How to access

Access via web and app

The Barcelona Social app can be used on both mobile devices as an app and computers via the website, in Catalan, Spanish and English.

Available on iOS and Android

Identification

idCAT mòbil · cl@ve · Certificats digitals

Language

CAT · CAST · ENG

First login

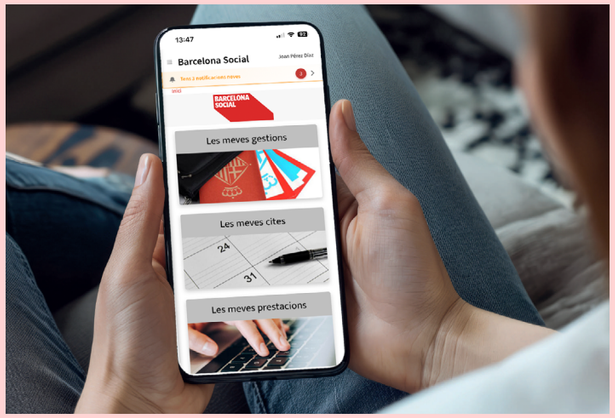
LOPD signature and messaging authorisation

- ✓ Sign the Data Protection agreements.
- ✓ Indicate whether you authorise communications to be sent to you or not.

Do you need help?

You can request in-person support with downloading and using the app.

Check the schedule through this QR code:



What is the Barcelona Social app?

A fast and secure service offering a more efficient and direct way to interact with your social services contacts from home.

New Barcelona Social APP

Download the new social services app to your mobile phone, where you can manage your appointments, receive messages and complete procedures.

barcelona.cat/app-bcnsocial

What can I do on this app?

- ✓ Receive and view messages and documents from social services.
- ✓ View your file, the services assigned to you and upload images such as receipts for financial assistance.
- ✓ Access your appointment calendar and download proof of attendance documents.
- ✓ Complete procedures such as requesting documentation for the T-usual bonificada travel card and other certificates.

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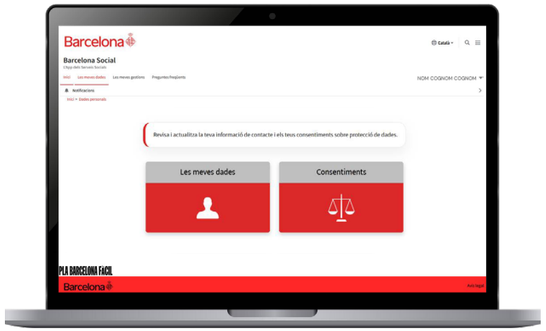
Personal details

Change of personal details

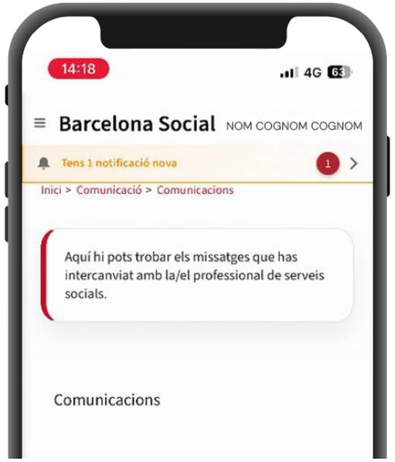
- ✓ Consult basic data registered.
- ✓ Update your personal details: chosen name, email address and telephone numbers.
- ✓ Change your communication authorisation. View conversations.

Consent forms

- ✓ View all signed consent forms.
- ✓ Sign pending consent forms.
- ✓ Download consent forms as PDFs.



Communications and documents



Communications

- ✓ Receive messages and/or documents from professionals.
- ✓ View conversations.

My documents

- ✓ View all documents received through messages.
- ✓ Download documents to your device.

Certificates

- ✓ Request an Atenció Oberta certificate.
- ✓ Request a T-Usual Bonificada certificate.
- ✓ Download certificates.

My appointments

My appointments

- ✓ View and cancel upcoming appointments, and view past appointments. You can download proof of attendance documents for completed appointments.
- ✓ Find the phone number if you need to change your appointment.



Benefits

See resources

- ✓ View the status of active and concluded services linked to your care (e.g. social meals, telecare, home-delivered meals, etc.).

Provide proof for financial assistance

- ✓ View benefits awarded and their status.
- ✓ Upload documents or images as proof for the assistance (e.g. food receipts).

