How to Connect an Existing Account

Please use these instructions only if you already have an account in the LBV Kundenportal and now want to connect your second or an “old” personnel number with your existing LBV Kundenportal account or if you already opened an account at service-bw.

In order to connect your accounts, you need to request login data for your second or “old” personnel number. You will then receive two letters from the LBV. You can only connect your accounts when you have both letters. 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 your accounts.

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. Click on the button “Bestehendes Konto verknüpfen” (connect existing account) and enter your login data for the service-bw account.
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.

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

You can now see both personnel numbers. This is the landing page of your LBV Kundenportal account:

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