

CPOS Borgerportal

Quickguide

<https://3001.cpos.dk>

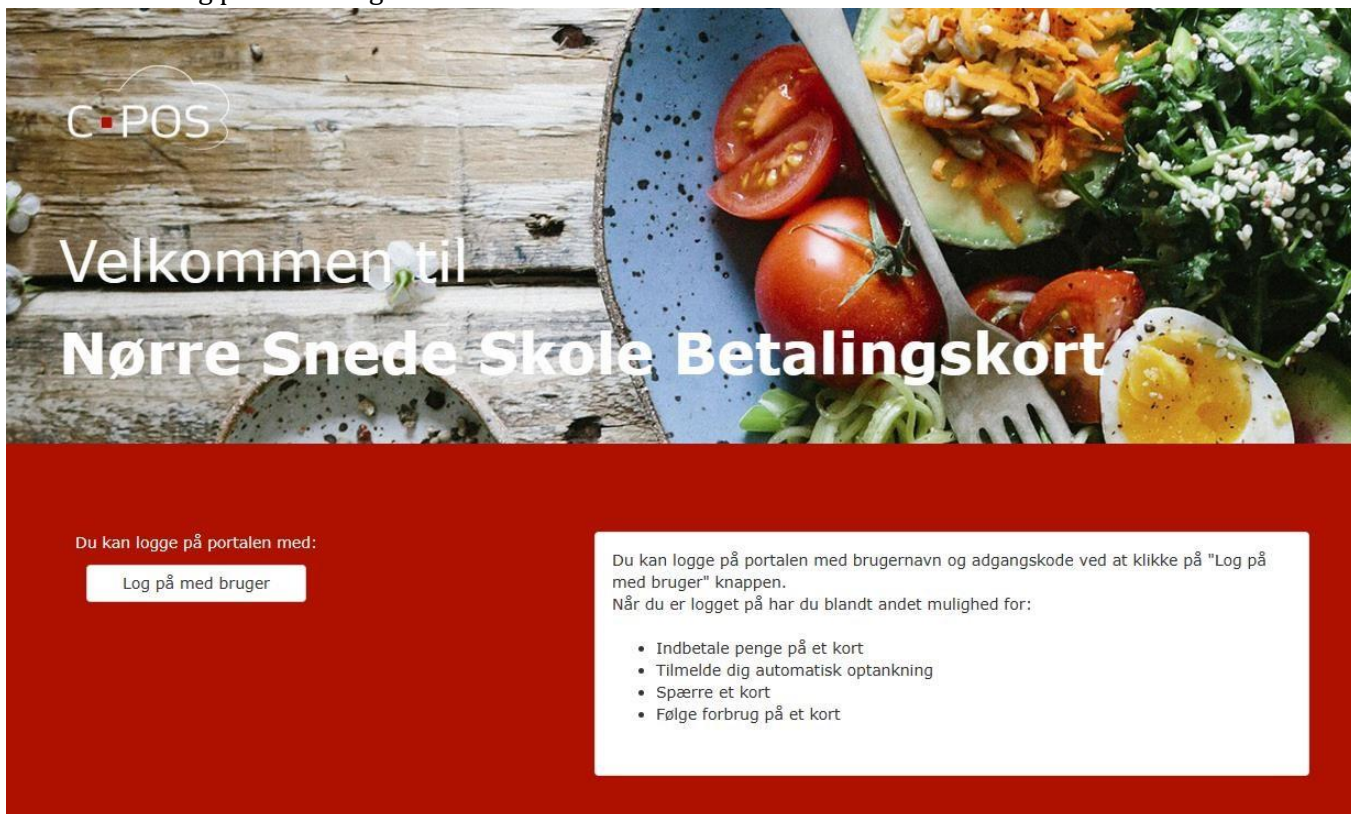


## Content

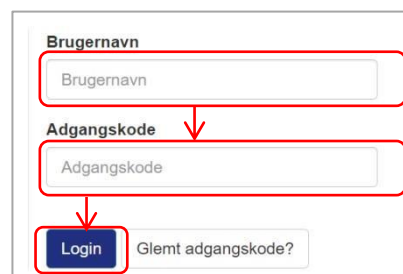
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## How to log in

1. Find the website <https://3001.cpos.dk>
2. Click on 'Log på med bruger'



3. Fill in Username and code. This information can be found printed on the card. The card number will correspond to the username, and the verification code will correspond to the code. After typing in the information, click on **“Login”**



4. Afterwards, you will be taken to the homepage of your portal.
5. If this is your first time logging in, you can now click on the '**Brugerinfo**' tab.
6. Now fill in the fields for user information on the screen. Pay particular attention to ensuring that the **Name** and **Email Address** fields are filled in.

Brugeroplysninger - Testbruger a

Elev

Navn: Testbruger a E-mail: Test@mss.dk

CPR-nummer: 011102XXXX Adresse: vej 1

Tlf.: 12345678 Postnummer: 1234 By: By

Skole

Skole: Nørre Snede Skole Klasse: 1 Spor: B

Billede

Maks. forbrug

Dagligt: \_\_\_\_\_

Ugentligt: \_\_\_\_\_

Månedligt: \_\_\_\_\_

Gem

7. Finally, Press **”Gem”** (save)

8. If you wish to change the password, this can also be done in the top right corner of the screen by clicking on **”Skift adgangskode”**

Brugeroplysninger - Testbruger a

Skift Adgangskode

Elev

Navn: Testbruger a E-mail: Test@mss.dk

CPR-nummer: 011102XXXX Adresse: vej 1

Tlf.: 12345678 Postnummer: 1234 By: By

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Maks. forbrug

Dagligt: \_\_\_\_\_

Ugentligt: \_\_\_\_\_

Månedligt: \_\_\_\_\_

Gem

# CPOS – Quick guide

## Making a deposit

1. After logging in to your portal, you can click on **'Indbetal'**

The screenshot shows the 'Indbetaling' (Deposit) page in the C-POS system. The page has a red header with the C-POS logo and a 'Log ud' button. A sidebar menu on the left contains 'Konti', 'Indbetal', 'Brugerinfo', 'Kontoudtog', and 'Support', with 'Indbetal' highlighted. The main content area is titled 'Indbetaling' and contains a form with the following elements:

- A dropdown menu for 'Konto for indbetaling' with the selected value 'Testbruger - Madkort - 12345678901234'.
- A 'Saldo 0,00 kr.' label.
- An 'E-mail til kvittering' input field.
- A 'Beløb der ønskes indbetalt (beløbet skal være i hele danske kroner.)' input field.
- A checkbox for 'Jeg har læst og accepteret betalingsbetingelserne'.
- A 'Næste' button.

Below the form, there is a note: 'Her kan du indbetale på dit kort. Vælg den konto du ønsker at indbetale på, indtast beløb og klik på "NÆSTE".'

2. The account for the canteen card will automatically be selected in the top field.
3. Fill in Email for receipt
4. Now enter the amount you wish to deposit into the account
5. Click 'I have read and accepted the payment terms.' and then Next
6. Fill in your payment details
7. Finally, complete the payment

## Setting up Automatic Deposits

A canteen card account can be linked to automatic recharge. When the canteen card is then used for a purchase at a cash register, the balance is checked, and a deposit is attempted if the balance falls below 50 DKK."

1. After logging in to your portal, you can click on 'Indbetal'

2. Now click on the 'Auto-optank' tab

3. Fill in your **Email** for the receipt

4. Now enter the amount you wish to deposit into the account each time the balance falls below 50 DKK

5. Click 'I have read and accepted the payment terms.' and then Next

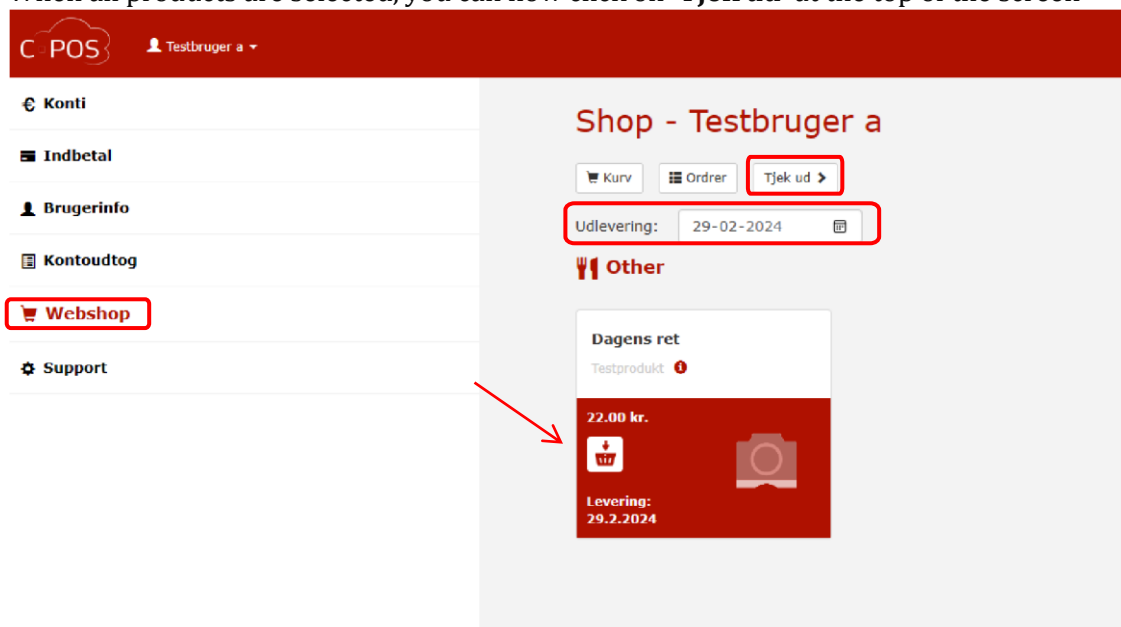
6. Fill in your payment details

7. Finally, complete the payment

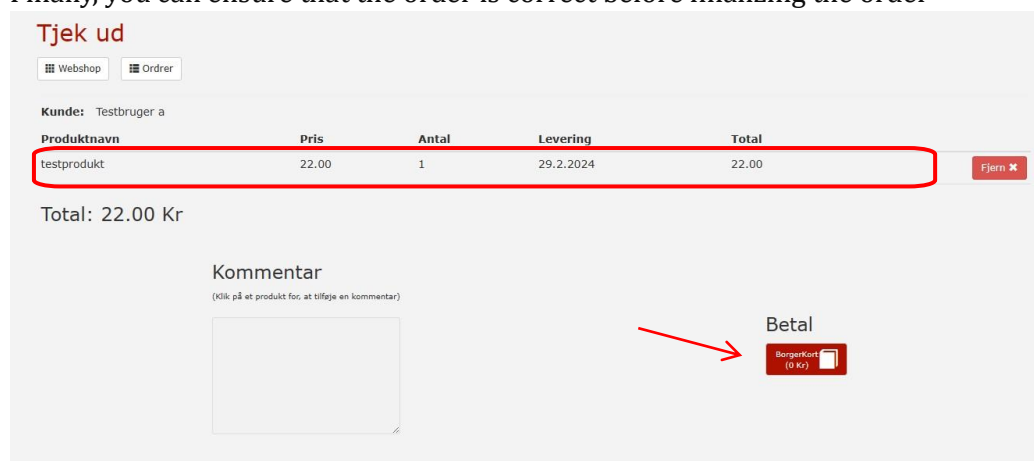
# CPOS – Quick guide

## Buying a product on the webshop

1. As the first step, click on the 'Webshop' tab on the left side of the screen
2. Now select the day you want to order for using the menu "Udlevering"
3. Once you have found the product you want to buy, you can click on the icon with a basket next to the product to add it to the cart
4. When all products are selected, you can now click on 'Tjek ud' at the top of the screen

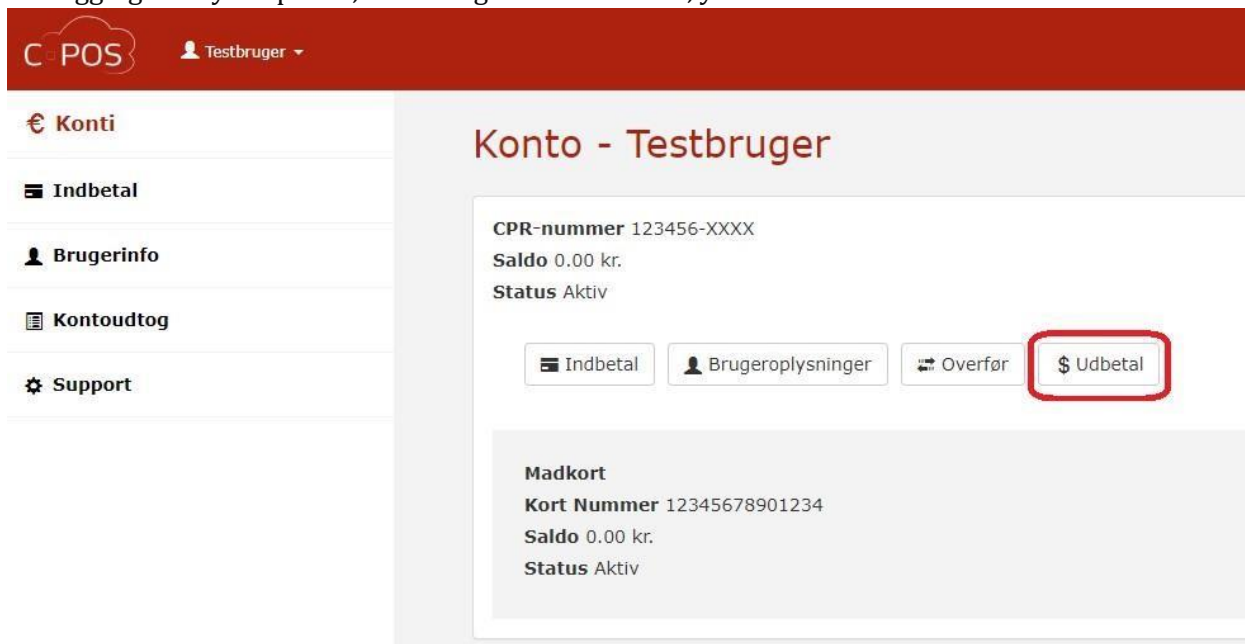


5. Finally, you can ensure that the order is correct before finalizing the order

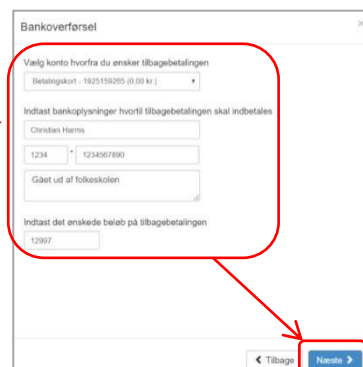


## Withdrawing your balance

1. After logging in to your portal, and being under accounts, you can click on "Udbetal"



2. A window opens where you can enter Name, Registration number, bank account number, as well as a message
3. Complete the withdrawal by clicking "Næste"





## Account statements

You can always generate a report of your spending on the canteen card. This is done via the tab "Kontoudtog":



The screenshot shows the C-POS web interface. The top navigation bar is dark red with the C-POS logo and a user profile dropdown labeled 'Testbruger'. On the left, a vertical menu contains several options: 'Konti', 'Indbetal', 'Brugerinfo', 'Kontoudtog' (highlighted with a red rounded rectangle), and 'Support'. The main content area displays the title 'Kontoudtog - Testbruger' in red. Below the title, it shows 'Konto : Madkort' and 'Saldo: 0.00'. A list of months is visible, including '2023 Juli', '2023 Juni', and '2023 Maj'.

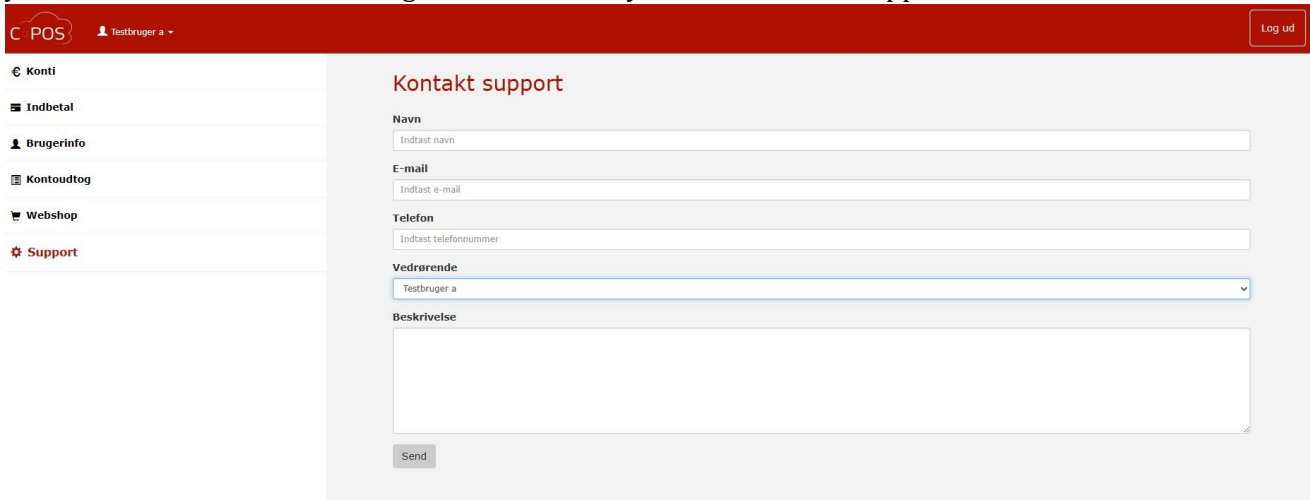
## CPOS – Quick guide

### Forgotten Password

- Open the website.
- Click on "**Log på med bruger**"
- Click on "**Glemt adgangskode**"
- Enter the email associated with the canteen card for which you want to reset the password
- Click "**Nulstil**"
- Await an email titled " Nulstil adgangskode"
- Once the email arrives, click on the blue link in the email
- Enter and confirm a new password
- Click "**Gem Password**"
- If you haven't received an email within 15 minutes, please contact support at

## Contact Support

If you encounter any issues or have questions regarding the system, it's always possible to contact our support. Our support can be reached by logging into the portal, clicking on the 'Support' tab, filling out your information, and describing the issue. When you click **'Send'**, a support ticket will be created.



The screenshot shows the C-POS user interface. At the top, there is a red header bar with the C-POS logo on the left, the user name 'Testbruger a' in the center, and a 'Log ud' button on the right. Below the header is a navigation menu with the following items: 'Konti', 'Indbetal', 'Brugerinfo', 'Kontoudtog', 'Webshop', and 'Support' (which is highlighted in red). The main content area is titled 'Kontakt support' and contains a form with the following fields: 'Navn' (with a sub-label 'Indtast navn'), 'E-mail' (with a sub-label 'Indtast e-mail'), 'Telefon' (with a sub-label 'Indtast telefonnummer'), 'Vedrørende' (a dropdown menu currently showing 'Testbruger a'), and 'Beskrivelse' (a large text area). A 'Send' button is located at the bottom of the form.

Additionally, you can contact support at: [Cpossupport@mss.dk](mailto:Cpossupport@mss.dk)