

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: 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:



The screenshot shows a webpage titled "Sie wollen eine neue Funktion nutzen?". Below the title, there is a welcome message in German. Two options are presented: "Neues Konto anlegen und verknüpfen" and "Bestehendes Konto verknüpfen". The "Bestehendes Konto verknüpfen" button is circled in red. Red arrows point from the translation boxes to the corresponding text and buttons on the page.

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.

Mein Servicekonto

Mit dem Servicekonto Baden-Württemberg können Sie sicher mit der Verwaltung kommunizieren, zum Beispiel mit Ihrem Bürgerbüro. Sie können Online-Anträge einreichen und Rückmeldungen sicher digital erhalten. Häufig genutzte Dokumente können Sie in Ihrem Dokumentensafe hinterlegen und sicher von überall abrufen.

[Jetzt ein Servicekonto anlegen.](#)

Alle Informationen dazu, wie wir Ihre Daten schützen, finden Sie in unserer [Datenschutzerklärung](#).

[Funktioniert das Servicekonto außerhalb von Baden-Württemberg?](#)

Anmelden

Nutzername

Passwort [Passwort vergessen?](#)

Anmelden

Anmeldung mit neuem Personalausweis

[Probleme bei der Anmeldung mit dem Personalausweis](#)

[Kostenlos registrieren](#)

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:

Konto

Willkommen, [redacted]

Einladung

Sie wurden über das Serviceportal in das Kundenportal des LBV eingeladen!

Diese Einladung gilt für die Personalnummer: [redacted]

Mit dem Annehmen der Einladung schalten Sie die fachlichen Funktionen des Kundenportals frei und bestätigen, dass Sie für den Zugriff berechtigt sind!

Ich stimme den [Datenschutzbedingungen](#) zu.

Einladung annehmen

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 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 typing in the field:

The screenshot shows the 'Kundenportal' header with a user ID. Below is the 'Konto' section with a welcome message. The main content is an 'Einladung' (Invitation) box. It contains a text prompt: 'Damit Ihnen die fachlichen Funktionen des Kundenportals freigeschaltet werden, bestätigen Sie bitte Ihre Identität mit der zugesandten PIN.' Below this is a PIN input field with a green checkmark and a 'Einladung annehmen' button. A checkbox labeled 'PIN anzeigen' is checked.

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

The screenshot shows the 'Kundenportal' header with 'Dokumente' and 'Fahrkarten' menus. Below is the 'Konto' section with a welcome message and 'Letzte Anmeldung'. A green success message states: 'Sie wurden erfolgreich zum Kundenportal angemeldet, die Fachfunktionen wurden aktiviert!'. Below this are two main sections: 'Personalnummer(n)' showing a redacted number, and 'Postkörbe' (Mailboxes) with a table of categories and counts.

Postkörbe	Anzahl
Alle	94
Ungelesen	94
Bezüge	61
Beihilfe	3
Reisekosten	28

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