



Swisscom RA App 4.0 Introduction for RA Agents

Information for RA Agents and Master RA Agents (PROD)

September 2022 | Swisscom Trust Services
C1 Public



New RA App V 4.0

1. Goal of this document
2. Start with the new RA App
3. Login
4. Walkthrough of RA App 4.0
5. Additional functionalities
6. How to give feedback





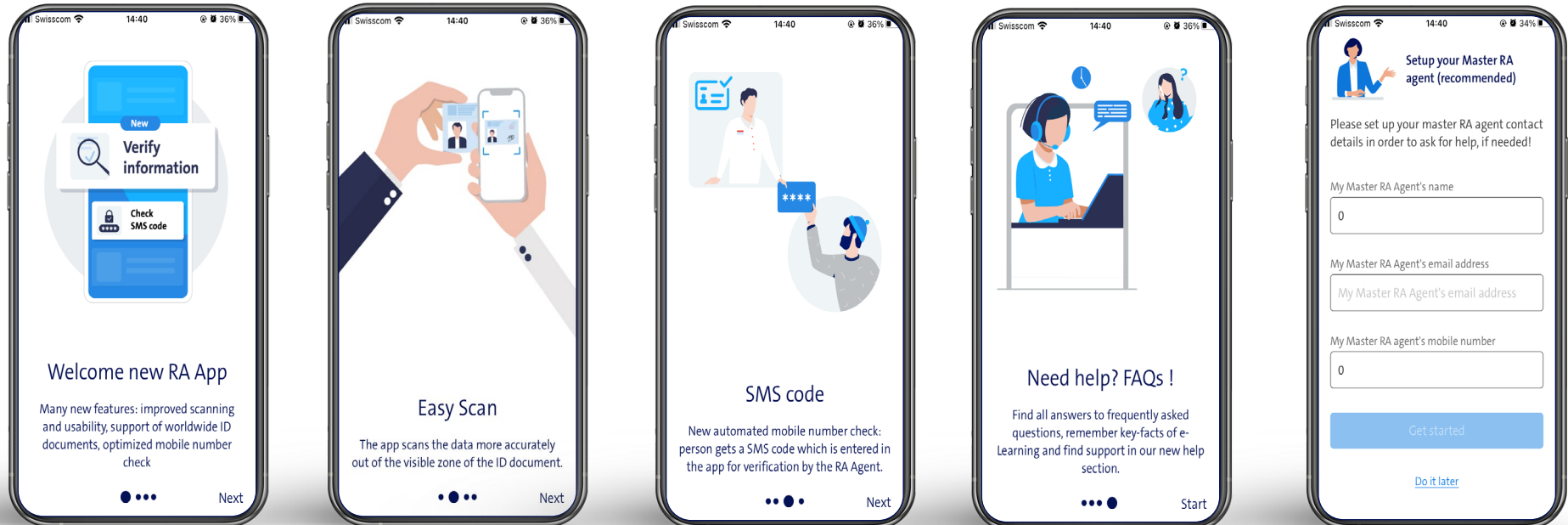
1. Goal of this document

- This document is intended to be dispatched to all active RA Agent using the RA App to register new users
- The document describes the new version of the app with new features
- **Audience:** the document is sent to all the Master RA Agents, who have the responsibility to forward it
- What **you, as Master RA Agent, need to** do:
 - **Read carefully** and **apply** the information and Guidelines
 - **Forward** this document to all your **Master RA Agents and Standard Agent**
 - **Train your network:** assure that the content will be read and understood by your Agent Network



2. Start the RA App

After starting the RA App, walk through the welcome screens and check out the new features. You may also enter the contact details of your Master RA Agent in this process step.





3. Login the RA App

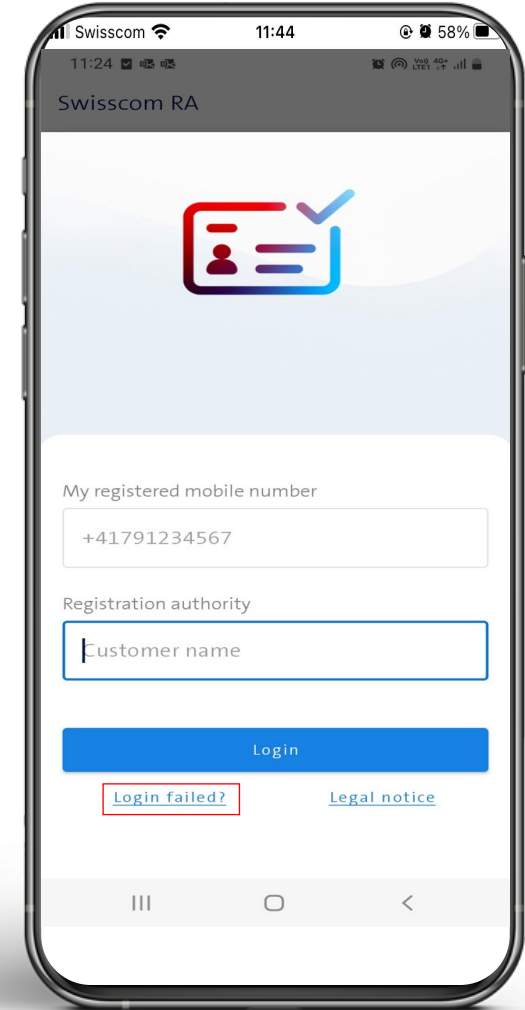
- Log in with your RA agent credentials as usual: your registered **mobile number** and your **company identifier (new label: Registration Authority)**
- To log in, use Mobile ID or the password/SMS-code method **as usual**
- If you have **issues or questions**, please check out:
 - Login Failed link on the front page of the app
 - Our Help Center, section RA Agency:

<https://trustservices.swisscom.com/en/faq-class/ra-agency/>

- Our signature check page:

<https://check-signing.trustservices.swisscom.com/>

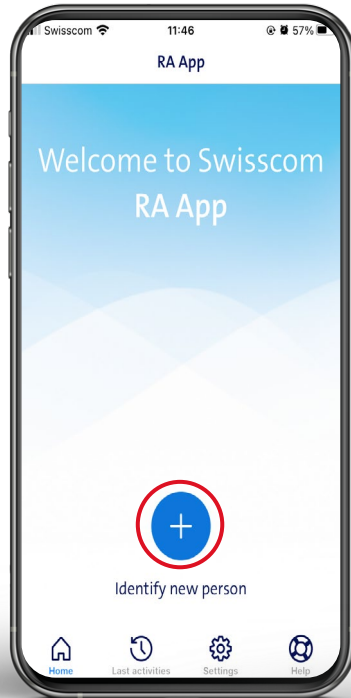
(please be aware that you need a successful result on the check page to log in as an Agent. If this is unsuccessful, then you need to get registered again as a User and as an Agent afterwards)



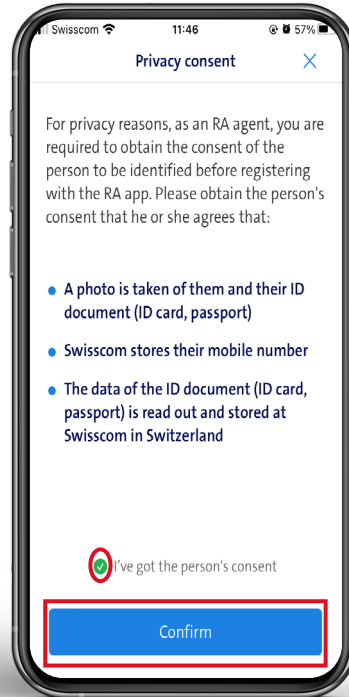


4. App Walk Through (1)

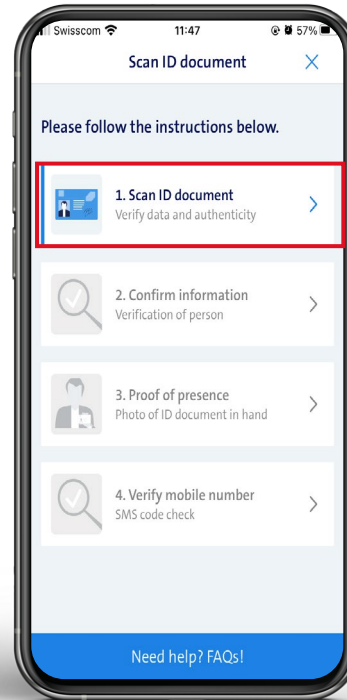
Tips & Tricks



1 To start click on the **plus** sign



2 Get **privacy consent** of person to gather data



3 Click on step 1



4 Scan **ID document** (ID or passport)

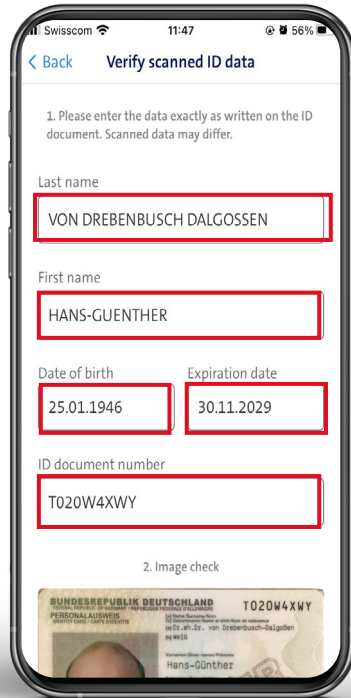
- Ask the person you are registering for a **valid ID document** (ID or passport) and ask for consent to gather his*her personal data
- To scan, place the ID document in the highlighted zone
 - For ID cards: Please scan front and back side (incl. side with machine readable zone – MRZ)
 - For passports: only scan the side with the machine readable zone
- **Attention: This is a productive RA App! Please make sure to perform the identification of the person carefully, as with the current RA App!**

Hint: just put the card to show it completely and not cut in the frame. It is **not necessary** to fill exactly the frame with the card as the system will recognize it and cut it correctly.



4. App Walk Through (2)

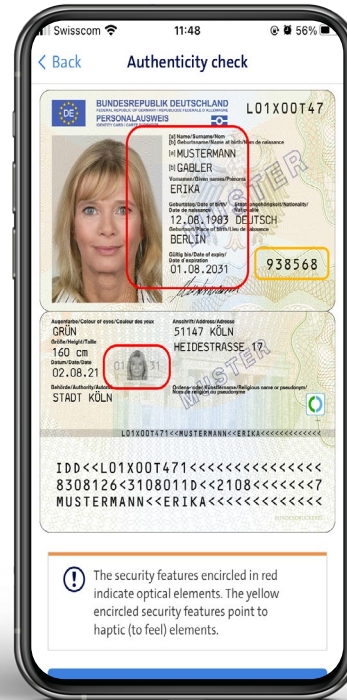
Tips & Tricks



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

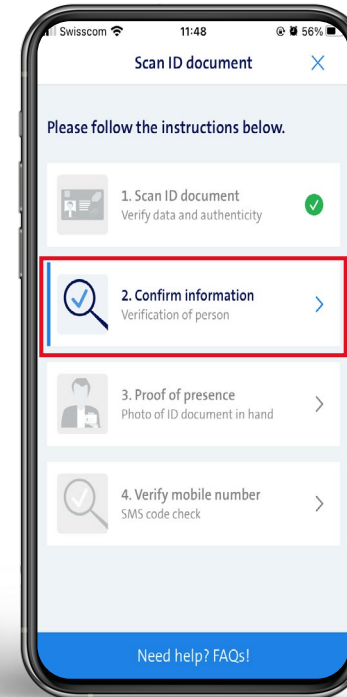


5a Check, whether the image of ID document is of good quality



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

Scroll down if more than one document is available



7 Click on step 2

- Check if **all data was correctly scanned**. If necessary, correct the data after clicking in the related fields
- Pay especially attention to:
 - **Country specific letters** (e.g.: ä,ö,ü,ñ,ç)
 - **Accents** (è,é,â)
 - **Truncated names** (e.g. HANS-MICHA)
- **Remember:** You always need to enter the ID data as it is printed on the visible zone of the presented ID document (not the MRZ!)
- If the scanned photo of the ID document is blurry, cut off or not readable, please start over the scanning process.
- Check the highlighted security features of the ID document as in current RA App
- **Authenticity:** Click on "Show all security elements" if you want to see all security features of this document



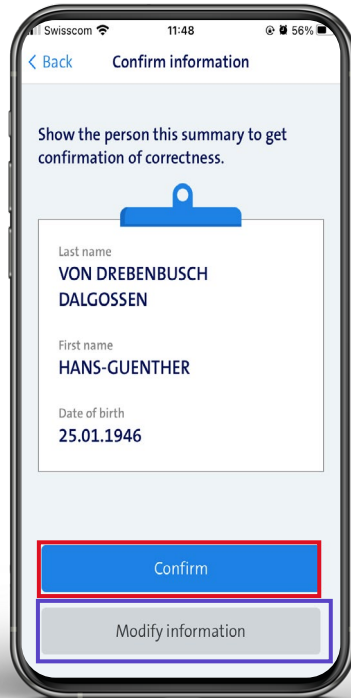
4. App Walk Through (3)

Tips & Tricks

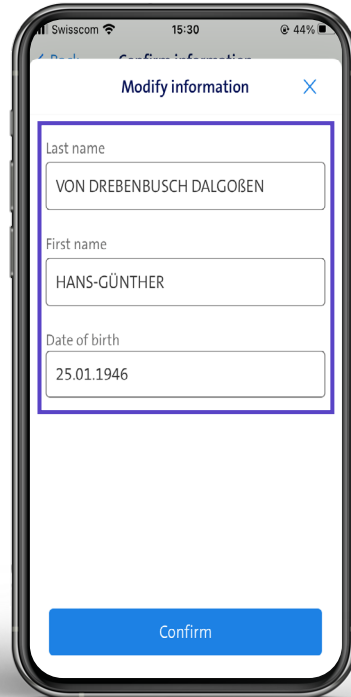
➤ **NEW:** You as RA agent **must** show the **summary of the scanned ID data to the person** and ask whether all the data are correct

➤ If there is a mistake, you can correct the information after clicking on **"Modify information"**

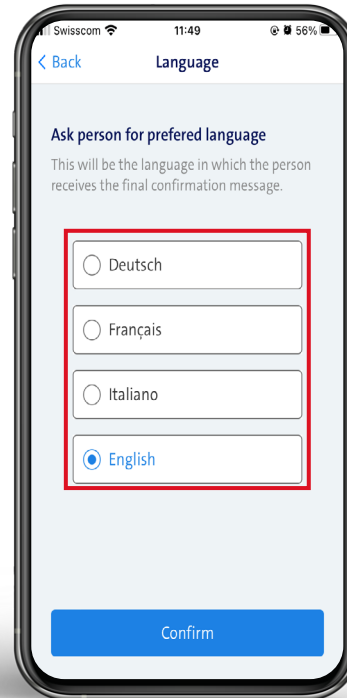
➤ **Select** the preferred **language** of the identified person.



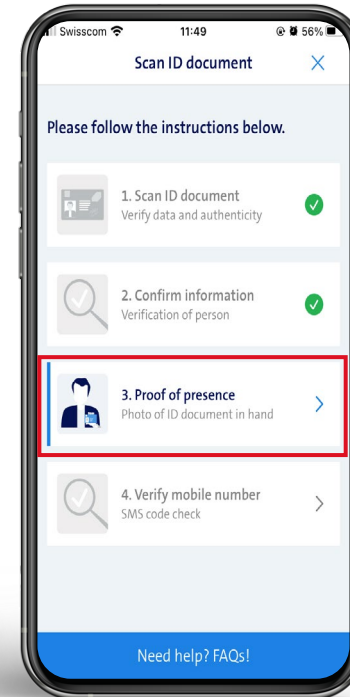
8 Show this summary of ID data to the person and ask whether all data are ok.



8a If information is wrong, you can edit the data by clicking on "Modify information"



9 Select the preferred language of identified person



10 Click on step 3



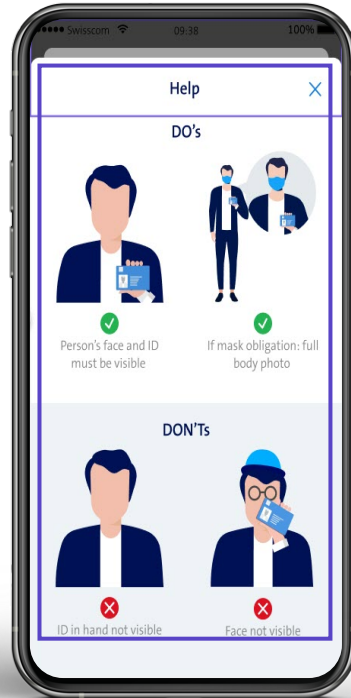
4. App Walk Through (4)

Tips & Tricks

- Take a photo of the **person with his*her ID document in the hand** (proof-of-presence)
- If you need help on how to take the photo click on **"Help"**.
- The photo take will not be saved on your mobile device



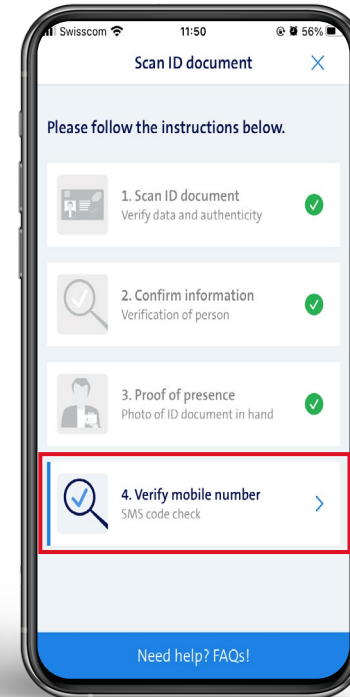
11 Take a picture of the person with his*her ID document in the hand



11a If you need help on how to take the picture see "Help"



12 Check whether the photo taken is of good quality

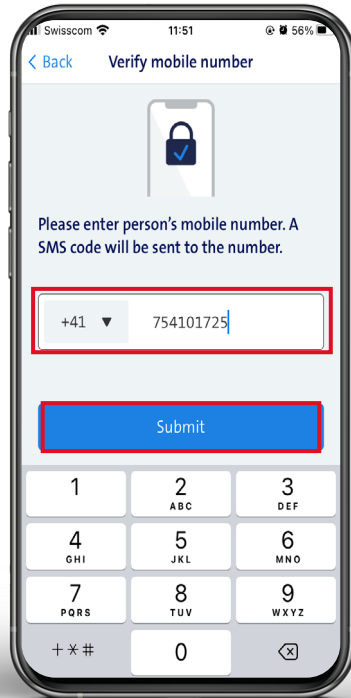


13 Click on step 4

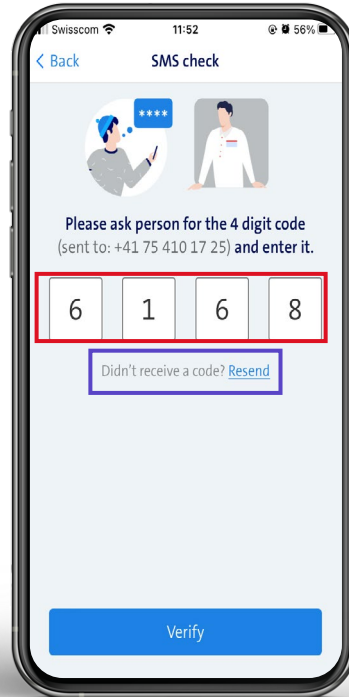


4. App Walk Through (5)

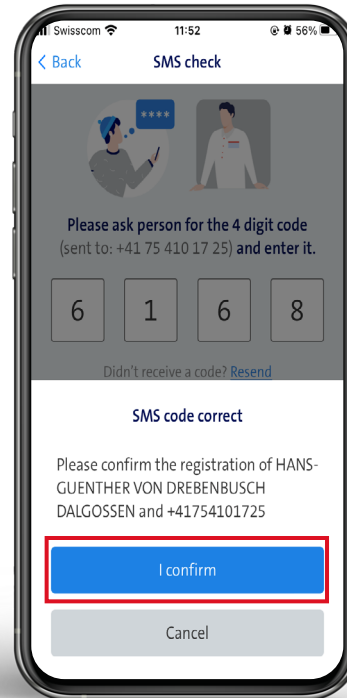
Tips & Tricks



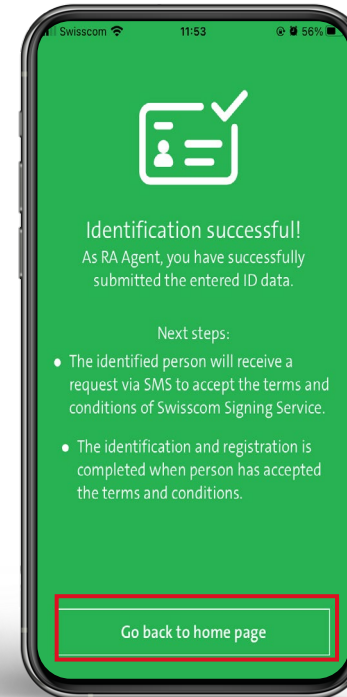
14 Enter the
person's mobile
number
and click "Submit"



15 Enter **4-digit
code** which the
person receives via
SMS
and click "Verify"



16 Click on **I
confirm** and use
**Mobile ID or
password/SMS-
code method**



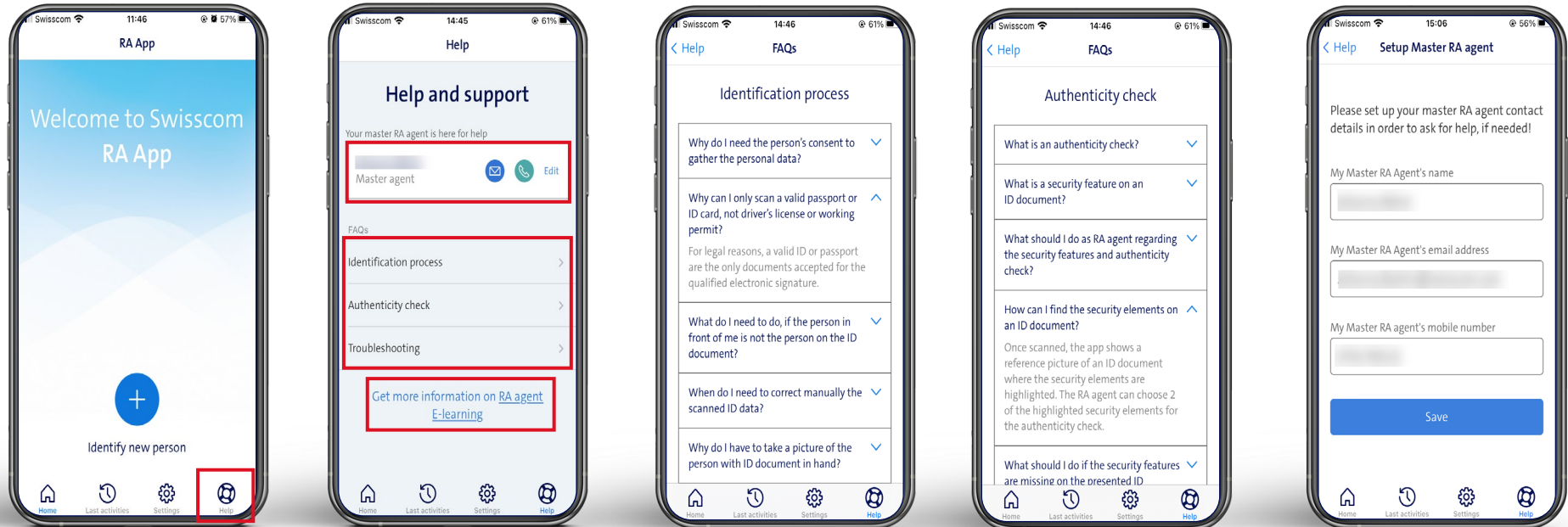
17 Identification
was successful

- Enter the mobile number of the person you are identifying and registering and click on submit
- **NEW: SMS code check to verify mobile number:** The person receives a **4-digit code via SMS** on his*her mobile phone. The RA agents needs to enter this 4-digit SMS-code into the RA App and click on "Verify"
→ **you no longer have to call the person**
- If the person doesn't receive the SMS-code, the RA agent can **"Resend"** a new code via the RA App
- After the correct code has been entered, the RA agent clicks on **"I confirm"** and **confirms** the identification of the person **with Mobile ID or password/SMS-code method**, as usual
- Remind the person that he*she receives an SMS to accept the terms of use of the Signing Service



5. Additional functionalities (1) – Help Section

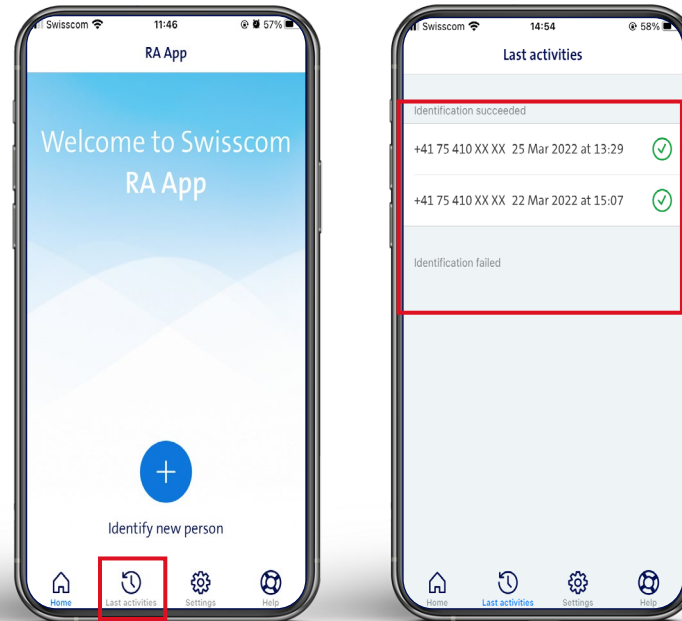
There is a new **help section** available where you can enter the **contact information of your Master RA Agent** (in case you need support), get answers to frequently asked questions (**FAQ**) and find the link to the printout of the **RA agent e-learning**.





5. Other functionalities (2) – Last activities

In the area of last activities you will find your succeeded and failed identifications of persons





5. Additional functionalities (3) – Settings

In the "**Settings**" you can see your **login data, current app version** and you can **change the app language**.
Also, here you can **logout**.

- If you have **issues or questions**, please check out:

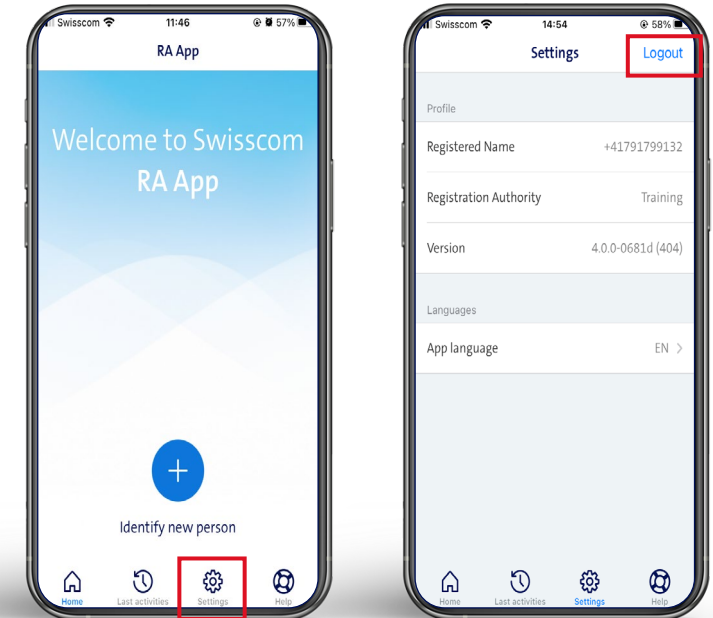
- Login Failed link on the front page of the app
- Our Help Center, section RA Agency:

<https://trustservices.swisscom.com/en/faq-class/ra-agency/>

- Our signature check page:

<https://check-signing.trustservices.swisscom.com/>

(please be aware that you need a successful result on the check page to log in as an Agent. If this is unsuccessful, then you need to get registered again as a User and as an Agent afterwards)





6. How to give Feedback

Do not provide feedback through the App, but use email contact address with Object **"Feedback RA App 4.0"**:

all-in.signingservice@swisscom.com

