

Press release

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WI-Box opened

Pick up ordered ID, get the urgently needed birth certificate or find the lost sunglasses. Up to now this was only possible during opening hours. The new WI-Box makes it possible to pick up identity cards and passports, civil status certificates, lost property and documents around the clock, seven days a week, with complete flexibility. With this solution, the Public Order Office is making its contribution to modern administration and to a smarter Wiesbaden.

"With the WI-Box, the administration is adapting to the flexible needs of citizens and creating an interesting new service offering independence from opening hours," said Mayor and Head of Public Order Dr. Oliver Franz at the unveiling of the new pick-up stations.

But what is the WI-Box exactly - and how does the service work? If you order a new identity card or passport at the Citizens' Advice Bureau, you can choose to pick it up at the WI-Box. As soon as the ordered identity card or passport is ready for collection in the WI-Box, the person concerned receives a notification with a TAN code by SMS or e-mail. The ID card or passport can now be collected at any time. The person concerned enters the TAN code at the WI-Box. This ensures that only authorised people have access. For identity cards and passports, an additional fingerprint verification guarantees authentication. This collection service is also available for ordered civil status certificates, lost property and other documents.

The WI-Box is located directly behind the Wiesbaden registry office and is freely accessible around the clock.

A specially made explanatory video demonstrates how simple the WI Box is to handle:

https://youtu.be/D_Sgla6sacE.

This ideal location behind the registry office and the future citizens' office was identified quickly by the WIM who provide the land, and the Lower Monument Protection Authority.

Furthermore, the project was supported with great commitment:

- Kern Company (development, installation)
- Master mason Schabarum (foundation)
- Master electrician Walsdorf (connection)
- Wivertis GmbH as municipal IT service provider (integration into the municipal network)
- Eisenmann Werbetec (foiling)
- Florian Kern of the Fresenius University of Applied Sciences (design concept)
- Marcus Giebeler of the Wiesbaden project "Rethinking Work" (provision of server)
- The Ministry for Digitalisation supported the financing of the WI-Box with a generous grant as part of the funding project "Strong Homeland".

"The WI-Box project shows how quickly a team of experts can get something really great up and running," explains Head of Office Heike Paul, who already saw the permanent optimisation of citizen services as a top priority when the citizens' office opened.

Mayor Dr. Oliver Franz says: "With this pilot project, we are taking another step in the transformation to a modern and service-oriented administration."

Dr. Franz's department has been working on innovations and digitalisation for many years. Examples of this are the citizen service portal launched back in 2014 with an extensive online offering, so that many services can also be accessed conveniently from home. Only recently, the project for registering a marriage was launched with Videoident, which is unique in Germany.

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