DKV

SETTINGS

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** or save the phone number **+34 960 160 602** and directly chat to them.

Activa app Support

+34960160602

atencionclientedigital@dkvseguros.es

SET UP YOUR PREFERENCES AND COMMUNICATIONS

Before signing your policy, set up your preferences so you can comfortably surf / browse the app. Moreover, set up the communications so you can miss no updating in the states of your procedures.

SELECT THE LANGUAGE

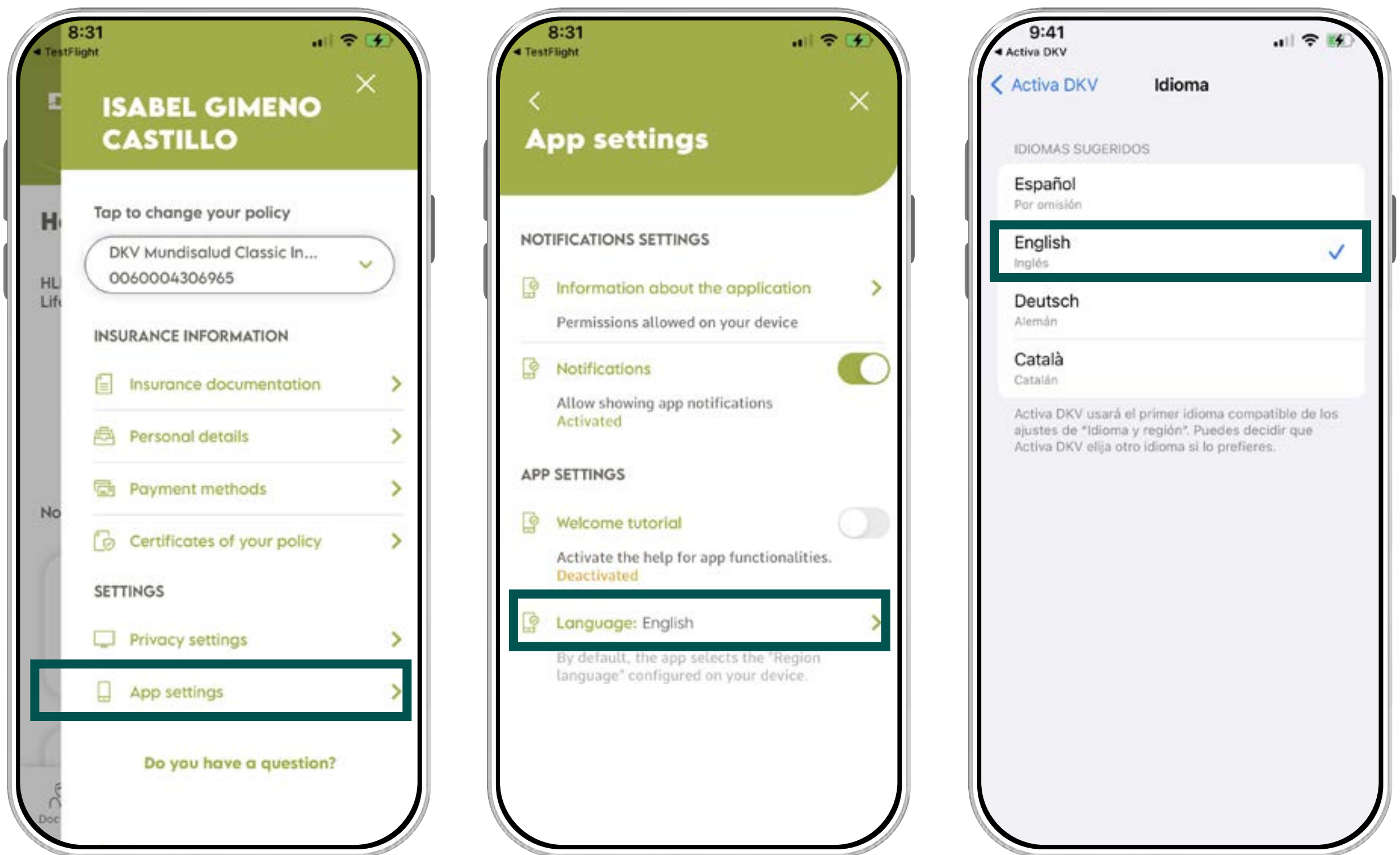If you wish to change the language of the app, please, follow these steps:

1. Tap the button placed at the top right part of the screen, the human-shaped icon.

2. A sidebar menu will be displayed. Tap "**App Settings**".

3. Tap "**Language**" and choose among these languages: **Spanish, Catalan, English and German**.

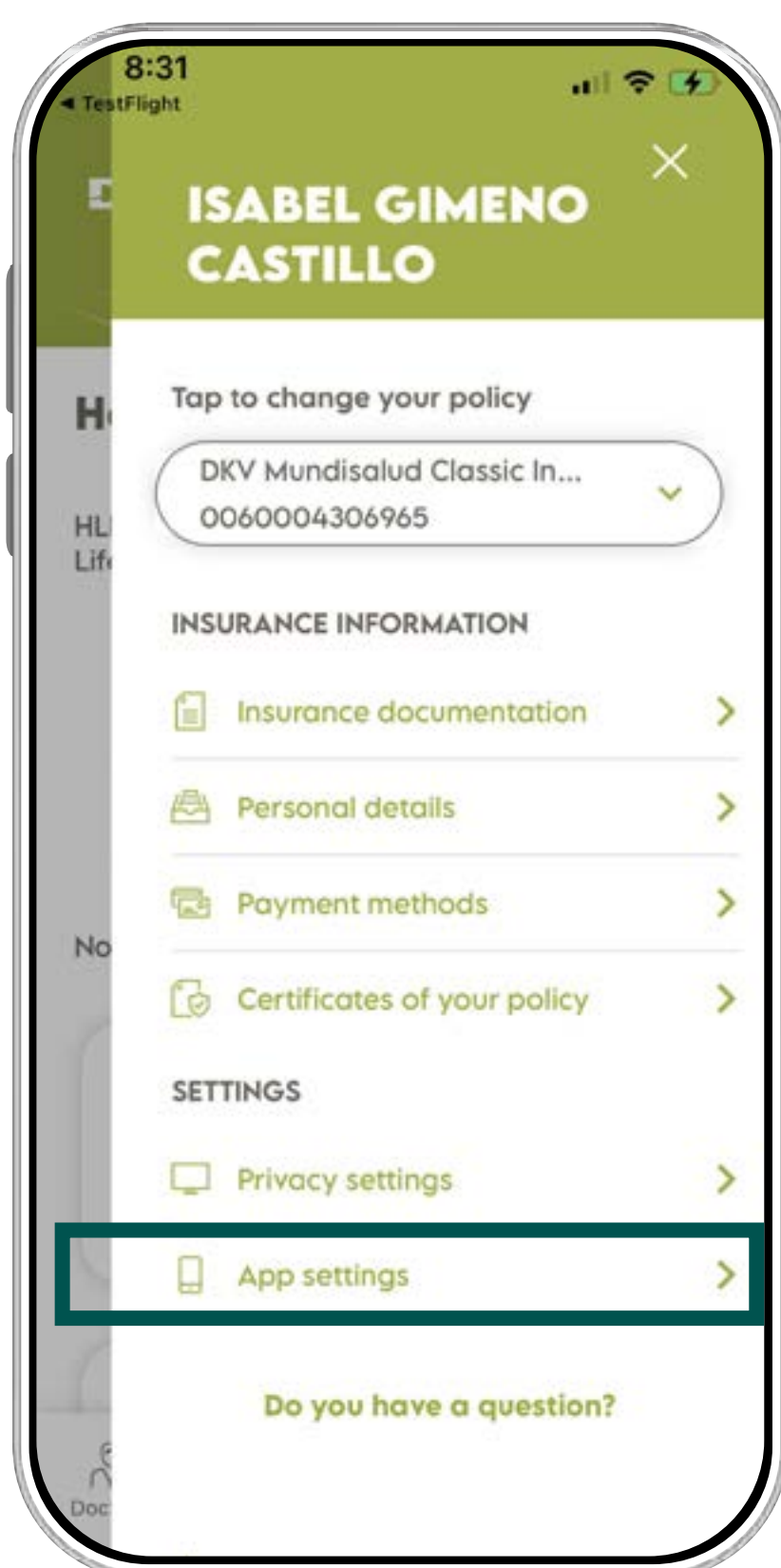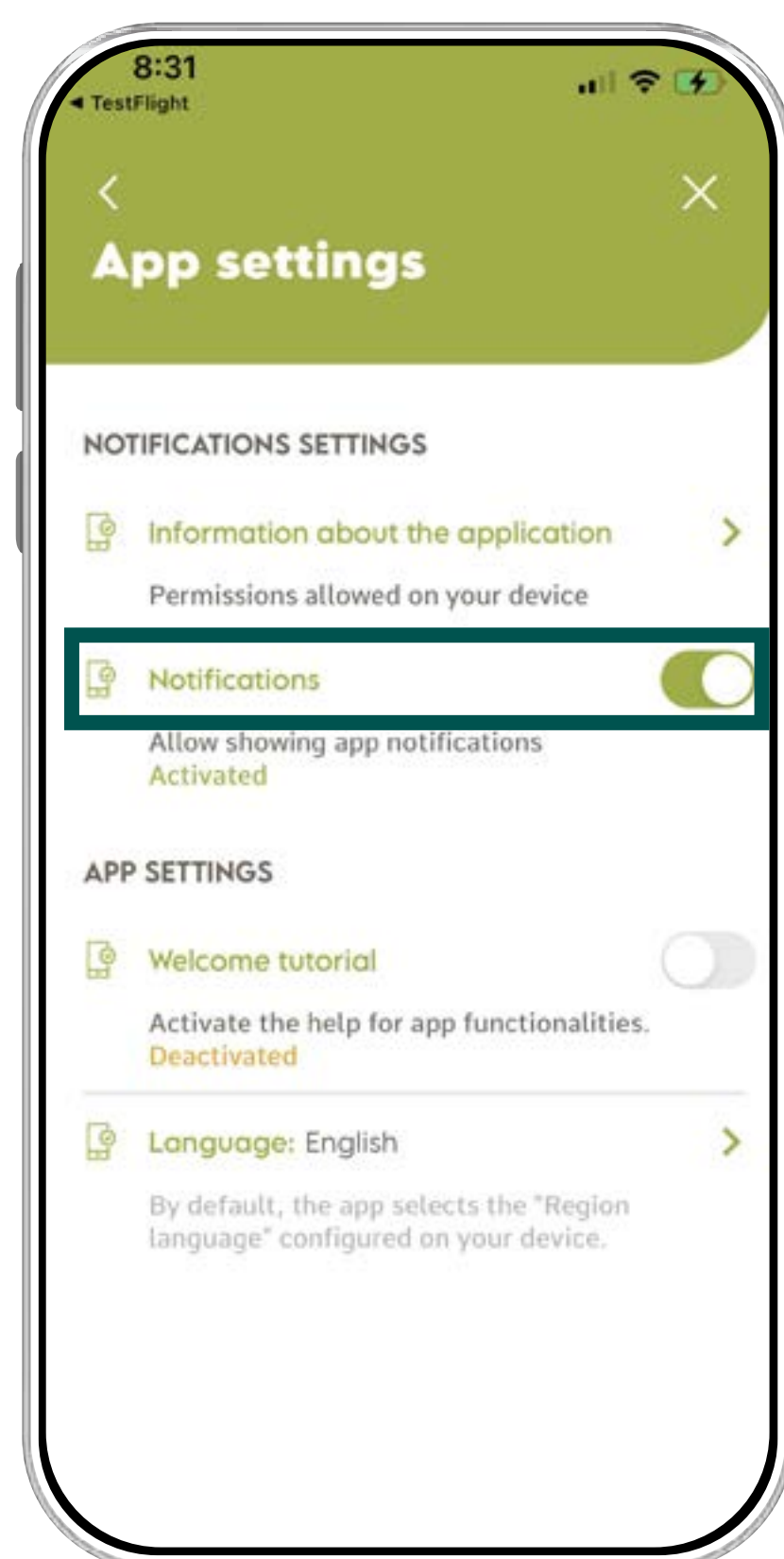| REMEMBER |
| --- |
| By default, the app will take the language you have in your mobile device. |

SET UP THE NOTIFICATIONS

If you want to be always kept up to date of all changes of state in your procedures or want to receive other communications that could be important for you, set up the button "**Notifications**". To do it, please follow these steps:

1. Tap the button placed at the top right part of the screen, the human-shaped icon.

2. A sidebar menu will be displayed. Tap "**App Settings**". (Picture 2)

3. Tap "**Information about the application**" to set up the permissions allowed by your device. (Picture 3)

4. It will be shown "**App settings**". Klick on the button "**manage your notifications**". (Picture 4)

5. Tap the button "**Allow notifications**". (Picture 5) Here, you will choose the shape of the notices, strip style, and all those possibilities provided by your mobile device.

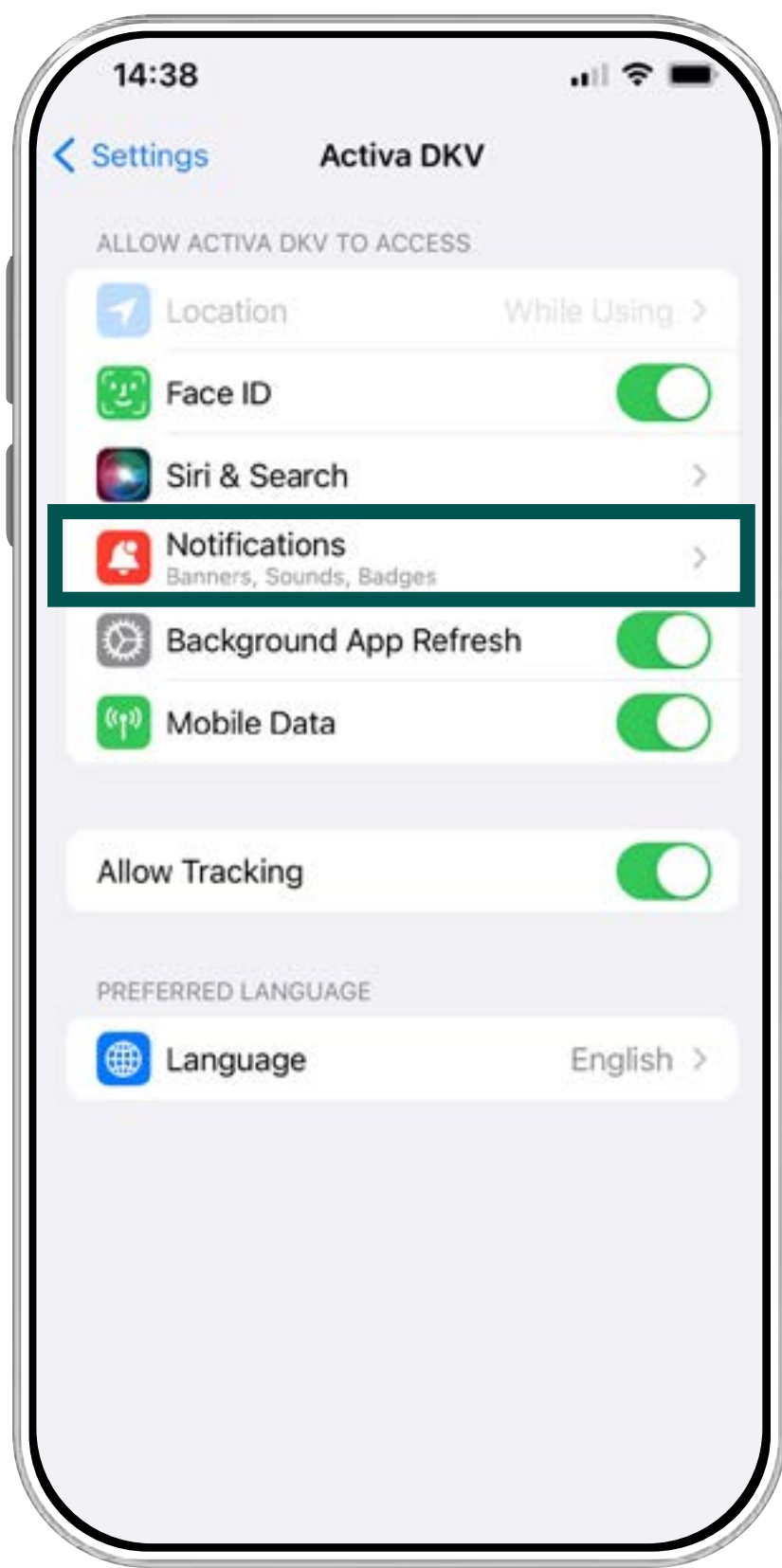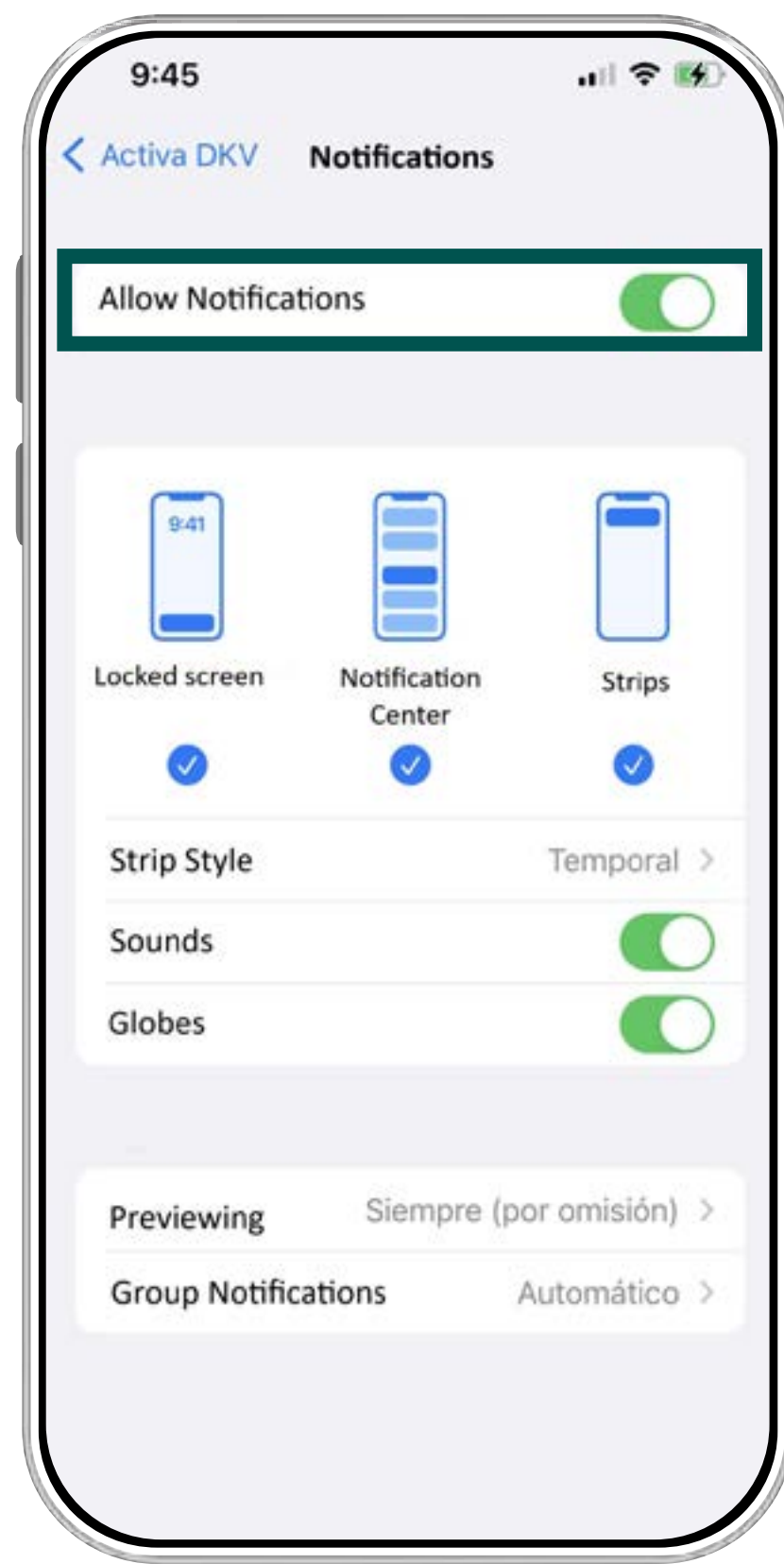2. App setting   3. Information about the app.

4. Manage your
Notifications.

5. Press the button: "**Allow notifications**".

REMEMBER

By default, the button "Notifications" is disabled.

Set up this button:

• To receive **changes of state** (for authorizations and reimburses).

• For other notifications and communications.

OTHER INTERESTING GUIDES...

> **Login & Register**   > **Reimbursements**

> **Medical List**   > **Digital Signature**

> **Digital Card**   > **Coverages**   > **Payment period mod**

> **Authorizations**   > **Bank Account**   > **QC+**

Activa app Support

+34960160602

atencionclientedigital@dkvseguros.es