Identification Checklist

How to use RA App right!

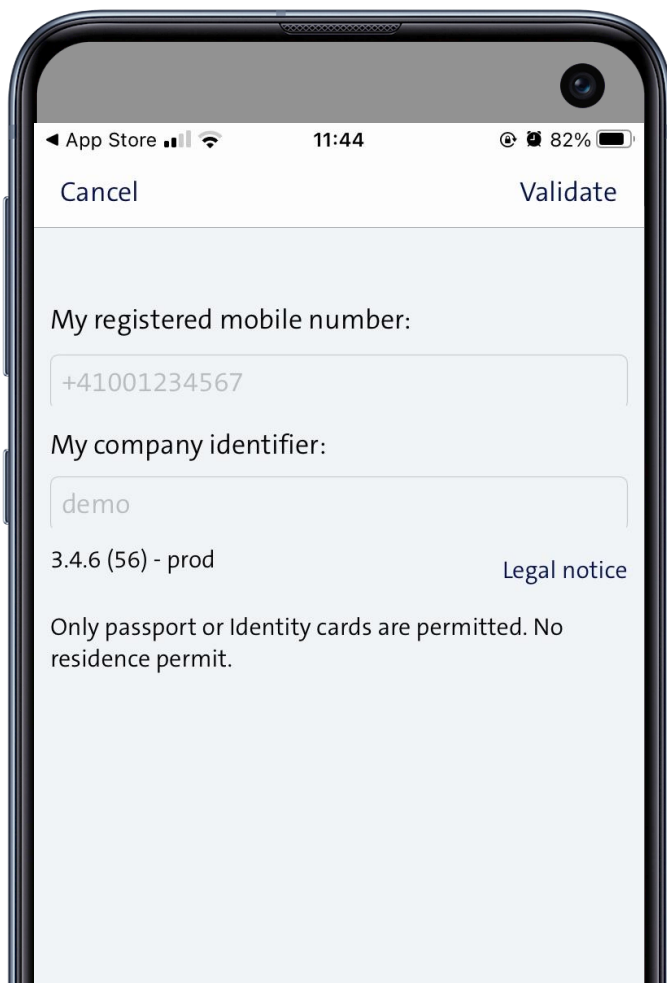Swisscom Trust Services

C1 Public

The Steps

1. RA App Login

2. Ask data security questions and obtain consent

3. Compare passport / ID photo with person to be identified

4. Scan Machine Readable Zone (MRZ) of Passport / ID card

5. Check scanned ID card/ passport data and correct, if necessary

6. Check visual/ tactile security features of ID card/ passport

   1. If ID card, take a photo of the side without MRZ

7. Take a photo of the person as proof of presence

8. Select preferred language of the person

9. Enter, call and validate mobile number of the person

10. Submit data

1. RA App Login

After starting RA App, login with your registered
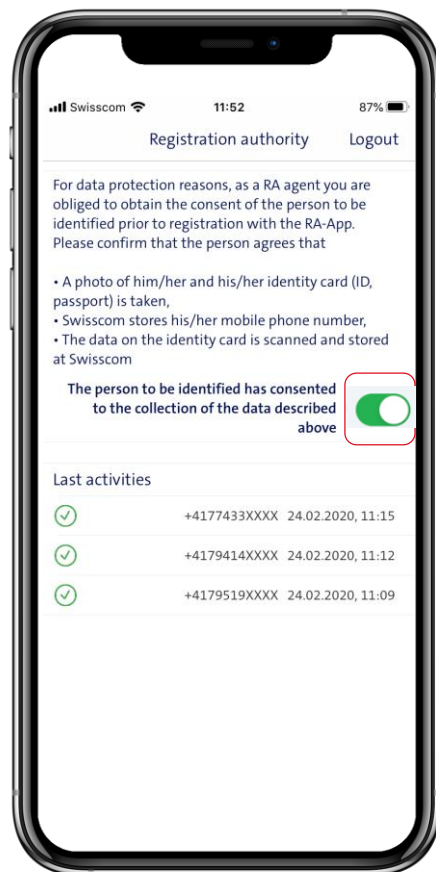**mobile number** and **company identifier**

Cancel	Validate

My registered mobile number:

+41001234567

My company identifier:

demo

3.4.6 (56) - prod   Legal notice

Only passport or Identity cards are permitted. No residence permit.

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Tips & Tricks

➤ Check if you have latest update of RA app

➤ If you have several mobile numbers use the mobile number you have used for your personal identification.

⚠️

Attention: due to security reasons, RA app will not start, if your phone is jailbroken

2. Ask data security questions and obtain consent

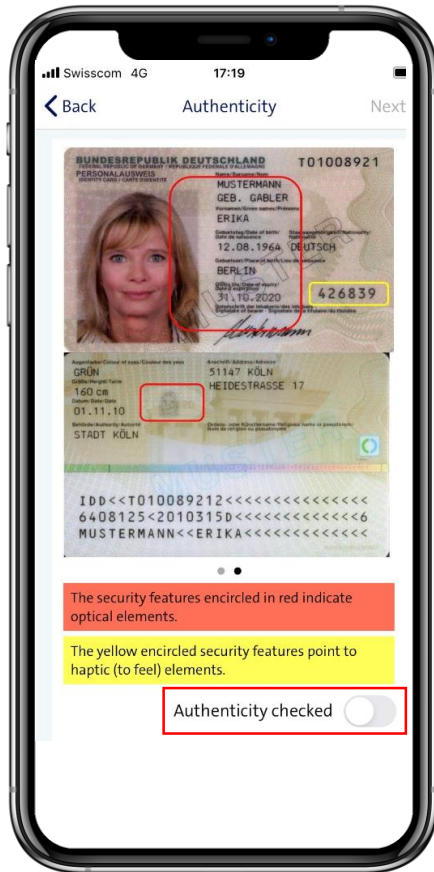**3. Compare passport / ID photo with person to be identified**

4. Scan MRZ of passport/ ID card

Tips & Tricks

➢ Ask the person you are identifying for authorization to gather his/her ID data and mobile number (due to data security reasons)

➢ Ask the person you are identifying for a valid ID document (ID card or Passport)

➢ Check if the ID card/ passport photo is not corresponding to the person in front of you, you:
  ➢ shall abort the identification process
  ➢ might request another ID document with a more recent photo.
  ➢ can ask the person for a handwritten signature to compare with the signature on his/her ID document

➢ To scan, move the highlighted sector slowly over the MRZ.

➢ The picture must be of good quality and uncut. If not, please repeat this step.

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5. Check scanned ID card/ passport data and correct, if necessary

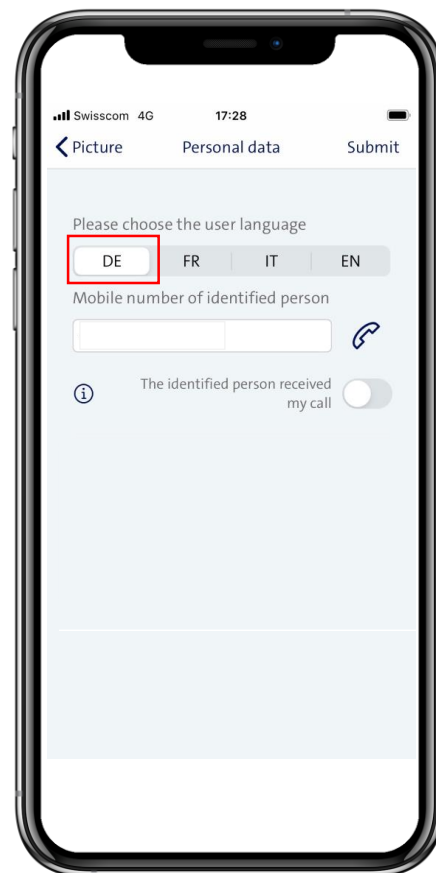**6. Check visual/ tactile security features of ID card/ passport**

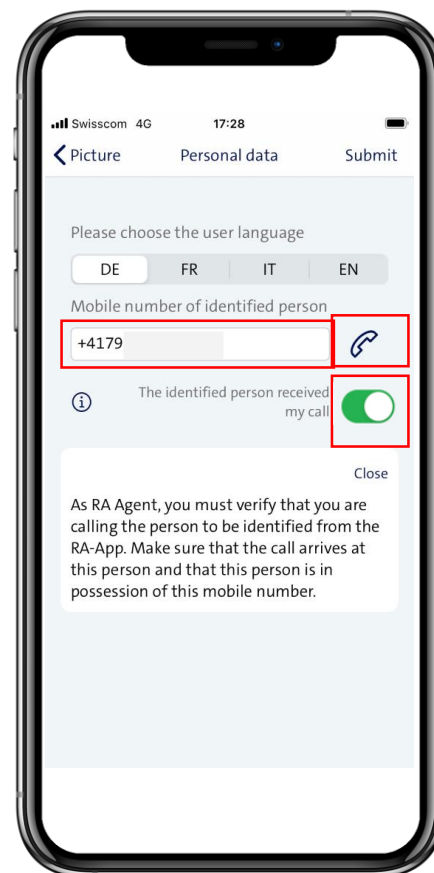**6.1. If ID card, take a photo of the side without MRZ**

Tips & Tricks

➤ Check whether all personal data was correctly scanned. The scanned data **must match** the data of the presented ID document.
  ➤ **If not, please correct them manually and add missing data**

➤ Check authenticity of ID document via all visual/ tactile security features (red/yellow zones) as shown in the ID example.

➤ The picture of ID card must be of good quality and uncut. If not, please repeat this step.

7. Take a photo of the person as proof of presence

8. Select preferred language of the person

9. Enter, call and validate mobile number of the person
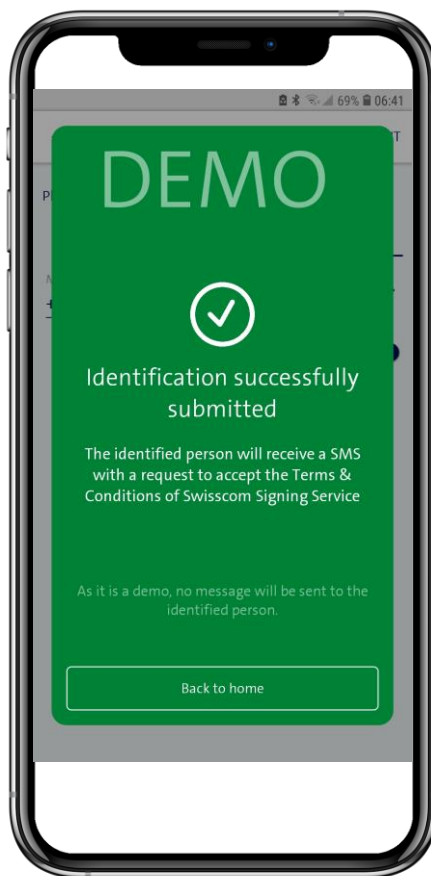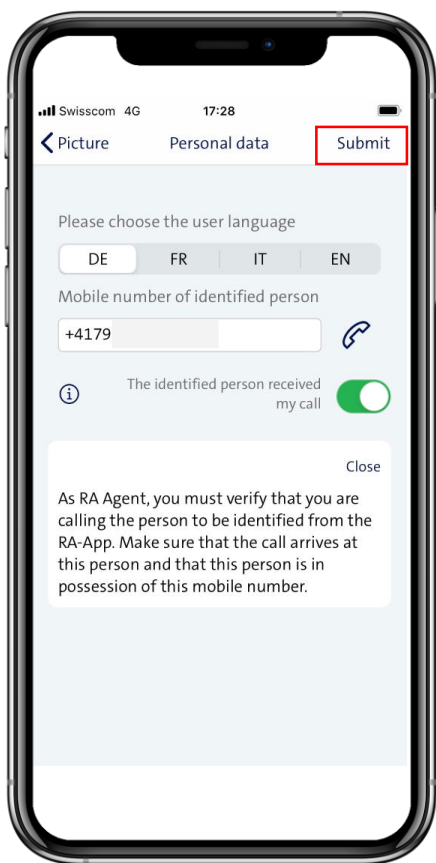
Tips & Tricks

➢ Take a picture of the person with his/her ID document in the hand as proof of presence

➢ **Note:** the photo taken will not be stored on your device

➢ Check whether the person really owns this mobile number by calling the number. Make sure that the call arrives on the mobile phone of the person you're identifying

10. Submit data

Submit the data and **confirm** with Mobile ID or password/SMS code.

Tips & Tricks

➢ The identification is completed when green screen is shown.

➢ After successful identification, the person receives an SMS in order to accept terms and conditions of Signing Service

➢ Please make the person aware of that he/she needs to accept T&C's within 14 days in order to finish process.