

# MobileID – Recovery Code

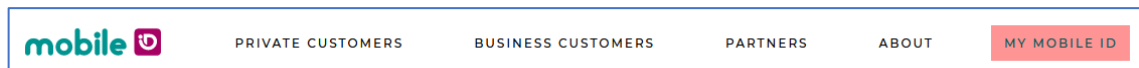
All users who use MobileID should have their MobileID recovery code, which was generated when MobileID was activated.

The recovery code can be used if the SIM card needs to be changed or MobileID needs to be reactivated for other reasons. Without using this code, the bindings to MobileID will be lost and the user record in the RA service (for electronic signatures) will become invalid!

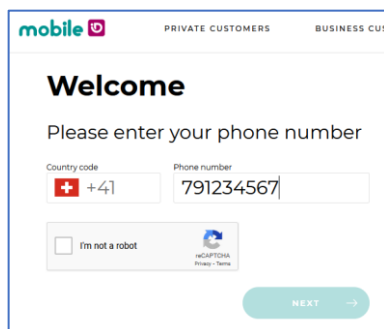
Users who do not have a recovery code can generate one as follows and then store it securely and available at any time (like a password).

## Procedure:

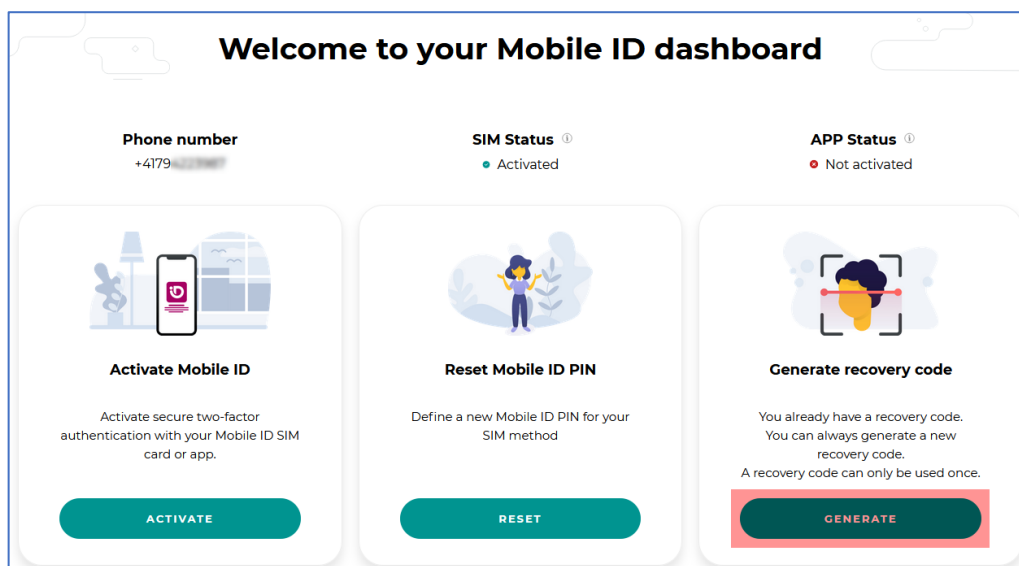
1. <https://www.mobileid.ch>
2. Select "MY MOBILE ID"



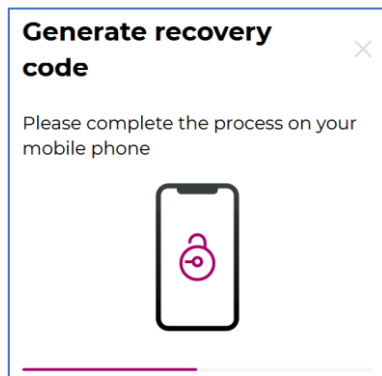
3. Sign in



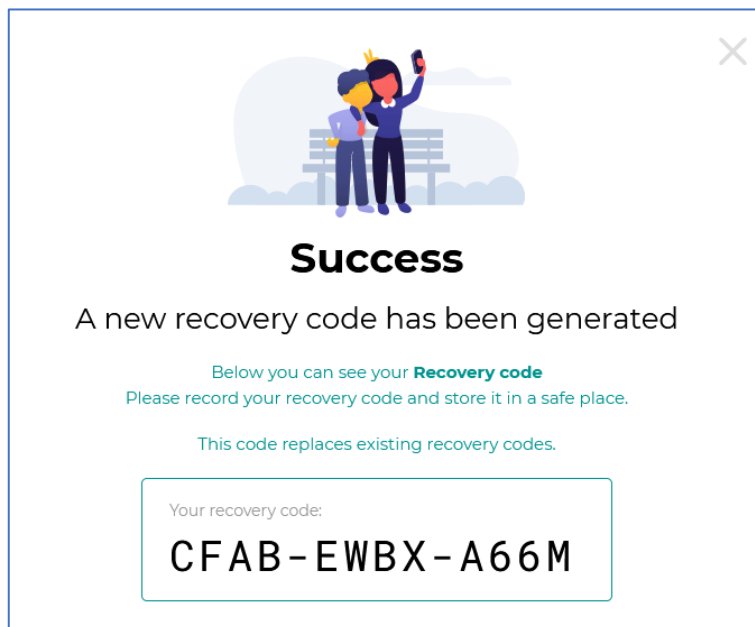
4. Select "Generate"



5. Confirm using MobileID



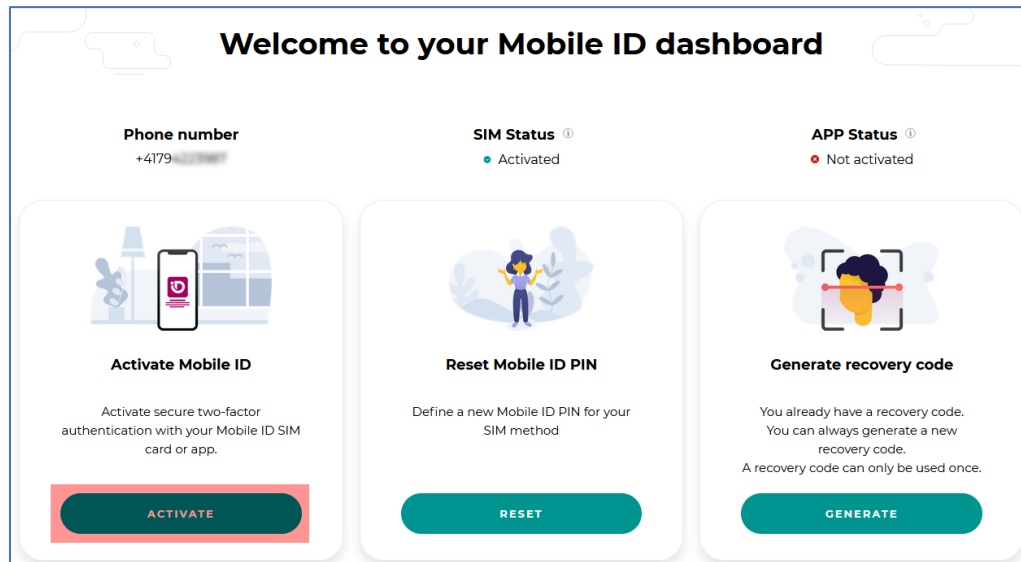
6. The code is displayed:



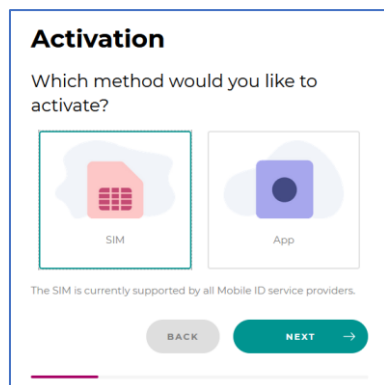
Please keep your recovery code safe.

## Activation/Reactivation of MobileID

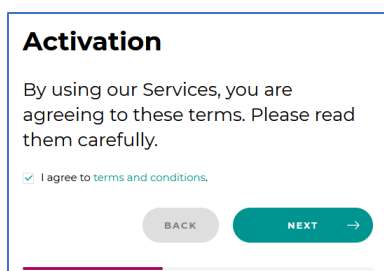
1. Select "Activate"



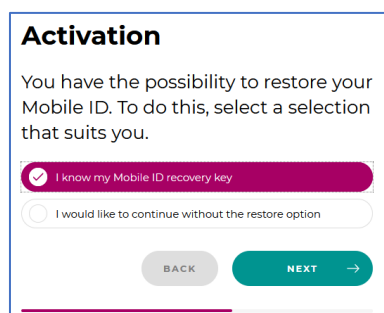
2. Select your preferred method



3. Accept the terms of use



4. Activate or re-activate MobileID using your recovery code



5. Enter your recovery code

**Activation**

Please enter your recovery code ⓘ


C F A B E W B X A 6 6 M

BACK NEXT →

6. Confirm using MobileID


**Activation** ✕

Please complete the process on your mobile phone



7. Confirmation of the activation and display of your new recovery code

✕



**Success**

Your SIM method has been activated

Below you can see your **Recovery code**  
Please record your recovery code and store it in a safe place.  
This code replaces existing recovery codes.

Your recovery code:

**E89X-W7U4-EKP9**

Please keep your recovery code safe.