

Change PIN number for the electronic ID card / eID card

Have you forgotten or lost the PIN number for your electronic ID card or for your eID card or would you like to reset the PIN number in general? You can find out more here.

From now on, you do not need an appointment for this request at the BürgerServiceCenters Mitte, Nord and Stresemannstrasse. You can do this at the Express counter. Please note the different opening hours of the express counters in the various Citizens' Service Centers.

Competent Department

- [BürgerServiceCenter-Mitte](#)
- [BürgerServiceCenter-Stresemannstraße](#)
- [BürgerServiceCenter-Nord](#)
- [Bürgeramt](#)

Basic information

The PIN number is a security mechanism to make the use of the online ID function of the ID card as secure as possible. When using the AusweisApp, the PIN number is requested each time it is used. This allows you to identify yourself quickly and securely online.

- If you have your PIN number, you can reset it at home at any time.
- If you have forgotten or lost your PIN number or the PIN number has been blocked by entering it incorrectly three times, you will need a new PIN number. You can obtain this from one of the BürgerServiceCenters.

Requirements

- Valid identity card or valid eID card

What documents do I need?

- Valid identity card or valid eID card

Procedure

Would you like to use the online ID function of your valid ID card or eID card for other public services, but have forgotten your PIN number? Then you need to replace your existing PIN number with a new one.

The change of PIN number can only be requested in person.

Replacing your PIN at one of the BürgerServiceCenters

- You do not need an appointment for this. Please use the express counters without an appointment.
- BürgerServiceCenter Mitte Express counter opening hours:
Mondays and Thursdays from 07:30 to 17:00, Tuesdays and Fridays from 07:30 to 12:00 and Wednesdays from 07:30 to 13:00.
- BürgerServiceCenter Nord Express counter opening hours:
Mondays from 7:30 a.m. to 4:30 p.m., Tuesdays to Fridays from 7:30 a.m. to 11:30 a.m.
- BürgerServiceCenter Stresemannstrasse Express counter opening hours:
Mondays from 08:00 to 17:00, Tuesdays to Fridays from 07:00 to 12:00.
- Select a 6-digit PIN number from numbers of your choice on site, which you enter at a change terminal.
- The PIN number will be saved on the valid ID card or eID card you brought with you. You can then use the functions of the AusweisApp immediately.

Legal bases

- [§ 27 Abs 2 Personalausweisgesetz \(PAuswG\)](#)

More information

Information on the online ID card functions activated with the PIN code can be found in the ID card portal. You can find the link under "Further information" - "Where can I find out more?".

What deadlines must be paid attention to?

There is no deadline.

How long does it take to process

All processing takes place at the appointment on site.

What are the costs?

There are no fees.