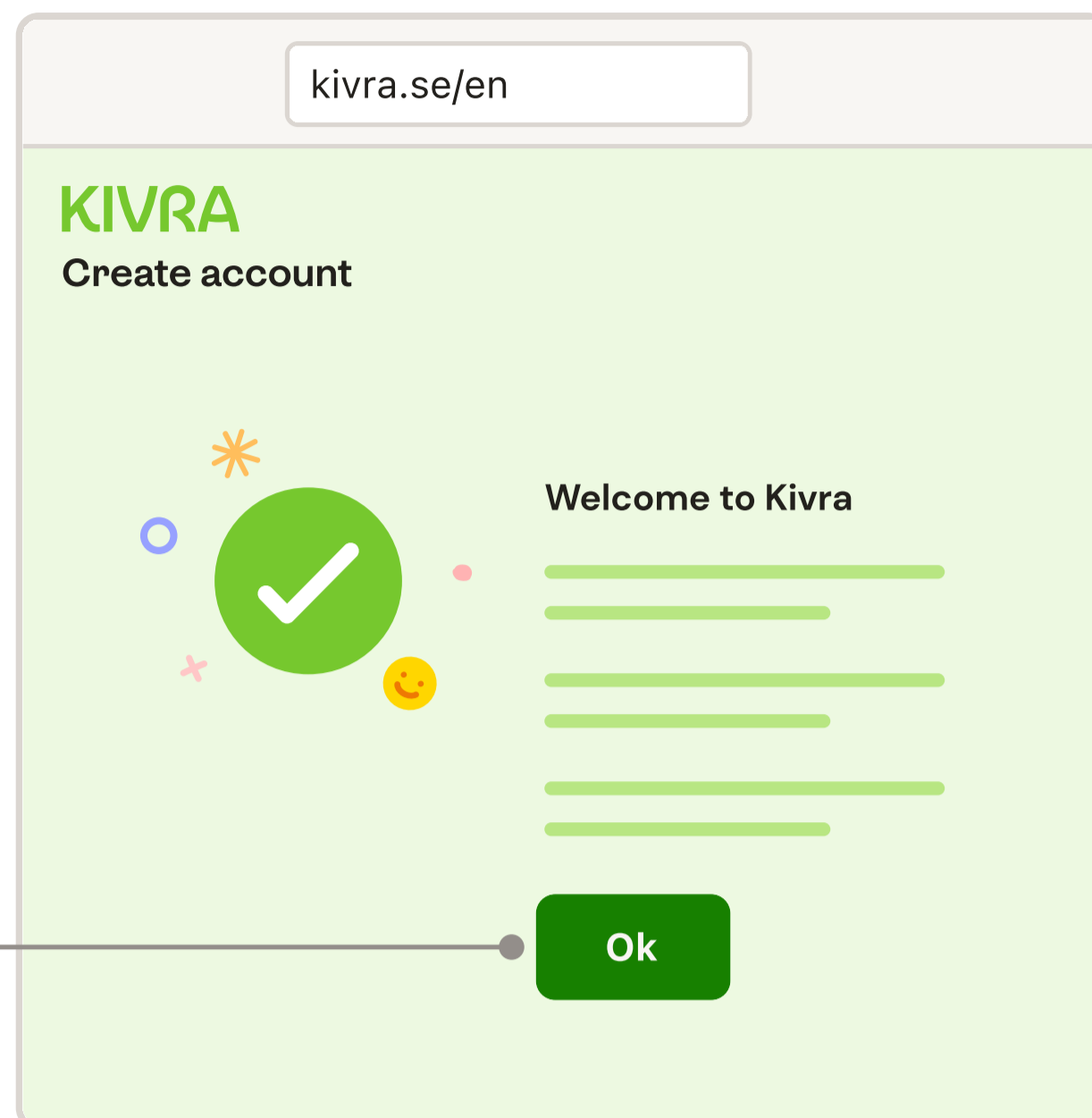
Enter verification code

Continue

All done

Once you have verified your email address and mobile phone number, your Kivra account is created.

- Click **Ok** to access your Kivra account



We recommend installing the Kivra app on your mobile phone

You can access your Kivra account through an internet browser or the mobile app.

We recommend installing the **Kivra mobile app** to get push notifications when you receive new letters or need to pay an invoice.

- Open App Store or Google Play on your mobile phone

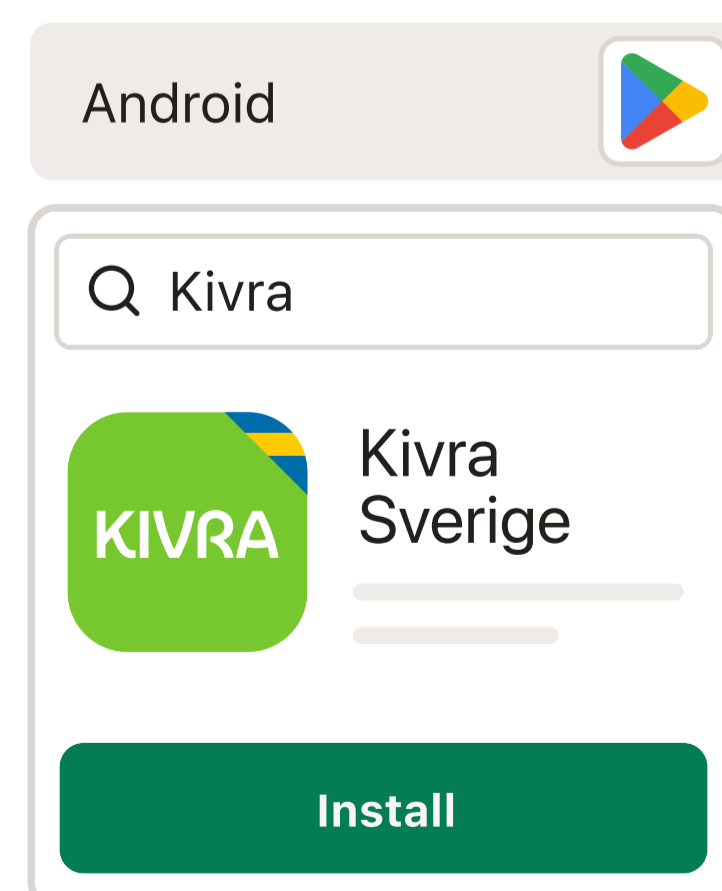
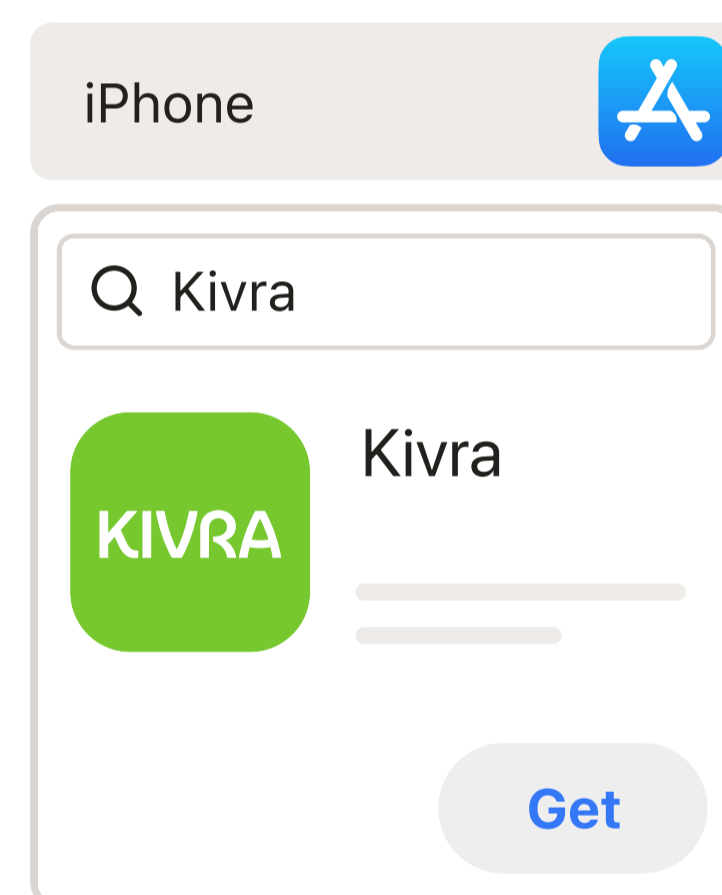


App store



Google play

- Search for **Kivra**
- Click **Get** or **Install**
- Open the Kivra mobile app and log in using your **Mobile BankID**



Did something go wrong?

Here's a list of common problems and how to solve them:

Code expired

The code to verify your email and phone number is only valid for 30 minutes. After that, you'll need to request a new one.

Didn't receive a verification code

If you didn't receive the email verification code after a few minutes, check your spam folder and that you have entered the right email address. If you need to – request a new code.

If you didn't receive the phone verification code in an SMS after a few minutes, check that you have entered the right phone number. If you need to – request a new code.

Can't request a new code

There is a limit of 3 code requests. If you have made 3 requests, wait 5 minutes before requesting a new code.

Too young to get Kivra

From the age of 16, you can create a Kivra account with guardians' approval. When you have turned 18, you don't need your guardians' signatures anymore.

Need any help?

Call us on **0770 - 457 000** Monday to Friday, 09:00 – 11:00 and 13:00 – 15:00
(Opening hours may vary)

Email us at **support@kivra.com**

Read the most frequently asked question on the website **faq.kivra.se**

