Troubleshooting

for Master RA Agents

Swisscom Trust Services

C1 Public

Troubleshooting (1)

The RA app does not start
➢ For security reasons the app will not start on "jailbroken" phones
➢ Uninstall and reinstall the Swisscom RA App

Login error - what can I do?
➢ Check the login data: Mobile phone number and company name (usually the domain from the email address).
➢ Make sure that the latest version of the RA App is installed on the device
➢ Check that a good Internet connection is available.

Transmission error - Red screen after identification
➢ ask the identified person whether he/she has received the SMS with the link to the terms of use. If yes, then the transmission was successful and no further action is required; if no, repeat the identification
➢ Ensure that there are no special characters in the transmitted data (e.g. !,?,:,;())
➢ Sometimes company WLAN connections or proxies block data transmission. The cellular data connection should be used instead
➢ Repeat the process in another network

The presented ID document is not supported/ is not listed in the RA App
➢ Check the current country list: Link
➢ If the document you want is not supported, please contact All-in.SigningService@swisscom.com

You become aware that the transmitted data were incorrect.
➢ Simply repeat the identification. The incorrect data is overwritten with the new data
➢ If in doubt, please contact All-in.SigningService@swisscom.com

Before you ask us for assistance, try the following:
➢ Check if any of the items under "**Good to know**" applies
➢ Close and reopen the RA app
➢ Activate/deactivate the flight mode on your device
➢ Restart your cell phone
➢ For users with Mobile ID: check your MobileID at www.mobileid.ch → menu "MY MOBILE ID".

Good to know:

In the following situations RA Agents will need to be **re-identified** and also **re-assigned the role RA Agent** in order to log back in.
They have
▪ set a **new MobileID PIN** without using their recovery code
▪ **changed their password** (when logging in with password/SMS code)
▪ **re-activated Mobile ID** without using their recovery code
▪ Activated the **Mobile ID App**
▪ **transferred** the mobile contract
▪ got a **new mobile number**
▪ Got an **eSim**

Troubleshooting (2)

Login error at the Admin Portal - what can I do?
➢ Check your login data: are your mobile phone number and company name (usually the domain from the email address) correct?
➢ Make sure that your browser is up to date
➢ Empty the cache of your browser

A RA Agent can no longer log in to the RA App
➢ Check the RA Agent entry in the Admin Portal (under "RA Agents"), is its status "Confirmed & "Signed"?
➢ Also check the RA agent's user entry: is there at least one "green bar"? Or maybe the ID document has expired?
➢ If his/her status is ok, he/she may have **activated Mobile ID**, set a **new PIN i**n Mobile ID or a **new password** in Password/SMS code procedure.

I cannot see the record of an identified user!
➢ The user was
  ○ not yet identified or
  ○ He/she was identified by an RA Agent of another agency.
For data privacy reasons we had to limit the view of Master RA Agents, therefore they can only see users and RA Agents that have been **identified by RA Agents of their own agency**. If this causes problems, then the person should be re-identified by an RA Agent of the own RA Agency.

The user is identified, the status is "Confirmed & Signed", but still cannot sign!
➢ Do the first name, surname and nationality of the user, as entered in the signature application, match the information in the RA Service Admin Portal?
➢ Ask whether the person has possibly (re-)activated Mobile ID, has set a new Mobile ID PIN or password. Or has his or her ID document expired?
In all these cases a user must be **re-identified.**

Good to know:

• Master RA agents only see the users identified by RA Agents of **their own RA agency**

• If an existing RA Agent is **re-identified**, his **RA Agent role** must also be **re-assigned**.
To do so, first delete the old entry as RA Agent ("Delete agent").

For your independent study

- [Printout of the eLearning for RA Agents](#)

- [FAQ All-in Signing Service](#)

- [Quickstart Guide RA Agents](#)

- [Quick Start Guide Identification](#)

- [Country List RA App](#)