

MoBio handbook

Mobile biography for new immigrants in the Rhine-Neckar district

MoBio.rhein-neckar-kreis.de

Heidelberg, 30 August 2018



Handbook for refugees

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1. General information about MoBio



1. General information about MoBio

MoBio (Mobile Biography) is a programme by the Rhine-Neckar District Office.

- MoBio was programmed by the Information Technology Office.
- The Integration Department is in charge of MoBio.

Here is how you can use MoBio:

- You require an internet connection.
- You can use MoBio on a computer, laptop, tablet or smartphone (mobile).

1. General information about MoBio

MoBio assists you in your independent integration planning:

- Record your educational and occupational biography
- Save important documents and use them on the go
- Use MoBio by yourself or with other people
- Send your data to other persons
- Plan goals for your integration together with your integration manager.

Data protection:

- Your data is saved and protected at the Rhine-Neckar District Office.
- Nobody can view your data without your consent.
- MoBio is in compliance with the European General Data Protection Regulation (EU-GDPR).

1. General information about MoBio

Data structure

You can save the following information in MoBio:

- Personal information
- Family: Children and partner
- Education
- Occupation
- Language
- Living environment

Data access

You may give your data to the following persons:

- Social counsellors (temporary accommodation): *(almost) complete access*
- Integration management (subsequent housing): *(almost) complete access*
- Integration officer (subsequent housing): *limited access*
- Job centre / employment agency: *limited reading*
- Employer: *limited reading*
- Language school: *limited reading*
- Chamber of Trade, Chamber of Industry and Commerce, ikubiz: *limited reading*
- RNK Sprachkurskoordination VwV: *limited reading*



2. Registration and login



2. Registration and login

- Open <https://mobio.rhein-neckar-kreis.de>.
- Click “Register” (1), then select a language for the data protection declaration (2).

- Read the declaration of consent in your own native language – click “File download” (3) – then place a checkmark (4) and click “Accept” (5).

2. Registration and login

- Fill out the fields (1). You will receive an E-mail. Read the E-mail (2). Then, please activate your account using the link (3) in the E-mail.

(1) →

Register here

Surname First name

E-mail address

Password Confirm Password

[Registrieren](#)

(2) →

Di 28.06.2018 14:31
Mobile Biografie
Aktivierung ihres Kontos

Hallo XXXXXXXX,

vielen Dank, dass Sie sich für die Nutzung von MoBio entschieden haben.

(3) → Bitte klicken Sie auf folgenden Link, um Ihren Account zu aktivieren:
<https://mobile.rhein-neckar-kreis.de/login/activation?activationCode=AFD2488CF-D382-4350-850F-B0211C638DD1E5202E73-284A-49AA-A141-8ECE46687581>

Danach können Sie sich mit folgenden Daten anmelden:

(4) → Benutzername: XXXXXXXX
Passwort: XXXXXXXX

Wir empfehlen, das Passwort vor der weiteren Verwendung von MoBio zu ändern.
Sie möchten mehr über MoBio erfahren?

Unter <https://www.rhein-neckar-kreis.de/1.de/start/landratsamt/mobile+biografie.html> erhalten Sie einen Überblick über MoBio und finden die passenden Ansprechpersonen.

Bei inhaltlichen Fragen wenden Sie sich bitte direkt an die soziale Beratung in Ihrer Unterkunft oder die Integrationsmanagerin/den Integrationsmanager Ihrer Stadt oder Gemeinde.

Mit freundlichen Grüßen
Landratsamt Rhein-Neckar-Kreis
Stabsstelle Integration
integration@rhein-neckar-kreis.de

- After that, use the data (4) from the E-mail to log in (5):

MoBio Anmeldung

Email address

Password

[Anmelden](#)

← (5)

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3. Data recording

3.1 General information

Page 11

3.2 Biographical information

Page 12

3.3 Private Notes

Page 17

3.4 Log

Page 19

3. Data recording

3.1 General information

- Saving the information helps provide an overview of your data. This is important if you talk to authorities, offices or companies, for instance.
- You can send part of this information to other persons (authorities, offices, etc.) (see “Data release” chapter). These people can then assist you more quickly.
- You can save documents such as certificates or CVs in MoBio (see “Attachments” chapter). This helps you organise your official documents.
- If integration managers or social counsellors work with you in MoBio, you can see who wrote what.
- **Important:** The answers on the first page of “personal information” (name, age, sex) **can only be entered once**. Social counselling (District Office social worker), the integration managers and the integration offices in the municipalities can then make changes.
- The same applies to the first page for the partner and each child.

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3. Data recording

3.2 Biographical information

- Clicking on the respective section (1) will open a window. Here, you can answer questions – for the “Education” section (2), for instance.

The screenshot shows the MoBio mobile application interface. On the left is a dark navigation menu with a list of sections: Home, Personal data, Family, Education, Language, Job, Living environment, Data release, Attachments, Account, and Log out. A red dashed box labeled (1) highlights the 'Education' section. The main content area is titled 'MoBio - Mobile Biografie' with the subtitle 'Willkommen bei MoBio'. A red arrow labeled (2) points to the 'Education' section header. Below the header is a form with a question: 'Did you go to school in the past?' with radio buttons for 'Yes' (selected) and 'No'. Below that is another question: 'Which?' with three radio button options: 'Primary school: up to 4 years, including special school', 'Secondary school: up to 10 years, including vocational school', and 'Secondary school: 11 years or more'. A red arrow labeled (4) points to a small blue square icon next to the 'Education' header. At the bottom right, a red arrow labeled (3) points to a blue 'Continue' button.

- Click on the “Next” button (3) to save.
- You can make a private note on each section under (4). Nobody else can read them!

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3. Data recording

Further sections:

- You can also answer questions in the Family, Education, Language, Occupation and Living Environment sections.
- The pages all look similar.
- MoBio is also available in Arabic, Farsi, French and English. But please fill out all free texts in German or English. Free texts are not translated by MoBio.

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3. Data recording

Partner and children sections:

- The partner and children sections are a bit different:
- Here, you first have to add a partner (1) or a child (2) to the overview.
- We will show you how this works, taking children as an example, on the following pages.

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3. Data recording

Add child:

- This window (1) will then open. Fill the fields out here. Then click on "Next" (2).

The screenshot shows a form titled "add a child" with a red arrow (1) pointing to the title. The form contains several input fields: Surname, Date of birth, Sex (dropdown), Place of residence (dropdown), First name, Place of birth, Country, and Nationality (dropdown). A "Return" button is on the left and a "Continue" button is on the right. A red arrow (2) points to the "Continue" button.

- The information will be saved. After that, you can edit the questions on the child.

The screenshot shows a page titled "children" with a question: "Is your child in a daycare, kindergarten or school?". There are radio buttons for "Yes" and "No". A "Continue" button is at the bottom right.

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3. Data recording

Overview of children:

- After that, you will be able to see the child in the overview (1):


The screenshot shows a sidebar on the left with menu items: Home, Personal data, Family, Education, Language, Job, Living environment, Data release, Attachments, and Account. The main content area is titled "children" and contains a blue box with the text: "Please list only minor children here. Children who have reached the age of majority require their own data sheet." Below this is a green "add a child" button. A table lists children with columns for Surname and First name. The first row shows "Kind" and "Test". Red arrows (1) point to the table, (2) to the edit icon, and (3) to the delete icon.


- You can view the child's personal information under (2). Once you have filled out the fields, only social counselling or integration management will be able to change the personal information.
- You can view and edit the other questions under (3). You can always change these answers.

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3. Data recording

3.3 Private notes

Education  (1)



Did you go to school in the past? 

Yes
 No

You can create private notes here. Nobody can see them except you. To do so, first (1) go to the following symbol in the respective section (e.g. Family, Education, Language): 

Notes for Education

You can write something here that nobody should see but you.

  (2)

text	Created on	Edited on
------	------------	-----------


Click on (2) for a new note.

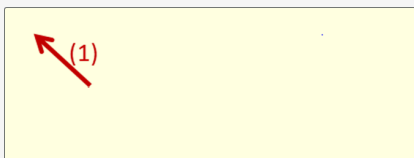
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3. Data recording

3.3 Private notes

New note for Education





 (1)



 (2)

Write the note here (1).
Save the note here (2).

Notes for Education

You can write something here that nobody should see but you.

text	Created on	Edited on
This ist a note for education.	04.09.2018 08:32:33	 

(3) (4) (5)


Go back here (3).
Change a note here (4).
Delete a note here (5).



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3. Data recording


3.4 Log: Who wrote what?

- You can have a log displayed for every question.
- To do so, click on the blue symbol (1).
- You can see who gave which answer (2) and when an answer was deleted (3).



Education 


Did you go to school in the past?  (1) 

Yes
 No

Which? 

Primary school: up to 4 years, including special school
 Secondary school: up to 10 years, including vocational school
 Secondary school: 11 years or more

Reply	GültigBis	Surname
No		BiKo Test
Yes	04.09.2018 08:34:50 (3) 	BiKo Test (2) 

 Schließen

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4. Data release

4.1 General information

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4.2 Data release – municipality

Page 22

4.3 Data release – stakeholder

Page 25

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4. Data release

4.1 General information

- Data release sends information from MoBio to authorities, offices, etc. These people can then assist you more quickly.
- MoBio only sends information which is important for the selected person:
 - For language schools, for instance, information on language courses and language level
 - Or information about your for the employment agency and job centre.
- Before you send this information, you must read the data protection declaration in your native language and then consent to it. It also shows what information will be passed on.
- **Important:** When you share information from MoBio with the municipalities' integration management and social counselling (district office social workers), you can view this information and write something in MoBio yourself.
- Integration officers of the municipalities can only change your personal information, but not any other information.

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4. Data release

4.2 Data release – municipality

- You can share information with the municipalities (1). To do so, please select (2) "Municipality," then your place of residence (municipality) (3) and then the recipient of the information (4).

The screenshot illustrates the MoBio app's data release interface. On the left, a dark sidebar contains navigation options: Home, Personal data, Family, Education, Language, Job, Living environment, **Data release** (highlighted with a red dashed box), Attachments, Account, and Log out. The main content area is titled 'Data release' and features a green plus icon labeled (1). Below this is a 'Register-' section. To the right, three panels show the selection process: the first panel shows a dropdown menu with 'please choose...' selected, with 'Municipality' and 'Parties' as options, and a red arrow (2) pointing to the 'Municipality' option; the second panel shows a dropdown menu with 'please choose' selected, with 'Altlußheim', 'Angelbachtal', 'Bammmental', 'Brühl', 'Dielheim', and 'Dossenheim' as options, and a red arrow (3) pointing to 'Altlußheim'; the third panel shows a dropdown menu with 'please choose' selected, with 'Integrationsbeauftragte', 'Integrationsmanagement (Anschlussunterbringung)', and 'Soziale Beratung (vorläufige Unterbringung)' as options, and a red arrow (4) pointing to 'Integrationsmanagement (Anschlussunterbringung)'.

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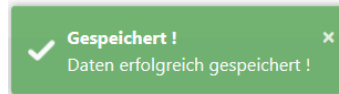
4. Data release

4.2 Data release – municipality

- Then, please read the data protection declaration – click “File download” (1) – then place a checkmark (2) and click “Accept” (3).



- This information will now be sent to the selected person. You will see that the data release has been saved.



- These persons will now always be able to see your entries. Social counselling (temporary accommodation) and integration management (subsequent housing) can process all data. Integration officers can only process the personal data.

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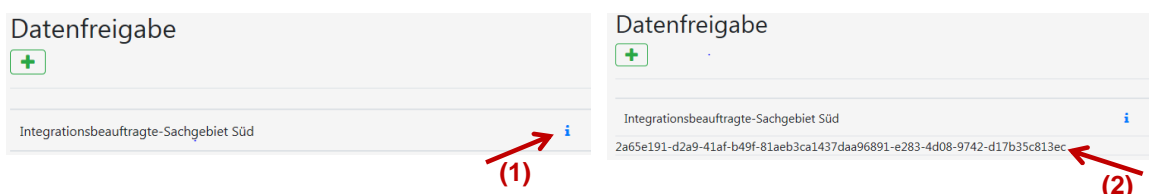
4. Data release

4.2 Data release – municipality – deleting the data release

- If you would like to delete a data release for the municipality, please send a letter to:

Landratsamt Rhein-Neckar-Kreis
 Stabsstelle Integration
 69036 Heidelberg
 Postfach 10 46 80

- The letter must contain your name, municipality and date of birth. Please sign the letter.
- To make sure we delete the right thing, please click on the info system (1) and enter the number (2) in the letter.



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4. Data release

4.3 Data release – stakeholder

- You can also send data to other persons (stakeholders) (1). To do so, click on the green + sign (2). Then select “Stakeholder” (3). Then select one of the stakeholders (4). You must select a language for the data protection declaration (5).

The first screenshot shows a sidebar menu with 'Data release' highlighted by a red dashed box and labeled (1). The main content area shows a 'Data release' section with a green plus sign labeled (2). The second screenshot shows a dropdown menu with 'please choose...' selected, and 'Municipality' and 'Parties' listed below, with a red arrow labeled (3) pointing to the dropdown. The third screenshot shows a dropdown menu with 'please choose' selected, and a list of stakeholders including 'Agentur für Arbeit', 'Arbeitgeber', 'IHK/ HWK/ Ikubiz', 'Jobcenter', 'Sprachschule', and 'VwV Sprachkurs RNK', with a red arrow labeled (4) pointing to the dropdown. The fourth screenshot shows a dropdown menu with 'please choose' selected, and a list of languages including 'Deutsch', 'Englisch', 'Französisch', 'Arabisch', and '...', with a red arrow labeled (5) pointing to the dropdown.

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4. Data release

4.3 Data release – stakeholder

- Then, please read the declaration of consent – click “File download” (1) – then place a checkmark (2) and click “Accept” (3).

The screenshot shows a 'Data protection' form. It includes a 'file download' link labeled (1), a checkbox for consent labeled (2), and an 'Accept' button labeled (3). The sidebar menu is visible on the left.

- The data release will be saved.
- The stakeholder who you selected will appear under “Data release” (4).

The screenshot shows the bottom navigation bar with 'Jobcenter' selected, indicated by a red arrow labeled (4). There are also icons for home, search, and information.

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4. Data release

- Now, please click on the symbol (1). Your E-mail program will open.

Sehr geehrte Damen und Herren,

für Sie wurden Daten über die Plattform „MoBio – Mobile Biografie für Neuzugewanderte im Rhein-Neckar-Kreis“ freigegeben.

Die Daten stammen von Elena Albrecht.

Um die Daten einzusehen, klicken Sie bitte auf folgenden Link:
<https://mobio.rhein-neckar-kreis.de/dse/dat?value=f026f060-e7d5-4194-80ca-99a9c38206c59505cceb-1545-4961-8320-590ba2a22df5>

Dieser Link ist 14 Tage gültig.

Bitte behandeln Sie die freigegebenen Daten vertraulich.
 Vielen Dank!

Sie möchten mehr über MoBio erfahren?
 Unter <https://www.rhein-neckar-kreis.de/L.de/start/landratsamt/mobile+biografie.html> erhalten Sie einen Überblick über MoBio und finden die passenden Ansprechpersonen.

- Send the E-mail (3) to the stakeholder. The stakeholder will then receive a link in this E-mail. The link will be valid for 14 days. The stakeholder will be able to view this data via the link. The current data will always be shown in over those 14 days.

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4. Data release

4.3 Data release – stakeholder – deleting the data release

- You may delete the data release within 14 days of sharing. Click on the trash can (1) to do so. The link in the E-mail will then no longer be valid.

- However, it is possible that the stakeholder has already saved your data.
- Write him/her a letter or E-mail instructing him/her to delete the data.

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5. Attachments

5.1 Upload attachments

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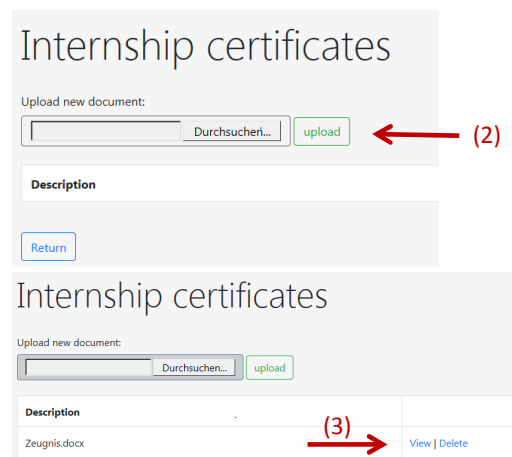
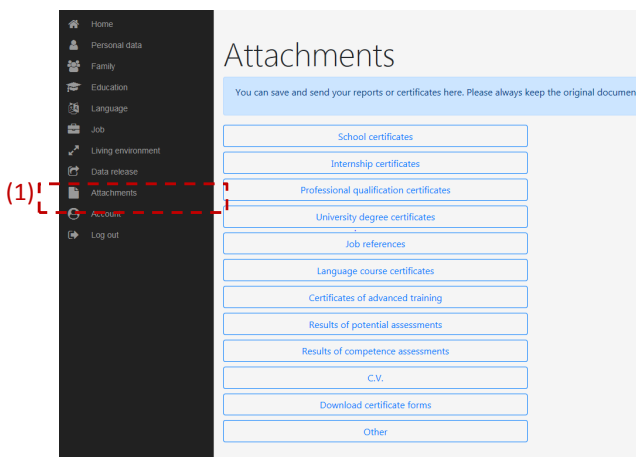
5.2 Download pre-printed forms

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5. Attachments

5.1 Upload attachments

- Documents can be saved in MoBio under “Attachments” (1). To do so, “Browse” for the document and “Upload” it (2). You will then be able to “View” the document (3). This document can also be deleted again (3).
- IMPORTANT: Always keep your original document!
- You can also send the document. Download it again via “View” (3) and save it on your device. You can then send it with an E-mail.



5. Attachments

5.2 Download pre-printed forms

- You can download pre-printed certificate forms here: “Download pre-printed certificate forms” (1).
- You can save documents in the “Miscellaneous” (2) section, where they can only be seen by you.
- Files which are saved in the other sections can (if they have a data release) be viewed by social counselling or integration management.

The screenshot shows the 'Attachments' page with a sidebar menu on the left. The main content area lists various document categories. A modal window titled 'Download certificate forms' is open, displaying a table with two rows of document descriptions and their corresponding file names. Red arrows point from the 'Download certificate forms' button in the main list to the modal window, and from the 'View |' links in the modal table back to the main list.

Description	
Hospitationsbescheinigung.docx	View
Praktikumsbescheinigung.docx	View

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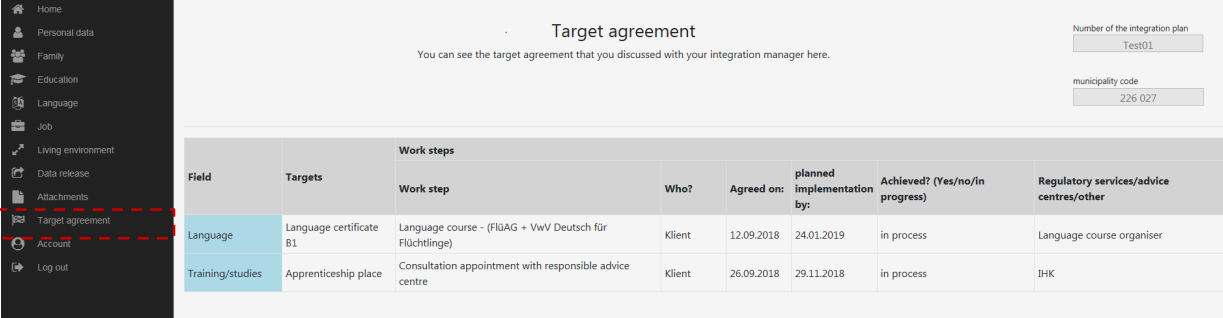
6. Goal agreement

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6. Goal agreement

View goal agreement

- Here, you can view goal agreements which were discussed with the integration manager (1). You will only see this section if a goal agreement exists.



Target agreement

You can see the target agreement that you discussed with your integration manager here.

Number of the integration plan: Test01

Municipality code: 226 027

Field	Targets	Work steps					
		Work step	Who?	Agreed on:	planned implementation by:	Achieved? (Yes/no/in progress)	Regulatory services/advice centres/other
Language	Language certificate B1	Language course - (FlGAG + VwV Deutsch für Flüchtlinge)	Klient	12.09.2018	24.01.2019	in process	Language course organiser
Training/studies	Apprenticeship place	Consultation appointment with responsible advice centre	Klient	26.09.2018	29.11.2018	in process	IHK

- This can also help you if you speak with the job centre or employment agency.
- You can show your goals there if you want to.

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7. Account management

7.1 User language

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7.2 Delete account

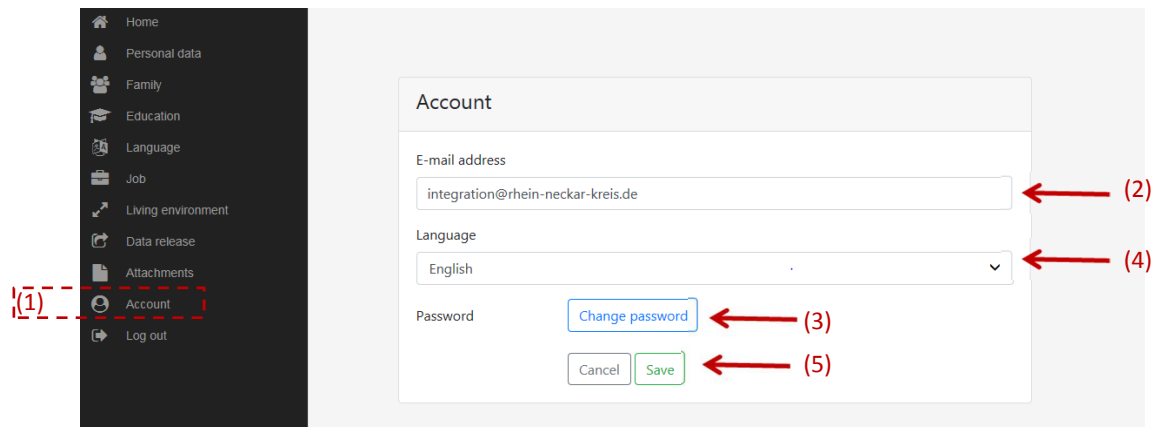
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7. Account management

7.1 User language

- You can change your account here (1). You can change your E-mail address (2) or password (3).
- You can change the language of MoBio (4). MoBio is available in German, English, French, Arabic and Farsi. Then you will have to log back in again.
- Save here (5).



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7. Account management

7.2 Delete account:

You can always delete your account and delete all data at any time.
To do so, you will have to write us a letter:

Landratsamt Rhein-Neckar-Kreis
Stabsstelle Integration
69036 Heidelberg
Postfach 10 46 80

Please also write your full name and your E-mail address in the letter.

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8. Contact + further information



8. Contact and further information

In case of content-related questions, please contact the social counselling in your place of accommodation or the integration manager in your city or municipality.

You can also find further information about MoBio on:

https://www.rhein-neckar-kreis.de/_Lde/start/landratsamt/mobile+biografie.html

Do you have any suggestions or organisational questions?
Please contact:

Rhine-Neckar District Office
- Integration Department -

Elena Albrecht (Region South-West)
elena.albrecht@rhein-neckar-kreis.de
06221 522-2206

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06221 522-2208

Reinhard Mitschke (Region East)
reinhard.mitschke@rhein-neckar-kreis.de
06221 522-2207