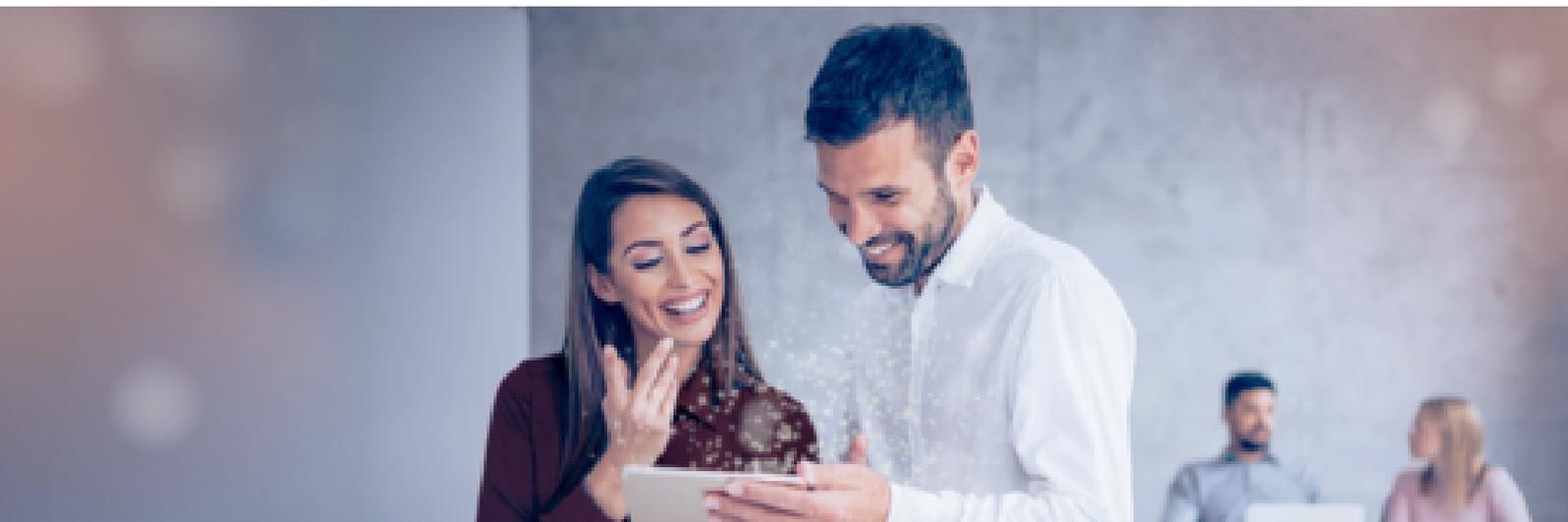


Master RA agent

What does a Master RA agent need to know?



Master RA agent

What can I expect from this training course?	3
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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 do after that?

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

Get to know Kerstin!



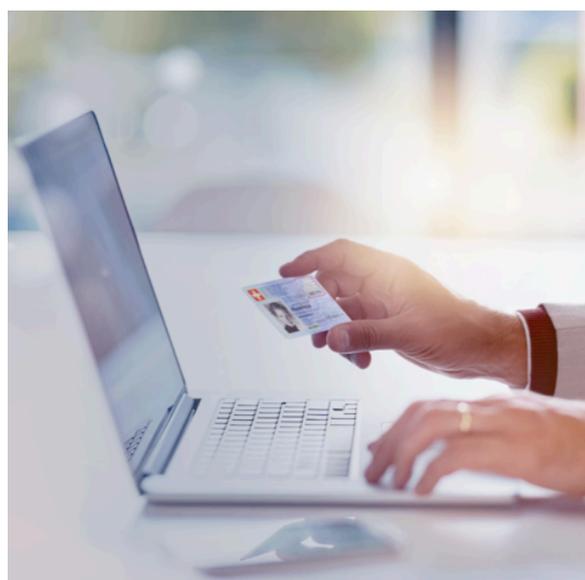
Kerstin is a Global RA Agent at Swisscom and knows the Admin Portal very well. In this training she has many good tips for you as a prospective Master RA Agent, what you have to pay attention to in the administration of RA Agents ...

Do you remember the following...?

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

The right solution can be found on page 26.
Select the correct answers. There is more than one correct answer.

- A) Swiss ID
- B) An European identity card
- 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 able 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?

The right solution can be found on page 26.
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.

What are the duties of Master RA agents?

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

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.

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

The right solution can be found on page 26.

Select the correct answer.

A) Yes

B) No

What are the duties of Master RA agents?

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

- A Master RA agent forwards information from Swisscom to his RA agents.

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?

The right solution can be found on page 26.

Match the answers correctly.

A) Do:

B) Don't:

- 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!

You'll find out how to use the RA app correctly on the next card.

What are the duties of Master RA agents?

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

A mistake was made here. Can you find it?

The right solution can be found on page 26.

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?

The right solution can be found on page 27.

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.

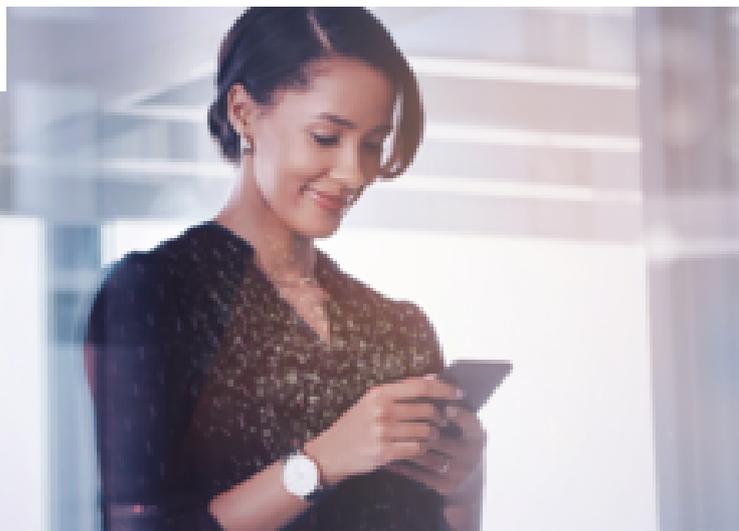
What are the other tasks of a Master RA agent?

The right solution can be found on page 27.

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. Chat with Kerstin and take a look at what needs to be taken into account when using the RA app.

The chat bot element is not available in the print version.

Good to know

- 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.

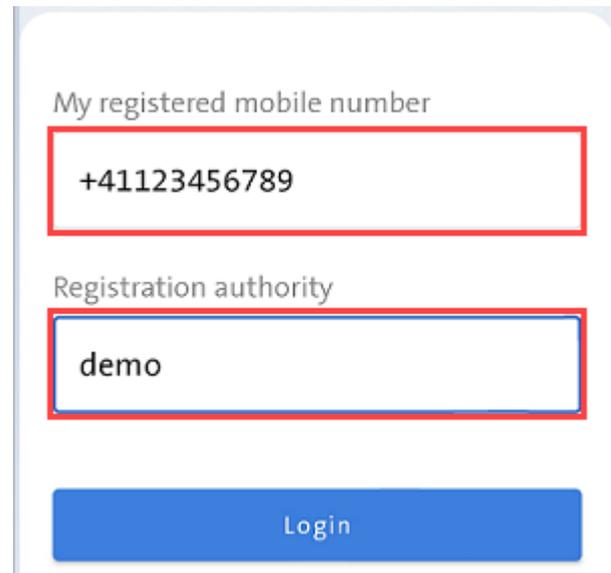
For example, you can try out the following:

- 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: +41 123 456 789
- Registration authority: demo

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



My registered mobile number

+41123456789

Registration authority

demo

Login

Find out how to build up a network of RA agents on the next card.

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

The right solution can be found on page 27.

Select the correct answers.

- A) I need to ensure that I check texts that are scanned in using text recognition (OCR).
- B) I have to correctly register the 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 submits the identification. The person is now recorded as Hans Guenther AI Mustermann.

You can find the evaluations on page 30.

Did the RA agent do the right thing?

(Yes) (No)

A person wants to be identified for an electronic signature and only has their driving licence with them when they meet the RA agent (or a copy of their ID).

You can find the evaluations on page 30.

Is the RA agent or Master RA agent allowed to record this identification document in 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 logs the first name Michael in the RA app.

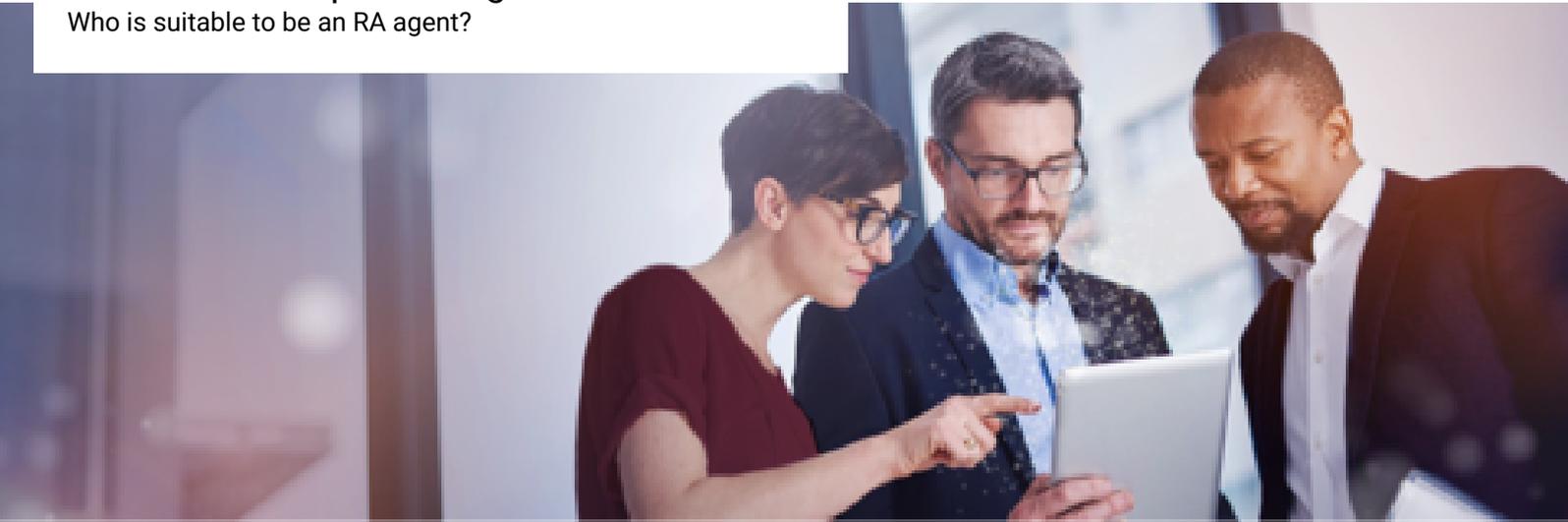
You can find the evaluations on page 30.

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.

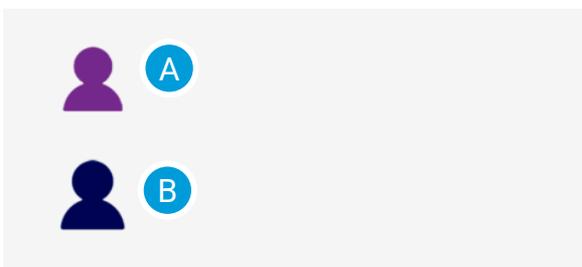
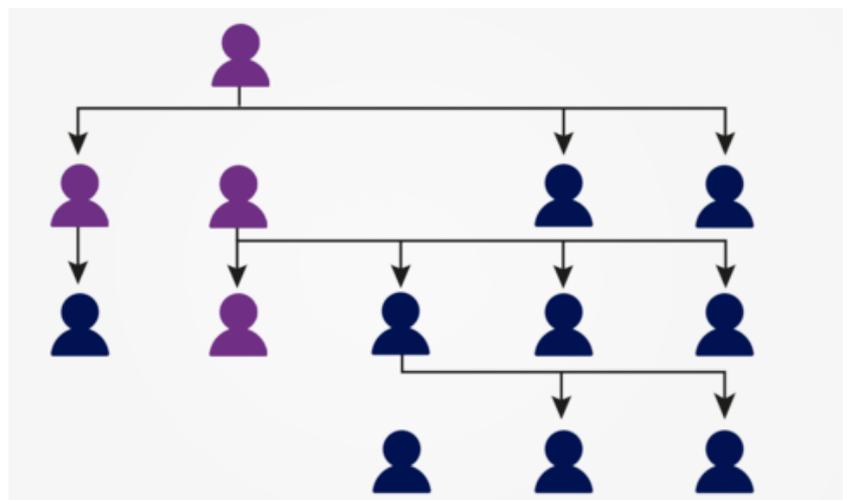
- You could document that in the internal policies and processes,
- You could integrate the e-learning for RA agents as a mandatory module in the onboarding process and
- You could ensure transparent communication about the RA process within the company.

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.



A Master RA agents

B Standard RA agents

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.

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



She knows everyone in the company and has been working in the HR



He is not part of the organisation but has plenty of experience in the field of

How do I build up an RA agent network?

Who is suitable to be an RA agent?

network during his training at Swisscom.

department for 15 years. She has been an HR manager for 5 years now.

communication and plenty of customer contact.

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

The right solution can be found on page 27.
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

You will find out how the administration of RA agents works on the following card.

What are the prerequisites for an RA agent?

The right solution can be found on page 27.

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 appoint another Master RA agent. Which of these statements are correct?

The right solution can be found on page 27.

Select the correct answers.

- A) The new Master RA Agent can appoint additional RA Agents.
- B) The new Master RA Agent will get access to the Admin Portal.
- C) The new Master RA Agent can step in for me and reassign the Master RA Agent role if I am unable to log in.
- D) 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?



Manage the “Agents” - it's 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.

So, put your headset on, listen carefully and watch the screencast about how it works:



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 initiate another training.

The video is not available in the print version.

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 a RA agent has received the request to perform the e-learning, he needs to complete it within 15 days, otherwise his role in the Admin Portal will be deleted. As a Master RA Agent, you should kindly inform the RA Agent that he cannot use the RA App until he has completed the e-learning and accepted the duties of a RA agent.”

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

The right solution can be found on page 28. Select the correct options. Multiple answers are correct.

- 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.

You will find out how the administration of users functions on the next card.

When must you as a Master RA agent remove an RA agent from your RA organisation with the button "Delete Agent" in the Admin Portal?

The right solution can be found on page 28.
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.

What does that mean again ...?

The right solution can be found on page 28.
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. |

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

The right solution can be found on page 28.
Select the correct answer.

- A) 7 days
- B) 15 days
- C) 40 days

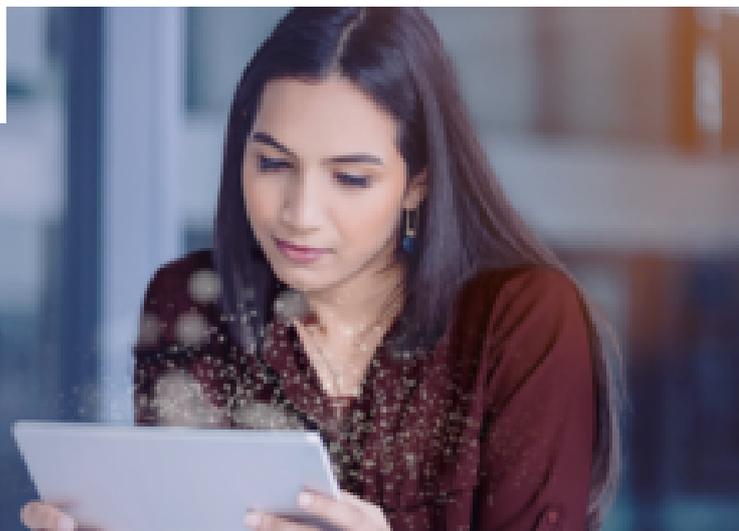
In which of these cases should you, as a Master RA agent, trigger an additional eLearning course for one of your RA agents?

The right solution can be found on page 28.
Select the correct answer.

- A) An RA agent repeatedly enters individuals in the RA app with errors.
- B) An RA agent is unsure when handling the RA app.
- C) 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.

Take a look at the individual steps in administration in the screencast.



The video is not available in the print version.

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.

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 see users who have been identified by RA agents of your own RA agency via RA app. Users who have been video-identified or identified in a Swisscom shop, for example, will not be displayed.



If you are looking for information about users who 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 RA Agent to "invisible" users.

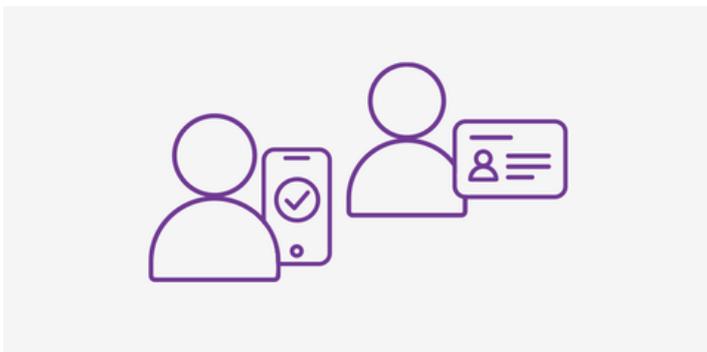
Please always include the mobile number and name of the user you are looking for.

Please note:

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

On an open mission - the process of appointing RA agents

Click your way step by step through the appointment of RA agents.



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

The process at a glance

1. The individual is identified and registered with the RA app by an RA agent.
2. 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.



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 prospective RA Agent; assignment is done in the admin portal.



The RA agent completes the e-learning.



The RA agent accepts the duties of an RA agent.



Installation of the RA app, login and getting started with the identifications.

i

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.

Identifications using the RA app can now begin. On the last card, you will find out where to find help if things don't go to plan.

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

The right solution can be found on page 28.

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...?

The right solution can be found on page 29.

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

- | | |
|----------------------------------|------------------------------------------------------------------|
| A) Waiting for User Confirmation | 1) The user can no longer sign and the data record was archived. |
| B) Confirmed & Signed | 2) The user can sign electronically. |
| C) Archived | 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?

The right solution can be found on page 29.

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?

The right solution can be found on page 29.

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,

- if the person may have (re-)activated Mobile ID,
- if he/she may have set a new Mobile ID PIN or password,

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?

- if he/she has received a new SIM card or an eSIM.
- A reboot (of the cell phone) always helps ...

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



As a Master RA agent, what should you do if an RA agent can no longer log in?

The right solution can be found on page 29.
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.



Good to know!

- 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.

We advise you to save the following links 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](#)



Do you have any further problems, questions or comments?

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

Have you already answered all of our knowledge questions?

You will find the questions on the back of the flashcards or as a summary via the adjacent link. Only once you have answered all of the questions correctly this training course is completed.

Super, well done!

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

Find gaps in knowledge

[Log in using this link](#)

How login works

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

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

Now you can start with the administration.

Good luck!