

# CH-LOGIN Guide

Initial registration with a mobile number (mTAN) as the 2<sup>nd</sup> authentication factor

## CH-LOGIN Initial registration

After initial registration, you can use the CH-LOGIN account to log in with your e-mail address and password. In addition, PUBLICA requires a stronger 2<sup>nd</sup> authentication factor (SMS with mTAN code or a code on the Authenticator App). You will be prompted to enter the code that you have received by SMS. Please note that security questions are also necessary for this login procedure. They guarantee secure administration subsequently.


### Starting screen

Actual registration begins on the starting screen of the CH-LOGIN. Select the option “Create account” here.


The screenshot shows the CH-LOGIN starting screen. At the top left, there is a logo for the Swiss Confederation (Schweizerische Eidgenossenschaft, Confédération suisse, Confederazione Svizzera, Confederaziun svizra) and the text 'eIAM'. At the top right, there is a language selector showing 'EN'. The main content area features the CH-LOGIN logo with 'eGovernment' underneath. Below the logo are two input fields: 'Email' and 'Password'. To the left of the 'Password' field is a link for 'Forgot password?'. To the right of the 'Password' field are 'Cancel' and 'Login' buttons. Below these fields is a 'Create account' button, preceded by the text 'No account yet?'. At the bottom center, there is a '- or -' separator. The footer contains 'Federal Office of Information Technology, Systems and Telecommunication FOITT' on the left and 'Legal framework' on the right.

## Entering the registration data

Please complete all fields, observe the password rules and don't forget to read and accept the terms of use. Click on "Continue" when you are ready.

 Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

eIAM

 EN

### Register

First name

Surname

Email

Use at least 10 characters, at least one (1) uppercase letter A-Z, one (1) lowercase letter (a-z) and at least two (2) digits (0-9) or special characters (- !@#%&\*0+=\_[]:;?/?<>.)

Password

Confirm password


I accept the terms of use.

Cancel Continue

Already have an CH-LOGIN account?

Login

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## E-mail with a code

You will receive a code at the e-mail address you provided, Enter the code in the appropriate field and click on "Continue".

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Confederazione Svizzera  
Confederaziun svizra

eIAM

EN

### Enter confirmation code

Please enter the confirmation code you received and click "Continue".

**i** Enter the confirmation code that we sent to the following email address: pinotnoir@yopmail.com

Confirmation code

[Request new code](#)

Back Continue

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## Completion of simple registration

If the code is verified successfully, simple registration is completed.

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Confederaziun svizra

eIAM

EN



Welcome

You have successfully registered.

Because the application you want to access requires it for security reasons, you must register a two-factor authentication. The "Continue" button takes you to the wizard, which guides you through the registration process. Please note that you must first enter additional security questions for recovery purposes.

With MyAccount, you can later register additional authentication methods and/or change your two-factor authentication settings at any time.

Continue


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PUBLICA requires a second authentication factor for security reasons. Click on "Continue" to go to extended registration.

## Security questions

It is necessary to save the security questions as part of extended registration so that a recovery option is available to you subsequently for your 2<sup>nd</sup> factor. Specifically, this ensures that you have the option to change your 2<sup>nd</sup> factor at any time. Please choose your security questions and answer them. Then click on “Continue”.

 Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

eIAM

EN ▾

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### Security questions

Please select three security questions below and answer them.

Security question 1 \*

Answer 1 \*

Security question 2 \*

Answer 2 \*

Security question 3 \*

Answer 3 \*

[Continue](#)

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## Select authentication method

Click on “Mobile number (mTAN)”


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Confédération suisse  
Confederazione Svizzera  
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eIAM


EN

### Select authentication method

Please select with which method you would like register at this point.



**Authenticator App**  
(recommended)



**Mobile number (mTAN)**  
mTAN

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Enter your phone number with the country code.

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Confederazione Svizzera  
Confederaziun svizra

eIAM

EN

**Mobile number (mTAN)**  
Please enter your mobile phone number. You will receive an SMS with the code requested to continue.

Phone number \*

Field is required

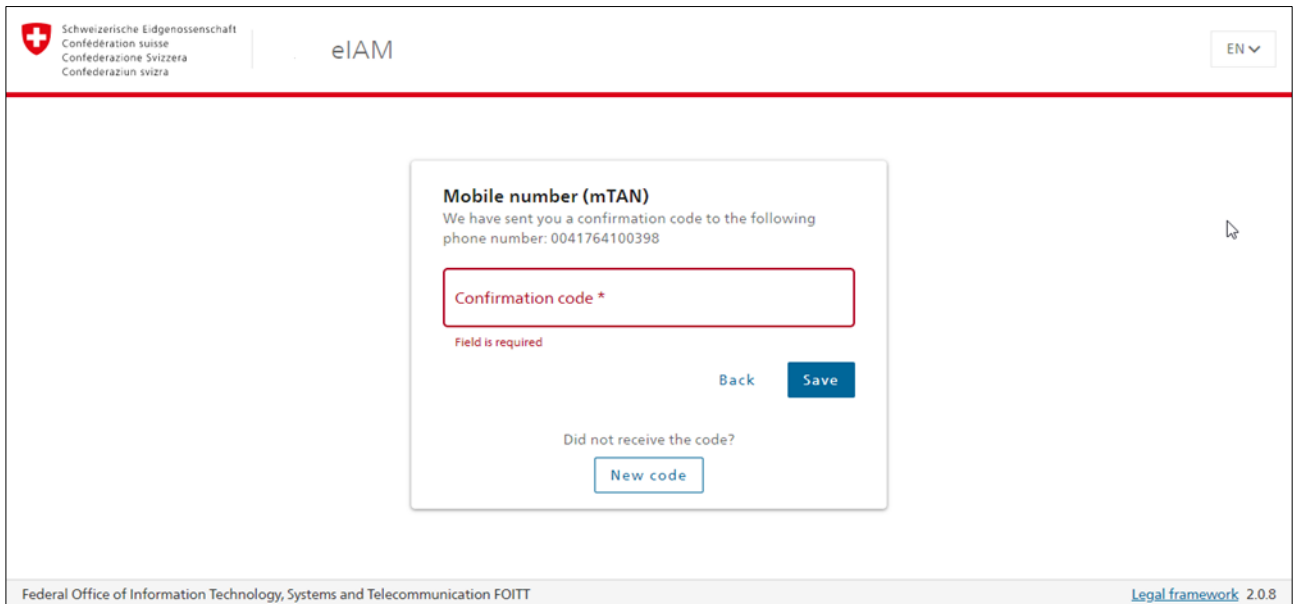
[Change method](#)
[Continue](#)

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## Confirmation with mTAN for registration

The CH-Login sends you a confirmation code (mTAN) by SMS to the mobile number you have saved.

Enter the code in the field provided and click on “Save”. You will then be taken directly to the “PUBLICA activation portal”.



The screenshot shows the eIAM web interface. At the top left is the Swiss federal logo and the text: Schweizerische Eidgenossenschaft, Confédération suisse, Confederazione Svizzera, Confederaziun svizra. To the right is the eIAM logo and a language dropdown menu set to EN. The main content area is a white box with a red border. Inside, the heading is "Mobile number (mTAN)". Below it, the text reads: "We have sent you a confirmation code to the following phone number: 0041764100398". There is a red-bordered input field containing the text "Confirmation code \*". Below the field, it says "Field is required". To the right of the field are "Back" and "Save" buttons. Below the input field, it says "Did not receive the code?" with a "New code" button. At the bottom of the page, there is a footer with "Federal Office of Information Technology, Systems and Telecommunication FOITT" on the left and "Legal framework 2.0.8" on the right.

## PUBLICA activation portal

Please enter in the appropriate field the access data you received in the letter. The activation portal verifies that your member ID and the activation code have been entered.

Important: the activation code is personal and may not be passed on to third parties.

The screenshot shows the 'Aktivierungsportal PUBLICA' interface. At the top, there are language options 'DE', 'FR', and 'IT'. The main heading is 'Aktivierung Zugang'. Below this, there is explanatory text: 'Sie haben per Post Ihren persönlichen Aktivierungscode zusammen mit Ihrer Versicherten-ID erhalten. Bitte geben Sie diese Informationen in die Formularfelder ein, um den Zugang zum Versichertenportal freizuschalten.' This is followed by a warning: 'Bitte achten Sie darauf, den Aktivierungscode korrekt zu schreiben (Gross-/Kleinschreibung), da nur 5 Falscheingaben erlaubt sind.' There are two input fields: 'Ihre Versicherten-ID' and 'Aktivierungscode', each with a help icon. A blue 'Aktivieren' button is positioned below the second field. At the bottom, contact information for 'Pensionskasse des Bundes PUBLICA' is provided: 'Eigerstrasse 57 | 3007 Bern', 'Tel. +41 58 485 212 11 | info@publica.ch | publica.ch'.

If you have entered your access data correctly, a message appears stating that your access has been activated. By clicking on “Go to login” you will first be taken back to the CH-Login.

This screenshot shows the same 'Aktivierungsportal PUBLICA' interface, but with a success message displayed in a green box. The message reads: '✓ Vielen Dank, Ihr Zugang wurde freigeschaltet. Sie werden nun auf die Anmeldeseite umgeleitet, auf der Sie sich erneut anmelden müssen.' Below the message is a blue button labeled 'Zur Anmeldung'. The rest of the page content, including the header and explanatory text, remains the same as in the previous screenshot.



To complete the process, you have to log in again via the CH-Login. From this point on, after logging in again you will be connected directly to the active member portal.

The screenshot shows the CH-Login eGovernment portal. At the top left, there is a logo for the Swiss Confederation with the text: Schweizerische Eidgenossenschaft, Confédération suisse, Confederazione Svizzera, Confederaziun svizra. To the right of the logo is the text 'eIAM'. In the top right corner, there are two buttons: a circular icon and a button labeled 'EN' with a dropdown arrow. The main content area is a white box with the CH-Login logo and 'eGovernment' text. Below the logo are two input fields: 'Email' and 'Password'. Under the 'Password' field is a link 'Forgot password?'. To the right of the 'Forgot password?' link are two buttons: 'Cancel' and 'Login'. Below these buttons is a link 'No account yet?' and a button 'Create account'. At the bottom of the white box is the text '- or -'. At the bottom of the page, there is a footer with the text 'Federal Office of Information Technology, Systems and Telecommunication FOITT' on the left and 'Legal framework' on the right.