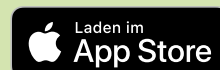


Step-by-step guide:

User account: upgrade BARMER-App



More information at:
www.barmer.de/barmer-app



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The BARMER-App is available for download



via the
[Google Play](#)



and
[App Store](#)

User account: upgrade BARMER-App

1. Open the BARMER-App (Anmelden)

Open the app. Login via your email address and password or via biometric login.

Click on "Einloggen" (login).

"Wir haben das Benutzerkonto weiterentwickelt" means "We have upgraded the user account". To proceed click on "Weiter" (next).

Note: Please check if you have the latest version of the BARMER-App.

If you have a device with Android 8 and 9 you need to grant telephone authorisation.

2. Accept data protection and terms of use (Datenschutz und Nutzungsbedingungen)

At BARMER, we take the protection of personal data very seriously. Our data protection statement explains how we handle your personal data and what we do in order to protect it.

An English language version of our data protection statement is displayed on our English website, and available via the link: www.barmer.de/e020006

To proceed with the next step, you now need to check 2 boxes:

The first box "Ich stimme der datenschutzrechtlichen Einwilligungserklärung zu" means "I accept the data protection declaration".

The second box "Ich akzeptiere die Nutzungsbedingungen" means "I accept the terms of use".

To read the terms of use, click on the green link that says "Nutzungsbedingungen". An English language version of our

General Terms of Use is displayed on our English website, and available via the link: General Terms of Use www.barmer.de/e020007

Once you have checked the 2 boxes, click on the green tab below that says "Weiter" (next).

3. Create a PIN code (BARMER-PIN festlegen)

Create a personal 6-digit PIN code, so you can log in securely to the BARMER-App or Meine BARMER.

To proceed click on the green tab below that says "Weiter" (next).

Type in a personal PIN code, which contains 6 digits and repeat that same PIN code.

Important: memorize your personal PIN code well.

Then click on "Weiter" (next).

4. Option to unlock app biometrically (BARMER-App künftig biometrisch entsperren)

You can choose to unlock the app biometrically via fingerprint or facial recognition. The app uses the biometric default settings of your mobile device.

If you like to select the biometric login, click on "Biometrie-Login nutzen" (use biometric login).

If not, click "Vielleicht später" (maybe later) and you will be able to choose it again later.

5. Notifications (Bitte erlauben Sie Push-Nachrichten)

We recommend you allow the app to send push notifications for example when you receive a new message in your Postfach. You can unsubscribe from push notifications in your device settings any time.

To proceed click on "Weiter" (next).

6. Confirm your identity (Bitte bestätigen Sie Ihre Identität)

BARMER online services have a very high level of protection, which is why an identity must be confirmed when the user account is created. To confirm your identity we offer several procedures.

To proceed with confirming your identity, click on the green tab below that says "Weiter" (next).

7. Select identification procedure (Verfahren wählen)

i Important: The screen will show several options to prove your identity. Please note that the options "In der BARMER Geschäftsstelle" and "Personalausweis mit PIN" are only available for German citizens with a German ID card (Personalausweis).

i Recommendation: Select "SMS-TAN aufs Handy" (SMS-TAN to mobile phone). This identification procedure is sufficient for using basic app functions such as the "Postfach" (secure mailbox), the Teledoktor and many more. Click on "SMS-TAN aufs Handy" if you like to select this option. Then proceed with step 7.1. in this manual.

For using the basic app features, you could also choose "Aktivierungscode per Post" (activation code via post). Here, an activation code is sent to your postal address, which takes 2–3 weekdays. You can then use this activation code to confirm your identity. Click on "Aktivierungscode per Post" (activation code via post) if you like to select this option. Then proceed with step 7.2. in this manual.

If you would like to use more advanced app features such as eCare, E-Rezept, which require stricter security measures, then select "Gesundheitskarte mit PIN" (e-health card with PIN). Continue with step 7.3. in this manual.

Proceed with the description for the identification procedure you have chosen.

7.1 "SMS-TAN aufs Handy" (SMS-TAN to mobile phone) – recommended

7.1.1 Using SMS-TAN (Mit einer SMS-TAN)

Identify via your mobile phone number. You will receive a TAN via text message (SMS-TAN).

Click on "SMS-TAN anfordern" (order TAN via text message).

7.1.2 Enter SMS-TAN (SMS-TAN eingeben)

Check your text messages for the SMS-TAN, a 6-digit number. Sometimes it takes a few minutes until you receive that message.

Return to the app and enter the SMS-TAN into the box.

i Note: The TAN is only valid for 5 minutes. You can order a new one by clicking on "SMS-TAN erneut anfordern" (order a new TAN via text message) if you need to.

Click on "Weiter" (next) two times.

i Note: You can now proceed with step 8 in the guide.

7.2 "Aktivierungscode per Post"

7.2.1 Activation code (Mit einem Aktivierungscode)

You can order an activation code here, and we will send it to you via postal mail within 2–3 weekdays.

Click on "Aktivierungscode anfordern" (order activation code) and then "Weiter" (next).

i Note: You will be logged out of the BARMER-App. After receiving the code, open the BARMER-App again and return to this step. You will then be able to proceed from here.

7.2.2 Login after receiving activation code via post (Einloggen)

Have you received a letter with your activation code already? Great!

Open the BARMER-App and login biometrically or by entering your 6-digit PIN code (BARMER-PIN) which you created when first registering for the app.

i Note: This doesn't mean the activation code from the letter.

7.2.3 Confirm receipt (Ist Ihr Aktivierungscode angekommen?)

If you have received a letter with your activation code, click on "Ja, weiter" (yes, next).

Note: Have you not received any post yet? Either wait for two more weekdays, check your postbox, or order another activation code (you can only place a further order for an activation code four days after the first order).

7.2.3 Enter code (Aktivierungscode eingeben)

Enter the 12-digit activation code, which you have received in the letter.

Click on "Weiter" (next).

If the code is accepted, it will say "Ihr Aktivierungscode wurde akzeptiert" and you can click on "Weiter" (next).

Note: You can now proceed with step 8 in the guide.

7.3 E-health card with PIN (Gesundheitskarte mit PIN)

7.3.1 Using an e-health card with PIN (Mit Gesundheitskarte und PIN)

Important: This procedure only works if you have an e-health card with a 6-digit number (called CAN) which can be seen at the top of the card just below the word "Gesundheitskarte". Older editions do not have this number. In this case, please order a new e-health card first.

You also need a PIN to your e-health card, the "Gesundheitskarten-PIN".

If you already have that PIN, click on "Weiter" (next) and proceed with step **7.3.2** in this guide.

If you need to order a PIN to your e-health card, use this link: www.barmmer.de/digitale-verifizierung. Follow the instructions on the website. It is available in English if your web browser or mobile device is set to English. You will need this PIN in step **7.3.4**. Once you have received your "Gesundheitskarten-PIN" via postal mail, log back into the BARMER-App with your email address and BARMER-PIN (this is your new, self-created 6-digit code; see step 3). You will be redirected to the selection of identification procedures. Select

"Gesundheitskarte mit PIN" (e-health card with PIN) and proceed with the following steps.

7.3.2 Scan e-health card (Gesundheitskarte auslesen)

The login with the e-health card and PIN works similar to paying by mobile phone.

Click on "Vorgang starten" (start the process).

Place your e-health card on a table and place the top end of your mobile phone on your e-health card until you see a blue check mark on your screen.

7.3.3 Enter CAN (Geben Sie die CAN der Gesundheitskarte ein)

The 6-digit number below the word "Gesundheitskarte" on the front of your e-health card is called CAN (Card Access Number).

Type in this number and proceed by clicking on "Weiter" (next).

7.3.4 Enter PIN (Geben Sie Ihre Gesundheitskarten-PIN ein)

Enter your "Gesundheitskarten-PIN" (PIN to your e-health card) and click on "Weiter" (next).

Note: Depending on the operating system, you may be asked to scan the e-health card again, as described in step **7.3.2**. If the scan was successful, it will be shown on the display. Continue with **7.3.5**.

Note: If you do not have that PIN to your e-health card, order a PIN first before proceeding with the app registration. Go back to **7.3.1** for instructions on how to order a PIN.

If you need further help on this identification process please feel free to call our English Service Hotline:

0800 333 0060

7.3.5 Completion of identification process (Sie haben Ihre Identität bestätigt)

You have now confirmed your identity. Click on "Weiter" (next) to proceed.

8. Congratulations! You are finished!
(Sie haben Ihre Identität bestätigt ...)

You have now confirmed your identity and updated your user account. Confirm by clicking "Weiter" (next).

We wish you all the best.

Your BARMER

Legal notice

English Service Hotline: 0800 333 0060 *
E-Mail: service@barmer.de

* On weekdays from 8:01 PM to 6:59 AM, weekends and national public holidays, our telephone hotline is operated by our partner asf GmbH. The company's team is specially trained in matters surrounding social insurance. We have specifically chosen them to ensure that you receive the best service possible outside of our business hours. The protection of your data is of course ensured