

Frequently Asked Questions about the Limbach Patient App

The app is not displayed in my smartphone's app store / I cannot download the app.

It is possible that you cannot find or download the app in the App Store or Google Play Store. For security reasons, app versions no longer support operating systems that are too old. In this case, unfortunately, you cannot install the app on your device. If this is the case, please check your current operating system version in your settings. You may be able to update it. In your App Store or Google Play Store, you can find out in the app description which operating system versions are supported by the app.

Why does the app need access to my camera and permission to send me notifications?

The app needs access to your camera so that you can scan a QR code on the flyer at the beginning. The app would like to send you notifications so that it can inform you about a new status, such as when your report has been completed.

According to the app, I first need to scan a QR code from a flyer. What should I do if I do not have the flyer?

In this case, please contact the doctor's office where you had the test carried out in order to obtain the flyer or the required QR code on it, or visit our website <https://www.labor-limbach.de/en/fuer-aerzte/translate-to-en-befund2go/> where you will also find the patient flyer with the QR code from MVZ Labor Dr. Limbach & Kollegen.

When can I register my order in the app?

You can register your order in the app at any time using the order number. Please note that it takes some time for the order to arrive at the laboratory and then to be processed by the laboratory. As soon as the report is ready, you will receive a notification (you will be informed via push notification if you have authorized the app to do so).

When will I receive my report after registration? Or when will I be notified about the status?

If the report is not made available directly in the app after registration, it is still being processed. In that case, 24 hours after your registration, you will automatically be informed whether your report is now available. If the report is then available, you can access it in your app. If no order can be found for the data you registered, you will also be notified. In that case, please check the data you entered and carry out the registration again.

Note: As a rule, the report is available within 24 hours. In exceptional cases or on Sundays and public holidays, processing may take a little longer.

Is the report saved directly on my smartphone?

No, the report initially remains visible for you in the app interface. However, you can download, forward, or print it by clicking on the corresponding print icon.

How long can I access my report in the app?

As soon as the report is ready, you can access it. Simply open the app; the report download starts automatically. The completed report remains available in the app for 30 days.

If you have not accessed your report within 30 days after receiving the notification that it is ready, it will no longer be available.

Do I have to register every additional report again in the app?

As a rule, additional reports must be registered again in the app. This is because by registering a report, you request that the report be transmitted to your app. However, setting a password and PIN is only necessary during the first registration; you can continue to use your login details. Please note, however, that this only applies if the app has not been uninstalled and reinstalled in the meantime, for example on a new device. After reinstalling the app, a new registration is required.

Biometric authentication does not work to reset my PIN. What should I do?

This problem occurs if the app does not have permission to access biometric authentication on your smartphone. In that case, you will receive the error message:

“You can grant the app the corresponding permission in your smartphone settings.”

After that, biometric authentication should work (on iPhones this is called “Face ID”).