

# **DIGITAL CARD**

**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)

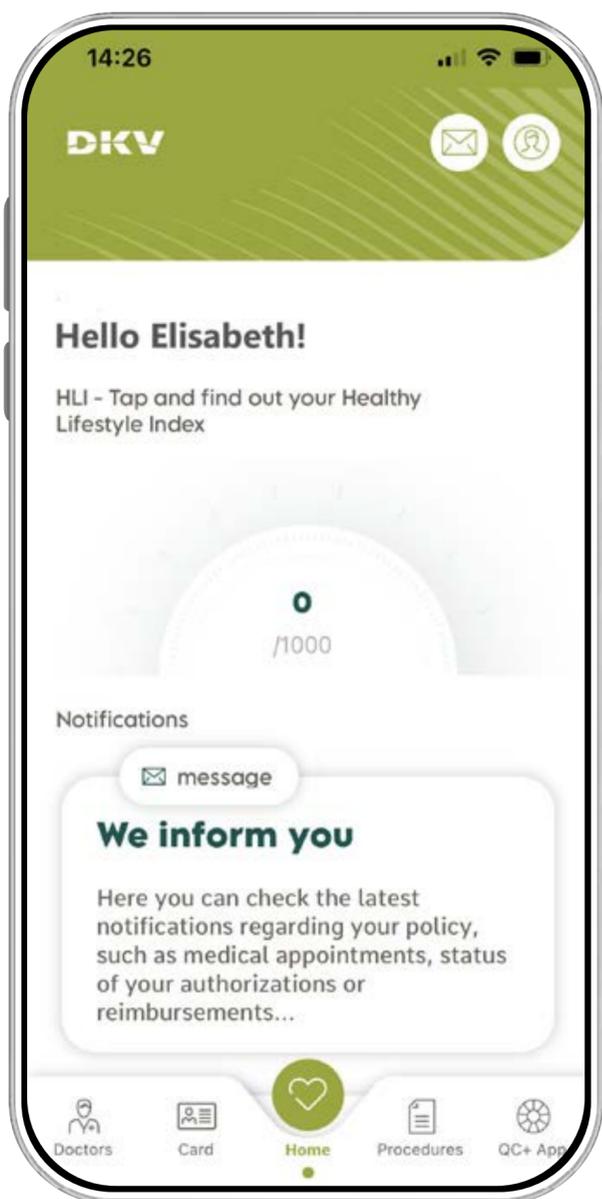
 [atencionclientedigital@dkvseguros.es](mailto:atencionclientedigital@dkvseguros.es)

# MY DIGITAL CARD

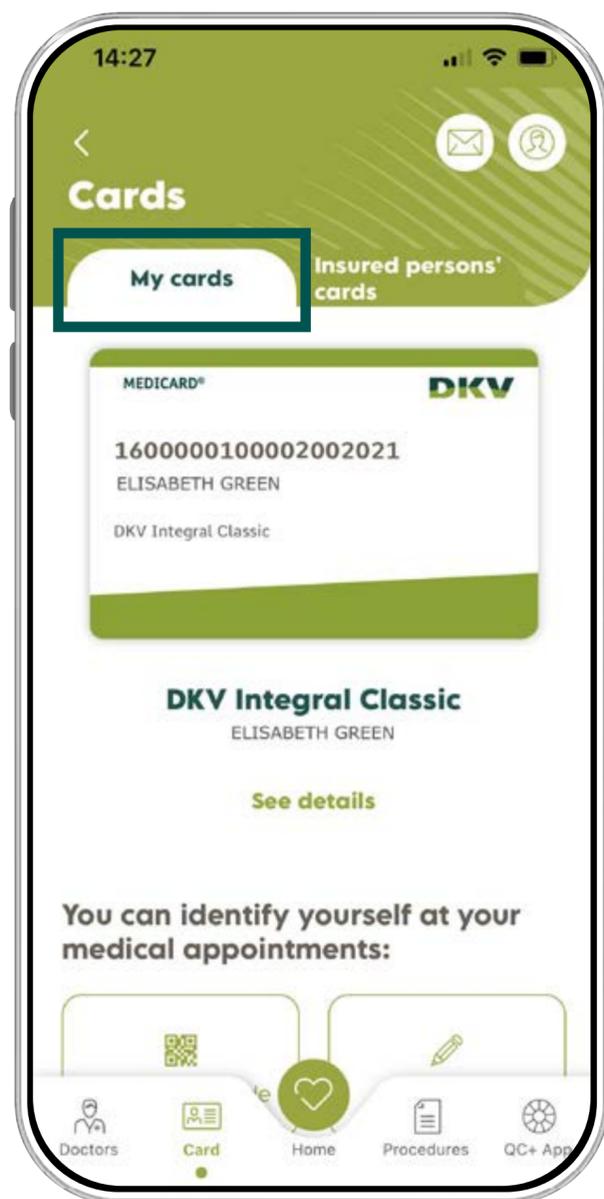
## INSURED ADULTS CARD

To visualize your digital card, follow these steps:

1. Tap the button on card-shaped icon placed on the bottom left part of your screen.
2. Select the tab **“My Cards”**. Click on **“See Details”** to see more details about your policy.



1. Tap **“card”**



2. Select the tab **“My Cards”**

### Activa app Support

 [+34960160602](tel:+34960160602)

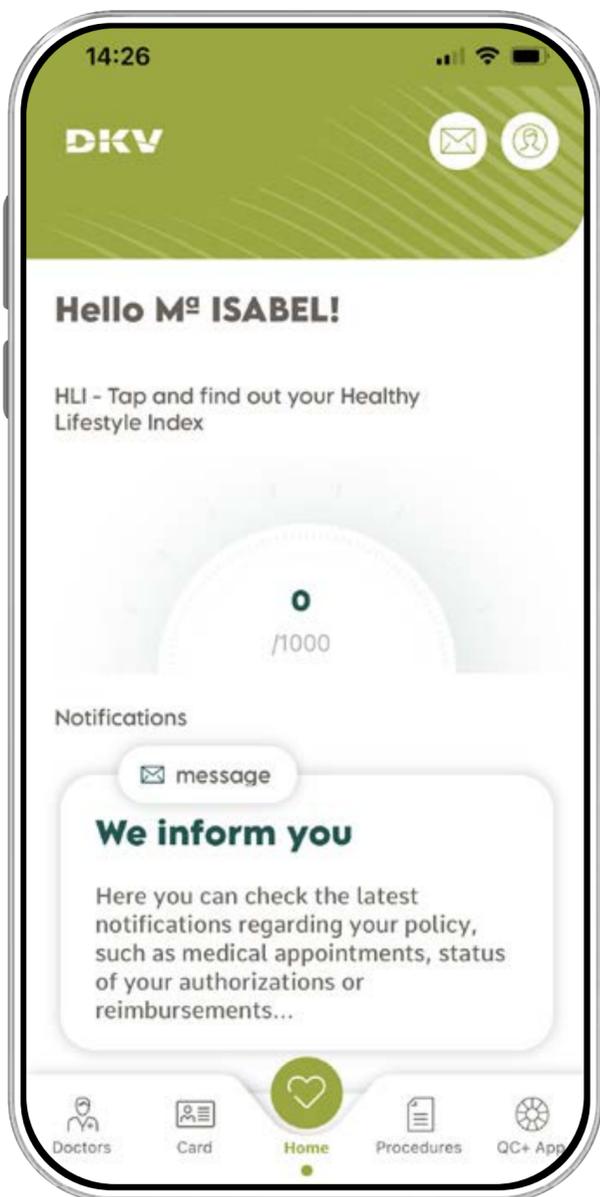
 [atencionclientedigital@dkvseguros.es](mailto:atencionclientedigital@dkvseguros.es)

# HOW CAN I SEE MY INSUREES CARD?

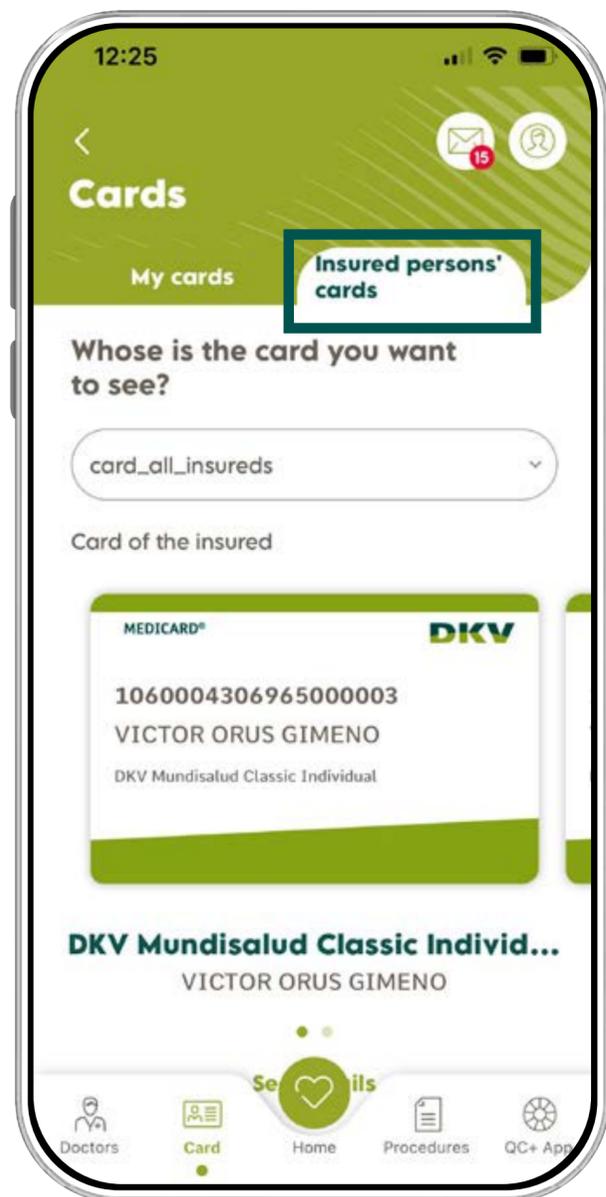
## INSURED MINORS' CARD

Login to the policy's holder to see the minors' card, and follow these steps:

1. Tap the button on card-shaped icon placed on the bottom left part of your screen.
2. Select the tab **“Other Cards”** to visualize the minors' cards.



1. Tap the icon **“card”**



2. Select the tab **“Insured persons' Cards”**

### REMEMBER

If you are an adult, you can see your card in your user's area. Log in with your own personal details (DNI + Password).

### Activa app Support

 [+34960160602](tel:+34960160602)

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

# CARDS FOR MUTUAL INSURANCE INSTITUTIONS

When you go to the doctor for a medical doctor's visit or medical act you should take the card. The card is necessary so when you go to the doctor, you can be identified as a DKV customer, and then be sure that you can get the service.

You can identify yourself in three different ways: “**Card Number**”, “**Locator**” y “**QR Code**”. Next, we will tell you how to do it:

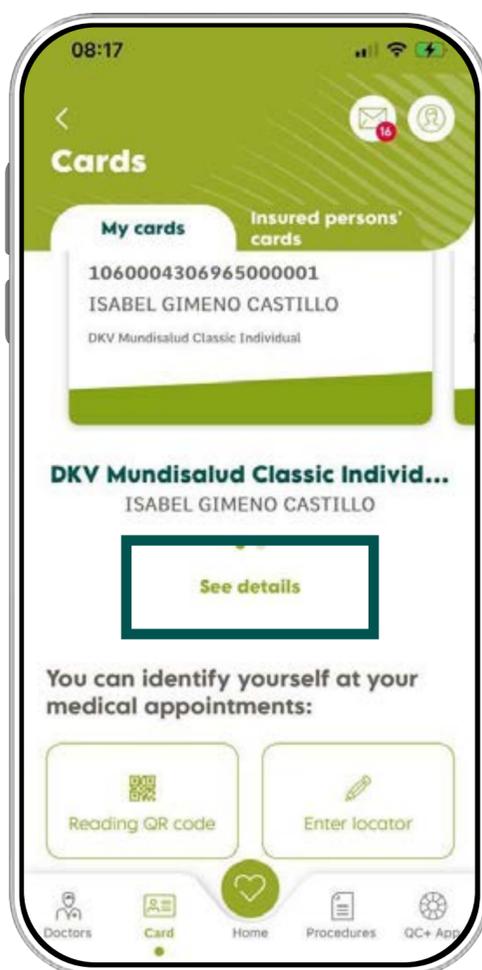
## 1. CARD NUMBER

Show you digital card and they will take note of the number. For more details about your **digital card**, follow these steps:

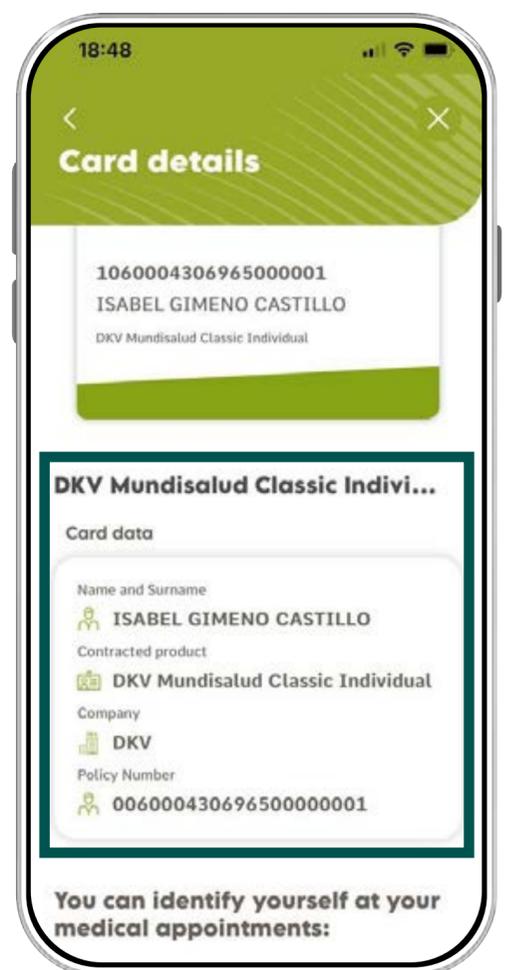
1. Go to the tab “**My cards**”. (Picture 1)
2. Tab “**See details**”. (Picture 2)
3. All details related to your DKV card will be displayed (Picture 3)



1. Screen “My cards”



2. Tap “See details”.



3. All details about your policy will be displayed.

Activa app Support

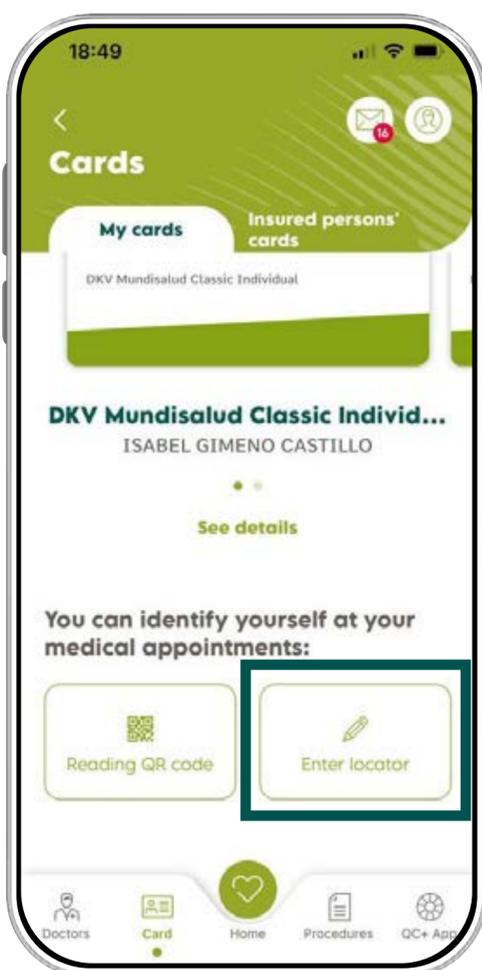
+34960160602

atencionclientedigital@dkvseguros.es

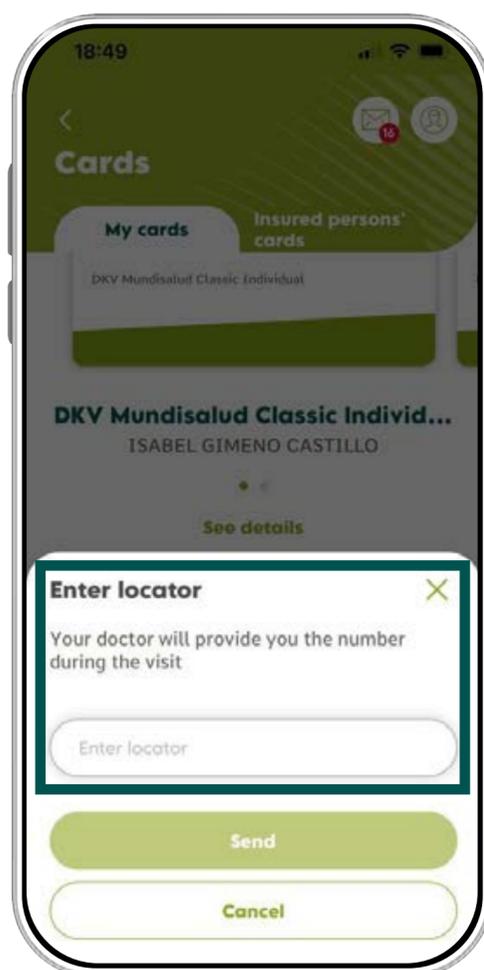
## 2. LOCATOR

The medical centre will provide you with a **code** and, when typed, you will be identified in their system. To be identified through “**locator**”, please follow these steps:

1. Go to digital card through the bottom menu “**card**”, as it has been explained before. (Picture 1)
2. Tap “**Enter locator**” (Picture 2).
3. Enter **the locator number** provided your doctor during the medical visit.



1. Select “Enter locator”



2. Enter the locator number.

### IMPORTANT

The **locator number** will be given by your doctor during the medical visit.

The locator number will expire after **five seconds** it has been authenticated.

### Activa app Support

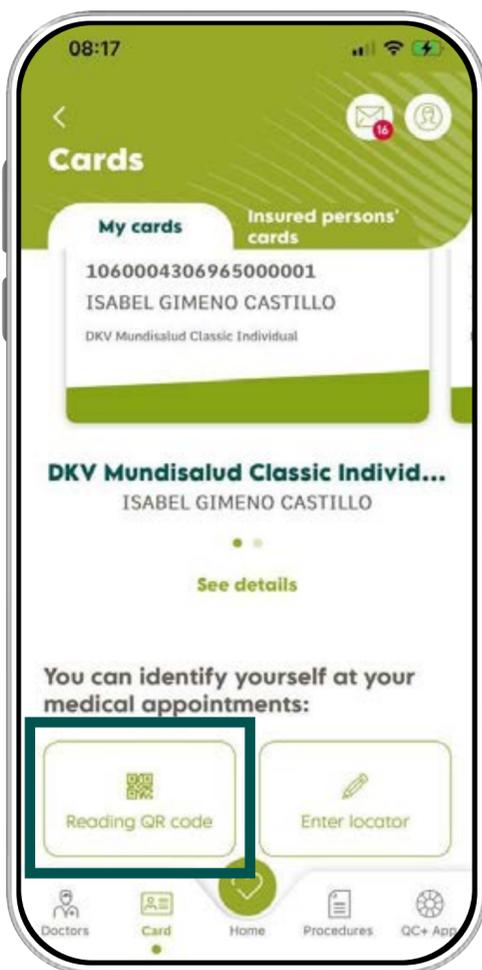
 [+34960160602](tel:+34960160602)

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

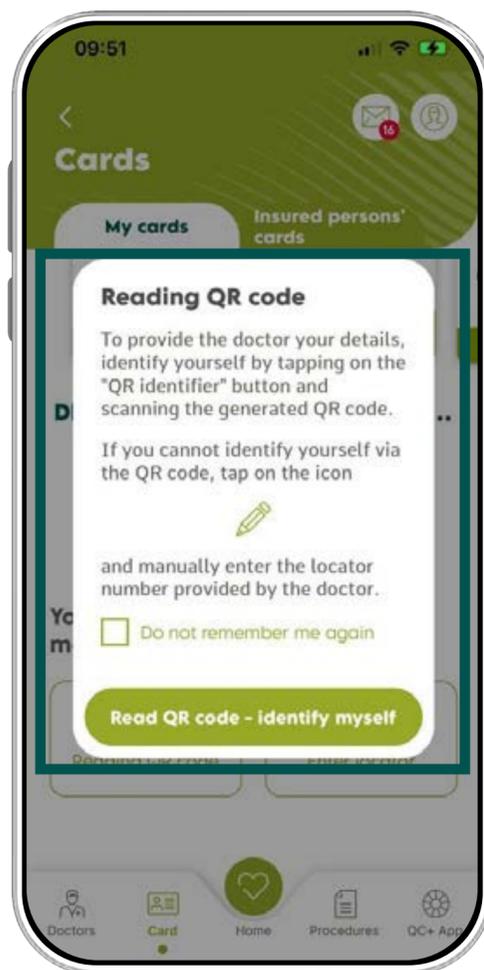
### 3. QR CODE

You can read a **QR code** shown on the screen of the medical centre with your app in your mobile device app so you can be identified by their system. Please, follow these steps:

1. Go to digital card through the bottom menu “**card**”, as it has been explained before. (Picture 1).
2. Tab “**Reading QR code**” (Picture 2).
3. Your mobile device will read the QR code displayed on the medical centre screen.



1. Select “Reading QR code”



2. Read the QR on medical centre screen.

#### IMPORTANT

The **QR code application installed in your app Activa DKV** will read the QR code on the screen of the medical centre.

#### Activa app Support

 [+34960160602](tel:+34960160602)

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

## OTHER INTERESTING GUIDES...



> [Login & Register](#)

> [Reimbursements](#)

> [Medical List](#)

> [Digital Signature](#)

> [Digital Card](#)

> [Coverages](#)

> [Payment period mod](#)

> [Authorizations](#)

> [Bank Account](#)

> [QC+](#)

### Activa app Support

 [+34960160602](tel:+34960160602)

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