

Semester	Summer Semester 2020
Faculty	Engineering and Management
Lecturer	Prof. Olav Hinz
Challenge Sponsor	City of Munich
Challenge	Capacity Finder
Team	M-Wallet
Version	6
Date	05/22/20

FAQ

Customer questions:

Preparation

1. Who can use the M-Login?

The M-Login is available to all residents of the City of Munich.

2. Who can use “M-Wallet” app?

Anyone who is entitled to use one or more of the three passes can use the “M-Wallet” app.

3. How much does the app cost?

The app is free of charge for all smartphone users.

4. What is the purpose of the app?

The purpose of the app is to store the three passes (family pass, holiday pass and Munich pass) of the City of Munich in an official online wallet. In addition, it is creating an overview of what the passes offers and allows entrance to events and places included in the passes.

Installation

5. How do I install the app? Is an installation on the computer possible?

The app is only available in the Google Play Store, as it is an app for the Android system. A use via PC is not possible.

Registration

6. How complex is the registration for the app?

It should be possible to log in with the M-Login or Bayern-ID. These must be applied for in advance on the following web pages:

M-Login: <https://login.muenchen.de/account/register?locale=detab=0>

Bayern-ID: <https://buergerserviceportal.de/bayern/freistaat/register>

7. What is the M-Login and why do I need it for M-Wallet?

Through the M-Login the City of Munich knows who is entitled to the family pass or holiday pass. This ensures that only families with children who are of the correct age for the pass will receive one. In addition, the M-Login is used to register in the M-Wallet.

8. How do I get the M-Login?

If you have questions about how to get the M-Login, you can find the information at:

<https://login.muenchen.de/faqs.html>

App usage

9. Which cards can be stored in the M-Wallet?

Only the three passports of the City of Munich. To display the family pass and the holiday pass you must log in with the M-Login. To display the Munich pass you must log in with the Bayern-ID.

10. Should the family or holiday pass already be stored with the M-Login data?

All offers are visible at first, but to take advantage of it or to reserve an event, the corresponding pass must then be booked or entered.

11. Can the City of Munich activate or deactivate accounts with a submission of the necessary written documents by the citizen via the app?

Yes, the City of Munich has the possibility to activate and deactivate accounts via the app.

12. Why is M-Wallet only available as an Android version?

Currently the app "M-Wallet" is only available as an Android version due to technical reasons. The team is currently working on creating an app for iOS users.

13. Is a payment function included in the app?

No payment function is included in the app since the passports are only there to confirm the right to enter events for cheaper. The reduced price will then have to be paid by card or in cash on site.

14. Where can I find further information about the family and the holiday pass?

Further information about the holiday pass can be found at:

<https://www.muenchen.de/rathaus/Stadtverwaltung/Sozialreferat/Jugendamt/Ferienangebote/Ferienpass.html>

Further information about the family pass can be found at:

<https://www.muenchen.de/rathaus/Stadtverwaltung/Sozialreferat/Jugendamt/Ferienangebote/Familienpass.html>

15. Will there be more features for the app in the future?

At the moment it is possible to apply for the passes in the app, to display them to get cheaper entrance at events and to use the actions offered in the pass. Information about more features in the future cannot be given yet.

Deinstallation or loss of the mobile phone

16. What happens to my data when I uninstall the app?

All services to which you have shared data will be informed of a data deletion and must delete or block your data.

17. What happens if I lose my mobile phone?

If the mobile phone is lost, another device will be used to log in to the app. In addition, the app provides the option of being locked from other devices.

Security

18. How secure is the M-Wallet app regarding my data?

The security requirements comply with the current data protection regulations and are treated accordingly.

Responsibility

19. Who is responsible for the app?

The person responsible for the app is the City of Munich.

Miscellaneous

20. How is the social aspect considered?

By reducing the stigmatisation effect. In addition, the citizens of the City of Munich are to make new contacts by using the app.

21. What are the three main reasons for using M-Wallet?

- An easier and more accessible passport application
- A better overview of summer events for family/holiday pass users
- Easier and more comfortable pass use