



Federal Ministry  
of the Interior, Building  
and Community



# The eID card

for citizens of the European Union  
and the European Economic Area

# Sources of information

## Online

[https://www.personalausweisportal.de/EN/home/home\\_node.html](https://www.personalausweisportal.de/EN/home/home_node.html)

Information about the eID card and the eID function

<https://www.ausweisapp.bund.de/en/ausweisapp2-home/>

Download of the free AusweisApp2 for the eID function

Videos about how to use the eID function

Telephone and email support

[https://www.bsi.bund.de/EN/TheBSI/thebsi\\_node.html](https://www.bsi.bund.de/EN/TheBSI/thebsi_node.html)

Information on online safety

## Contact

### Federal Ministry of the Interior, Building and Community

Public enquiry service

#### Telephone

+49 (0) 180 1 33 33 33

3.9 cents/min. from a German landline,

Max. 42 cents/min. from a mobile,

also available from abroad

#### Contact

[www.bmi.bund.de/contact](http://www.bmi.bund.de/contact)

### Federal Office for Information Security

Service centre

#### Telephone

0800 2741000

free of charge from a

German landline

#### Email

[mail@bsi-fuer-buerger.de](mailto:mail@bsi-fuer-buerger.de)

# First things first

With your eID card you can identify yourself on the internet, at vending machines (i.e. to confirm your age) and the self-service terminals in public authorities.

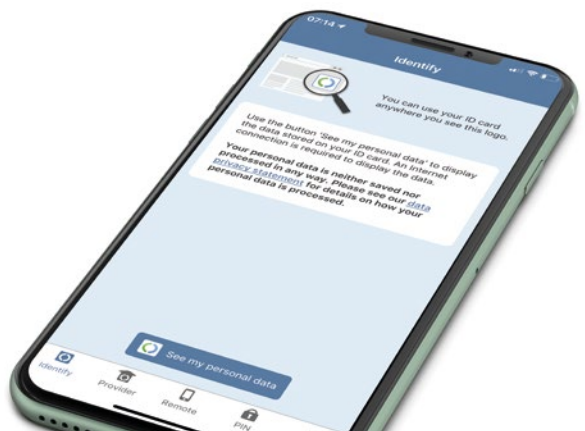
To do this, you use the electronic identification (eID) function of your eID card. Technical basis for the eID function is the same as it is in the German ID card.

The electronic identification process is possible through the electronic memory device (the chip) which is in your eID card. You can get administrative procedures and business matters done online using your eID function – in an easy, quick and secure way.

In this brochure you will learn how you can use the electronic identification function with your smartphone or computer in the digital everyday world and find out what security mechanisms it uses to protect your personal data.

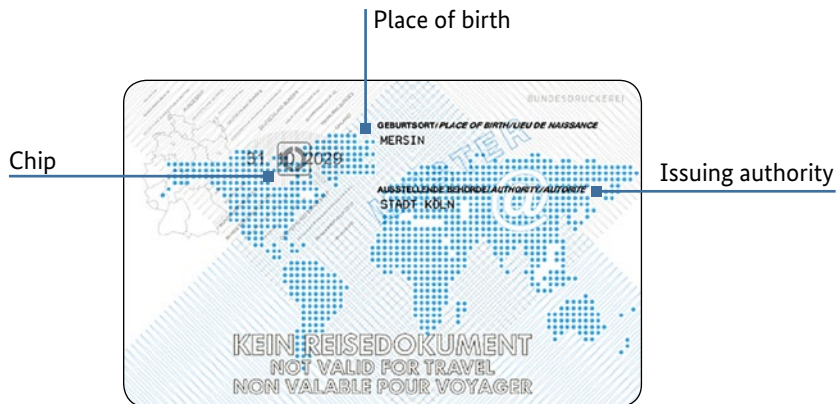
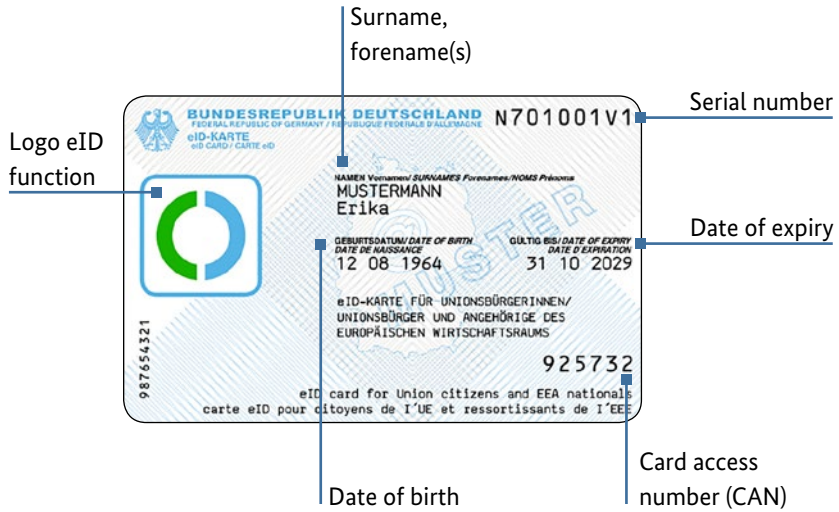
Furthermore, you will find out

- how important the PIN letter is that you will receive after your eID card is issued,
- what security advice you should follow and
- how you can block the eID function.



# The eID card

## At a glance



# The eID card

## Some facts

Citizens of the European Union and the European Economic Area that are not Germans are able to apply for an eID card (a card with an electronic identification function).

The eID card is issued to you for a period of ten years and for a fee of € 37.00.

Applicants must be at least 16 years old.

The validity of your eID card cannot be extended.

Before your eID card expires, you may apply for a new one if you can demonstrate a legitimate interest in having a new one issued.

In Germany, you can apply for an eID card at the identity card authority of your local municipal office.

To apply for your eID card from outside of Germany, please contact the Federal Foreign Office and its designated missions abroad in the district in which you have your usual place of residence.

Further information on the eID card is available here:

[www.gesetze-im-internet.de/englisch\\_eidkg/englisch\\_eidkg.html#p0013](http://www.gesetze-im-internet.de/englisch_eidkg/englisch_eidkg.html#p0013)

# The eID function

## Your eID card for the digital world



Your eID card is equipped with a chip. This allows you to use the ID function online.

With the eID card, you can identify yourself online and at citizen service terminals. You can deal with official or business matters simply and electronically, which saves time, money and travel.

Your data is always protected in the digital world.

You can see who will receive your personal data, the provider authorised to use the eID function and which data is transmitted.

Your personal data will be transmitted electronically only after entering your six-digit PIN, chosen by you.

Your personal data is always end-to-end encrypted when it is transmitted and cannot be intercepted or viewed.

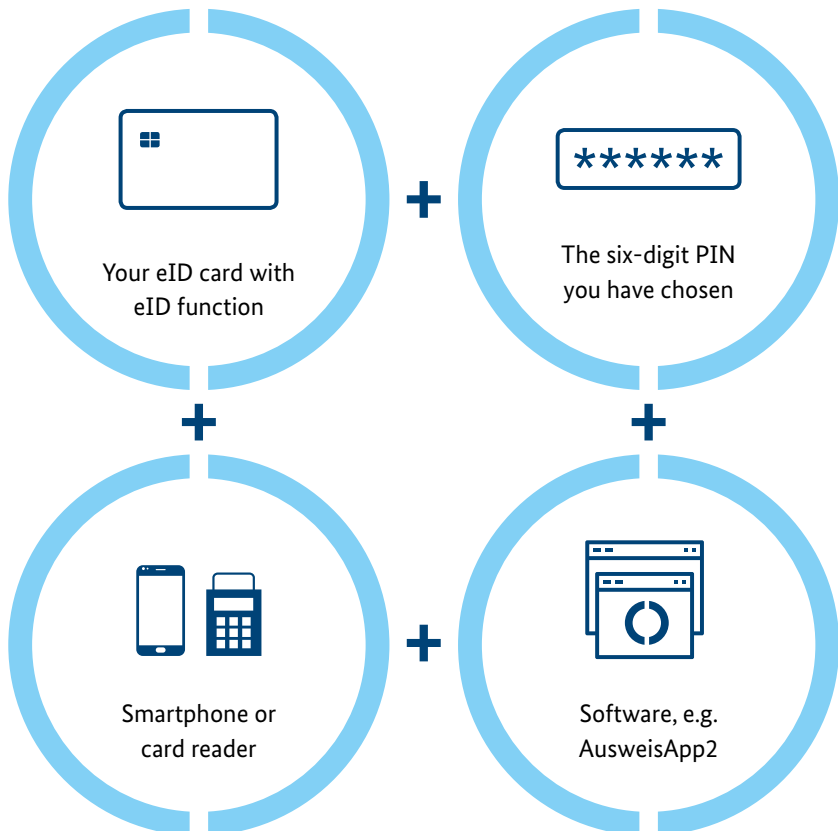
With the electronic identification function you decide for yourself whether to transmit your encrypted personal data and to whom.



# What you need

## Prerequisites for the eID function

You can use your eID function with a smartphone or computer.  
What you need is ...



# How it works

## Online identification is easy



This logo is on the front of your eID card. Wherever you see this logo, which represents the electronic identification function, you can identify yourself digitally.



The online service asks for your identification. You connect your eID card with your smartphone or card reader.



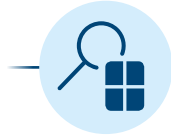
Now you can see who will receive your data and what data the provider of the online service wants to know.



You agree to the data collection by entering your personal PIN.



The chip checks whether the provider is authorised to collect your personal data.



If, and only if, the provider is authorised to collect your personal data, the data is transmitted – securely with end-to-end encryption.



After the online identification process, you can disconnect your eID card and smartphone or card reader.





# Effective protection online

## More protection for your data

The following security mechanisms provide reliable protection for your personal data:

### **Pseudonym (depends on the provider of the online service)**

Your data is only required at the first registration, for example when signing up for a user account. After that, the system will recognise you and your respective user account when you log in with your pseudonym and your PIN. This means that no usage profiles can be created.

After an eID card replacement, you may be required to re-register with the new eID card. In this case, your pseudonym will then work with the new eID card.

### **Combination of possession and knowledge (two-factor authentication)**

Only those who are in possession of your eID card and know your PIN can use the eID function.

### **No data transmission without you knowing**

Your data will only be transmitted if the eID card is connected to the card reader or smartphone and if the PIN has been entered.

In the event of loss or theft of your eID card, your personal data is also safeguarded.

### **Reciprocal identification**

With the electronic identification function, both sides always identify themselves. You can therefore always see whom your data is transmitted to.

### **Encryption**

Your data is always encrypted before transmission.

End-to-end encryption means your data is protected against theft and misuse.

# Let's go

## Applications for the eID function

The eID function is offered by public or private service providers that wish to make registration procedures easier and more secure for you.

You can identify yourself not only on the internet, but also at vending machines (i.e. to confirm your age) and the self-service terminals in public authorities.

With your eID card, you can use digital administration services on the administrative portals of the federal and state governments and set up your own user account for the electronic proof of identity.

Some companies, such as mobile telecommunications providers and financial service providers, also offer you the use of the eID function.

You will find most of the digital services with eID identification that are offered in Germany by authorities and businesses listed here:

[www.personalausweisportal.de/Anwendungen](http://www.personalausweisportal.de/Anwendungen).

More and more authorities of EU member states also offer digital services that may be used with the German eID function. This option will be indicated on their websites.



# On-site reading

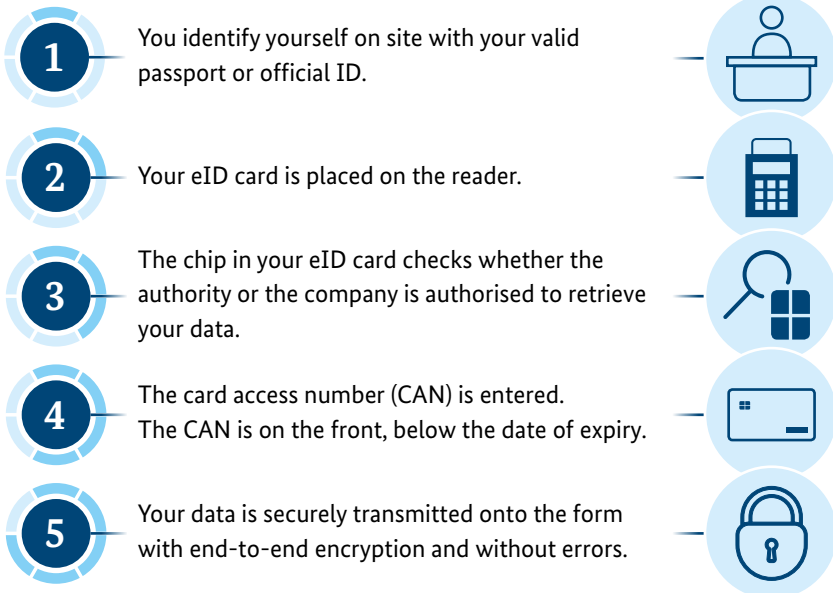
## Automatic form filling

Whenever personal data, such as name and address, is needed to fill in a form, on-site reading makes sense, e.g. in banks, for mobile telecommunications providers and in hotels. Your PIN is not used for this purpose.

Instead of copying or typing in the identification data, you place your eID card on a card reader. The data is read out electronically and used to automatically fill out the respective form. This works fast and prevents typing errors.

For on-site reading, authorities and companies need government authorisation, a card reader and software that is suitable for on-site reading.

## How it works



# Your PIN letter

## Important information for you

After your eID card has been issued, you will receive a letter with information about your eID card and the eID function. This letter is called “PIN letter”.

The PIN letter contains the following important information for you:

- Your five-digit transport PIN
- Your personal unblocking key (PUK)
- Your blocking code

This information is for your eyes only.

Please therefore keep your PIN letter in a safe place.



Your eID function will only be technically ready for use when you have set your own six-digit PIN. It can then be used for online identification.

You can set the PIN in the identity card authority of your local municipal office, at citizen service terminals and in apps suitable for the eID function.



# Security advice

## Your contribution to security



Keep your PIN letter in a safe place.  
The PIN letter contains important information.

Always keep your eID card in a safe place.

Only you may know the six-digit PIN you have chosen.  
Use neither an easy-to-guess combination of numbers, e.g. 123456, nor your date of birth or numbers that can be read on your eID card.

Do not tell others your PIN.

Never note the PIN on the eID card.

Do not keep the PIN and the eID card together in the same place.

Cut the connection between the smartphone or card reader and eID card immediately after online identification.

Regularly update your operating system, antivirus program and firewall.

If you have lost your eID card or it has been stolen, please immediately report this loss to an identity card authority or at any police station. These authorities will block the eID function. This blocking will ensure that any attempt at wrongful use is detected at once.

More information about your security can be found at  
<https://www.bsi-fuer-buerger.de> (available in German only)

# Blocking hotline

Accessible around the clock



# 116 116

The blocking hotline can be reached free of charge seven days a week around the clock at the following number: 116 116.

From abroad, please call either 0049-116 116 or 0049-3040 50 40 50 (subject to charges).

Please have the blocking code that was sent to you in the PIN letter to hand for the call.

Online identification and on-site reading will no longer be possible after blocking.

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