

1. How does the public office identify me?

The citizen is identified by the respective number of the document, e.g. the identity card by the identity card number

2. What is the purpose of the app?

The purpose of the app is not to forget expiration dates of official documents, at the moment e.g. the passport and the identity card.

3. What happens to my data (regarding disclosure etc.)?

The data are treated according to the current data protection regulation.

4. How secure is the app?

The security requirements correspond to the current data protection regulation and are treated accordingly.

5. How complex is the registration?

When downloading the app a one-time registration has to be done. An e-mail address and a password must be entered during registration.

6. How does the app work?

The app reminds the guarantor of the expiry date of the official document within a period of time selected by him. In addition, a date is proposed to re-apply for the document. This can be accepted or another date should be found.

7. How much is the app?

The app is free for all smartphone users

8. How to install the app (also possible on PC)?

The app is available from the Google Play Store and the Apple Store. There will not be a desktop version for the time being.

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

All entered data will be deleted.

10. Who is responsible for the app?

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

11. Can I use the app to submit applications?

At the moment it is not yet possible to submit applications via this app.

12. What happens if I lose my mobile phone?

If you lose your mobile phone, you will be able to log into the app via the website or another device.

The app also provides the option of being blocked from other devices.

13. Will there be more functions or what else is planned?

In the future it should also be possible to submit further official documents and applications via this app. In addition, it will be possible to download lists containing all important information of the respective non-European travel country as well as a to-do list.

14. How are citizens prioritised?

Citizens will be prioritised according to the motto: "First come, first serve". There is no prioritisation by occupation or political function.

Stakeholder questions:

1. What are the benefits of the app for citizens?

No expiry dates of official documents are missed.

2. How high is the current expenditure?

The effort depends on the following factors:

- High quality of the implementation
- Scanning created documents
- customer support

3. What are the required security measures?

The security requirements are in line with the new data protection regulation.

4. What is the cost of the app?

Depending on how complex the app is, it has to be maintained by one mildest official, if not by several.

5. What are the benefits for the authority of offering this app?

The authority is regularly busy throughout the year.

6. Can the app be expanded/extended?

The app can be extended at will. At the beginning only information should be exchanged. However, this can be expanded so that one day the entire administrative procedures can be carried out online via the app.

7. How many employees have to maintain the app?

In the beginning, one employee is enough. The further the app is expanded, the greater the effort and the more employees have to maintain the app.

8. Do the employees need special knowledge (instructions, etc.)?

This app is an intuitive model that requires little to no specialist knowledge.

9. How is data protection implemented?

Data protection is implemented in such a way that it complies with the current data protection ordinance.

10. How will citizens know about the App?

The City of Munich will advertise its app in the form of advertisements, radio spots, public transport advertisements and flyers for the authorities.

11. Can the app be integrated into an existing app?

Yes, the functions can be implemented in the existing app "AusweisApp".

12. How does the app know which clerk is currently free?

The app has a link to the calendar system of the clerks and thus knows when which clerk still has free appointments.

13. On what basis does the Appointment System work?

The Appointment System works on the basis of the calendar system of the city of Munich.

14. How does the system prioritise citizens?

Citizens are prioritised according to the motto "first come, first serve". There is no prioritisation according to occupation or political function.

15. Is it also possible that the City of Munich itself informs the citizen at the desired times / suggests a date?

Yes, in order to independently control emerging load peaks, the city of Munich/ KVR can also assign specific appointments or remind citizens of their set appointment deadlines before they expire.

16. What happens if too many citizens set the same expiry date in the calendar?

See point 15: The KVR can view the expiry dates and, in the case of specific appointments, can assign them earlier