

Merkur App User Manual

Requirements for using the app:

You have to be registered in the Merkur portal. There you will find your personal app code.



Important! If you are registered with digital signature in the Merkur portal, you must first add a password to your profile in the portal in order to be able to register in the Merkur app.



Step 1: After you download the app, please click on register.



Step 2: Read terms & conditions.



Step 3: Read privacy policy.



Step 4: Enter your date. First name, surname, e-mail address and personal app-code.



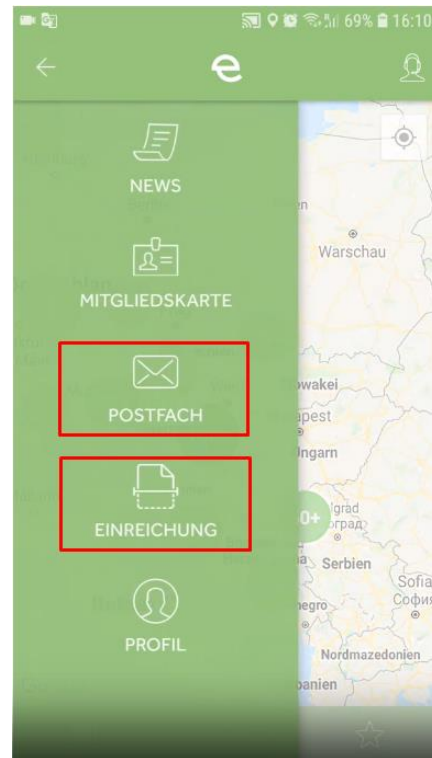
Step 5: Register



Step 6: Enter your Merkur portal name and Merkur portal password.



Step 7: You are successfully registered.



In the menu area of the app you will now find your digital membership card, the bonus partners, your mailbox and you can submit health insurance bills.

Account suspension:

Your account will be suspended after 5 unsuccessful login attempts. You will then need to use the Merkur portal to unlock your account. There you must first reset your password. After successfully resetting the password, you must first sign in to the portal to get 5 new login attempts for the app.

If you sign in to the app before logging in to the portal after the password has been reset, your account will be locked again after the next unsuccessful login attempt in the app.



In case of any questions, please contact us via

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