

FREJA

RELEASE NOTES

OCTOBER 2024

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Freja Release notes

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FREJA RELEASE NOTES

These Release Notes describe all the changes made to Freja systems from the previous release. They include:

- Updates to the Freja mobile application from version 11.17 to 11.18 on both Android and iOS.

Summary

- SELF-DOWNGRADE FROM FREJA+

Users who have Freja+ can now downgrade themselves in order to get Freja+ via physical meeting. This feature is intended for users who are not able to access eIDAS services.

Self-downgrade from Freja+

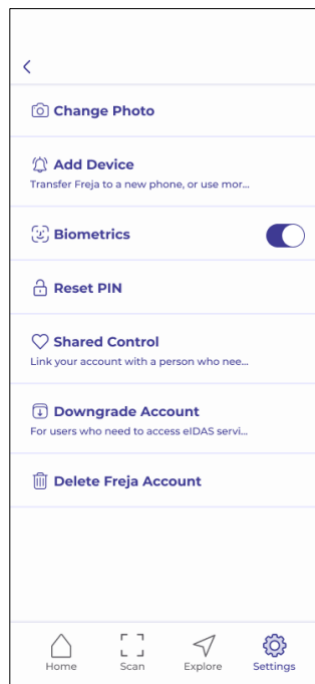
Overview

Users who got Freja+ with their biometric ID thereby skipping the physical meeting required for Freja+ could not log in to eIDAS e-services with Freja.

This feature is intended to allow people to downgrade themselves so they can do the physical ID check required to access e-services connected to eIDAS.

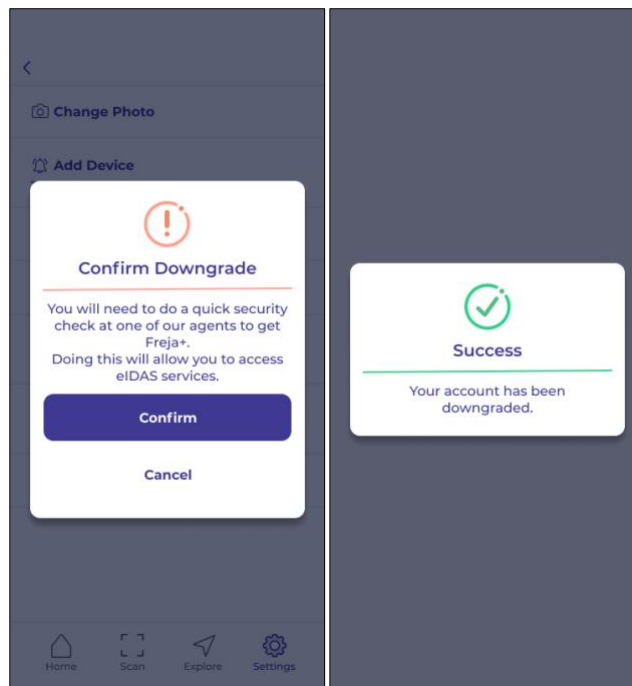
Procedure

This feature is available only to people who got Freja+ with a biometric ID and who initiate a login attempt to an eIDAS e-service. They will first be informed about the issue on the login page, and then directed to the Freja app where they can downgrade themselves from **Settings>Manage Account>Downgrade Account**.



Settings in Freja with the new Downgrade option

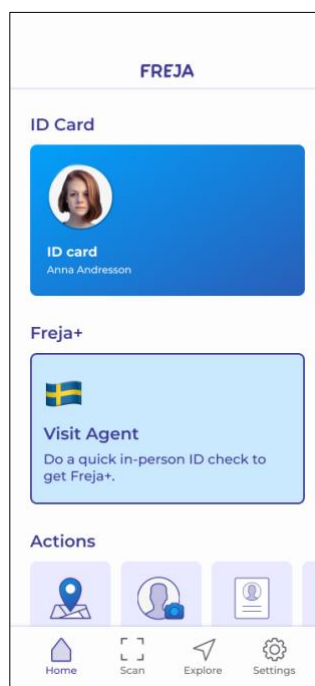
After selecting the option, the user needs to confirm the downgrade with their PIN/biometrics.



Downgrade confirmation and success

Following the downgrade, the user's Freja account will be in the state as if they had registered with a non-biometric ID document.

They now need to follow the procedure to get Freja+ by visiting a Freja agent and completing the physical security check. **This will grant them access to eIDAS e-services.**



Freja account state after downgrade