

## Quick guide for the App mbeon

### 1. App Download at:



### 2. Start registration

Open the App. Enter a username in the upper box.

**Attention!** Your username should not contain blank spaces, special characters or vowel mutation (ä/ü/ö).

Also make sure that there are no blank spaces after the username and/or the email address. This can happen easily if you fill in the boxes automatically.

Enter your email address in the lower box.

Accept the terms of use and click on "Weiter". After that you will receive a link via email to complete the registration process.

### 3. Complete registration

Open your email account. Please also check your spam folder.


Click on the link in the email. You will be redirected to a website. On the website click on blue button that says "jetzt aktivieren". Please only close the website once the registration is completed. This can take a few minutes.

In case of a successful registration it will show "Registrierung erfolgreich" on the website.

If you haven't received an email with a link please contact [support@mbeon.org](mailto:support@mbeon.org)

**MIGRATIONSBERATUNG  
ONLINE**

Einfach | Kostenlos | Vertraulich



**Registrieren**

Geben Sie bitte einen Benutzernamen und eine E-Mail-Adresse an:

☐ Ich akzeptiere die [Nutzungsbedingungen](#)

AA chat.mbeon.org ↻

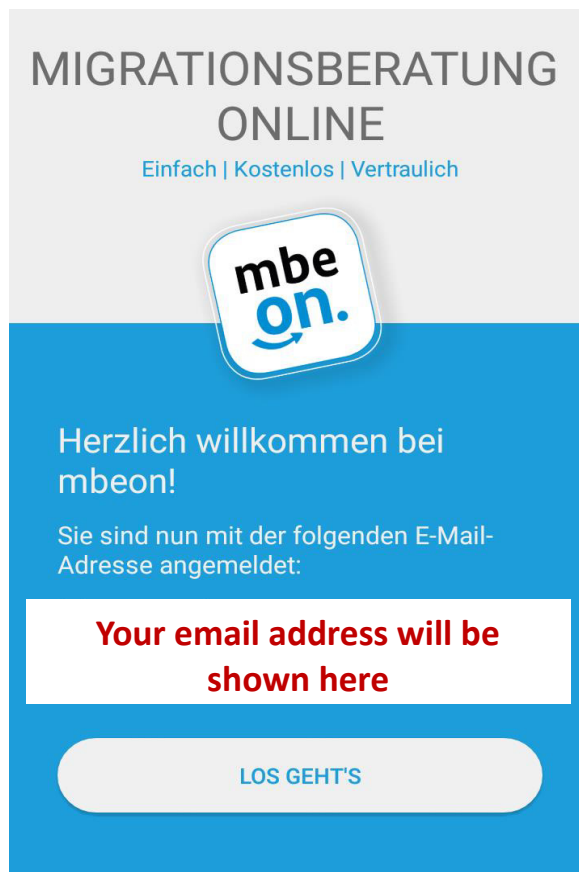


**Herzlich willkommen bei  
mbeon!**

Mit dem Aufrufen dieser Seite haben Sie Ihre E-Mail Adresse erfolgreich verifiziert. Klicken Sie nun auf "jetzt aktivieren", um mit der Nutzung zu beginnen.

#### 4. Start the app

Open the app. Click on "Los geht's".

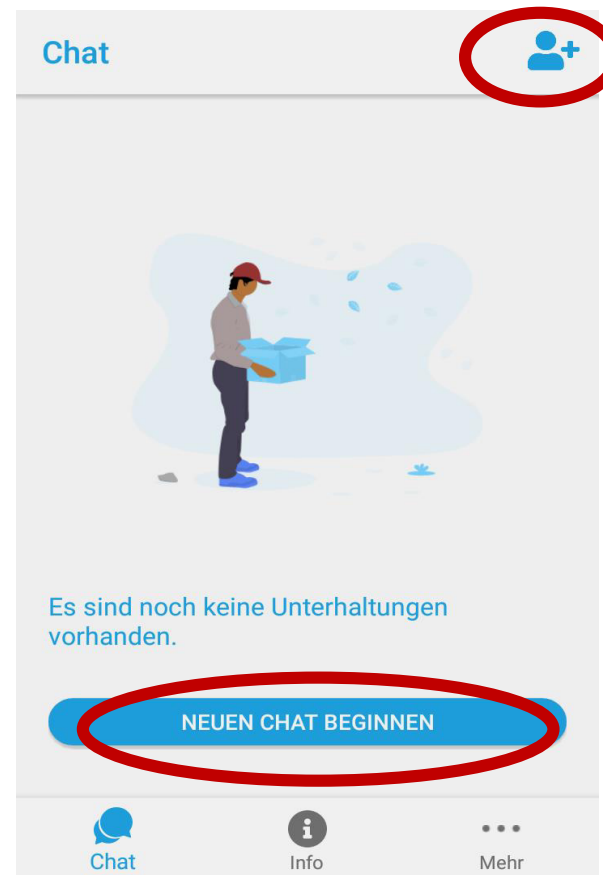


#### 5. Start a chat

Click on the icon with a + or click on "Neuen Chat beginnen".

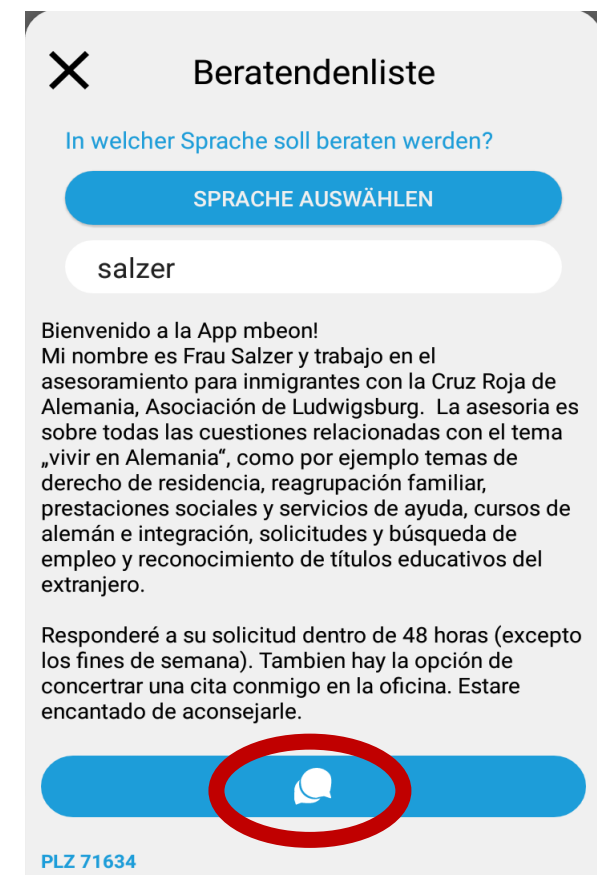
Select a consultant from the list of consultants.

**Attention!** It might take 30 seconds until the list of consultants is fully uploaded.



#### 6. Start a chat

Click on the consultant that you would like to talk to. Start the chat by clicking on the two speech bubbles.



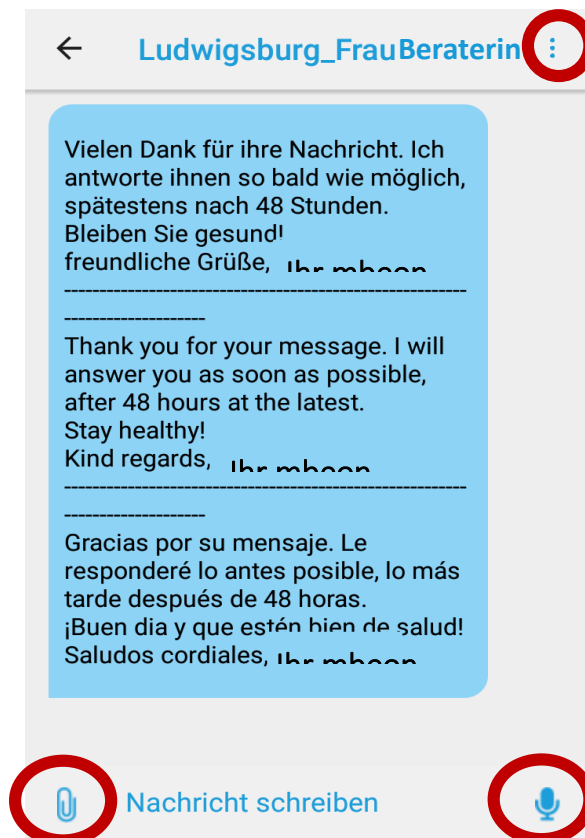
## 7. Write a message

Type a message. Send a voice message by clicking on the icon with the microphone.

Send documents by clicking on the icon with the paper clip.

You can check the documents again by clicking on the three dots in the right corner.

In case of problems please contact  
[support@mbeon.org](mailto:support@mbeon.org)



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