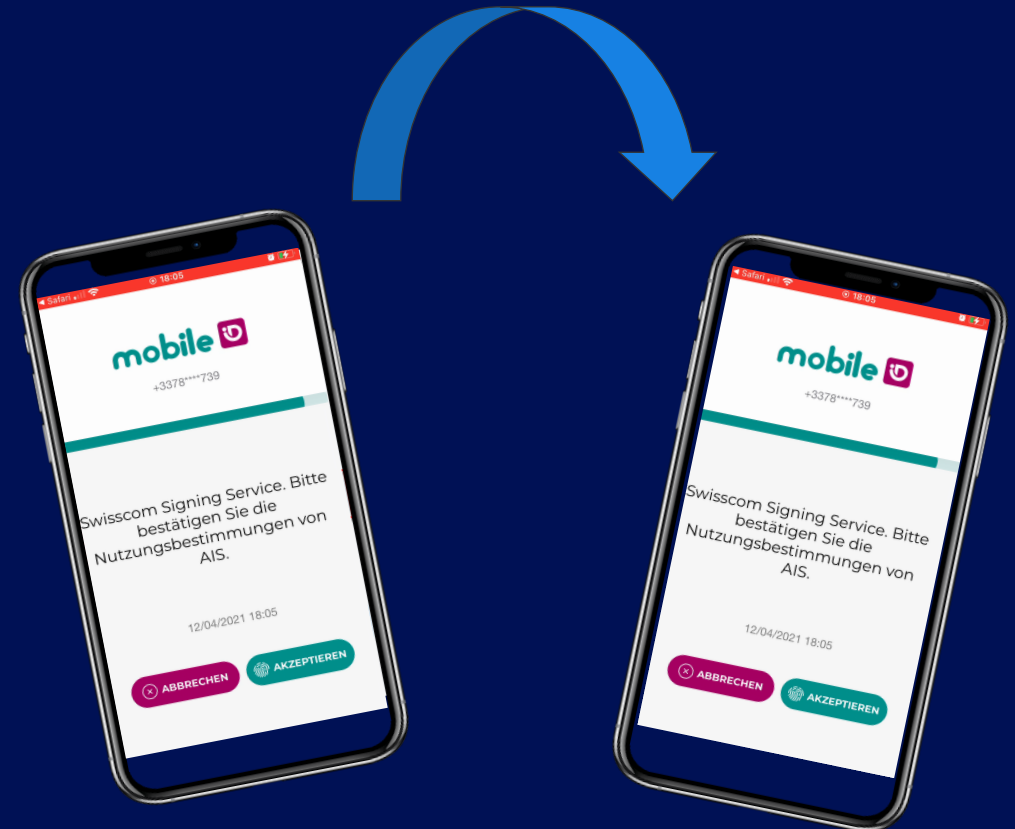




# Quick Start

**Device Change** without losing  
your signing capabilities and Agent rights



C1-Public



# Agenda

1. **Goal** of the document
2. **Prerequisites**
3. **Checks** before starting (mandatory)
4. **Use Cases**

**Case 1** new device with same SIM Card  
**Case 2** to new device with Mobile ID App  
**Case 3** new device with new SIM Card



# 1. Goal of this document

This document is intended to provide a step by step procedure to change a mobile device without losing the current signing capabilities or access rights for Master RA Agents or Standard RA Agents.

This document will cover the device change in any combination of Mobile ID SIM, eSIM, Mobile ID App

## 2. Prerequisites

- The user is **currently using Mobile ID or Mobile ID App**
- **The User has chosen Mobile ID App or MID SIM and uses only one of both**
- The user keeps the **same mobile number**
- If the user uses PWD OTP, no specific care is needed with the new device (out of scope)



### 3. Mandatory before you start

- **Check your current signing status:** <https://check-signing.trustservices.swisscom.com/>
  - The result must be successful
- **Check your Agent Roles:**
  - Standard Agent: you can successfully login in the RA App with your current MID:
  - Master RA Agent: you can successfully login to the admin Portal with your current MID
- **Create a Recovery code (very Important and Mandatory):** <https://www.mobileid.ch/en/login>
  - This is the only way to switch from one device to another

#### Why doing that?

- You reactivated recently your MID without recovery code?
- You have recently missed the eLearning it can be that you have been deactivated as Agent?
- If you got identified recently, and you were not promoted again as an Agent?
- In these cases, you will need to be re-identified or promoted anyway...



# Device Changes

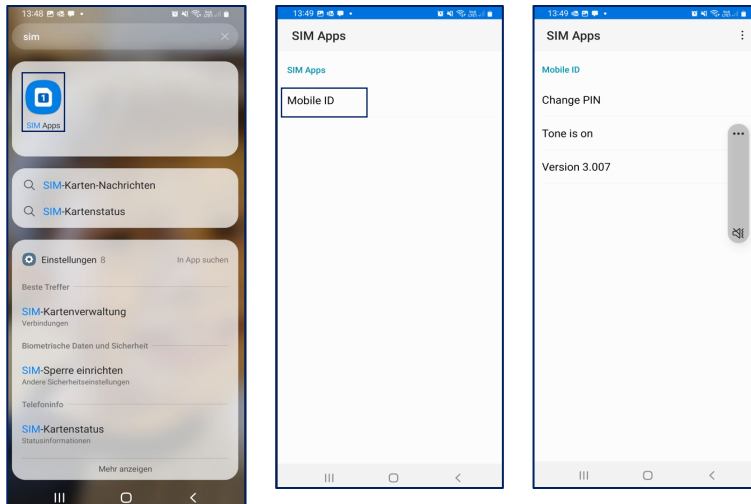
- Case 1 new device with same SIM Card
- Case 2 to new device with Mobile ID APP
- Case 3 new device with new SIM Card



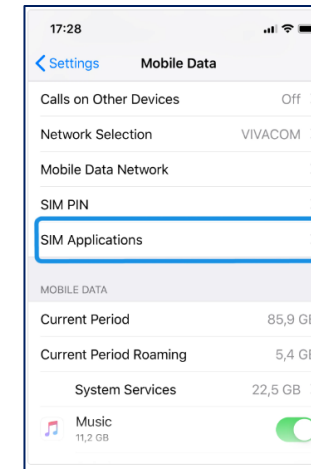
## Case 1 – User with Mobile ID SIM (PIN) – old SIM in old device -> old SIM new device

- **Put the SIM out** of your mobile phone and **insert it in the new mobile phone**
- Start the new phone -> the mobile ID is already activated on the new device
- Check your config with the SIM Toolkit:

### Android:



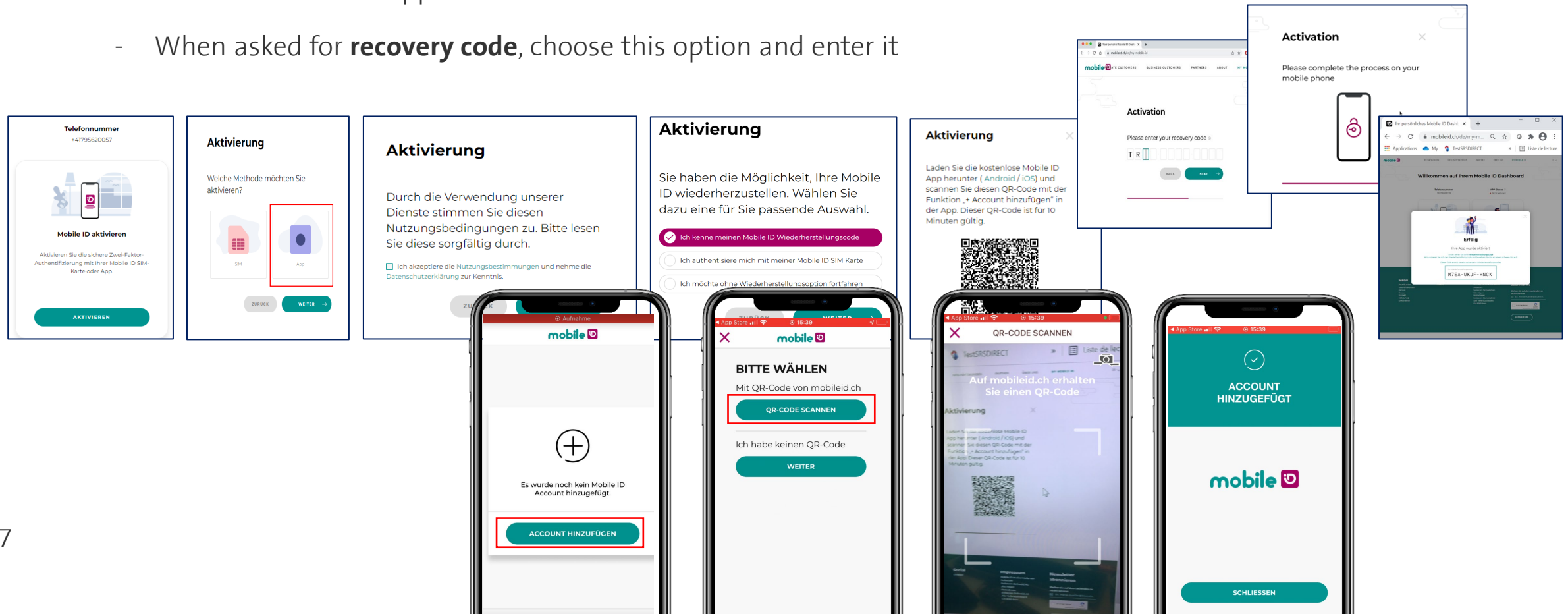
### IOS: Settings/Mobile Data





## Case 2 – User with Mobile ID App on old device -> Mobile ID App on new device

- Ensure **recovery code** was done before and is available
- On the new Mobile Device: **Install the App** on the new device and add Account till step QR Code
- On a desktop Computer: go to **Mobile ID Dashboard** <https://www.mobileid.ch/de/my-mobile-id> and choose activate Mobile ID with the app and choose **QR Code**
- When asked for **recovery code**, choose this option and enter it





## Case 3 – User MID SIM (PIN) – old SIM old device -> New SIM new device

- **Put the SIM out** of your mobile phone and **insert it in the new mobile phone**
- Start the new phone -> the mobile ID is already activated on the new device
- Check your config with the SIM Toolkit:

The image displays a sequence of six screenshots illustrating the Mobile ID activation process, along with two smartphone screens and a desktop browser window showing the final dashboard.

- Screenshot 1:** "Telefonnummer" screen showing the phone number (+41795620057) and a green "AKTIVIEREN" button.
- Screenshot 2:** "Aktivierung" screen asking "Welche Methode möchten Sie aktivieren?" (Which method do you want to activate?). The "SIM" option is selected.
- Screenshot 3:** "Aktivierung" screen showing the terms and conditions: "Durch die Verwendung unserer Dienste stimmen Sie diesen Nutzungsbedingungen zu. Bitte lesen Sie diese sorgfältig durch." (By using our services, you agree to these terms of use. Please read them carefully.)
- Screenshot 4:** "Aktivierung" screen showing the recovery options: "Sie haben die Möglichkeit, Ihre Mobile ID wiederherzustellen. Wählen Sie dazu eine für Sie passende Auswahl." (You have the opportunity to restore your Mobile ID. Choose an option suitable for you.) The option "Ich kenne meinen Mobile ID Wiederherstellungscode" (I know my Mobile ID recovery code) is selected.
- Screenshot 5:** "Activation" web page showing the recovery code input field: "Please enter your recovery code".
- Screenshot 6:** "Activation" app screen showing a lock icon and the text "Please complete the process on your mobile phone".
- Smartphone Screens:** Two smartphones displaying the "Define your new Mobile ID PIN (6 digits)" screen.
- Desktop Browser:** A browser window showing the "Willkommen auf Ihrem Mobile ID Dashboard" (Welcome to your Mobile ID Dashboard) page.





# Q&A



## Q&A

- FAQ : <https://trustservices.swisscom.com/faq/>
- Can I sign? <https://check-signing.trustservices.swisscom.com/>
- Case 2 : possibility to activate Mobile ID App with SIM Authentication
- Recommendation: after each new activation please note the new recovery code
- Help Center <https://trustservices.swisscom.com/help-center/>

**Aktivierung**

Sie haben die Möglichkeit, Ihre Mobile ID wiederherzustellen. Wählen Sie dazu eine für Sie passende Auswahl.

☒ Ich kenne meinen Mobile ID Wiederherstellungscode

☐ Ich authenticiere mich mit meiner Mobile ID SIM Karte

☐ Ich möchte ohne Wiederherstellungsoption fortfahren

ZURÜCK WEITER →