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).
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?”
The filled in online form should look like this:

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
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 tying in the field:

This is the landing page of your LBV Kundenportal account:

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:

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.