CH-LOGIN Guide

Initial registration with a mobile number (mTAN) as the 2nd 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 2nd 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.
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.
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”.

Completion of simple registration

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

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 2nd factor. Specifically, this ensures that you have the option to change your 2nd factor at any time. Please choose your security questions and answer them. Then click on "Continue".
Select authentication method

Click on “Mobile number (mTAN)”

Enter your phone number with the country code.
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”.

![Confirmation code input field](image)
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.

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.
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.