Master RA agent

What does a Master RA agent need to know?

Master RA agent

What can I expect from this training course?

Administration made easy!

Do you remember the RA Agent basic training? During this course, you acquired basic knowledge of the **RA agent** role and of the use of the **Swisscom RA app**. An **RA agent** records **the identity of a person** to enable them to **sign electronically**. The RA App helps with this task.

But what does a master RA agent actually do?

In this training course, you will learn everything you need to know about your tasks as a Master RA agent!

Get to know Kerstin!

Kerstin is a **Global RA Agent at Swisscom** and knows the Admin Portal very well. In this training she has many good tips for you as a **prospective Master RA Agent**, what you have to pay attention to in the administration of RA Agents ...

Do you remember the following...?

Which identity documents are permitted for the identification of a person using the RA app?

Select the correct answers.

A) Swiss ID

B) A European identity document

C) A passport

D) A driving licence

This is what you will come away with after the training course:

After the training course, you will know...

- what distinguishes a Master RA agent from an Standard RA agent;
- how to build up an RA agent network in an organisation; and
- how the RA service admin portal works.

After the training course, you are able to...

- act confidently as a Master RA agent;
- support the RA agents with their questions;
- organise the RA agent network; and
- guarantee fluid communication with Swisscom.

In order to make the text read more fluently, we do not use masculine or feminine language forms. All references to persons naturally apply to both genders.

What are the duties of Master RA agents?

What distinguishes a Master RA agent from a Standard RA agent?

The special role of the Master RA agent

Once the **RA agent** has completed the RA agent basic training, the RA agent is enable to identify and register individuals for electronic signature using the RA app.

The **Master RA agent** is an **RA agent with a specific role**.

But let's start from the beginning.

What does RA mean again?

Select the correct answer.

A) "Registration Authority"

B) "Registration Autonomy"

C) "Regulation Authority"

Who is responsible for what?

After Swisscom has set up an **RA agency** for the company following the signing of an **RA agency contract**, the first **Master RA agent** is created.
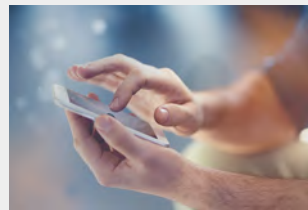
Here you will find the differences between the two roles at a glance:

This is the Standard RA agent:

- Once the RA agent has completed the **RA agent basic training**, the RA agent may identify and register individuals using the RA app.

This is the Master RA agent:

- The **master RA agent** is an RA agent with a specific role: The master RA agent also gets access to the **admin portal** in addition to a login for the **RA app** and can **administer** and organise **users, RA agents and Master RA agents** in their **own RA agency**.

- According to the **RA agency contract**, the Master RA agent is obliged to provide information to Swisscom regarding the RA agency and is called upon to cooperate, especially if irregularities occur in the identification operation, because these are **Security Incidents**

Master RA agent
What are the duties of Master RA agents?
What distinguishes a Master RA agent from a Standard RA agent?

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When is a security incident supposed to occur?

Security incidents are irregularities in identification operations. A Master RA agent becomes aware, for example, that

- an RA agent has not checked the data entered during an identification, so that names are truncated or missing or dates (date of birth, expiration date) are not entered correctly,
- one of his RA agents managed to use an inadmissible identification document for an identification,
- one of his RA agents was persuaded to perform an identification although the person to be identified had only an expired passport with him and the RA agent therefore adjusted the expiration date,
- a colleague tricked the RA Agent to enter his nickname "Mike" as his first name because he likes it better than his real name Michael.

We at Swisscom are obliged **to check** such incidents and **to take measures** in order to prevent such cases in the future! For example, by **improving the RA app** or **better training of the RA agents**.

> ⚠ **If you have any questions or would like to report a security incident, please contact this mailbox:**
>
> **All-in.SigningService@swisscom.com**

"Using the RA app, an RA agent identifies persons who wish to sign electronically using the Swisscom signing service."

The RA app can be downloaded in the App Store. Simply search for "Swisscom RA".
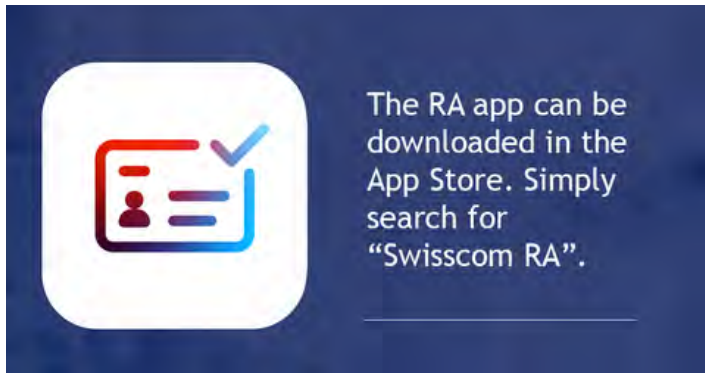
What makes an RA agent a Master RA agent?

- After passing the RA agent basic training a Master RA agent has to complete the additional **e-learning for Master RA agents**, too, so that he is equipped for his tasks.
- A Master RA agent gets **access to the admin portal**.
- A Master RA agent builds a **network of RA agents** in his organization.
- A Master RA agent **supports "his" RA agents** in their work as RA agent and in case of problems.
- A Master RA agent **contacts Swisscom** if questions remain open.
- A Master RA agent **forwards information** from Swisscom to his RA agents.

What do you think: Does an RA agent have access to the admin portal?

Select the correct answer.

   A) Yes

   B) No

Master RA agent
What are the duties of Master RA agents?
What distinguishes a Master RA agent from a Standard RA agent?

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Before a Master RA agent appoints new **Standard** or **Master RA agents** in their organisation, there is plenty to take into account!

What should you do as a Master RA agent and what should you avoid completely?

Which of these statements are ok and which are not?

1) Enter the desired name of a person in an identification

2) Make someone outside the company/organization an RA agent

3) Select new RA agents carefully

4) Support RA agents with questions and issues

The rights and obligations of Master RA agents

A Master RA agent shall

- **Carefully** select new RA agents,
- Support "their" RA agents with their questions or issues,
- Pass on open questions or problems to Swisscom,
- provide information to Swisscom regarding the RA agency and cooperate with Swisscom,
- **report security incidents.**

In no case a Master RA agent shall

- appoint persons from **outside the organization** as RA agents, but only employees of his own company or organization (data protection and regulatory reasons)
- **tolerate misuse** of the RA app by one of "his" RA agents, e.g. allow an identification to be carried out under pressure from the identified person.
  Such a thing is to be classified as a security incident!

Master RA agent
What are the duties of Master RA agents?
What distinguishes a Master RA agent from a Standard RA agent?

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A few questions

A mistake was made here. Can you find it?

Highlight the corresponding error.

According to the RA agency contract, the Master RA agent is obliged to provide information to Swisscom regarding the RA agency and is called upon to work alone if irregularities occur in the identification operation.

What about the skillsets of Master RA agents and RA agents?

Assign accordingly.

A) Master RA agent

B) RA agent

1) Can, after completing the basic training, identify persons inside and outside their own organisation with the RA app for the electronic signature.

2) Can administer users, RA agents and Master RA agents in the admin portal and independently build up the RA agent network.

3) If there are questions or problems with regard to the RA app or identification, contact the Master RA agent of the RA organisation

4) Like an RA agent, can identify persons for electronic signature with the RA app after completing the basic training.

What are the other tasks of a Master RA agent?

Select the correct answers.

A) A Master RA agent must carefully select other RA agents or Master RA agents.

B) A Master RA agent must inform their RA agents of updates, new functionalities or malfunctions as soon as they have received the corresponding information from Swisscom.

C) A Master RA agent must report security incidents and irregularities in the identification process to Swisscom.

D) A Master RA agent must answer the questions of their RA agents and support them with problems.

E) All the tasks listed above are the responsibility of a Master RA agent.

How do I use the Swisscom RA app correctly?
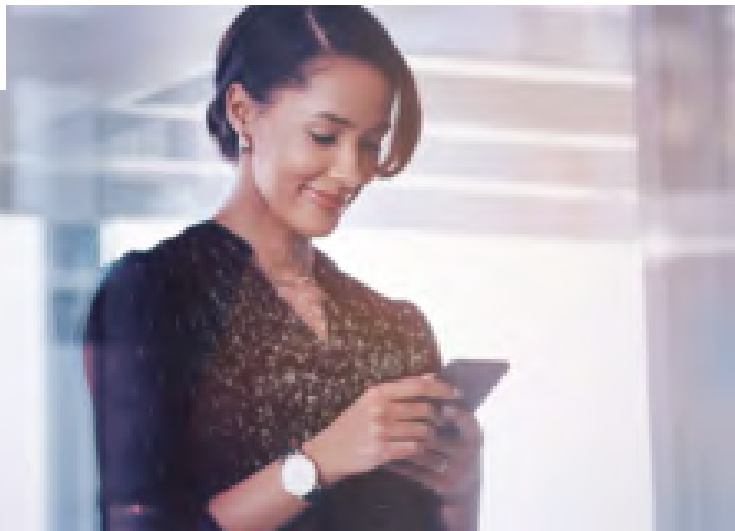
What do I need to take into account when using the RA app?

If **questions** arise from RA agents, you should be able to provide support.

Learn here what to look for when using the RA app.

- Only **passports, personal ID documents and IDs** are allowed for identifications with the RA app.
- **Security features** on ID documents **must not be** ignored.
- The text read via text recognition must be **checked, and if appropriate, corrected** as the number of characters available is very limited and names of people with several first names or last names are simply cut off.
- For the same reason, the **other data on the ID documents** and **mobile numbers** must be **checked**.

"The RA app supports the steps required in an identification process. The user is responsible for handling this correctly, because: It can't prevent deliberate mistakes."

Would you like to show us something in demo mode?

Demo mode is available to **try something out** or to show somebody something. The process for an identification is just like in the "sharp" app, but **no data is passed to Swisscom so that no** incorrect data is added to the **RA service database**.

For example, you can try out the following:

- Legibility of the identification documents,
- The focusing of your mobile phone,
- Showing the process involved in an identification using the RA app

For this purpose, **always** use the **demo mode** with the following login data:

- Mobile number: **+41001234567**
- Company identifier: **demo**

In demo mode, **no data** is transmitted and **no SMS** sent.

Cancel   Validate

My registered mobile number:

+41001234567

My company identifier:

demo

3.4.7 (60) - prod   Legal notice

A few questions

What needs to be given particular consideration during identification with the RA app?

Select the correct answers.

    A) I need to ensure that I check texts that are scanned in using text recognition (OCR).

    B) That I have written down the right mobile number.

    C) Nothing at all. The RA app checks everything automatically.

An RA agent wishes to log a person with the name **Hans Günther Alexander Mustermann** in the RA app. Once the RA agent has scanned in a valid form of personal identification, he ignores the scanned data in the RA app and submitts the identification. The person is now recorded as **Hans Guenther Al Mustermann**.

Did the RA agent do the right thing? (Yes) (No)

A person wants to be identified for electronic signatures and only has her driving licence with her when she meets the RA agent.

Is the RA agent allowed to use this identification document with the RA app? (Yes) (No)

An RA agent scans in the passport of an individual named **Michael Sample** in line with requirements. However, Michael wants the RA agent to record his nickname **Mike** in the RA app. The RA agent ignores Michael's wish and records the first name Michael in the RA app.

Did the RA agent do the right thing? (Yes) (No)

How do I build up an RA agent network?

Who is suitable to be an RA agent?

As a Master RA agent, how do you build up an RA agent network?

As a Master RA agent you are ensuring that you build up a network of RA agents **in your company**. However, there are several ways to make this happen.

Take a look at two examples of how you could do this:

Example 1

You nominate a full department or a defined group of individuals in your organisation as RA agents. These serve as a **central point of contact** for identification for electronic signature.

- You could document that in the internal policies and processes,
- You could integrate the e-learning for RA agents as a mandatory module in the onboarding process and
- You could ensure transparent communication about the RA process within the company.

Example 2

- So that your customers and employees can find Registration Authorities, you can make **public touchpoints** such as branches available.

Take a look at the diagram showing what a network structure of this kind looks like.

- As a Master RA agent you will nominate **other Standard RA agents.**
- You nominate **other Master RA agents** who will also be able to nominate **additional RA agents**.

Master RA Agent

Standard RA Agent
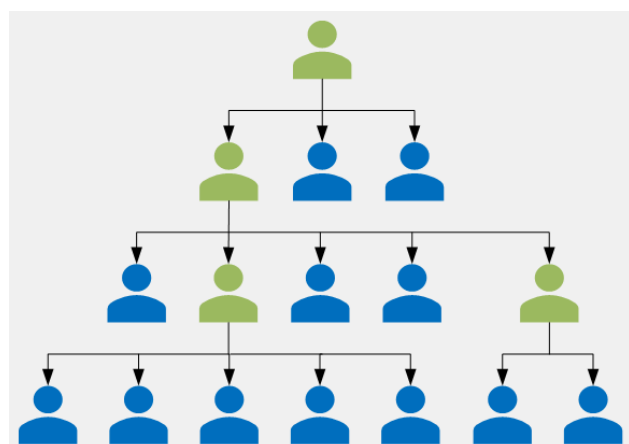
🌡 **Tip**:

Create **at least one other Master RA agent as your deputy** in case you get accidentally "lock yourself out" because your ID has expired, you have activated Mobile ID, you have just registered etc..

Your deputy can then **register you as a Master RA agent** again **.**

Master RA agent
How do I build up an RA agent network?
Who is suitable to be an RA agent?

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And the RA agent goes to... Who is suitable for the role?

As a Master RA agent you are obliged to carefully select your RA agent and **in particular your Master RA agent.**

⚠️ **The minimum age for RA agents is 18 years.**

"Here, you can judge for yourself what characteristics should form the basis for RA agent selection."

This is Paul	This is Bernadette	This is Khaled
He is 17 years old and has already looked after the external B2B business network during his training at Swisscom.	She knows everyone in the company and has been working in the HR department for 15 years. She has been an HR manager for 5 years now.	He is not part of the organisation but has plenty of experience in the field of communication and plenty of customer contact.

What do you think, who is particularly suitable to be an RA agent?

Select the person who you think is the best fit.

A) Paul

B) Bernadette

C) Khaled

An RA agent should have the following qualities:

- An awareness of their responsibilities
- Discretion
- Reliability
- Enjoys contact with others
- Competence and transparency

Master RA agent
How do I build up an RA agent network?
Who is suitable to be an RA agent?

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A few questions about the topic:

What are the prerequisites for an RA agent?

Select the correct answers.

- A) They should be at least 18 years old.
- B) They should be introverted.
- C) They should be aware of their responsibilities.

You will nominate other Master RA agents in your RA agent network.
How many of these statements apply to you?

1. the new Master RA Agent can appoint additional RA Agents.
2. the new Master RA Agent has access to the Admin Portal.
3. the new Master RA Agent can deputize me and reassign me the role of Master RA Agent in case I can't log in anymore.
4. the new Master RA Agent will take over your role and you will be downgraded to a Standard RA Agent.

How does the administration of the RA agent work?

Managing the "Agents" - made easy with the admin portal

As soon as you, as a Master RA agent, have completed the **basic RA agent training** and the **e-learning for Master RA agents**, as well as accepted the **duties of an RA agent**, you will get **access to the admin portal** in which you can manage "your" RA agents.

Managing RA agents at a glance:	• Login via this link: https://ras-admin.scapp.swisscom.com • Here you have an overview of the RA agents that you have created and you can export them into Excel. • By clicking on the data record of an RA agent, you will get to the **details.** • In the **details** you can edit, delete or re-request the role of the RA agent or initaiate another training.

After logging in, you will be taken directly to the **"Agents"** page and to the **display of your RA agents**:

Display of already existing RA Agents of your RA agency

Your name

Name of your RA agency

Your role

Logout

Export in Excel

Turn to the next page (for many RA Agents)

The following information is displayed:

Name: First and last names of the RA agent

Mobile Number: the mobile phone number of the RA agent used during the identification process

Evidence Status:

- **Waiting for Training**: RA agent must complete the eLearning
- **Waiting for CA**: the link to the Duties of an RA Agent has been sent, but has not yet been accepted
- **Confirmed & Signed**: the RA agent has accepted the Duties of an RA Agent, he/she can identify

Agents

⬇ Export   ⬇ Export all

Name	Mobile Number	Evidence Status	Assurance Level	Customer	Role
Filter …	Filter …	Filter …	Filter …	Filter …	Filter …
CODING JASON	+41754111111	Waiting for CA ⬈	4 (QCP)	Training	Master RA Agent
Gottlieb Ernst	+32460242310	Waiting for Training ⬈	4 (QCP)	Training	Master RA Agent
Hans Müller	+48791620329	Waiting for CA ⬈	4 (QCP)	Training	Standard RA Agent
Kerstin Wagner	+41794223987	Confirmed & Signed	4 (QCP)	Training	Master RA Agent
PIERRE DE MAIENFELD	+41754100288	Confirmed & Signed	4 (QCP)	Training	Standard RA Agent

Assurance Level: the RA Agent may identify persons for

- **3 (NCP)**: **advanced** electronic signatures
- **4 (QCP)**: advanced and **qualified** electronic signatures

Customer: Name of the RA Agency for which the RA Agent is active

Role: The following roles can be assigned in an RA Agency

- **Standard RA Agent**: can identify persons
- **Master RA Agent**: can identify persons and has access to the Admin Portal

Agents

⬇ Export   ⬇ Export all

Name	Mobile Number	Evidence Status	Assurance Level	Customer	Role
Filter …	Filter …	Filter …	Filter …	Filter …	Filter …
CODING JASON	+41754111111	Waiting for CA ⬈	4 (QCP)	Training	Master RA Agent
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Kerstin Wagner	+41794223987	Confirmed & Signed	4 (QCP)	Training	Master RA Agent
PIERRE DE MAIENFELD	+41754100288	Confirmed & Signed	4 (QCP)	Training	Standard RA Agent

Details on "Evidence Status"

Confirmed & Signed	If the RA agent is in the status "**Confirmed & Signed**", he/she has completed the eLearning and accepted the Duties of an RA Agent, he/she can identify persons with the RA App
Waiting for Training ☑ Waiting for CA ☑	If an RA agent has the status "**Waiting for Training**" or "**Waiting for CA**", the link to his personal eLearning or to the Duties of an RA Agent can be sent to him. To do this, the master clicks on the small box next to the status, the link is saved in the clipboard and can be sent to the upcoming RA agent again, e.g., by email.
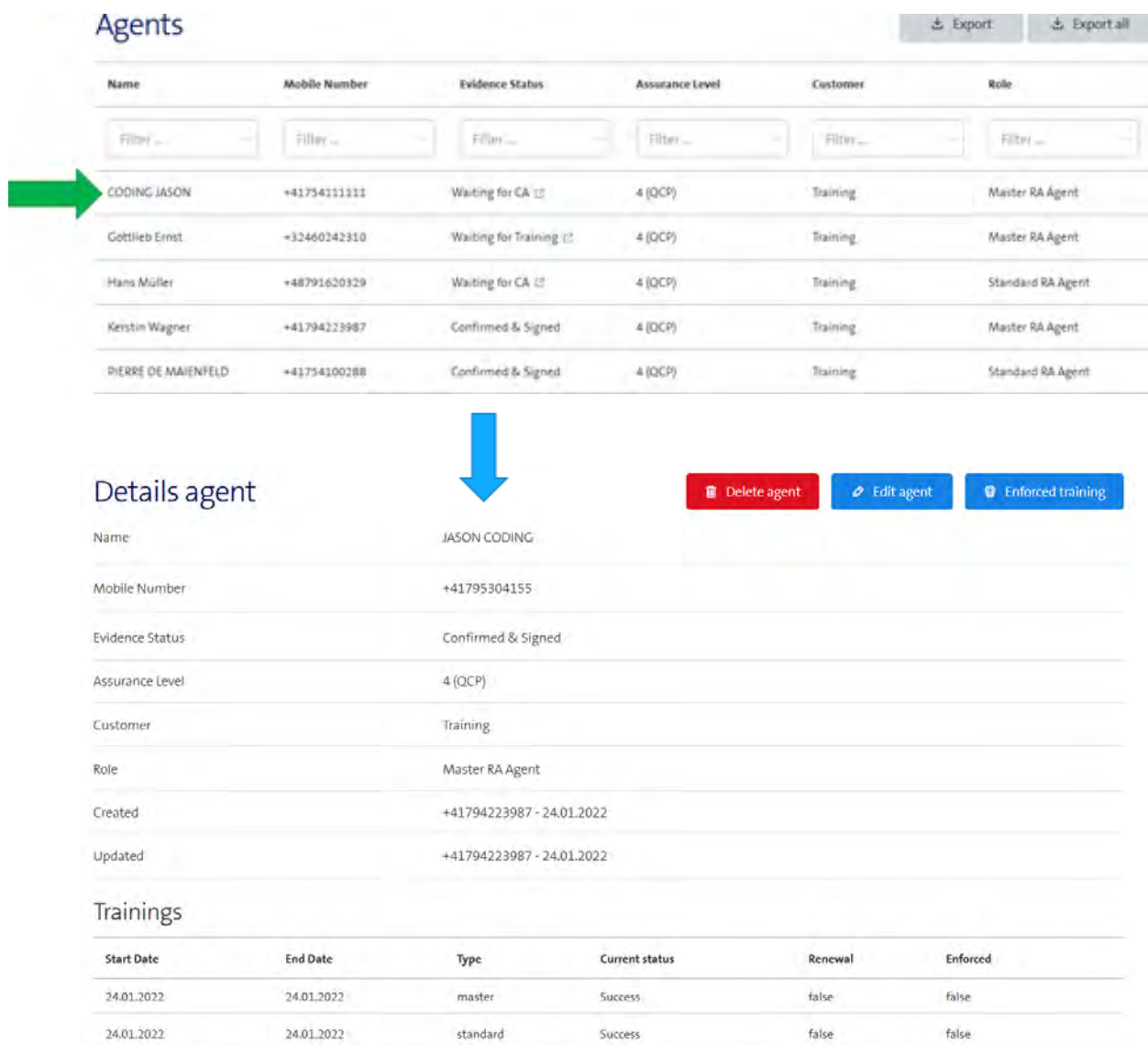
The RA service sends several reminders via SMS to the upcoming RA agents, both for the **eLearning** as well as for the **Duties of an RA Agent**, every **3 days**, at a maximum **5 SMS**.
→ passing of the eLearning and acceptance of the Duties of an RA Agent is possible for a **maximum of 15 days** each.

If an upcoming RA Agent does not complete his eLearning **within these 15 days** or does not accept his duties as an RA Agent within the given period, the role assignment will be **deleted by the system** and may have to be repeated.

Good to know: each reminder contains a **new personal link**, after three days the links expire.

After **clicking on the record of an RA Agen**t, the Master RA Agent will get to the detailed information of this RA Agent.

Master RA agent
How does the administration of the RA agent work?

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Remove the RA Agent's rights for identification

If the Master **RA Agent wants to withdraw the rights for identification from an (Master) RA Agent of his organization, he clicks on "**Delete agent" and then confirms the deletion.

The person concerned is then still a "User" and can continue to sign electronically.
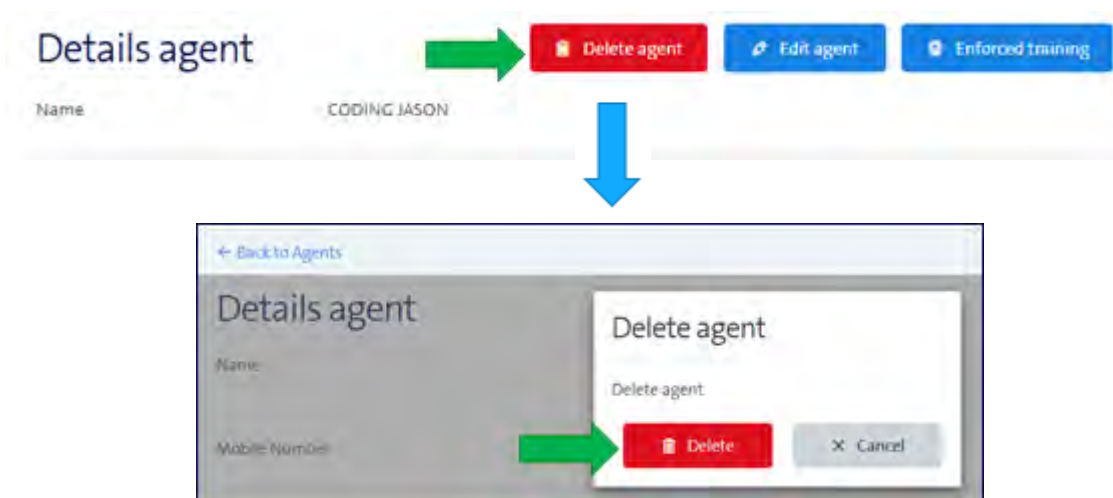
> **Please note**:
>
> - when an RA Agent leaves the company, his/her role must be deleted immediately.
> - if an RA agent has been re-identified, his/her role as RA agent must also be re-assigned.
>   To do so, delete the role here in a 1st step.

Master RA agent
How does the administration of the RA agent work?

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Edit RA Agent

After clicking on "Edit agent" you can adjust the following parameters:

Role:

- Standard RA Agents can identify people
- Master RA Agents can identify people and have access to the Admin Portal.

Assurance Level:

- 1(LOW) + 2(LCP): not in use
- 3 (NCP) allows identification for advanced electronic signatures
- 4 (QCP) allows identification for advanced and qualified electronic signatures
  → this should be your default

Language: Correspondence language of the prospective RA agent

Save the changes by clicking on "**Save**".

Initiate additional eLearning for an RA agent.

If you have identified **knowledge gaps f**or an RA agent, you can request additional eLearning for this RA agent.

To do so, click the "**Enforced Training"** button and the process will start:

- A **Standard RA agent** falls back to the status "Waiting for Training" and can no longer identify
- A **Master RA agent** alls back to the status "Waiting for Training" and can no longer login to the Admin Portal
- He will be prompted to complete the eLearning for RA agents
    - Standard RA agents: basic e-learning for RA agents
    - Master RA Agents: e-learnig for Master RA agents
- After completing the eLearning, his status changes to "Confirmed & Signed" and he can identify resp. login to the Admin Portal again.

Also the **trainings** and their statuses are listed in the details of an RA Agent.

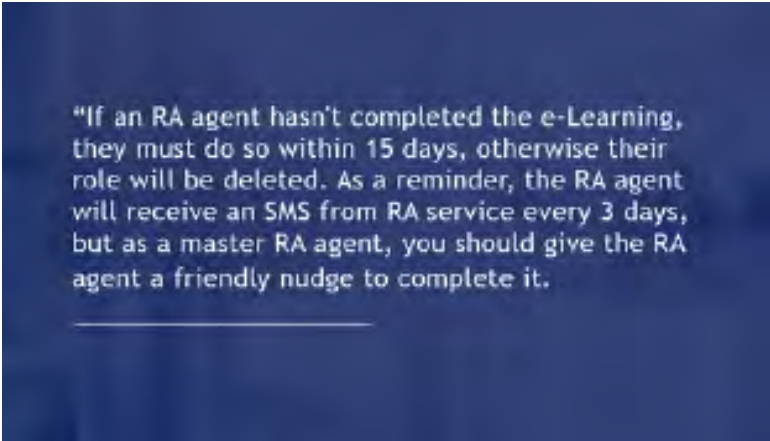|	Note
	If the RA Agent does not complete the eLearning within the time limit (15 days), then t**he role will be deleted.**

Master RA agent
How does the administration of the RA agent work?

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Reset - When must the role of an RA agent be deleted?

- When an RA agent leaves the company or organization.
- When an RA agent wishes to remain in his role but has been re-identified.
- If you, as the Master RA agent, discover that an RA agent is not following the rules.

"If an RA agent hasn't completed the e-Learning, they must do so within 15 days, otherwise their role will be deleted. As a reminder, the RA agent will receive an SMS from RA service every 3 days, but as a master RA agent, you should give the RA agent a friendly nudge to complete it.

What are the reasons for deleting the role of an RA agent?

A) The role was deleted by a Master or Global RA agent.

B) The RA agent has not accepted the duties of an RA agent within the 15-day deadline specified.

C) This person has not completed the e-learning within the specified 15-day deadline.

Master RA agent
How does the administration of the RA agent work?

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A few questions

When must you as a Master RA agent remove an RA agent from the RA Organisation with the button "Delete Agent" in the admin tool?

Select the correct answer.

A) If an RA agent leaves the organisation.

B) If the RA agent is newly identified and wishes to continue to remain an RA agent.

C) I must never delete an RA agent in the admin portal.

How many days does the RA agent have to complete the basic RA Agent e-learning?

What does that mean again ...?

Assign the statuses to the right meaning from the "Agents' view".

A) Waiting for Training   1) The RA agent can use the RA app and identify individuals.

B) Waiting for CA   2) The RA agent must accept the requirements specification for RA agents

C) Confirmed & Signed   3) The RA agent must complete the RA agent basic training.

In how many of these cases should you, as a Master RA agent, trigger an additional e-learning course for one of your RA agents?

1. An RA agent repeatedly enters individuals in the RA app with errors.

2. An RA agent is unsure when handling the RA app.

3. An RA agent does not know what the security features of an identification document are.

How does the administration of the users work?
**And how do I appoint an RA Agent?**

Managing users

Once you have seen how to manage the RA agents in the admin portal, here you can find out how to get to the menu to manage people who have been identified by your RA agents through the "Users" tab: **the users**.

Managing users at a glance:	• Click on the **"Users"** tab to get to the menu for user administration in your organisation.
	• You can search this using the **mobile number** of the **user** and have the data record of a user displayed to you.
	• Here you can assign a user the **role of an RA agent**.

Use the "**Users**" tab to switch to the menu for managing all **persons identified** by your RA agents (users).
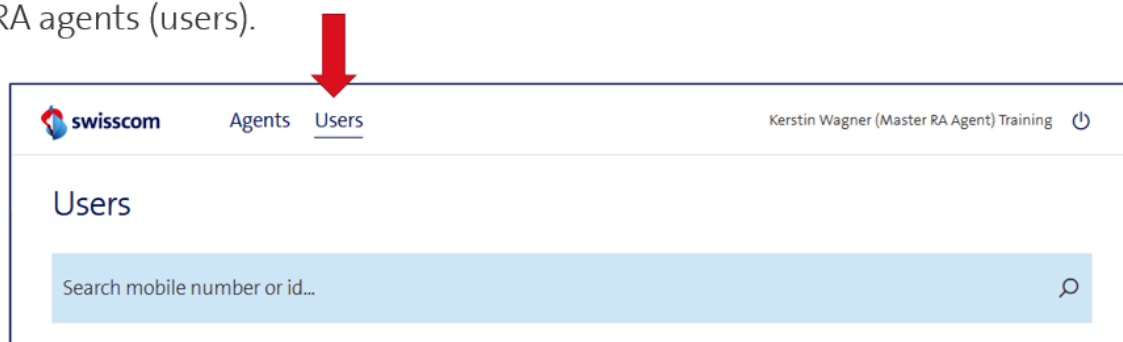
You can search for the **identified persons of your RA Agency** by entering their mobile number in the blue search field (in the format 0791234567 or +41791234567).

Master RA agent
How does the administration of the users work?
And how do I appoint an RA Agent?

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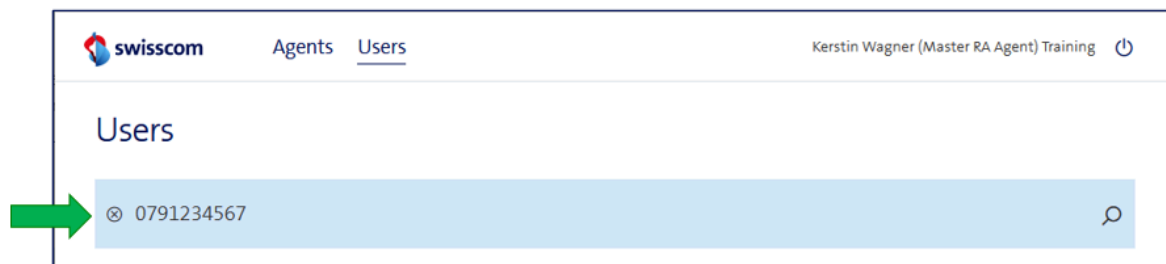
A user's data is not displayed - what's wrong?

Possible reasons why a user is not displayed to you:

1. the user has **not been identified** yet.

2. For data protection reasons, you will only be shown users who have been identified by RA agents of your own RA agency using the RA app.
   Users who were recorded via **video identification** or identified in a **Swisscom Shop,** for example, will **not be displayed t**o you.

> ⚠ **Note**
>
> If you are looking for information on users that are not displayed to you, please contact
>
> All-in.SigningService@swisscom.com
>
> This is also the place to go if you want to assign the role of an RA agent to "**invisible**" users.
> Please always include the **mobile number** and the **name of the user** you are looking for..

Data set of an identified person

Name and **mobile number** of the person

Preferred language of the person

The **level of assurance (LoA)** and the green bars indicate that the person

- can do either **advanced** or **qualified** electronic signatures depending on the level: "**4 (QCP)**" allows qualified, "**3 (NCP)**" advanced signatures
- can sign in the legal areas of **Switzerland (ZertES)** and **EU/EEA (eIDAS)**, depending on which terms of use he/she has accepted in the identification.
- until when the identification document presented during the identification is **valid**.

The user can do qualified signatures in the Swiss legal area

The user can do qualified signatures in the EU/EEA legal area

Master RA agent
How does the administration of the users work?
And how do I appoint an RA Agent?

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Structure of the data sets (meta data)

Evidence ID: unique ID for the set of evidences captured during identification
Created Date: time of identification
Serial Mobile Number: Reference to the authentication method: SAS - Password/SMS code, MID - Mobile ID
First Name & **Last Name**: Name of the person as in the presented ID document
Country Code: Nationality of the person
Validity: "global" means that the person can sign in all signature applications that are connected to the Swisscom Signing Service and the RA Service.
ID Expiry: expiration date of the stored ID document; **after expiration, qualified signing is no longer possible.**

Status:

- **Waiting for User Confirmation:** The link to the terms and conditions of use has been sent
- **Confirmed & Signed**: The user has accepted the terms of use and is able to sign
- **Archived:** The record has been archived

🌡 **Tip:**

If the record is in the status **"Waiting for User Confirmation"**, you as the Master RA Agent can send the link to the Terms of Use to this user again.

By clicking on the blue button **"Resend T&C"** or on the small icon with the arrow next to the list entry, the link to the Terms of Use will be added to the clipboard and can then be sent, e.g. by e-mail.

Master RA agent
How does the administration of the users work?
And how do I appoint an RA Agent?

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Invalidate user record

To **remove a user's ability to sign**, all that is required is to **deactivate** his or her active record. This is achieved by the Master RA Agent clicking on the small red **server icon** behind the record with the status "Confirmed & Signed".
The data record is then moved to the "**Archived**" status.

> **Note:**
>
> Also a record that is in "**Waiting for User Confirmation**" status **can be deleted** by clicking on the server icon.
>
> This prevents the active record from being overwritten.

Assign a user the role "Standard RA Agent" or "Master RA Agent"

In the **admin portal** under the **menu item "Users"**, as the Master RA agent, you search for the person using their mobile number and check whether a valid entry exists.

To assign an RA agent-role to this person, click on [Register as agent] within the entry.

Requirement: The person must have the status **"Confirmed & Signed"** (= at least one green bar).

Master RA agent
How does the administration of the users work?
And how do I appoint an RA Agent?

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After clicking on "Register as Agent", a popup window will open. Here you can set the following parameters

Role:

- Standard RA Agents can identify people
- Master RA Agents can identify people and have access to the Admin Portal.

Assurance Level:

- 1(LOW) + 2(LCP): not in use
- 3 (NCP) allows identification for advanced electronic signatures
- 4 (QCP) allows identification for advanced and qualified electronic signatures
  → this should be your default

Language: Correspondence language of the prospective RA agent

Save the changes by clicking on "**Register as agent**".

The **registration** of a new RA Agent must be **confirmed by the Master RA Agent** using Mobile ID or password/ SMS code:
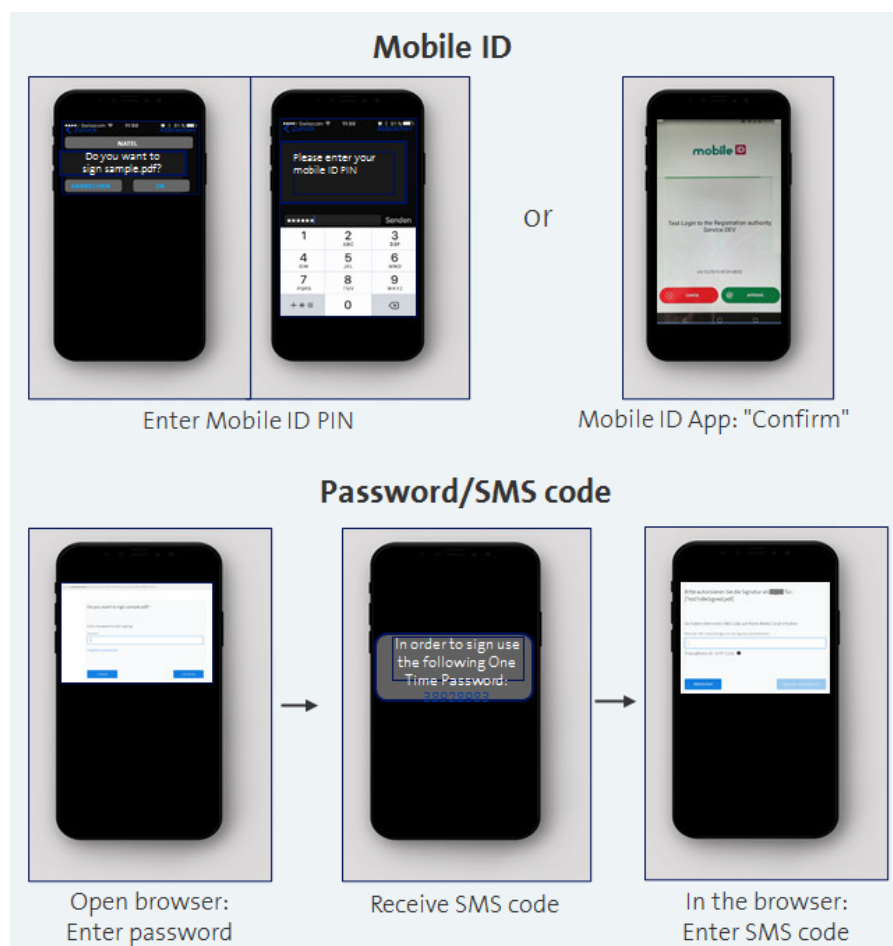
The upcoming RA Agent will then receive a SMS with personal link to the **basic e-learning for RA Agents.**

After completing the basic e-learning, the prospective RA agent receives a link to **the Duties of an RA agent** , which he or she must **accept** via Mobile ID or password/SMS code.

Once this is done, prospective RA Agents can log in **to the RA App**.

A prospective **Master RA Agent** will receive another SMS with a personal link to the E-Learning for Master RA agents. After completing this 2nd e-learning, the prospective Master RA Agent can log in **to the Admin Portal**.

By the way:

The RA service sends several **reminders** (SMS), both for the **eLearnings** and for the **Duties of an RA agent**, every 3 days, at most 5 SMS.

The e-learnings have to be **repeated annually**, the RA Service contacts the RA Agents directly (via SMS).

How does the administration of the users work?
And how do I appoint an RA Agent?

On an open mission - the process of appointing RA agents

Look at the step by step appointment of RA agents

> **Absolutely note:**
>
> You may only assign an RA Agent role to a user if he has a **valid employment contract** with your company or organization.

The process at a glance

1. The individual is identified and registered with the RA app by an RA agent.
2. If necessary, notification to the Master RA agent with name and mobile number.
3. In the admin portal the Master RA agent assigns the role "RA agent" to the prospective RA agent.
4. The RA agent completes the e-learning.
5. The RA agent accepts the duties of an RA Agent.
6. The RA agent installs the RA app and logs in.

Face2Face Identification: Identification and registration of the person using the RA app or video-ident.

If necessary, the prospective RA Agents **notifies the Master RA agent** of his/her name and mobile number.

The Master RA agent **assigns the role "RA agent"** to the propective RA Agent;
assignment is done in the admin portal.

The prospective RA agent completes the **basic e-learning**.

The RA agent accepts the **duties of an RA agent.**

Installation of the RA app, login and getting started.

Now the RA Agent can start with the identifications with the RA App.

> **Good to know:**
>
> After assigning an RA agent role, the following applies:
>
> - The RA service sends an **SMS reminders every 3 days and a maximum of 5 times,** both for the **e-learning** and the **Duties of an RA Agent.**
> - The **e-learning** must **be repeated** on an annual basis!
>   The RA service sends a notification to the RA agent directly via SMS.

Master RA agent
How does the administration of the users work?
And how do I appoint an RA Agent?

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A few questions about the topic:

What data are displayed in the data record for a person who has been identified?

Select the correct answers. There is more than one correct answer.

A) Name

B) Mobile number

C) LOA: Level of assurance

D) Nationality

E) Date of birth

What does that mean again...?

Assign the statuses to the right meaning from the "User view"..

A) Waiting for User Confirmation

B) Confirmed & Signed

C) Archived

1) The user can no longer sign and the data record was archived.

2) The user can sign electronically.

3) The user must accept the usage regulations.

As a master RA agent, I enter a mobile number into the search field in the "User" tab, but no user is displayed. What does that mean?

Select the correct answers.

A) The user was identified by another RA organisation or by video.

B) The user has not yet been identified by an RA agent from your RA organisation.

C) The user has already been identified and can sign electronically.

What conditions must be fulfilled to assign the role of "RA agent" to a user?

Select the correct answers.

A) The user must be identified and be a member of my company.

B) The user must have accepted the usage regulations of the signing service and have at least one green bar in the admin portal.

C) The user should be at least 18 years old.

D) The user must be a close family member.

As an Standard or Master RA agent, where can I find help with problems?

Troubleshooting

If things don't go so smoothly, don't panic. Here you will find troubleshooting tips.

How to support your RA agents in case of problems

If an RA agent has difficulties with the RA app, he will contact you.

In particular, whenever an RA agent ...

- Has set a **new MobileID PIN** without using the recovery code,
- Has **changed the password** (when logging in with a password/SMS code),
- Has **reactivated the Mobile ID** without using the recovery code,
- Has **activated the Mobile ID app** without using the recovery code,
- Has **transmitted the mobile phone contract,**
- Has received a **new mobile number,**
- Has received a **new SIM** or an **eSIM**
- Has received a **new passport or ID document**,

In these cases an **RA agent needs to be re-identified** and you need to re-assign him the **RA agent role**, before he can log in again.

The person is identified, the status is "Confirmed & Signed" and he still can not sign!

Check,

- whether the spelling of the **first and last names** and the **nationality** of the person in the signature portal match the information in the RA Service.
 Pay special attention to **special characters** and **umlauts**.

Ask,

- whether the person has **(re-)activated Mobile ID**,
- whether he/she hasset a **new Mobile ID PIN** or **password**,
- whether he/she has received a new **SIM card** or an **eSIM**.

In all these cases, a person must be **re-identified** so that he can sign again

No login possible at the RA app – what can I do?

- Check your login data: are cell phone number and company name correct?
  Also pay attention to spaces.
- Make sure you have the latest version of the RA app installed on your device.
- Is there an **error message**?
- Have you been re-identified?
  Then you must also be reassigned the "RA agent" role
- Can your cell phone **receive SMS** or is the number of Swisscom possibly **blocked**?
- A **reboot** (of the cell phone) always helps ...
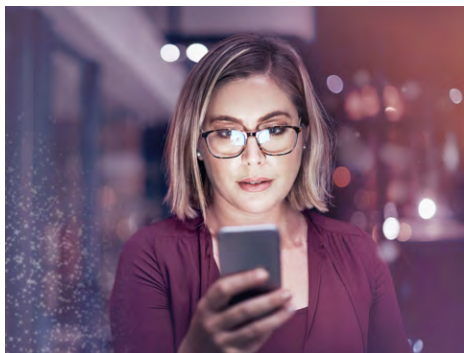
As a Master RA agent, what should you do if an RA agent can no longer log in?

Please choose the correct answers.

A) You ask the RA agent what error message is displayed.

B) You ask the RA agent to get re-identified.

C) You initialize a new e-learning.

Before asking us for assistance, please try the following:

Check whether one of the points on this card applies to you.

Open and close the RA app again.

Activate or deactivate flight mode on your device.

Restart your mobile phone.

➤ For users with Mobile ID: check your Mobile ID at www.mobileid.ch "MY MOBILE ID" menu.

Keep in mind!

- Master RA agents only see the users who have been identified **by RA agents from their own agency**.
- If **an existing RA agent has been newly identified**, their RA agent role must be newly assigned. This means that the existing RA agent entry must **first be deleted**.

Do you have any further problems, questions or comments?

Simply get in touch via email on this address:
All-in.SigningService@swisscom.com

We advise you to save the following links resp. guides for further study:

Printout of this e-learning

Checklist identification with RA App

Quick Start Guide RA agents

Quick Start Guide Master RA agent

Troubleshooting Guide

List of supported countries in the RA app

Manual of Mobile ID recovery code

Log in using this link:

https://ras-admin.scapp.swisscom.com

Your login data are **your mobile number** and the **organisation name** that you received via SMS and/or email.

Authentication is done via Mobile ID resp. password/SMS code

If you have **completed both e-learnings** and **accepted the Duties of an RA Agent**, you can now start administering the RA agents in the admin portal!

Good luck!