



# Quick Start Guide RA agent in 5 Steps

How to become a RA agent

swisscom

March 2021 | Trusted Digital Service  
C1 Public





## 5 Steps to become a RA Agent

After your Master RA Agent has appointed you as an RA Agent, you

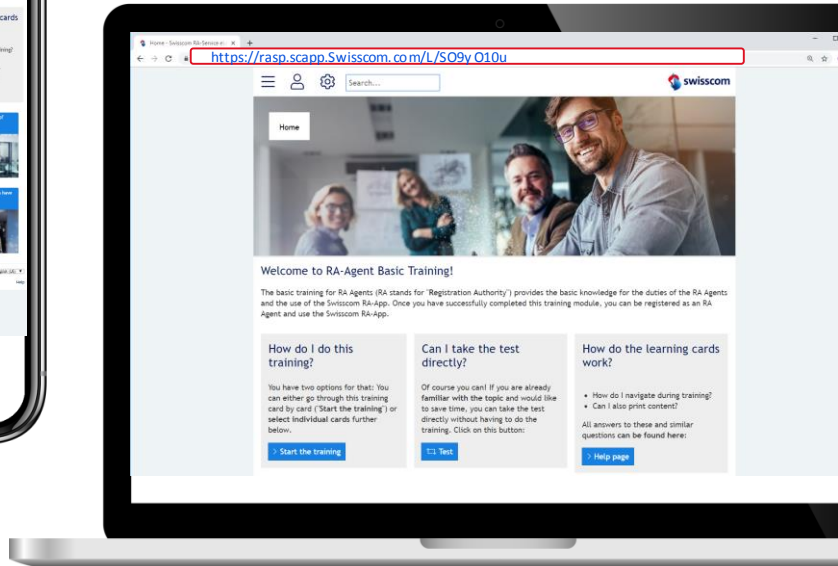
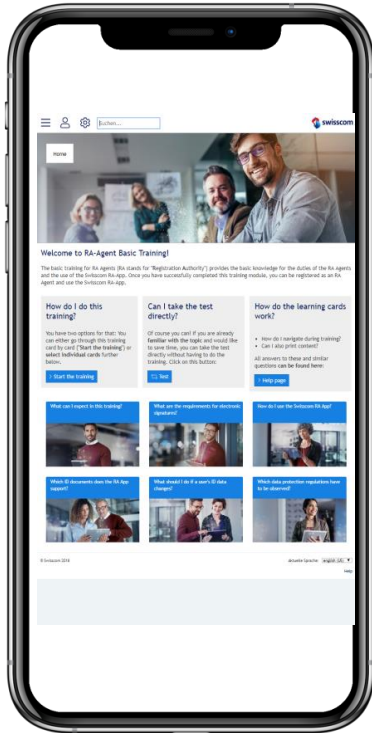
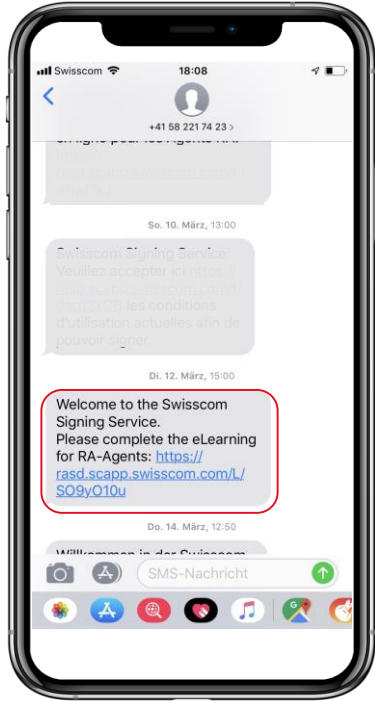
1. receive an SMS with a link to your personal eLearning,
2. perform the eLearning and complete the test,
3. receive another SMS with a link to the RA agent duties and accept them,
4. install the RA App on your mobile phone,
5. log in to the RA App and start an identification and registration process.





You receive an SMS with a link to  
**your personal eLearning**

1



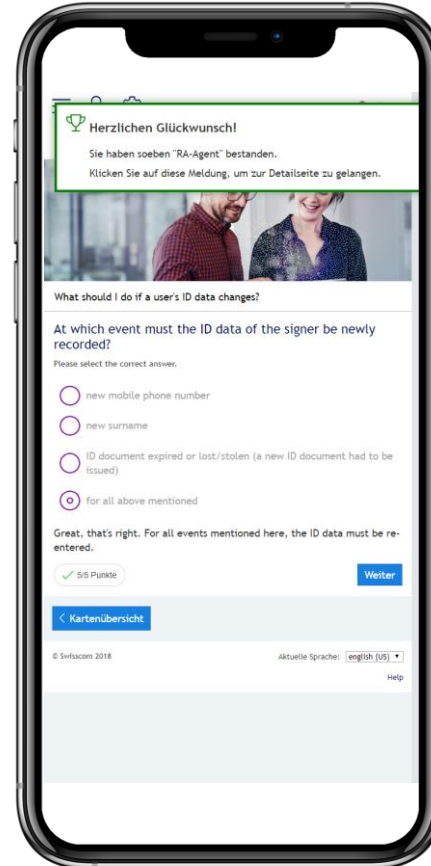
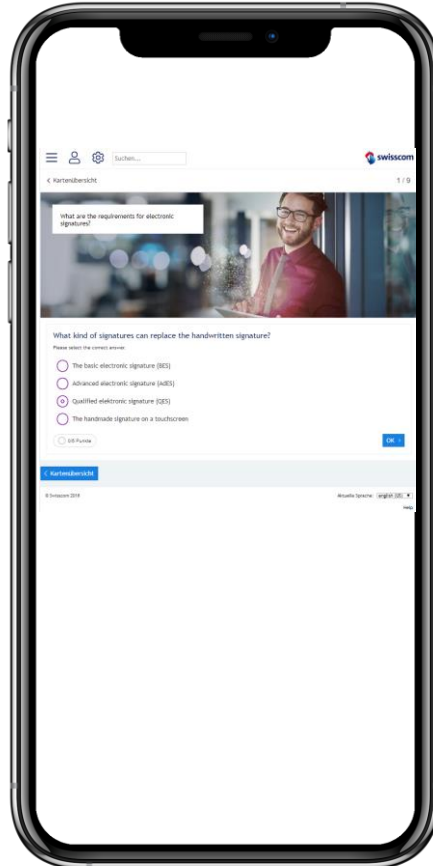
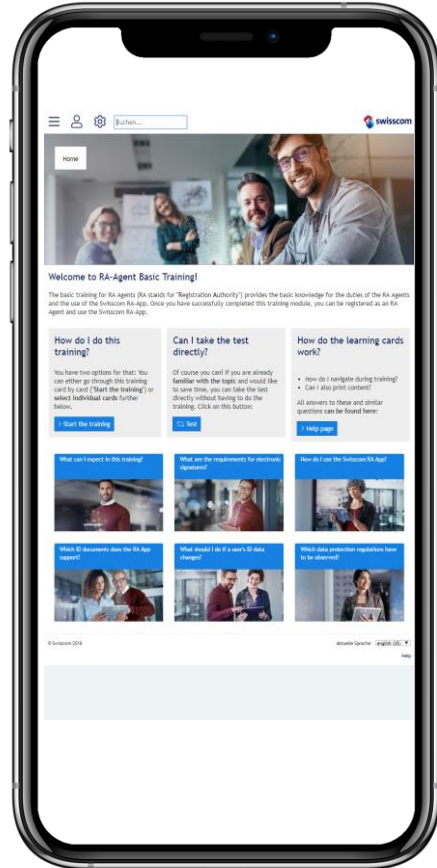
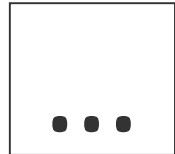
## Tips & Tricks

- You can copy the link to your browser to complete the eLearning on your computer
- You now have **14 days** to complete the eLearning.
- If you have been unable to complete the eLearning during this time period, contact your Master RA agent.
- You will receive an invitation once a year to repeat the eLearning



## You complete your **personal eLearning** and take the **test**

2

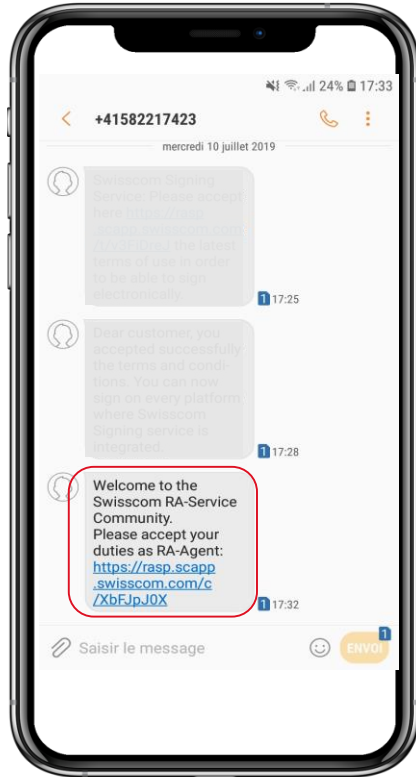


## Tips & Tricks

- You must answer all 9 knowledge questions correctly to complete the eLearning (45 out of 45 points).

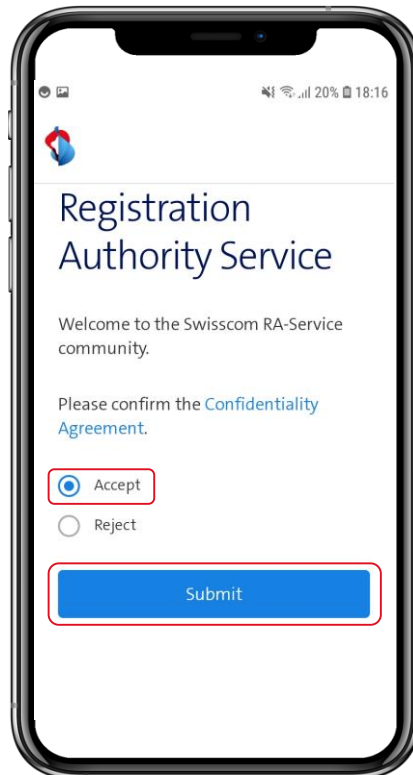


- If you are unable to answer a question, please reread the flashcard.
- You can return to the eLearning at any time via your current link
- If you are an experienced RA agent or are taking the annual review, you can directly take the knowledge test by clicking "Test".



You receive another SMS with a link to the **duties of an RA agent** and **accept** them

3



## Tips & Tricks

- You now have **14 days** to accept the duties of an RA agent
- If you have been unable to accept the duties within this period, contact your Master RA agent



Swisscom RA App is available for free in the App Stores for **iOS** and **Android**

Search for "Swisscom RA" or scan the QR Code to download.

Install the Swisscom RA App on your device



4







Start the app and log in with your  
**mobile number** and **company identifier**.

11:31pm

← VALIDATE

My registered mobile number

+41001234567

My company identifier

demo

Legal Notice

5

### ***Tips & Tricks***

- You can only log in after you have completed the eLearning and accepted the duties of an RA Agent.
- You will receive the company identifier in an SMS.
- Please use the mobile number that you have used for your personal identification



#### ***Attention:***

*For security reasons the app will not start if your mobile phone is jailbroken.*