

## How to Log into the LBV Kundenportal via Registration Link and PIN

You will receive two letters from the LBV containing information for the registration/log in in the LBV Kundenportal. The letters will be sent to your home address and usually arrive on two consecutive days.

The first letter includes a link, the second a PIN code. **You need both letters in order to log into the LBV Kundenportal.**

Enter the complete link into your browser. Example link:

<https://www.service-bw.de/konto/JbePb5C5u>

You will then be directed to the website of service-bw, where you have to open an account. Click on “Neues Konto anlegen” (open new account) in order to do so. Only use the button “Bestehendes Konto verknüpfen” (connect existing account) if you already have an account at service-bw. Existing accounts can be directly connected with the LBV Kundenportal without having to open an additional account. If you already have an account at service-bw, please read the instructions [„Bestehendes Konto verknüpfen“](#) (your university may have an English version available).

The screenshot shows a webpage titled "Sie wollen eine neue Funktion nutzen?" (Do you want to use a new feature?). The page contains two main options: "Neues Konto anlegen und verknüpfen" (Create and connect new account) and "Bestehendes Konto verknüpfen" (Connect existing account). The "Neues Konto anlegen" button is circled in red. Red arrows point from the buttons to translation boxes. A separate box at the top right provides a general recommendation to use a private email address.

**Sie wollen eine neue Funktion nutzen?**

Herzlich Willkommen im Serviceportal Baden-Württemberg. Bevor Sie die neue Funktion nutzen können, benötigen Sie ein Konto mit einer dienstlichen E-Mail-Adresse im Identitätsmanagement des Serviceportals. Bitte wählen Sie eine der zwei folgenden Möglichkeiten.

**Neues Konto anlegen und verknüpfen**

Wenn Sie bisher kein Konto haben, müssen Sie ein Konto anlegen. Klicken Sie dafür bitte auf die Schaltfläche „Neues Konto anlegen“.

**Bestehendes Konto verknüpfen**

Wenn Sie bereits ein Konto haben, können Sie dieses Konto verknüpfen. Klicken Sie auf die Schaltfläche „Bestehendes Konto verknüpfen“. Sie werden dann zum Login Ihres Kontos weitergeleitet. Halten Sie dafür bitte Ihre bisherigen Zugangsdaten bereit.

**We recommend to use your private email address.**

**Translation: You would like to use a new feature? Welcome to the Serviceportal Baden-Württemberg. Before you can use a new feature, you need to open an account. Please select one of the following options:**

**Translation: Open a new account and connect it to the LBV Kundenportal**  
If you do not have an account yet, you have to open a new account. In order to do so, click on the button “Neues Konto anlegen” below.

**Translation: Connect your existing account to the LBV Kundenportal**  
If you already have an account, you can connect it to the LBV Kundenportal. Click on the button “Bestehendes Konto verknüpfen“. You will then be directed to the login page. Please have your login data at hand.

You will then be directed to the registration website. We recommend using your private email address. Please fill in all fields marked with \* (obligatory fields) and enter a password of your choice. The security question will be used in case you forget your password. By answering the security question, you can unblock your account in case you forget your password. Click on the ⓘ symbols to read more information. The security question can be chosen freely, e.g. “In which city did I go to elementary school?”

Registration

Personal data

Title  Title

First name \*  Last name \*

Email address (username) \* ⓘ

Email address (alternative) \* ⓘ

Password \* ⓘ  ● Too short

Repeat password \*

Security question \* ⓘ

Security answer \*

I have read and accepted the [declaration of consent!](#) \*

\* Marked fields must be completed.

Next

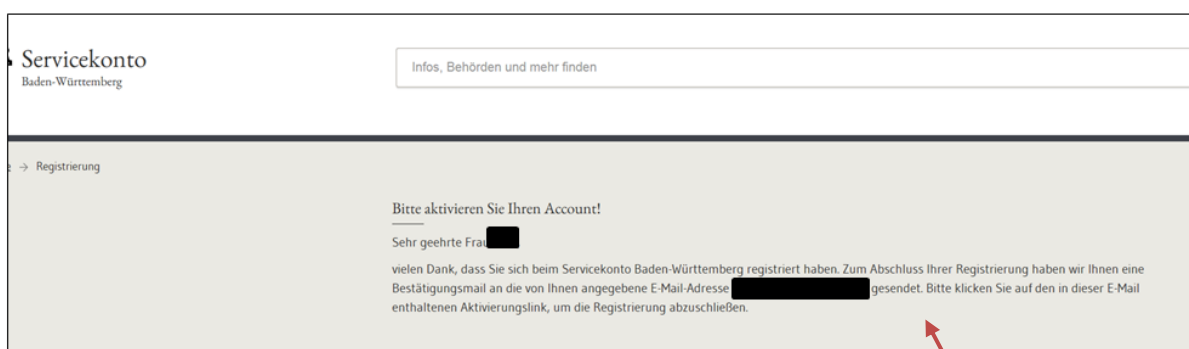
The filled in online form should look like this:

The screenshot shows a registration form with the following fields and values:

- Personal data:**
  - Title: Mrs (dropdown)
  - Title: (empty dropdown)
  - First name: Jane
  - Last name: Doe
- Email address (username):** jane.doe@xyz.de
- Email address (alternative):** jane.doe@xyz.de
- Password:** (masked with dots)
- Repeat password:** (masked with dots)
- Security question:** What was my mother's maiden name?
- Security answer:** Smith

At the bottom, there is a checked checkbox for "I have read and accepted the [declaration of consent!](#)" and a "Next" button.

Click on "Next" to get to the next page. You will then receive an email confirming your registration to the email address entered in the online form.

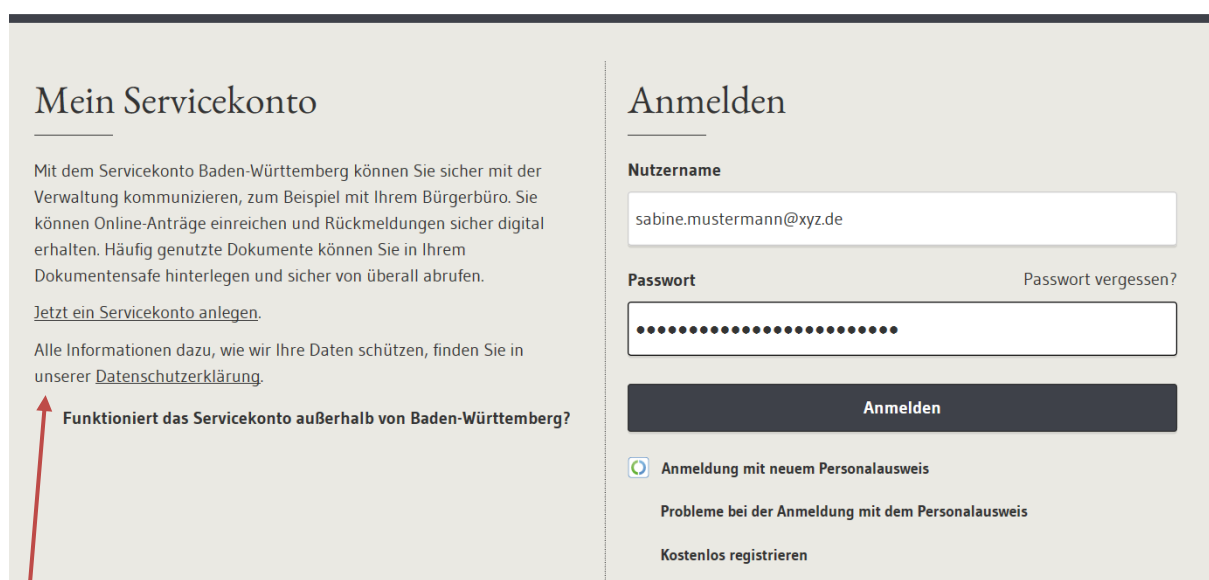


Translation: Please activate your account!  
Dear Ms./Mr. X,  
Thank you for opening an account. In order to complete your registration, we sent you a confirmation via email to the email address X. Please click on the link in the email in order to activate your account and complete the registration process.

Click on the link „Zur Bestätigung der Registrierung hier klicken“ in the email to be directed to the service-bw login page in order to complete the identification process.

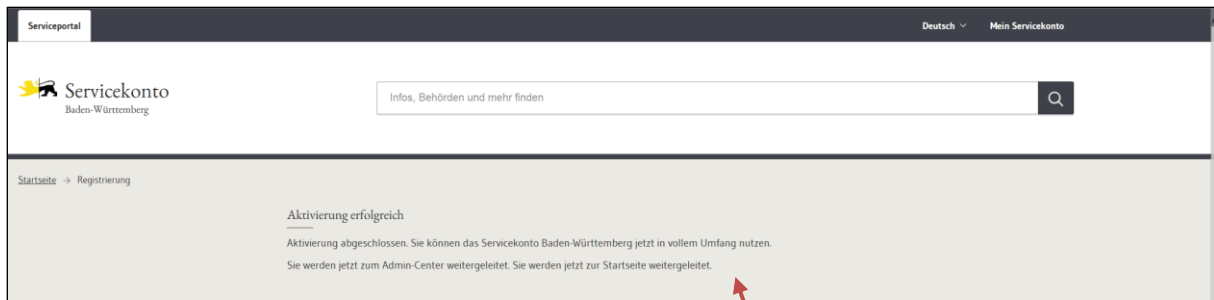


Enter your email address in the field labeled “Nutzername” and your password in the field “Passwort” and click on “Anmelden” (login).



Translation: My Servicekonto  
Use your Servicekonto in order to communicate safely with administration bodies, for example with the citizens service office. You can also handle requests and applications online. Frequently used documents can be stored and viewed in the online document safe.  
All information on data protection can be found in our Datenschutzerklärung (data protection declaration, also available in English).

Further information: You can *access* your Servicekonto, including stored documents, outside of Baden-Württemberg. However, the services provided by the Servicekonto (requests, applications, etc.) can only be used for transactions within Baden-Württemberg. The following window will appear before you are automatically directed to the next page.



Translation: Activation completed  
Activation completed. You can now use your Servicekonto Baden-Württemberg. You will now be directed to the Admin-Center. You will now be directed to the landing page.

Please read and accept the data protection requirements "Datenschutzbedingungen" and click on "Einladung annehmen" to accept the invitation.



Translation: Account  
Welcome, Ms./Mr. X  
Invitation  
You are invited to the Kundenportal of the LBV via the Serviceportal!  
This invitation is valid for the personnel number:  
By accepting the invitation you will activate the functions of the Kundenportal and confirm that you are entitled to do so.  
I accept the data protection requirements.  
Accept invitation

This translation is provided by the University of Mannheim and serves informational purposes only.

After clicking on “Einladung annehmen”, you will be directed to your personal LBV Kundenportal account, where you have to enter the PIN sent to you via letter mail in order to activate the account and all account functions. Enter the PIN in the field where it says “PIN eingeben” and click on “Einladung annehmen”. Check the box “PIN anzeigen” to view what you are typing in the field:

Konto

Willkommen, [redacted]

**Einladung**

Damit Ihnen die fachlichen Funktionen des Kundenportals freigeschaltet werden, bestätigen Sie bitte Ihre Identität mit der zugesandten PIN.

PIN eingeben  Bitte geben Sie Ihre PIN ein...

PIN anzeigen

This is the landing page of your LBV Kundenportal account:

Kundenportal Dokumente Fahrkarten [redacted]

Konto

Willkommen [redacted]

Letzte Anmeldung: Donnerstag, [redacted]

Sie wurden erfolgreich zum Kundenportal angemeldet, die Fachfunktionen wurden aktiviert!

**Personalnummer(n)**  
[redacted]

**Postkörbe**

Alle	54
Ungelesen	94
Bezüge	61
Beihilfe	5
Reisekosten	28

**Letzte 5 E-Mails**

Sie haben noch keine E-Mail von uns erhalten. Bitte fügen Sie Ihre E-Mail-Adresse hier hinzu.

In order to log out of the account, click on the little arrow next to your username (email address) in the upper right corner and select “Abmelden” (log out) from the drop down menu:

Kundenportal Dokumente Service

Fahrkarten [redacted] [redacted]@lbv.bw.de

Konto

More information on the LBV Kundenportal can be found at <https://lbv.landbw.de/kundenportal>.

From now on, you can log into the LBV Kundenportal via the button “Start Kundenportal” on our homepage.