

# **SIGN UP & LOGIN**

**Activa DKV app Guide**



# PRESENTATION

In DKV we are Health activists. That's why we want to make your life easier and help you to feel better.

With this guide we want you to see all possibilities offered by the App Activa DKV. In this way, you will login and manage your health policy procedures in a simple and fast way. Moreover, you will know all services offered by your policy, so you can benefit fully from it.

Next, we will show you step by step how to access to every section so the registration and the beginning of its use will be as simple as possible!



[DOWNLOAD ACTIVA DKV](#)

[DKV EXPLANATORY VIDEO](#)

**IF YOU HAVE DOUBTS...  
WE WANT TO HELP YOU WITH  
OUR SUPPORT CHANNELS!**



**WhatsApp channel:**

Contact to our support staff.

Please, click on [www.dkv.es/whatsapp](https://www.dkv.es/whatsapp) or save the phone number **+34 960 160 602** and directly chat to them.

**Activa app Support**

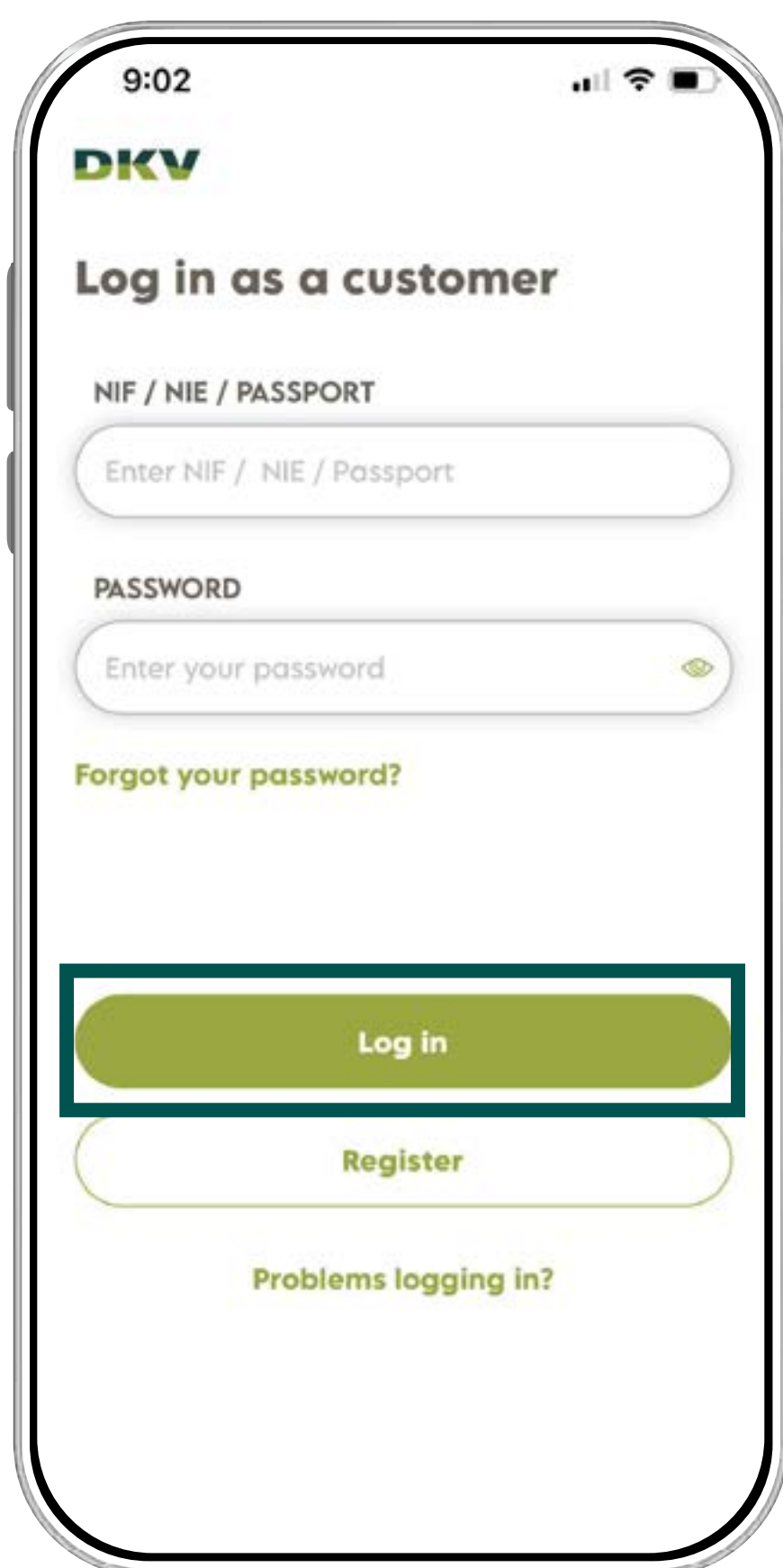
 [+34960160602](https://www.dkv.es/whatsapp)

 [atencionclientedigital@dkvseguros.es](mailto:atencionclientedigital@dkvseguros.es)

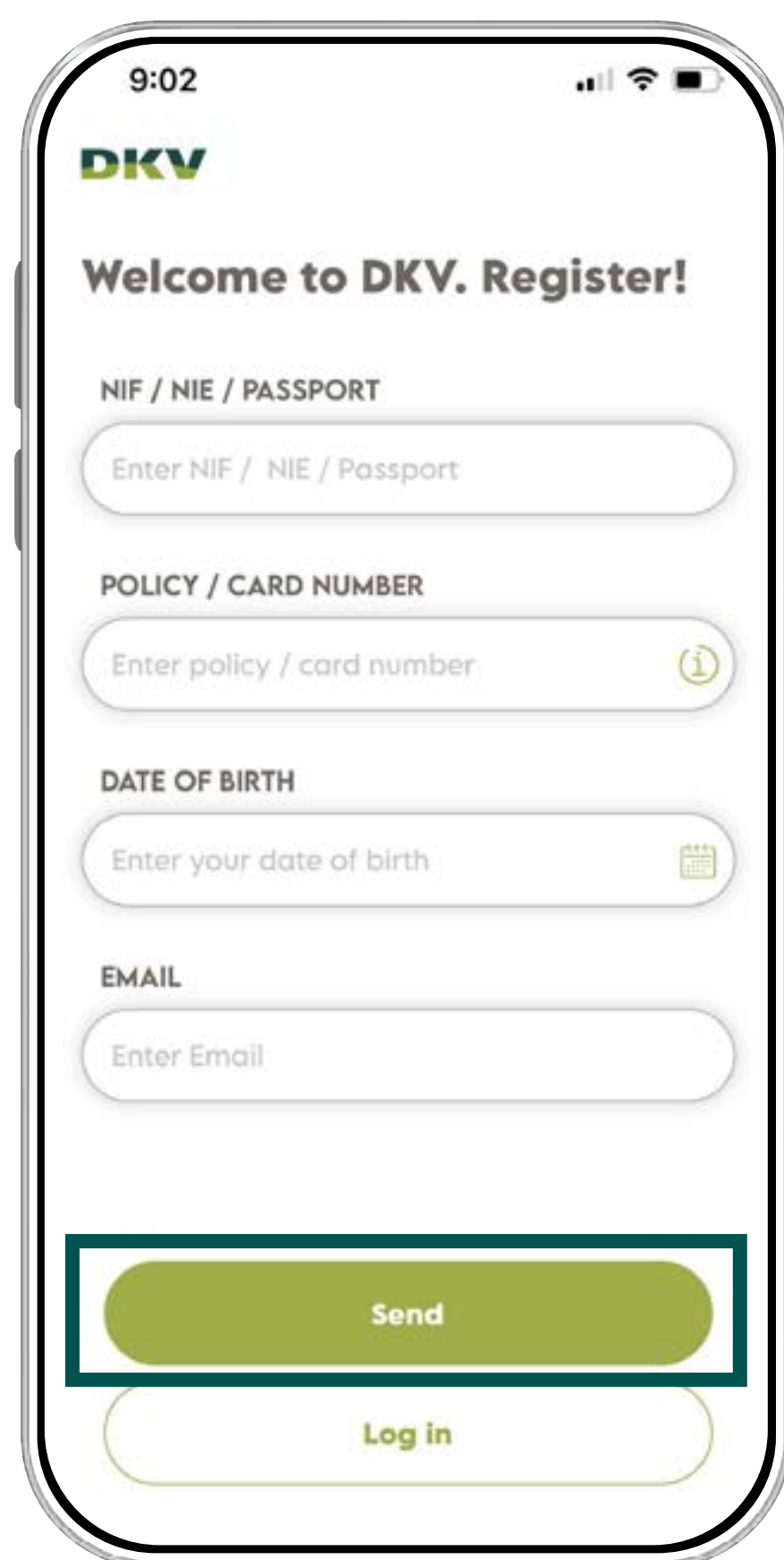
# SIGN UP & LOG IN

## SIGN UP!

1. Tap “**Sign up**”; you will see this screen (Picture 2).
2. Input the requested information and click on the button “**Send**”. You will receive an email to your mailbox with the instructions to set the password.



1. Register!



2. Input the requested information

### REMEMBER

The minors insured will be in the policy’s holder. The adults should sign up and login with their own personal details.

If you have any problem to sign up or log in to the app, contact us with the [Whatsapp DKV](#).

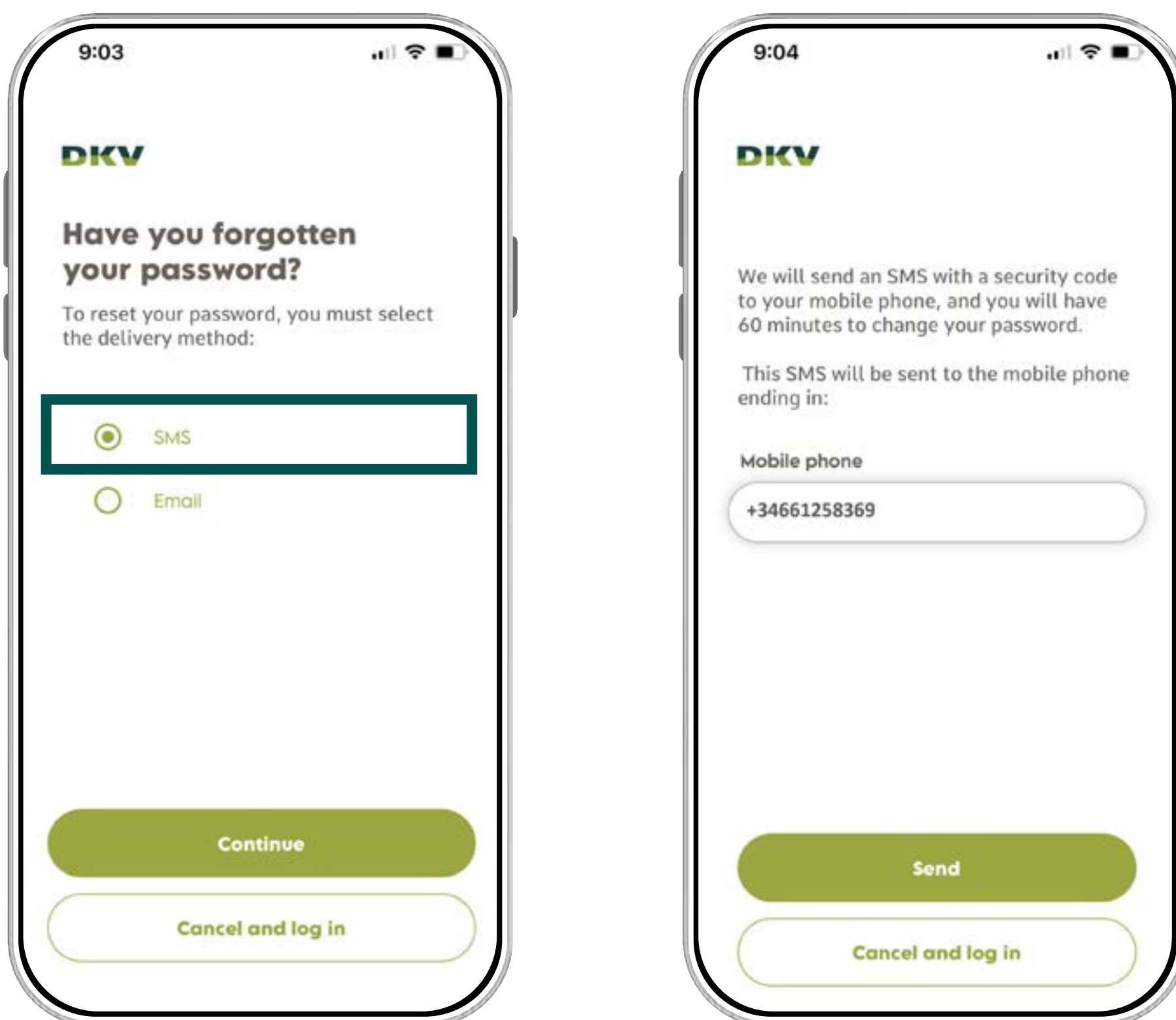
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# HAVE YOU FORGOTTEN YOUR PASSWORD?

1. Click on “**Have you forgotten your password?**”.
  2. Input your personal details and push the button “**Continue**”.
  3. Choose how do you want to receive the PIN number and select “**Continue**”.
  4. You’ll receive a link or PIN to your mobile phone to reset it.
- If you have chosen the option “**Receive a PIN by SMS**”:



## REMEMBER

For security reasons you have 60 minutes from the reception of the email to change the password.

If you don't receive your email in the email inbox, remember to check your spam or junk email.

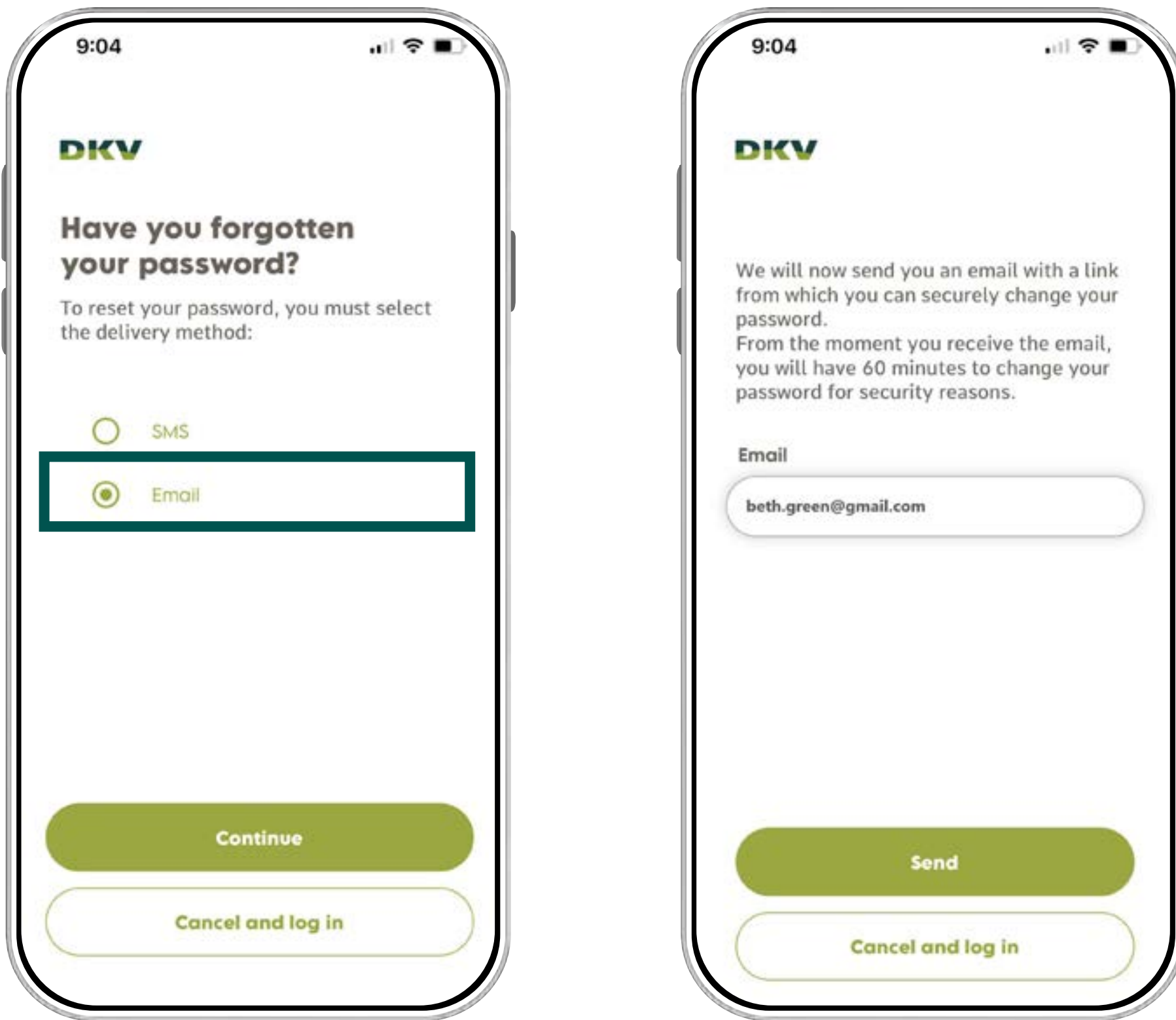
If you have any problem to restore your app login password, contact to us by [Whatsapp DKV](#).

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- If you have chosen the option “Receive PIN by email”:



### REMEMBER

For your own security, the **password** should have:

- 10 characters at least.
- A cap letters.
- A lower case letters.
- A number.
- A special character.



## OTHER INTERESTING GUIDES...



> [Login & Register](#)

> [Reimbursements](#)

> [Medical List](#)

> [Digital Signature](#)

> [Digital Card](#)

> [Coverages](#)

> [Payment period mod](#)

> [Authorizations](#)

> [Bank Account](#)

> [QC+](#)

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