

INSTRUCTIONS FOR THE NEW ID CARD MANAGEMENT SYSTEM - ISIM

PARTNER COMPANIES AND GUESTS

Overview of ISIM – Infraser serv Identification Management System

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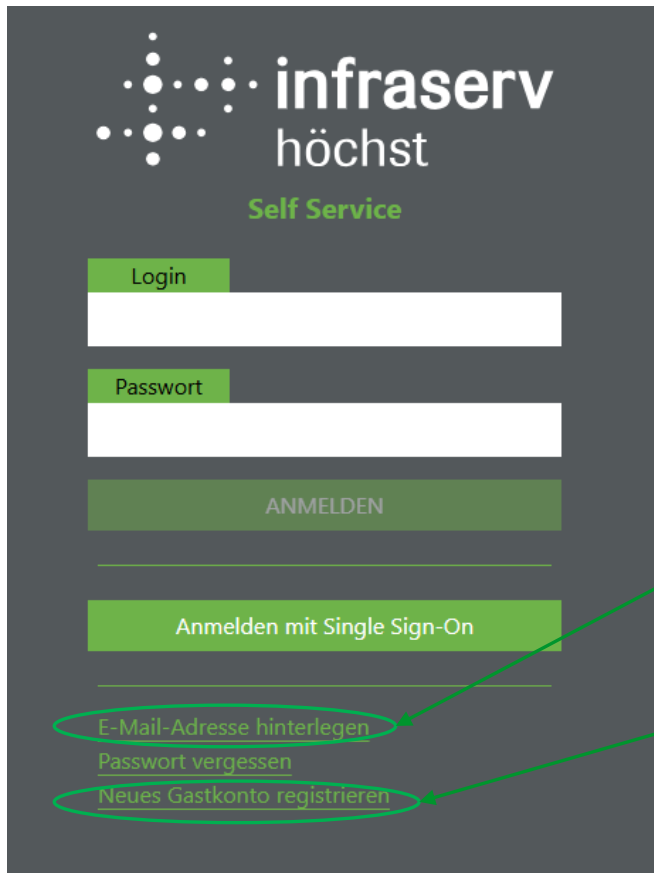
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1. Registration in the Self-Service Portal

In the future, you will have to register before entering Industriepark Höchst.



<https://isim.infraserv.com>

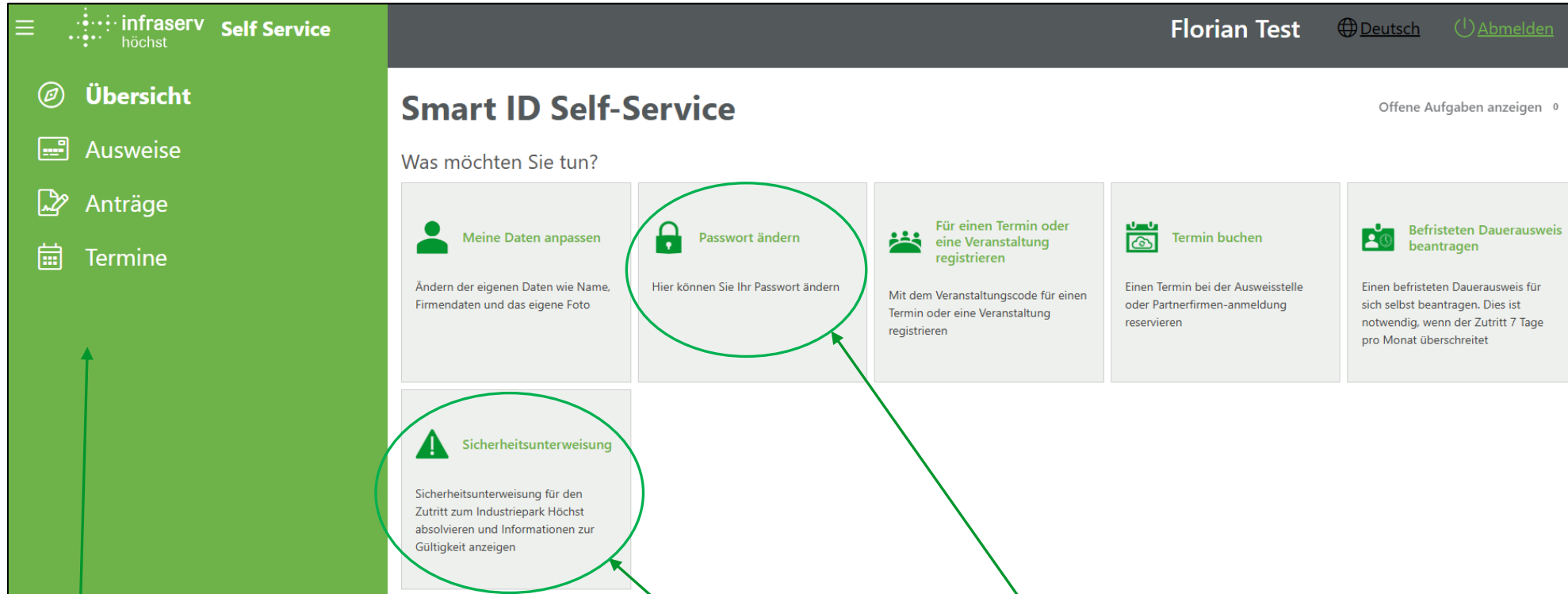
Single sign-on has already been set up for some companies, e.g. Infraserv. Therefore, please try to register here first. If this does not work, please choose the option for employees with permanent passes or guests.

Employees with a permanent pass register in the self-service portal: Enter company e-mail address, password will be sent, verify e-mail address.

Guests who are not employees must create a guest account, otherwise no daily passes can be created for access. Guests have fewer tiles available.

2. Overview Self-Service Portal

The view of the tiles differs depending on the authorization of the logged in employee/guest.
In the first roll-out step, not all tiles are available yet. These will be activated with the overall roll-out on 04.11.2026.



Smart ID Self-Service Offene Aufgaben anzeigen 0

Was möchten Sie tun?

- Meine Daten anpassen**
Ändern der eigenen Daten wie Name, Firmendaten und das eigene Foto
- Passwort ändern**
Hier können Sie Ihr Passwort ändern
- Für einen Termin oder eine Veranstaltung registrieren**
Mit dem Veranstaltungscode für einen Termin oder eine Veranstaltung registrieren
- Termin buchen**
Einen Termin bei der Ausweisstelle oder Partnerfirmen-anmeldung reservieren
- Befristeten Dauerausweis beantragen**
Einen befristeten Dauerausweis für sich selbst beantragen. Dies ist notwendig, wenn der Zutritt 7 Tage pro Monat überschreitet
- Sicherheitsunterweisung**
Sicherheitsunterweisung für den Zutritt zum Industriepark Höchst absolvieren und Informationen zur Gültigkeit anzeigen

In the left area, you can see your own details.

Partner companies and guests must complete the safety briefing and can view the validity here.

Change password.

3. Overview of dates for temporary guests

As a temporary guest with a day pass, you should be pre-registered by your host.

For this, the host needs your e-mail address.

Admissions up to 7 days/month are free of charge, if the stay lasts longer, a permanent pass must be requested.

Once you have signed up, you will receive an email and you will need to register in the Self-Service Portal. If you are already registered, you can continue to use your account.

Please enter all necessary data as listed on your identity document. This is the only way to enable later processing at the self-service terminal.

Employees of a partner company who have a permanent pass can use it for access within the activations, they do not have to be additionally invited for appointments.

Please also complete the safety briefing. The instruction is valid for 1 year. You can find out the validity by clicking on the "Safety briefing" tile.

Benefits for pre-registered and registered guests:

- Fast processing via new self-service terminals
- The pre-registered, registered guest will receive a QR code by e-mail to register at one of the self-service terminals on:
- Visitor Reception East
 - Partner company registration K605 (near the South Gate)
- Subject to a valid identity card or passport (for non-EU citizens), the access badge is printed out directly at the terminal.
- No more queuing in line

Notes:

- Tools must be registered with the company security at the South Gate before entering the IPH! For tools or materials collected, an exit ticket must be presented at the exit.
- Access and exit from the IPH with tools and materials or for Sprinters, panel vans or larger vehicles is exclusively via the South Gate!
- Work outside business hours (nights and weekends) must be registered or applied for via the self-service portal. Please talk to your client so that he can do this for you.

4. Register for an appointment or event

If the host has pre-registered you, you will receive an email that you have been invited to an appointment. Then all you have to do is register in the self-service portal. For larger events, you may only be sent an event code. The code is only for you and may **not** be passed on.

Misuse leads to access blocking!



Appointments to which you have been invited can be found under "Dates".



Für einen Besuchstermin registrieren > Veranstaltung suchen

Bitte geben Sie den 6-stelligen Veranstaltungscode in der Suchmaske ein. Den Veranstaltungscode erhalten Sie automatisch per E-Mail sobald der Veranstalter den Termin angelegt hat.

Veranstaltungscode

Betreff

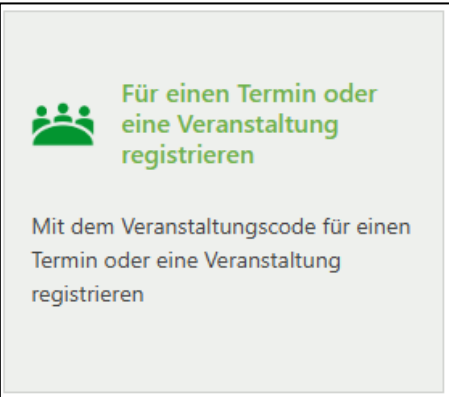
Ort

Beginn

Ende

Beschreibung

Besuchstermin auswählen



Für einen Termin oder eine Veranstaltung registrieren

Mit dem Veranstaltungscode für einen Termin oder eine Veranstaltung registrieren

If you have received an event code, click on the "Register for an appointment or event" tile.

Click on the "Choose a visit date" tile and enter the event code. Save the process.

5. Print day passes at the self-service terminal

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If your host has pre-registered you and you have properly registered in the Self-Service Portal, you will receive an email with a QR code. Please also complete the safety briefing in the Self-Service Portal.



With your QR code, you can go to the self-service terminals at the visitor reception at East Gate or
- Building K605 (partner company registration, near the South Gate)

Scan the QR code at the terminal.

Alternatively, you can enter your details in case you have forgotten the QR code.

In addition, you must verify yourself with a valid identity card or passport (for non-EU citizens).

The terminal will guide you through the verification mechanism. If all requirements are met, you will receive your access badge directly at the terminal. You can register at the terminal 1 hour before the appointment. The badge will be activated for access 20 minutes before the appointment.

In case of questions or discrepancies, the staff at the reception are available.

Permanent passes are issued exclusively in the K605 in the partner company registration. Please book an appointment for this.

6. Overview of Permanent Pass Creation and Application

Badges for employees of site partner companies and partner companies:

A day pass can be issued for up to 7 days/month with appropriate advance notification. If your stay extends beyond the 7 days, a permanent pass must be applied for.

Permanent passes for site partner companies and partner companies are issued at the permanent pass office in the partner company registration at the South Gate.

Opening hours:

- Tue – Fri: 10 a.m. – 2:30 p.m.
- You can book appointments between 10 a.m. and 2:15 p.m. via the self-service portal

The application and renewal of ID cards for persons and entrances is preferably done by each person himself via the self-service portal. The former paper process no longer exists.

In exceptional cases, registered contact persons of a company can apply for or extend ID cards for employees.

Employees of site partner companies and partner companies can receive permanent passes and vehicle entry tags for the following periods:

- 3, 6 or 12 months

Employees of site partner companies and partner companies must complete a safety briefing (validity: 1 year). The briefing is preferably completed via the self-service portal or at the reception.

A valid identity card or passport (for non-EU citizens) must be presented for the issuance of an identity document. A residence permit is not valid as an identity document! For entry permits, a valid driver's license and vehicle registration document must also be presented.

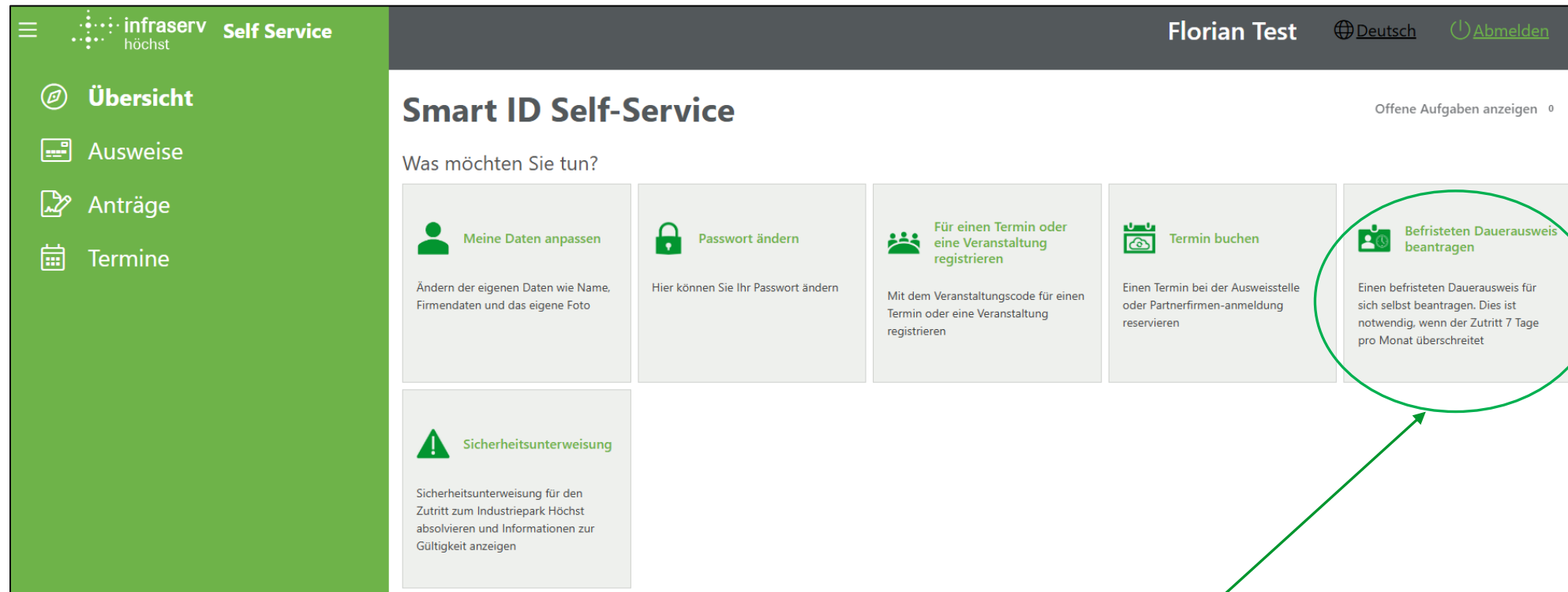
Furthermore, a valid work permit may have to be presented.

Please note:

If there is no approved application for a permanent pass or an entry permit from the system, a permanent pass cannot be issued or extended. If the maximum number of free days (7 days/month) is also exceeded, access can be denied!

7. Apply for a permanent pass and vehicle entry tag for yourself

Employees of partner companies and site partner companies can apply for their own permanent passes, vehicle entry tags (F-tags) or extensions independently via the self-service portal. Alternatively, the "company contact person" can apply for and renew passes for employees of their own company, see later slides.



The screenshot displays the 'Smart ID Self-Service' portal. The left sidebar contains the 'infraser serv' logo and 'Self Service' title, along with navigation icons for 'Übersicht', 'Ausweise', 'Anträge', and 'Termine'. The main header shows the user 'Florian Test', the language 'Deutsch', and a 'Abmelden' button. The main content area is titled 'Smart ID Self-Service' and includes a link to 'Offene Aufgaben anzeigen'. Below this, a section titled 'Was möchten Sie tun?' presents five action tiles: 'Meine Daten anpassen', 'Passwort ändern', 'Für einen Termin oder eine Veranstaltung registrieren', 'Termin buchen', and 'Befristeten Dauerausweis beantragen'. The 'Befristeten Dauerausweis beantragen' tile is highlighted with a green circle, and a green arrow points from the explanatory text below to it. A sixth tile, 'Sicherheitsunterweisung', is located below the first one.

Use this tile to apply for your own permanent pass and vehicle entry tag (valid for 3, 6 or 12 months). You must have a valid safety briefing, otherwise the system displays an error message.

7. Apply for a permanent pass and vehicle entry tag for yourself

Permanent passes are subject to a fee! The costs are covered either by the contractor's company or by the commissioning company. The registration for this is made by the approver during the approval process.

Befristeten Zugang beantragen > Genehmiger setzen

Antragsteller
Nachname Antragsteller
StandortPartnerfirma
Vorname Antragsteller
Testaccount
E-Mail Antragsteller
Partnerfirma@Test.de
Genehmiger
Es konnte kein Genehmiger automatisch ermittelt werden. Bitte geben Sie die E-Mail Adresse eines zuständigen Genehmigers manuell ein. Im nächsten Schritt wird versucht den Genehmiger zu verifizieren.
Genehmiger E-Mail-Adresse

An e-mail address of an approver must be entered. The approver must be stored as an approver. There is no choice of different approvers (data protection). If the entered address does not have the role of "Approver", the system will display an error message. Please contact your contact person to determine the correct person.

In the next step, the data is checked again and the validity is determined (3, 6, 12 months). The application is then sent to the approver.

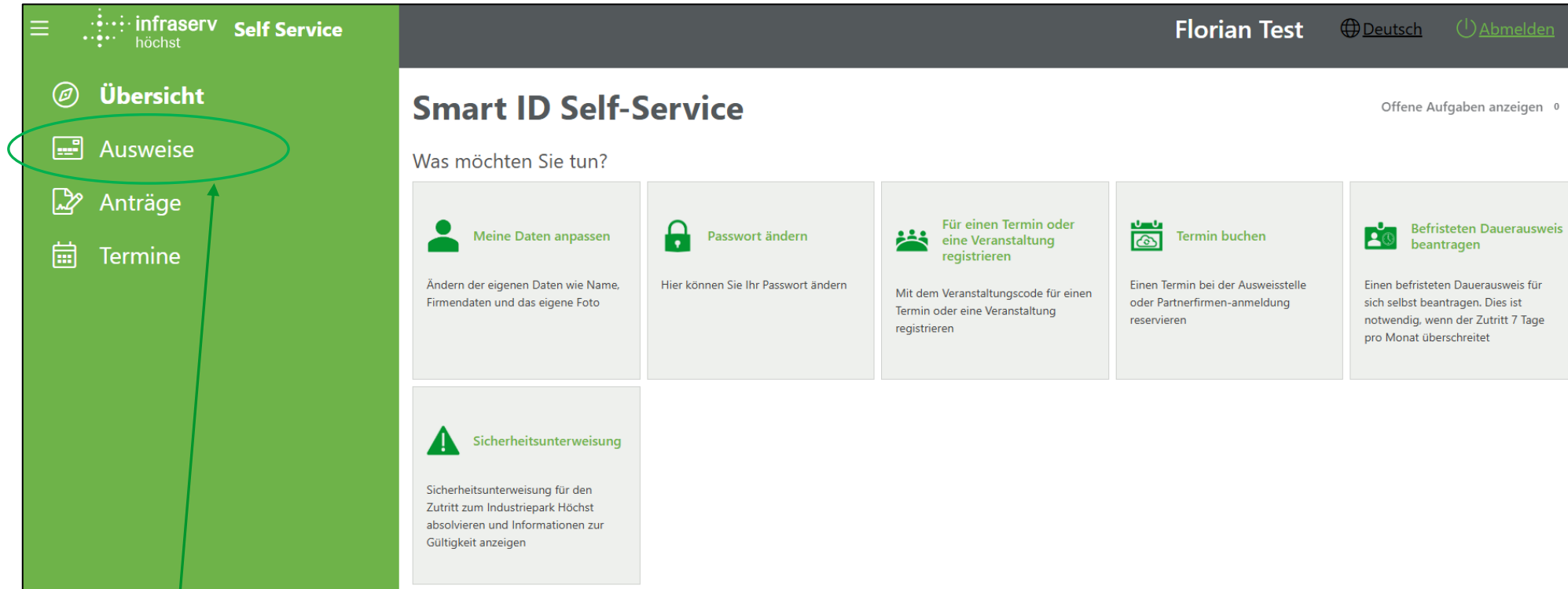
Gültigkeit auswählen
Gültig für
3 Monate / 3 months

Befristeten Zugang beantragen > Genehmiger nicht gefunden

Die E-Mail-Adresse des Genehmigers konnte nicht verifiziert werden oder die Person besitzt nicht die notwendigen Rechte. Bitte geben Sie einen anderen Genehmiger an.

As soon as the application has been approved, you will receive an e-mail. You can then book an appointment in the partner company registration for the creation of your ID card and have your ID card created.

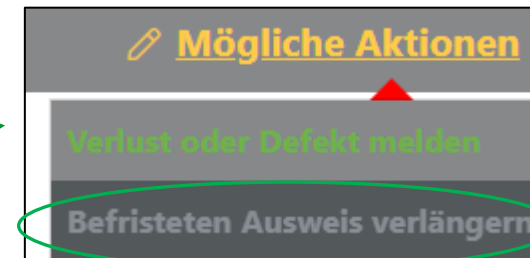
8. Renew your permanent pass for yourself



The screenshot shows the 'Smart ID Self-Service' portal. On the left is a green sidebar with a menu containing 'Übersicht', 'Ausweise' (highlighted with a red circle), 'Anträge', and 'Termine'. The main content area has a header with the user's name 'Florian Test', a language selector 'Deutsch', and a logout button 'Abmelden'. Below the header, the title 'Smart ID Self-Service' is followed by the question 'Was möchten Sie tun?'. There are five main action cards: 'Meine Daten anpassen', 'Passwort ändern', 'Für einen Termin oder eine Veranstaltung registrieren', 'Termin buchen', and 'Befristeten Dauerausweis beantragen'. A 'Sicherheitsunterweisung' card is also present. A link 'Offene Aufgaben anzeigen' is in the top right.

Click on "Badges" and select Badge.

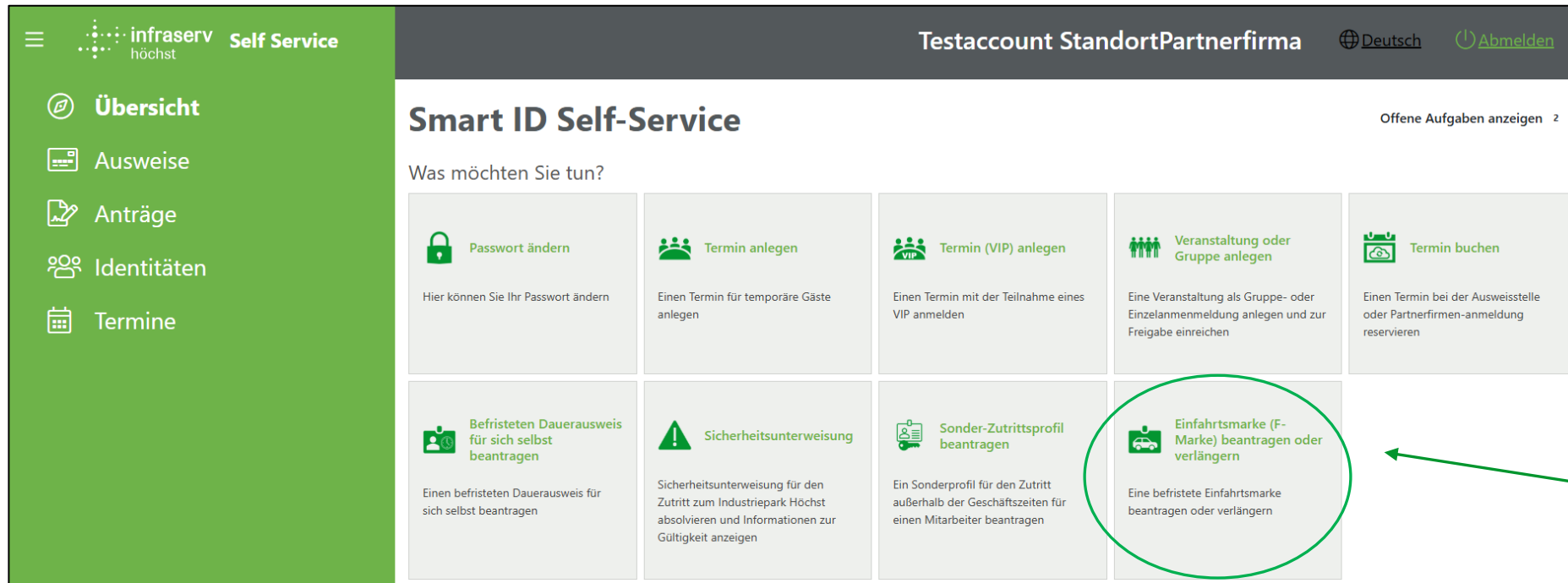
The card can be extended via "Possible actions". This is possible as soon as the renewal period has been reached, 30 days before expiry.



This is a close-up of the 'Mögliche Aktionen' (Possible Actions) section. It features a red upward-pointing arrow and two buttons: 'Verlust oder Defekt melden' and 'Befristeten Ausweis verlängern' (highlighted with a red circle).

9. Apply for or renew a vehicle entry tag (F-tag)

Vehicle entry tags are subject to a fee and can only be used in combination with a valid company ID card. You can apply for a tag with your permanent pass (slides 11–12) or separately if you already hold a pass.



The screenshot shows the 'Smart ID Self-Service' portal. On the left is a green sidebar with navigation links: 'Übersicht', 'Ausweise', 'Anträge', 'Identitäten', and 'Termine'. The main content area has a header with 'Testaccount StandortPartnerfirma', a language selector for 'Deutsch', and a 'Abmelden' button. Below the header, the title 'Smart ID Self-Service' is followed by the question 'Was möchten Sie tun?'. A grid of ten service tiles is displayed. The tile for 'Einfahrtsmarke (F-Marke) beantragen oder verlängern' is circled in green, and a green arrow points from the text box on the right to this tile. The other tiles include: 'Passwort ändern', 'Termin anlegen', 'Termin (VIP) anlegen', 'Veranstaltung oder Gruppe anlegen', 'Termin buchen', 'Befristeten Dauerausweis für sich selbst beantragen', 'Sicherheitsunterweisung', 'Sonder-Zutrittsprofil beantragen', and 'Einfahrtsmarke (F-Marke) beantragen oder verlängern'.

To apply for or renew existing vehicle entry tags, click here.

The vehicle entry tags applied for here will be assigned to you, but they can also be used by other people.

Note: One vehicle entry tag is required for each vehicle entering! Several vehicles may not be brought into the IPH via one tag. Misuse will lead to the blocking of the vehicle entry tag and, if necessary, to the blocking of the ID card through which the misuse took place.

9. Apply for or renew a vehicle entry tag (F-tag)

Choose whether to apply for a new vehicle entry tag or renew an existing tag.

Einfahrtsmarke (F-Marke) beantragen oder verlängern > Verlängern oder Neu-Antrag

Bitte wählen Sie, ob Sie zugewiesene F-Marken verlängern wollen oder benutzen Sie den Button "Neue F-Marke beantragen" um eine neue Zufahrtsgenehmigung zu beantragen.

Neue F-Marke beantragen F-Marken verlängern Abbrechen

Einfahrtsmarke (F-Marke) beantragen oder verlängern > Dateneingabe

Antragsdaten

Gültig von
15.10.2026

Gültig für
[Redacted]

Kostenübernahme durch
[Redacted]

Genehmiger

Bitte geben Sie die E-Mail Adresse eines Genehmigers ein. Das System prüft im Anschluss, ob der Genehmiger geeignet ist.

E-Mail Genehmiger
[Redacted]

Complete all mandatory fields when applying for a new tag.

After completion, the application is submitted to the approver for approval. As soon as the application has been approved, they will receive an e-mail. They can then book an appointment in the partner company registration to have the ID cards issued. Requested vehicle entry tags will only be issued to the person to whom they have been assigned.

9. Apply for or renew a vehicle entry tag (F-tag)

Choose whether to apply for a new vehicle entry tag or renew an existing tag.

Einfahrtsmarke (F-Marke) beantragen oder verlängern > Verlängern oder Neu-Antrag

Bitte wählen Sie, ob Sie zugewiesene F-Marken verlängern wollen oder benutzen Sie den Button "Neue F-Marke beantragen" um eine neue Zufahrtsgenehmigung zu beantragen.

Neue F-Marke beantragen

F-Marken verlängern

Abbrechen

Einfahrtsmarke (F-Marke) beantragen oder verlängern > Dateneingabe (Verlängerung)

Bitte wählen Sie über die Suche alle F-Marken aus, die verlängert werden sollen.

Auswählen

Gewählte F-Marken:

Ausweiskennziffer	Hitag ID	Status	Gültig von	Gültig bis	Fahrzeugtyp	Kennzeichen	Firmenname
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Antragsdaten

Verlängerungszeitraum

Kostenübernahme durch

Weiter

Abbrechen

When renewing, you can select the stamp. Then enter the required mandatory data. You can also renew several stamps at the same time if several vehicle entry tags are issued to you, but then only with the same period of time.

The role "Company Contact Person" can extend vehicle entry tags of the entire company and, if assigned, of other companies, see slide 17

After completion, the application is submitted to the approver for approval. As soon as the application has been approved, they will receive an e-mail. They can then book an appointment in the partner company registration to have the ID cards issued.

Requested vehicle entry tags will only be issued to the person to whom they have been assigned.

10. Role "Company Contact Person" at Site Partner Companies and Partner Companies

The Company Contact Person role refers to a designated person within a partner company or site partner company who is responsible for administrative tasks related to the badge system. This role can perform tasks such as applying for badges or renewing badges for employees of their company if employees are unable to do so themselves.

The role will be assigned to one or two people from site partner companies or partner companies through the partner company registration. In general, it is desired that each employee applies for and renews passes independently via the self-service portal.

In addition, the role can also do this for employees of other partner companies in exceptional cases. The other company must be assigned to this role.

The contact person must have a valid permanent ID card to perform the role.

To assign the role "Company Contact Person", an e-mail from the responsible persons (base manager) must be sent to the following address:

Anmeldung.Partnerfirmen@Infraserv.com

- Naming the person who will be given the role
- If applicable, naming the partner company that is to be assigned

 Befristeten Dauerausweis für einen neuen Mitarbeiter beantragen Einen befristeten Dauerausweis für einen neuen Mitarbeiter beantragen. Der Mitarbeiter verfügt über ein Gastkonto im Self-Service Portal	 Befristeten Dauerausweis für einen bestehenden Mitarbeiter beantragen Einen befristeten Dauerausweis für einen Mitarbeiter beantragen. Der Mitarbeiter verfügt über ein Mitarbeiterkonto im Self-Service Portal	 Bestehenden Dauerausweis für einen Mitarbeiter der Firma verlängern Einen bestehenden Dauerausweis für einen Mitarbeiter der Firma verlängern
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When applying for permanent passes, a distinction must be made between whether the person is still registered as a guest in the self-service portal or already as a person (who has already had an ID card in the past). If this is not known, please just try it out.

Prerequisite:

The person must be registered in the Self Service Portal

The former paper application process is no longer valid.


Einfahrtsmarke (F-Marke) beantragen oder verlängern

Eine befristete Einfahrtsmarke beantragen oder verlängern

Renew F-tags via this tile.

11. Book an appointment (ID office/partner company registration)

With the new system, it is possible to book appointments for the creation of permanent passes in the partner company registration or ID office. The system automatically detects whether the person falls into the category of ID office or partner company registration.

**Termin buchen**
Einen Termin bei der Ausweisstelle oder Partnerfirmen-anmeldung reservieren

In the self-service portal, click on "Book an appointment".

Please note the information on the opening hours and select an available date. It is possible to come to the K605 without an appointment during opening hours, but then waiting times must be expected.

Select available time slot.

Online Termin erstellen > Partnerfirmenanmeldung: Auswahl Datum

Arbeitszeiten der Partnerfirmenanmeldung:
Dienstag: 10:00 - 14:15 Uhr
Mittwoch: 10:00 - 14:15 Uhr
Donnerstag: 10:00 - 14:15 Uhr
Freitag: 10:00 - 14:15 Uhr

Der Abholtag muss ein Wochentag sein. Samstag oder Sonntag sind nicht zulässig. Bitte beachten Sie die Arbeitszeiten für die Abholung. Im nächsten Schritt erhalten Sie eine Auswahl an freien Terminen für den gewählten Abholtag.

Auswahl für Abholung
Partnerfirmenanmeldung

Abholdatum

Online Termin erstellen > Auswahl des Zeitfensters

Wählen Sie bitte einen Termin aus der folgenden Liste aus. Ist die Liste leer sind für diesen Tag keine Termine mehr frei.

Abholdatum
30.09.2026

Terminauswahl
[02] - Mittwoch, 30 Sep 2026 von 10:20 bis 10:40 Uhr

11. Book an appointment (ID office/partner company registration)



After the e-appointment has been created, the appointment can be viewed in the overview, and an e-mail is also sent.

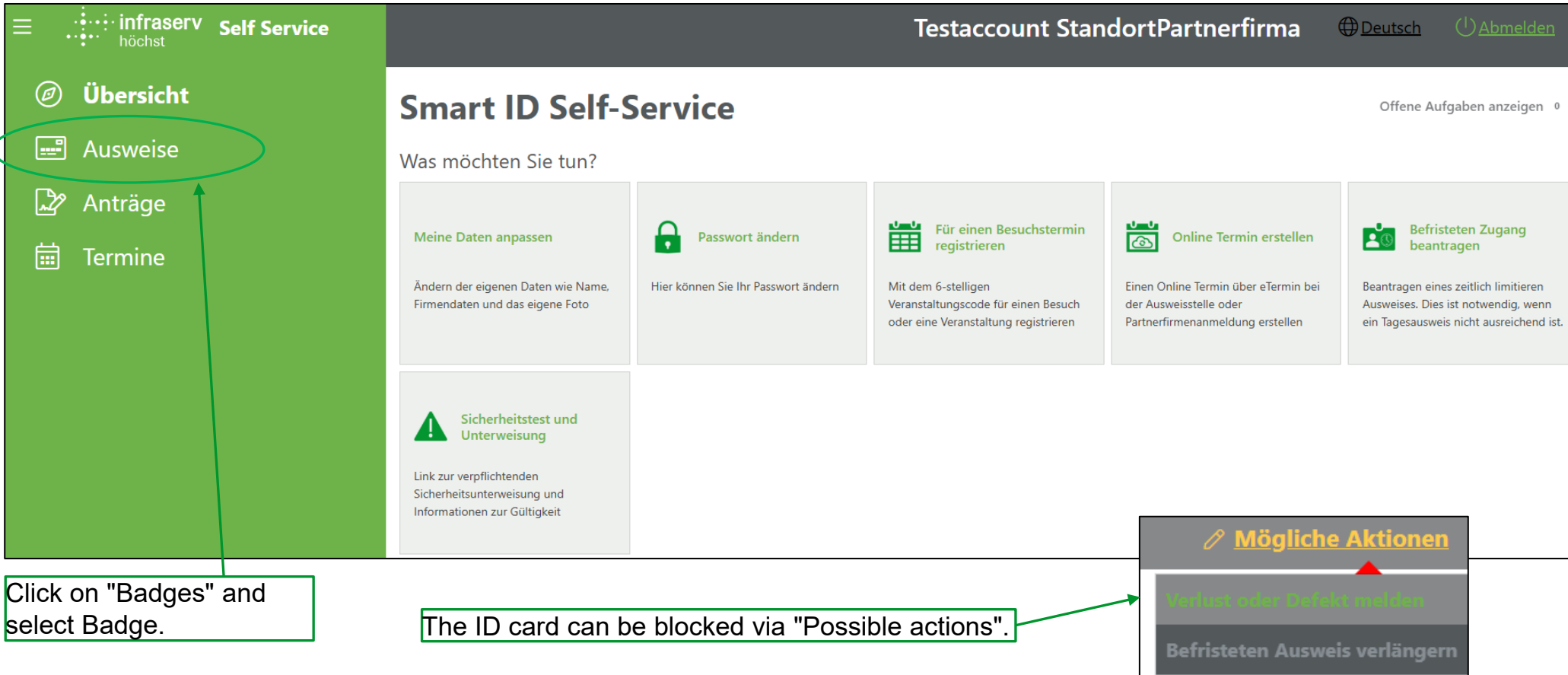


Cancel:

If you are unable to keep the appointment, please go to your Self Service Portal, click on "Appointments", then on "Online Appointments" and select the appropriate appointment. Afterwards, please cancel using the "possible actions" field.

12. Block your own permanent pass

If you find that you have lost your permanent ID card, please block the ID card via the self-service portal so that it cannot be misused. Blocked ID cards cannot be reactivated! A new ID card must then be issued with a corresponding application.



The screenshot shows the 'Smart ID Self-Service' portal. On the left, a green sidebar contains a menu with 'Übersicht', 'Ausweise' (highlighted with a green circle and an arrow pointing to a text box), 'Anträge', and 'Termine'. The main area is titled 'Smart ID Self-Service' and asks 'Was möchten Sie tun?'. It features several service tiles: 'Meine Daten anpassen', 'Passwort ändern', 'Für einen Besuchstermin registrieren', 'Online Termin erstellen', 'Befristeten Zugang beantragen', and 'Sicherheitstest und Unterweisung'. A red arrow points from the 'Ausweise' menu item to a text box that says 'Click on "Badges" and select Badge.' Another red arrow points from a text box that says 'The ID card can be blocked via "Possible actions".' to a dropdown menu titled 'Mögliche Aktionen' which contains the options 'Verlust oder Defekt melden' and 'Befristeten Ausweis verlängern'.

Click on "Badges" and select Badge.

The ID card can be blocked via "Possible actions".

13. Access for representatives of public authorities

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Authorities have a special right of access.

Representatives of the authorities do not have to be registered in advance. Please contact the company security staff directly at the entrance. After presenting an identification document, you will receive an official representative ID card for access to Industriepark Höchst. Authority representative ID cards must be returned when leaving the IPH, they may not be used for several days. This ID card can only be issued at manned gates (East, H831, South and West). No official ID card can be issued at customer receptions.

14. Questions and contact

As usual, the colleagues at the partner company registration and ID office are available to answer any questions you may have:

- Anmeldung.Partnerfirmen@Infraserv.com (phone number 069 305 16226)
- Ausweisstelle@Infraserv.com (phone number 069 305 2552)

The project team can also be contacted on the topic of interfaces and processes:

- Neues.Ausweismanagementsystem@Infraserv.com