



Help Activation User Account

for access to services offered by the Mercedes-Benz Group for pensioners, employees in passive partial retirement, early retirement, parental leave, with a promise of reinstatement or resignation and entitlement for Mercedes-Benz Members of Mercedes-Benz Group AG and 100% subsidiaries

Mercedes-Benz



Activation of user account | General information

- For Internet access to services such as Mercedes-Benz Members (former company employee business) and other services offered by Mercedes-Benz Group AG, [you need a user account with a user ID and a personal web password](#).
- You set up the user ID and the web password yourself once.
- [The setup takes about 10-15 minutes](#) and consists of seven steps, which are described in detail in this help.
- Please note that cookies are accepted for the setup in your browser and Java Script is activated. [You also need a valid private e-mail address for the setup](#).

Activation of user account | Step 1

- To activate the user account, first enter group.mercedes-benz.com/enter/en in your browser and click on the "Activate user account" link in the first section "Activate user account, change e-mail address".

Activate user account, change e-mail address

In order to be able to access the service offers as a pensioner, in passive partial retirement, in early retirement, with a re-employment commitment or a resignation, you must activate a user account. To do this, click on the following link: [Activate user account](#)

Instructions for activation can be found [here](#).

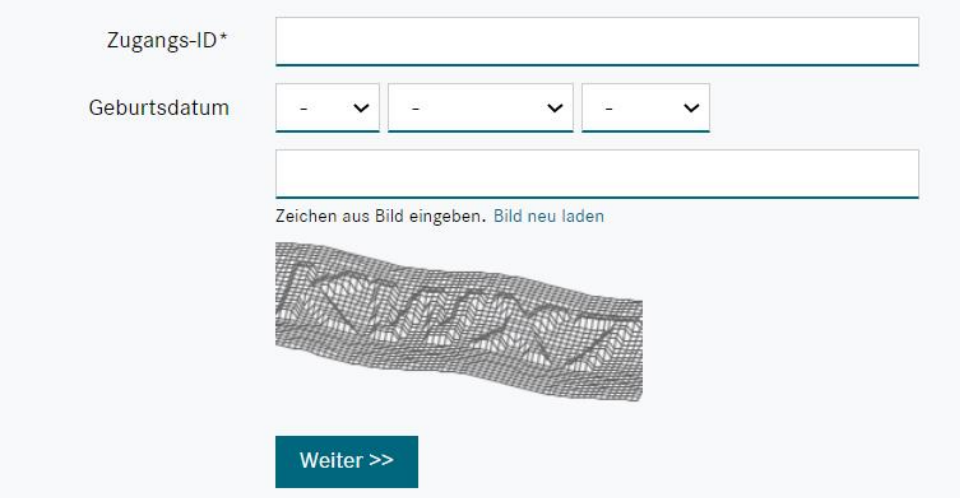
All active employees access the services without registering.

Change your e-mail address

Would you like to change the e-mail address for an existing account? Please open the [following link](#). In the menu item Password > Settings, you can enter a new e-mail address for an existing account.

Activation of user account | Step 2

- Now **enter your access ID**. Please use the following as your access ID:
 - as a pensioner in the Mercedes-Benz pension service, the last 6 digits of your pension number (example: 65123456 - input as 123456),
 - As an EHG pensioner, your (max. 6-digit) service number (e.g.: 000-123456-00 - input as 123456),
 - as an employee in the passive partial retirement phase, your personnel number (without check digit),
 - as an employee with a re-employment commitment, your personnel number (without check digit).
 - as an early retiree, your former personnel number (without check digit).
 - with resignation and authorization to Mercedes-Benz Members (formerly company employee business) your former personnel number (without check digit).
 - as a widow or widower in the Mercedes-Benz Pension Service, the last 6 digits from the pension number of your deceased spouse (example: 65123456 - Input as 123456). Please enter your own date of birth as your date of birth.
- Enter your **date of birth** (day, month, year).
- Enter the **four characters on the gray relief image**. If you do not recognize them, please click on “Bild neu laden”. This will show you a new code. You can repeat this process as often as you like.
- Once you have filled in all the fields, please click on „Weiter“.



The screenshot shows a web form for account activation. It includes the following elements:

- A text input field labeled "Zugangs-ID*" (Access ID).
- A date selection field labeled "Geburtsdatum" (Date of birth) with three dropdown menus for day, month, and year.
- A text input field for a security code.
- A label "Zeichen aus Bild eingeben. Bild neu laden" (Enter characters from image. Reload image) positioned above a gray relief image.
- A teal button labeled "Weiter >>" (Next >>).

Activation of user account | Step 3

- Now enter your [valid private e-mail address](#) twice.
- Then click on the “[Weiter](#)” button and [do not close this browser window under any circumstances](#), otherwise the activation process will have to be completely repeated.
- *In the next few minutes you will receive an e-mail with a 6-digit code to your specified e-mail address. You will need this code for the last step of your user account activation.*
- *With some email providers, the transmission takes longer than ten minutes. If you are experiencing this issue, please contact us at uhd89000@mercedes-benz.com. If necessary, also check your spam folder.*

Bitte geben Sie nun Ihre private E-Mail-Adresse ein. Die Adresse wird benötigt, falls Sie einmal Ihr Passwort vergessen haben sollten.

Bitte beachten Sie, dass die angegebene E-Mail-Adresse noch von keiner anderen Person im Rahmen dieses Prozesses benutzt werden darf. Ebenso darf sie keine interne Mercedes-Benz-Maildomäne (z.B. @mercedes-benz.com) enthalten.

Im Anschluss wird an die angegebene E-Mail-Adresse eine E-Mail mit einem 6-stelligen Code verschickt, den Sie für den nächsten Schritt der Aktivierung benötigen.

E-Mail-Adresse	<input type="text"/>
E-Mail-Adresse wiederholen	<input type="text"/>
	<input type="button" value="Weiter >>"/>

Activation of user account | Step 4

- Open your [e-mail program in a separate, new browser window](#) and copy the 6-digit code.
- Go back to your browser window with the activation process, [enter the 6-digit code](#) in the field provided, and then click "[Weiter](#)".

Wichtiger Hinweis: Bitte schließen Sie auf keinen Fall dieses Browserfenster, wenn Sie Ihr E-Mailprogramm starten.

Bitte geben Sie den in der E-Mail enthaltenen 6-stelligen Code, der soeben an Ihre E-Mail-Adresse `test@test.de` gesendet wurde, ein.

6-stelliger Code

Weiter >>

Activation of user account | Step 5

- Now you will see your [user ID](#).
- You will also receive this user ID again at the e-mail address you provided.
- Please remember your user ID, because it cannot be changed. Please note that the second digit of the user ID is a number (here: zero) and no letter (e.g. O) is.
- In the next steps, you will now set up your [personal web password](#).
- To do this, please click on "[Passwort einrichten](#)".

Ihr Benutzerkonto wurde erfolgreich mit dem folgenden Benutzernamen aktiviert:

V0001JS

Der Benutzername wird Ihnen auch noch einmal per E-Mail an Ihre E-Mail-Adresse, [test@test.de](#) zugeschickt.

Bitte benutzen Sie immer diesen Benutzernamen, um sich in Zukunft an den Serviceangeboten des Mercedes-Benz-Konzerns anzumelden. Sie erreichen diese über die Internet-Adresse "<https://group.mercedes-benz.com/enter/de/>".

Bitte vergeben Sie sich abschließend noch Ihr Passwort.

[Passwort einrichten](#)

Activation of user account | Step 6

- Please enter your desired [web password](#) twice.
- There are some rules for the composition of the password, which are shown on the right and must be observed when assigning a password. Hint: Please make sure that the execution of Java-Script is activated in your Internet browser so that the information on the right can be displayed correctly.
- After repeating the password, click "OK".

Bitte richten Sie nun Ihr **Passwort** ein.

Beachten Sie hierzu die "Zusammensetzung des Passworts" und die "Passwortregeln"!
Von den Anforderungen an die "Zusammensetzung des Passworts" müssen 3 von 4 erfüllt sein. Nicht erfüllte Anforderungen an das Passwort sind durch **!** gekennzeichnet.

Passwort

Passwort wiederholen

[Weiter >>](#) Passwort zu schwach

Passwortzusammensetzung	Weitere Passwortregeln	
mindestens 1 Großbuchstabe	! mindestens 10 Zeichen	! Passwortwiederholung korrekt
mindestens 1 Kleinbuchstabe	! maximal 64 Zeichen	! keines der letzten 12 Passwörter
mindestens 1 Ziffer	! kein Teil der Benutzer-ID im Passwort	! Das Passwort muss stark oder sehr stark sein
mindestens 1 Sonderzeichen -!#\$%&'()*+,-./:;=?_@>.	! keine Umlaute im Passwort	!

Activation of user account | Step 7

- Now your personal web password is set up.
- Your web password expires after one year and then needs to be changed.
- You will be automatically notified to the online services as soon as you need to change your web password.

Activation of user account | Access for registered users

- You have now activated your user account and know your user ID and your personal web password.
- From now on, you can use it to access Mercedes-Benz Members (former company employee business) and other services offered by the Mercedes-Benz Group via the Internet.
- To do this, go back to the group.mercedes-benz.com/enter/en page. Here you will find all services.
- **Tip:** Save this page as a favorite for future use.