RA Agency Information
RA APP 5.0

14-03-2025

Agenda

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Introduction

To increase the **security** and **help** for RA Agent, the new RA App will offer a **new feature** for the **security element checks**

The new version will contain **more documents** and **countries**

In addition to the frames around the **security elements**, these can be **enlarged** and **shown in detail**

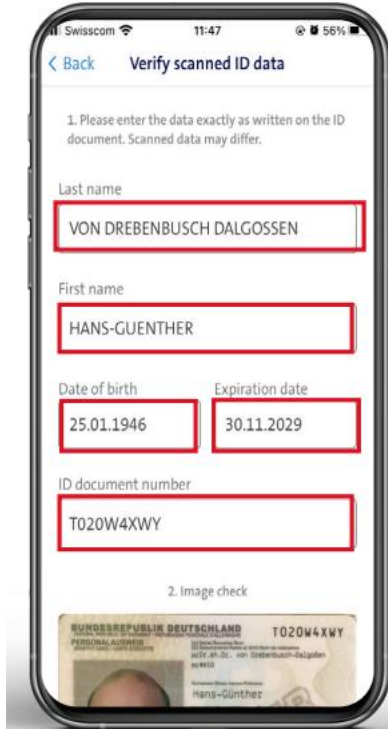Just **click on it,** and the security element will be **downloaded** and shown in **detail**

RA App will be published in the app stores in **March 2025**

Security elements current step security check

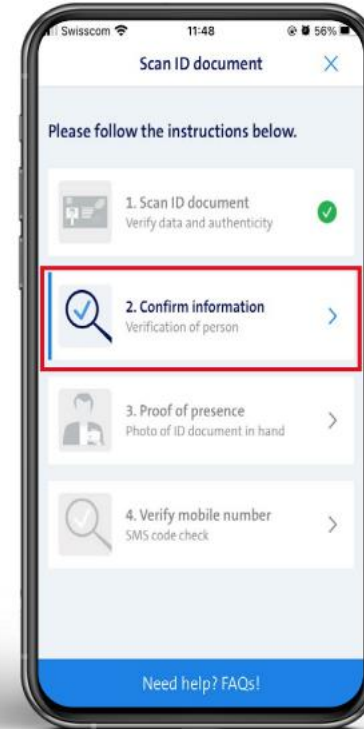5 Check scanned ID data and **correct if necessary**

5a Check, whether the image of ID document is of good quality

6 Check the **authenticity** of the ID document

Scroll down if more than one document is available

7 Click on step 2

What's new

➢ Database of countries and documents updated

➢ Newly Security elements are shown dynamically

➢ Click on it to enlarge it

➢ Click again to close and choose another one

➢ Use the toggle to show all* of the security elements known on the document

➢ Check at least 3 elements that are visible with normal light

* Elements that may require special light (UV) will also be displayed. These can also be used if the Agent has the relevant test device at his disposal.

RA APP New Version 5.0

Security elements new step security check

The security elements are shown in **red frames**

With the **toggle,** you can show **all security elements**
Additional elements are shown in orange frames
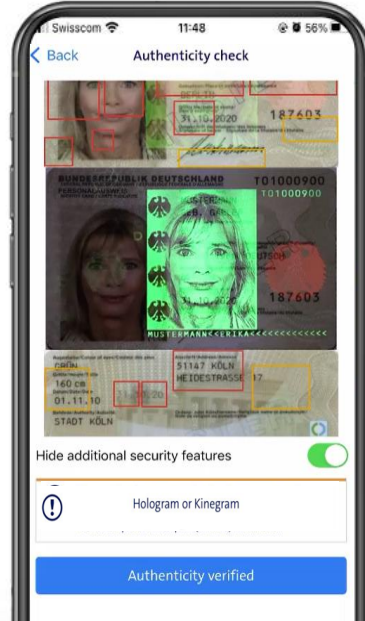
Tapping on any element will show an **enlarged picture** for **comparison**

In this example a **haptic** element is shown

What's new

➢ Database of countries and documents updated

➢ Newly Security elements are shown dynamically

➢ Click on it to enlarge it

➢ Click again to close and choose another one

➢ Use the toggle to show all* of the security elements known on the document

➢ Check at least 3 elements that are visible with normal light

➢ The type of element is displayed in the text box below

* Elements that may require special light (UV) will also be displayed. These can also be used if the Agent has the relevant test device at his disposal.

Q&A

Q - Is the current version still available?

A - Yes, but we recommend to use the new version as soon as possible

Q – What should I do if I get a static image and cannot enlarge the security element?

A – In some rare cases, the pictures are not available yet, so we ask the agent to check the authenticity carefully, as it is done currently

Q – I see only red frames; what about haptic elements?

A—In the new version, we display many more security elements. The Agent can also show all elements with a toggle in the app. Once enlarged, the element's appearance and whether it's visual or haptic are visible.

Q – I don't see any reference document, or it's different from the user's, or no security elements are shown. What should I do?

A—We try to cover all countries and documents worldwide. Nevertheless, countries issue dynamically new documents, and we try to update our databases as soon as possible with our partner Regula Forensics. In rare cases, the Agent must stop the identification if a document is not present. Remote methods may be possible in these cases.

Q - I have a problem. Where can I get help?

A – As usual, you can contact *All-in.SigningService@swisscom.com* in case of problems or questions or to report security incidents