

# BARMER

## Step-by-step guide:

## How to register for the BARMER-App



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More information at:  
[www.barmer.de/barmer-app](http://www.barmer.de/barmer-app)

Laden im  
**App Store**

JETZT BEI  
**Google Play**

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The BARMER-App is available for download



via the  
[Google Play](#)



and  
[App Store](#)

## Registration process for the BARMER-App:

### 1. Download and open the BARMER-App.

### 2. Start the registration

Click on "Jetzt registrieren" (register now).

### 3. Register email address (Registrieren)

Here, it is necessary to enter your email address, so we can send you a confirmation code.

Then click on the green tab "Weiter" (next) two times.

**Note:** The email can be changed when you are logged in by selecting "Mein Profil" → menu item "Benutzerkonto verwalten" → "E-Mail-Adresse".

### 4. Enter your personal details (Ihre persönlichen Daten)

- "Vorname" (First name)
- "Nachname" (Last name / surname)
- "Geburtsdatum" (Date of birth – dd.mm.yyyy)
- "Versichertennummer" (Health insurance number)

Your "Versichertennummer" is located on the front of your BARMER e-health card and always starts with a capital letter. Then click on the green tab "Weiter" (Next).

### 5. 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/privacy-policy](http://www.barmer.de/privacy-policy)

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: [www.barmer.de/e020007](http://www.barmer.de/e020007)

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

### 6. Enter confirmation code (Bestätigungscode eingeben)

You will receive an email with the subject "Ihr Bestätigungscode für die BARMER-App". Go to your email program and find that email with a 6-digit confirmation code.

**Note:** Sometimes it takes a couple of minutes until you receive that email. It might be in your spam folder. The code is only valid for 10 minutes.

Then go back to the BARMER-App where the screen reads "Bestätigungscode eingeben" (enter confirmation code). Type in your 6-digit code from the email.

If you need to order a new code, click on "E-Mail erneut anfordern".

Click on the green tab below that says “Bestätigen” (confirm).

**Note:** If you type in the correct code, it will say “Sie haben Ihre E-Mail-Adresse bestätigt” which means “Your email address has been confirmed”. You can now click on “Weiter” (next).

## 7. 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 BARMER-PIN well.

Then click on “Weiter” (next).

## 8. 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.

## 9. 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).

## 10. Confirm your identity (Bitte bestätigen Sie Ihre Identität)

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

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

## 11. Select identification procedure (Verfahren wählen)

**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).

**Recommendation:** Select “Aktivierungscode per Post”. For using basic app functions such as the “Postfach” (secure mailbox), the Teledoktor and many more, it is sufficient to choose the identification procedure “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 **11.1.** 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 **11.2.** in this manual.

Proceed with the description for the identification procedure you have chosen: step **11.1.** or **11.2.**

### 11.1 “Aktivierungscode per Post” (recommended, activation code via post)

#### 11.1.1 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).

**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.

#### 11.1.2 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.

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

### 11.1.3 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).

### 11.1.4 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 12 in the guide.

## 11.2 E-health card with PIN (Gesundheitskarte mit PIN)

### 11.2.1 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 **11.2.2** in this guide.

**If you need to order a PIN** to your e-health card, use this link: [www.barmmer.de/digitale-verifizierung](http://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 **11.2.4**. 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 self-created 6-digit code; see step 7). 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.

### 11.2.2 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.

### 11.2.3 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).

### 11.2.4 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 **11.2.2**. If the scan was successful, it will be shown on the display. Continue with **11.2.5**.

**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 **11.2.1** 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**.

### 11.2.5 Completion of identification process (Sie haben Ihre Identität bestätigt)

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

## 12. Your phone number (Ihre Telefonnummer)

Type in your mobile phone number in the box. You will then receive a TAN via text message (SMS-TAN).

**i Note:** Use the correct country code.

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

## 13. 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.

Click on "Weiter" (next) two times.

## 14. Digital mailing (BARMER-Briefe zukünftig digital erhalten)

With our new digital letter delivery service, you will only receive very few documents via postal mail. You can access

your digital letters and reply to us at any time in the "Postfach" (secure mailbox) via the BARMER-App.

If you like to use this service (recommended), swipe the switch next to "Digitale Briefzustellung" (digital letter delivery) to green. Then click on "Weiter" (next).

## 15. Congratulations! You are finished!

"Sie können die BARMER-App jetzt nutzen" means "You can now use the BARMER-App."

Confirm by clicking "Weiter" (next). You have now successfully registered for the app.

We wish you all the best.

## Your BARMER

## Legal notice

English Service Hotline: 0800 333 0060 \*  
[www.barmer.de/en/consultations](http://www.barmer.de/en/consultations)

\* Calls from the German landline and mobile network are free of charge!