

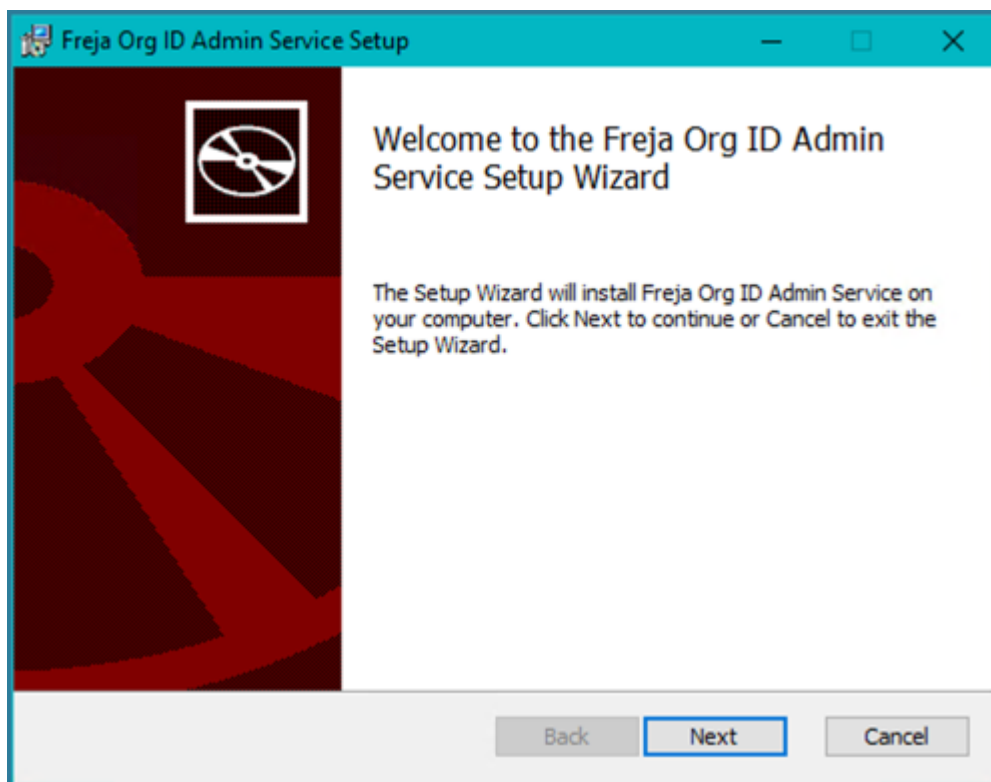
Freja Org ID Admin Service - User Manual

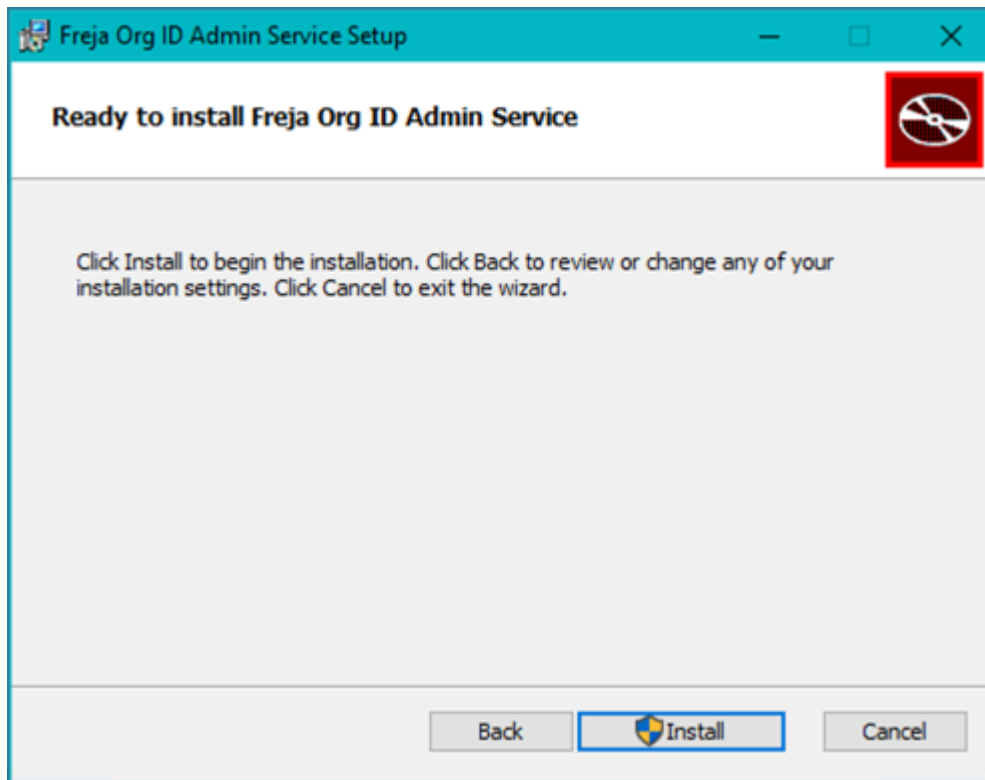
This guide walks you through the day-to-day use of the Freja Org ID Admin Service. It is written to be practical and easy to follow, with just enough context so you understand what each step does and why it matters.

Getting started

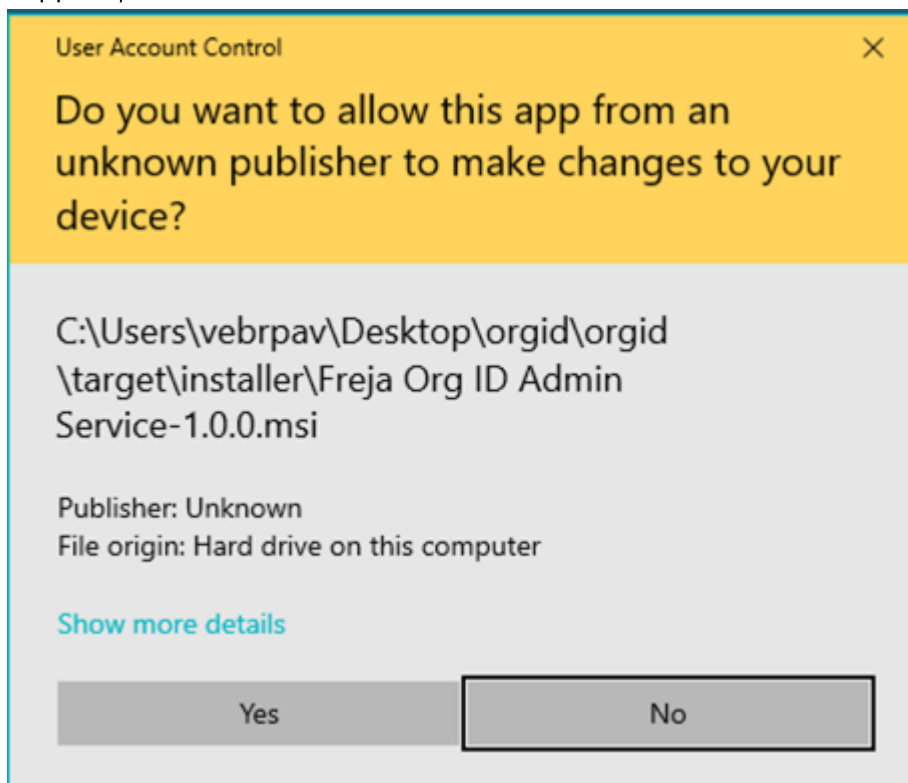
Installation

The service is installed on Windows using an MSI installer. To begin, double-click the installer file and follow the setup wizard.

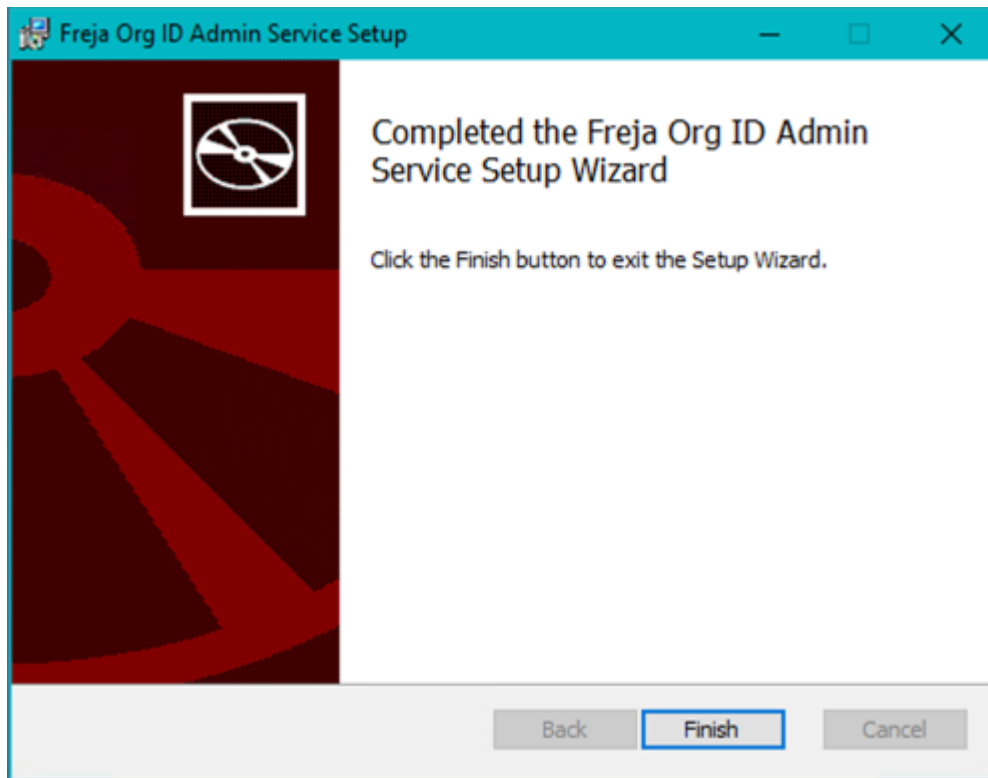




Because the installer is unsigned, Windows may show a security warning like in the image below. If this happens, click **Yes** to continue with the installation.



When installation completes successfully, you will see a confirmation message in the installer. Click **Finish** to close the wizard.



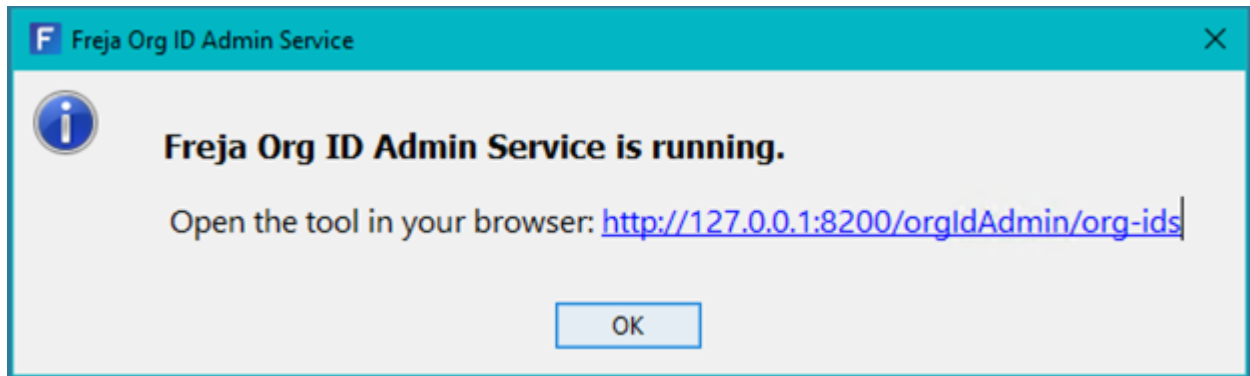
After setup, the Windows service is installed and a Freja desktop shortcut is created for launching the tool.

Open the tool

1. Start the service by double-clicking icon on your desktop.



2. Wait a few seconds, a notification pop-up shall be displayed:

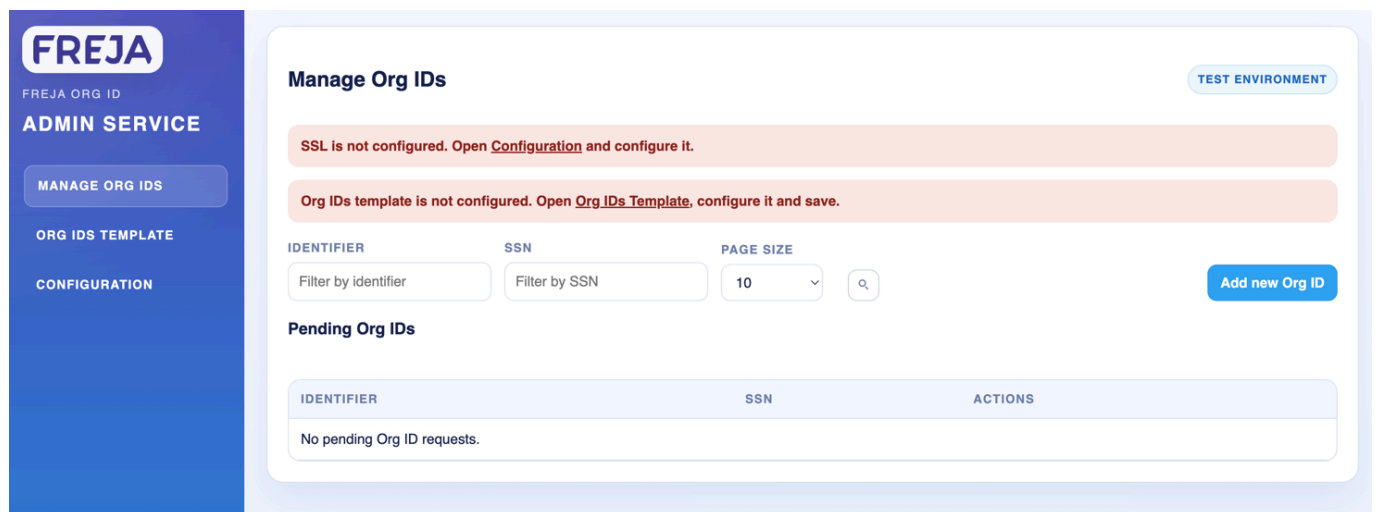


3. Open your browser and go to:

- <http://localhost:8200/orgIdAdmin/org-ids>

When the page opens, you may see warning messages at the top.

That is expected, especially on first startup. The warnings tell you what must be configured before you can start issuing Org IDs.



Configure SSL

Go to **Configuration** and provide:

- **Environment:** **TEST** or **PROD**
- **Keystore:** select the correct client keystore file
- **Keystore password:** enter the password for that keystore

Then click **Save configuration**.

⚠ WARNING

Keystore password is kept only for the current runtime session.
After every service restart, you must enter it again.
Make sure you remember it and store it securely.

FREJA
FREJA ORG ID
ADMIN SERVICE

MANAGE ORG IDS

ORG IDS TEMPLATE

CONFIGURATION

Freja Settings

TEST ENVIRONMENT

General settings

ENVIRONMENT

TEST

SSL configuration

KEYSTORE

Browse client-keystore.pfx

KEYSTORE PASSWORD

Save configuration

Customizing your Org ID

Before issuing Org IDs, define an Org ID template.

Think of the template as a blueprint: it controls title, identifier behavior, and attributes that will be used for future Org IDs.

Open **Org IDs Template** to configure how your Org IDs should look.

Org ID title

Set the **Org ID title**. This field is mandatory. Denotes a title/description of your organisational eID. For example:

- Employee ID
- Municipal Employee ID
- Healthcare Professional ID
- Student ID

Identifier setup

The identifier is the unique reference tied to an Org ID owner. You can either enter identifiers manually or let the service generate them.

Choose **Org ID Identifier Type**:

- **MANUAL**: you define the identifier name in the template and enter identifier values when issuing Org IDs.
- **AUTOMATIC**: identifier value is generated automatically by the tool.

Examples of identifier names:

- Username
- Domain name
- User Principal Name
- Organisation eID

Pick an identifier that uniquely identifies the Org ID owner in your organization.

Attributes

In the **Attributes** section, enable the fields you want to include in issued Org IDs.

Predefined attributes:

- **email** (Work email address)
- **organisation** (Organisation)
- **department** (Department)
- **title** (Work title)
- **employeeNumber** (Employee number)

You can also add custom attributes that fit your own business needs.

When you are done, click **Save template**.

FREJA
FREJA ORG ID
ADMIN SERVICE

MANAGE ORG IDS
ORG IDS TEMPLATE
CONFIGURATION

Org IDs Template TEST ENVIRONMENT

Org IDs template is required. Enter title, configure attributes and save.

General

ORG ID TITLE
ACME

ORG ID IDENTIFIER TYPE
MANUAL

IDENTIFIER NAME
Domain name

Attributes

KEY	DISPLAY NAME
☒ email	Work email address
☐ organisation	Organisation
☐ department	Department
☐ title	Work title
☐ employeeNumber	Employee number
☒ phoneNumber	Phone number

Add Remove

Save template

Download CSV

Use **Download CSV** to generate a ready-to-fill import file based on your current template setup. This is useful when you need to issue many Org IDs in one go.

Typical flow:

1. Click **Download CSV** on the template page.
2. Open the file in Excel (or another spreadsheet tool).
3. Fill in user data row by row.
4. Save as CSV.

5. Import it from the management page.

Personalization of Org ID look and feel

Issued Org IDs are available in the Freja mobile app. They have a default look and feel, and we also offer a high level of personalization to fit customer needs, for example how the card appears on the home screen and which attributes are displayed.

If you are interested in personalizing the card in the Freja app, please contact our sales team at sales@frejaeid.se. You can also read more about available personalization options [here](#).

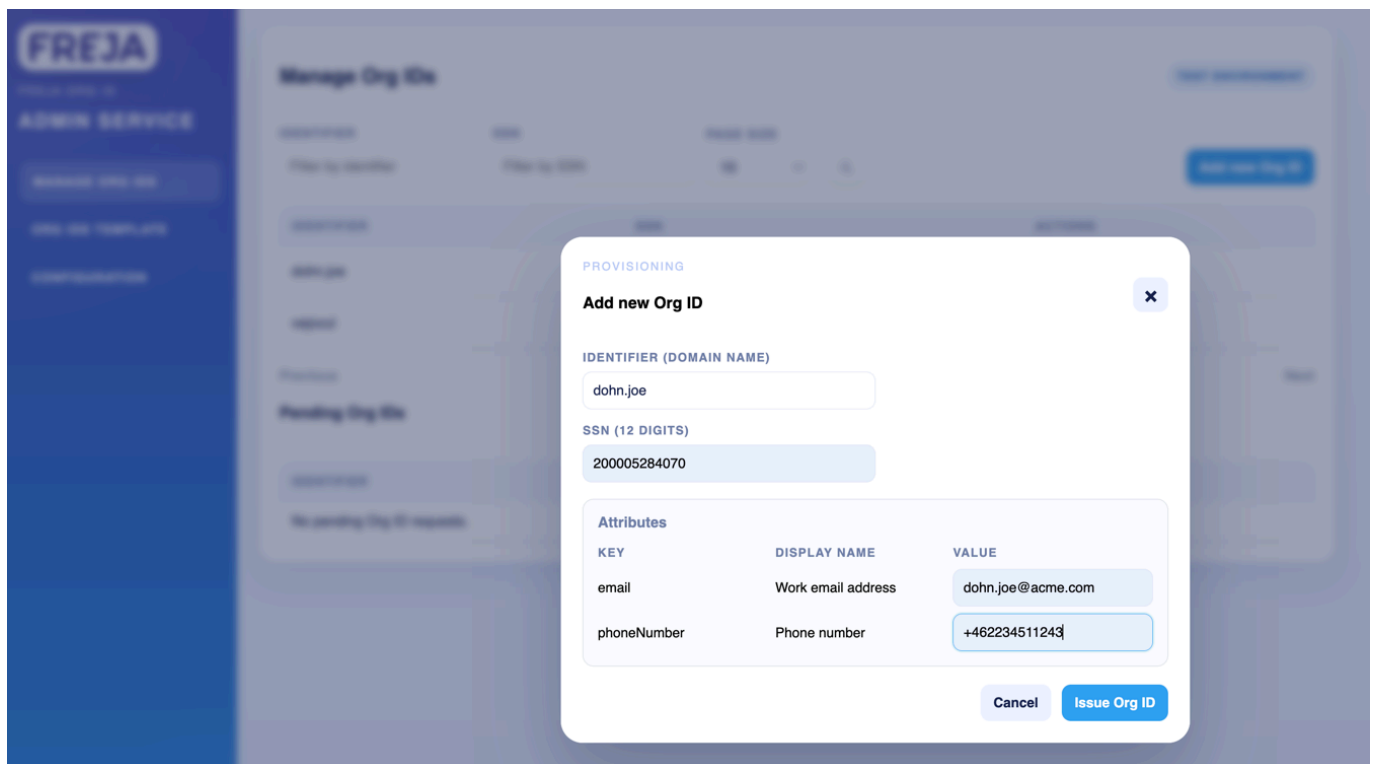
Managing Org IDs

Go to **Manage Org IDs**.

Issue a single Org ID

1. Click **Add new Org ID**.
2. Fill SSN and all required fields.
3. Click **Issue Org ID**.

The request is then sent to the end user for approval in Freja.



The screenshot shows the 'Manage Org IDs' interface in the Freja Admin Service. A modal titled 'Add new Org ID' is open, containing the following fields and sections:

- IDENTIFIER (DOMAIN NAME)**: A text input field containing 'dohn.joe'.
- SSN (12 DIGITS)**: A text input field containing '200005284070'.
- Attributes**: A table with three columns: KEY, DISPLAY NAME, and VALUE.

KEY	DISPLAY NAME	VALUE
email	Work email address	dohn.joe@acme.com
phoneNumber	Phone number	+462234511243

At the bottom of the modal are two buttons: 'Cancel' and 'Issue Org ID'.

INFO

By default, Org IDs are issued at the **Freja PLUS** assurance level. Users must have a Freja PLUS account to receive and use an Org ID. If required, the assurance level can be changed in the configuration file.

Issue multiple Org IDs using CSV

1. Click **Import CSV with Org IDs**.

2. Select your prepared CSV file.
3. The tool validates and processes rows, then creates pending Org ID requests.

Pending Org IDs table

The **Pending Org IDs** table shows requests waiting for user action in Freja.

- It includes identifier, SSN, and issued time.
- If needed, you can cancel a pending request using the delete action.
- Rows are automatically removed when the request is completed.

The screenshot shows the 'Manage Org IDs' interface in the Freja Admin Service. The left sidebar contains the 'FREJA' logo, 'FREJA ORG ID', 'ADMIN SERVICE', and navigation links: 'MANAGE ORG IDS', 'ORG IDS TEMPLATE', and 'CONFIGURATION'. The main content area is titled 'Manage Org IDs' and includes a 'TEST ENVIRONMENT' badge. Below the title are filters for 'IDENTIFIER' (Filter by identifier), 'SSN' (Filter by SSN), and 'PAGE SIZE' (10). A search icon and an 'Add new Org ID' button are also present. The 'Pending Org IDs' table is displayed, showing two rows: 'vejovul' with SSN '199209115444' and 'dohn.joe' with SSN '200005284070'. Each row has a delete icon in the 'ACTIONS' column. The table is on 'Page 1 of 1'.

IDENTIFIER	SSN	ACTIONS
vejovul	199209115444	
dohn.joe	200005284070	

Main Org IDs table

The main table shows all issued Org IDs.

You can:

- filter by identifier
- filter by SSN
- delete an Org ID when needed

The screenshot shows the 'Manage Org IDs' interface in the Freja Admin Service. The left sidebar is the same as the previous screenshot. The main content area is titled 'Manage Org IDs' and includes a 'TEST ENVIRONMENT' badge. Below the title are filters for 'IDENTIFIER' (Filter by identifier), 'SSN' (Filter by SSN), and 'PAGE SIZE' (10). A search icon and an 'Add new Org ID' button are also present. A green notification banner at the top states: 'Org ID with identifier dohn.joe has been accepted by the user.' The 'Main Org IDs' table is displayed, showing two rows: 'dohn.joe' with SSN '200005284070' and 'vejovul' with SSN '199209115444'. Each row has a delete icon in the 'ACTIONS' column. The table is on 'Page 1 of 1'. Below the table is a section for 'Pending Org IDs' which is currently empty, showing 'No pending Org ID requests.'

IDENTIFIER	SSN	ACTIONS
dohn.joe	200005284070	
vejovul	199209115444	

Troubleshooting and support

- Always make sure **Environment** and **Keystore** match.
Example: use a TEST keystore in TEST environment and a PROD keystore in PROD environment.
- If save/connection test fails, check the error summary first, then open technical details in the UI for deeper diagnostics.

Log file location

On Windows, the log file is stored at:

- `C:\ProgramData\Freja\OrgIdAdminService\orgid_admin_service.log`

When contacting support, include relevant log lines around the failure time.

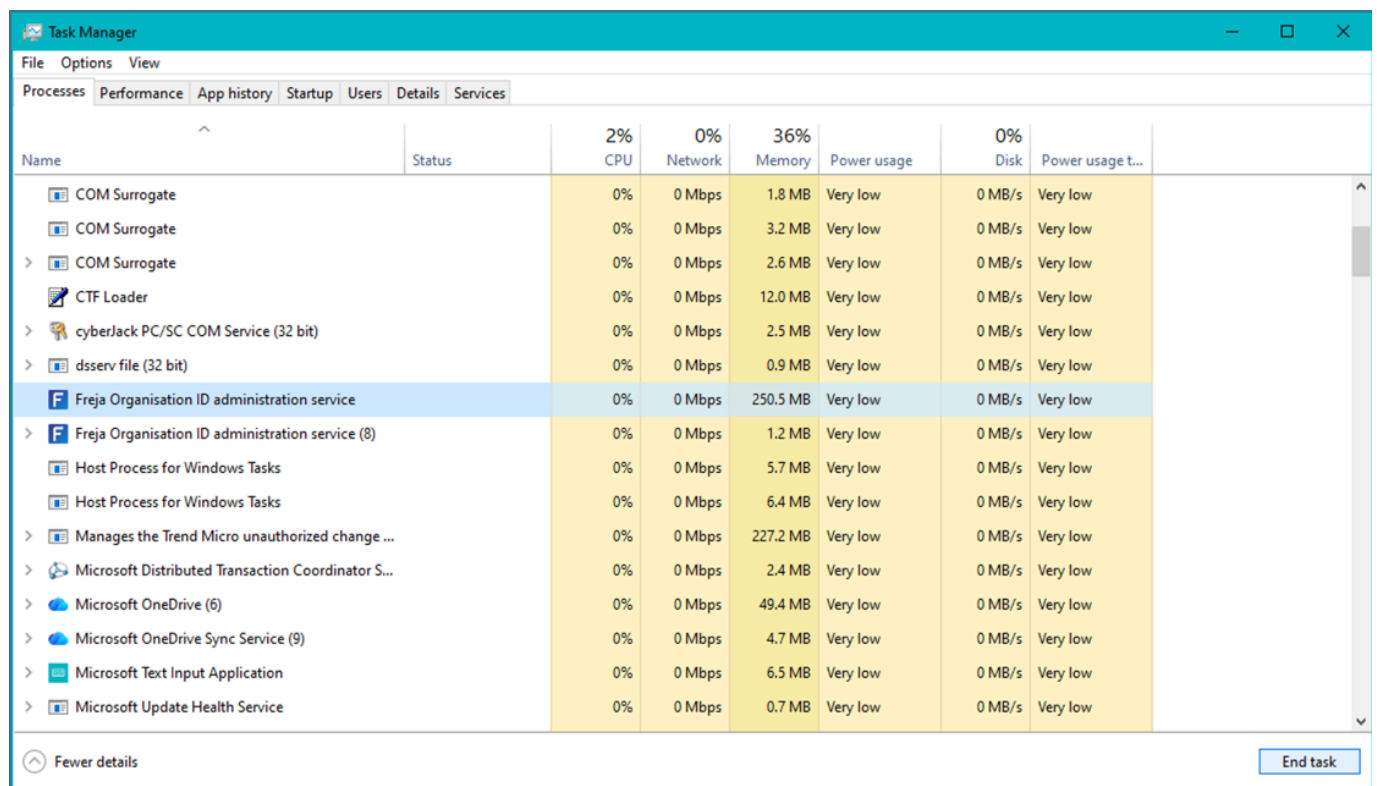
Partner support email

You can reach our technical support on this email address partnersupport@frejaeid.com.

Upgrading the product

Before upgrading the service, make sure it is not running.

Open **Windows Task Manager**, find any running **Freja** processes or services related to the Org ID Admin Service, select them, and click **End task**.



When the service has stopped, install the new version. During installation, you may be asked to overwrite the existing installation or folder; accept this prompt.

After installation, start the service again by double-clicking the desktop icon, as usual.