



# Quick Start Guide Master RA agent

How prospective Master RA agents are trained.

swisscom

December 2021 Swisscom Trust Services  
C1 Public






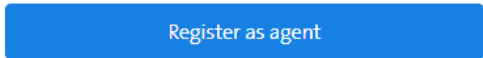
## Step 1: assigning the Master RA agent role in the admin portal


In the **admin portal** under the **menu item "Users"**, as the Master RA agent, you search for the person using their mobile number and check whether a valid entry exists.

To assign the role of Master RA agent to the person, click on  within the entry.

**Requirement:** The person must have the status **"Confirmed & Signed"** (= at least one green bar).





 ERIKA MUSTERMANN

+41795304155


User communication language German ...

Level of Assurance ZertES

1	2	3	4
31.10.2024	31.10.2024	31.10.2024	31.10.2024

eIDAS

1	2	3	4
31.10.2024	31.10.2024	31.10.2024	31.10.2024

Evidence Id	Created date	Auth. Method	First Name	Last Name	Country Code	Validity	ID Expiry	LOA ZertES	LOA eIDAS	Status
6131d7f042a37454acaf6efd	03.09.2021		ERIKA	MUSTERMANN	DEU	global	31.10.2024	4 (QCP)	4 (QCP)	Archived
6131d6a0bc91890acb4650ee	03.09.2021	SAS	ERIKA	MUSTERMANN	DEU	global	31.10.2024	4 (QCP)	4 (QCP)	Confirmed & Signed 
610a72f88c5b5709513443cc	04.08.2021	SAS	ERIKA	MUSTERMANN	DEU	global	31.10.2024	4 (QCP)	4 (QCP)	Archived



## Step 1: assigning the Master RA agent role in the admin portal

A pop-up window opens in which you set the following parameters:

- **Role: Master RA agent:** can identify persons with **RA App** and gets access to the **admin portal** where they can manage RA agents and Users.
- **Assurance Level: 4 (QCP):** enables identifications for **qualified** electronic signatures
- **Language:** Correspondence language of the prospective Master RA agent

Save these changes by clicking on

Register as agent

The screenshot shows the 'Register as agent' form with three dropdown menus open. The 'Role' dropdown is set to 'Master RA Agent', the 'Assurance Level' dropdown is set to '4 (QCP)', and the 'Language' dropdown is set to 'German'. The 'Register as agent' button is highlighted.

Register as agent

Attention: you're about to promote this User as Agent or Master Agent.  
Be aware that you are responsible of your RA Agent Network within your organisation, according the duties of RA Agents terms you have accepted.  
Please choose carefully your RA Agents and be sure they belong to your Organisation according your RA-Agency contract.

Role  
Select a Role ...  
Master RA Agent  
Standard RA Agent

Assurance Level  
Select an Assurance ...  
1 (LOW)  
2 (LCP)  
3 (NCP)  
4 (QCP)

Language  
German  
English  
French  
German  
Italian

Register as agent Cancel

The screenshot shows the 'Register as agent' form with all fields filled. The 'Role' dropdown is set to 'Master RA Agent', the 'Assurance Level' dropdown is set to '4 (QCP)', and the 'Language' dropdown is set to 'German'. The 'Register as agent' button is highlighted.

Register as agent

Attention: you're about to promote this User as Agent or Master Agent.  
Be aware that you are responsible of your RA Agent Network within your organisation, according the duties of RA Agents terms you have accepted.  
Please choose carefully your RA Agents and be sure they belong to your Organisation according your RA-Agency contract.

Role  
Master RA Agent

Assurance Level  
4 (QCP)

Language  
German

Register as agent Cancel



## Step 1: assigning the Master RA agent role in the admin portal

You as Master RA agent must **confirm the registration** of a prospective Master RA agent using **Mobile ID or Password/SMS-Code** (see right).

The **prospective Master RA agent** receives a **SMS** with a personal **link to the e-learning for Standard RA agents**. (see step 2)

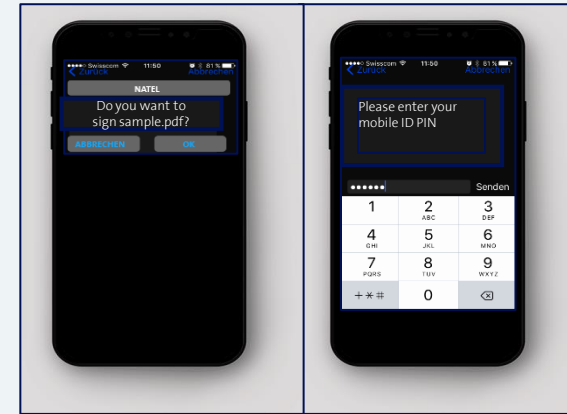
After completing this e-learning, the prospective Master RA agent receives **two more SMS!**:

- **1st SMS:** contains a **link to the duties of a RA agents**, which they must accept using Mobile ID or password/SMS code method. (see step 3)
- **2nd SMS:** contains a **link to the E-Learning for Master RA agents** (see step 4)

### Important:

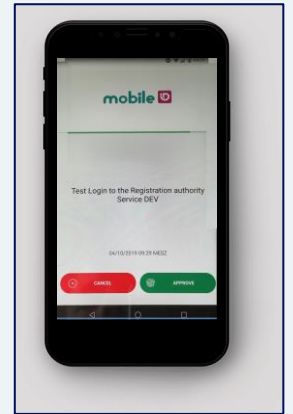
- The RA Service sends several **reminders** (SMS), both for the **E-Learnings** and for the **duties**, every 3 days, maximum 5 SMS.
- Master RA agents **must repeat both e-learnings once a year**. The RA Service contacts the Master RA agents directly via SMS!

### Mobile ID



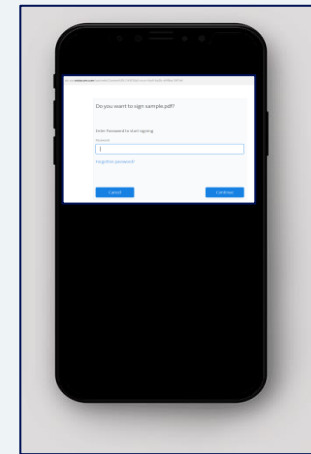
Enter Mobile ID PIN

or

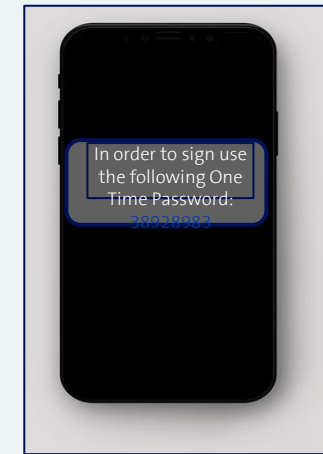


Mobile ID App:  
"Confirm"

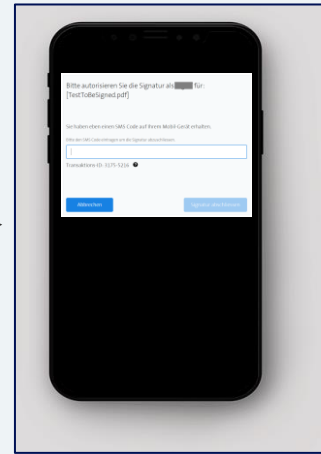
### Password/SMS-Code method



Open browser:  
Enter Password



Receive SMS-Code



In browser:  
Enter SMS-Code



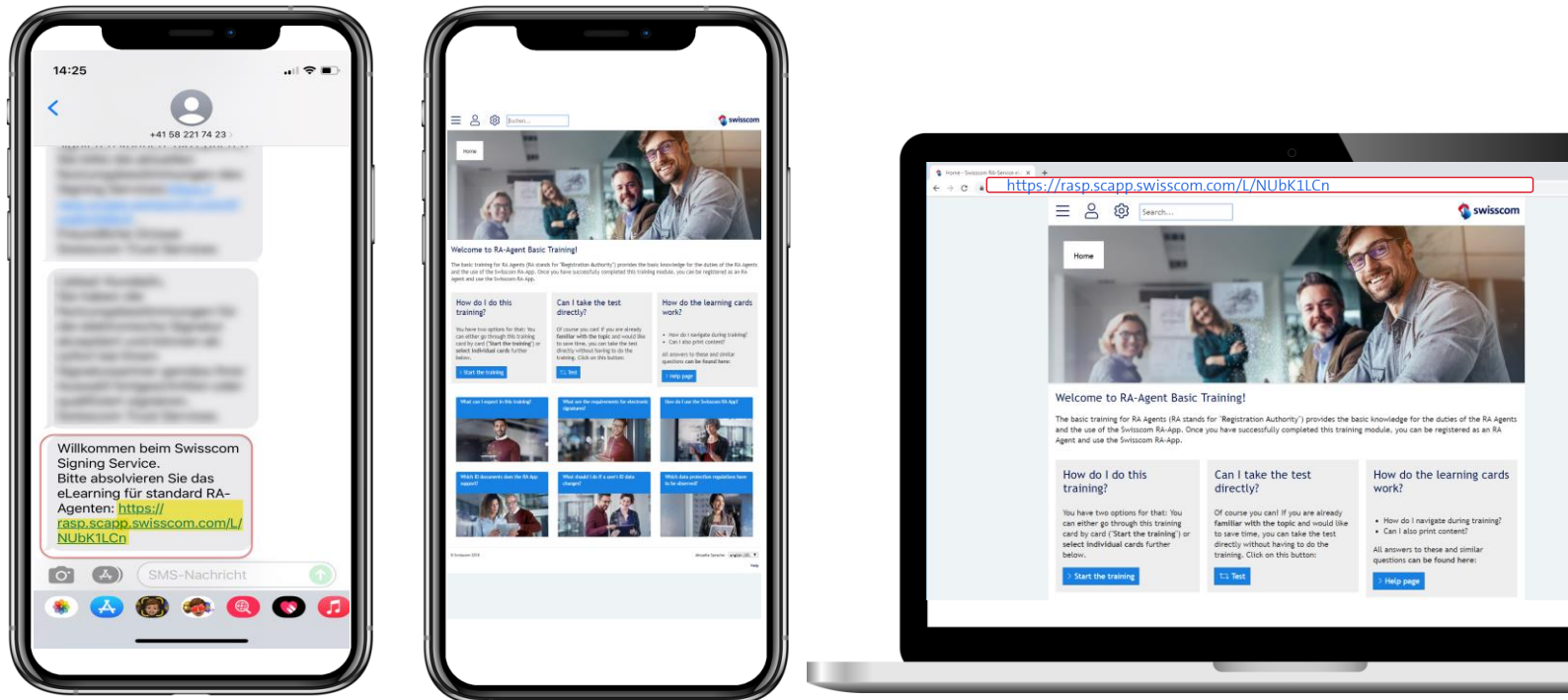
## Step 2: prospective Master RA agent completes e-learning for Standard RA agents

The **prospective Master RA agent** first receives a **SMS** with a personal **link to the e-learning for Standard RA agents**. Now, he\*she has **14 days to complete the e-learning**. If the prospective Master RA agent misses the e-learning, his\*her role is automatically deleted, and the role must be reassigned.

**Note:** Master RA agents must also **repeat the E-Learning for Standard RA agents once a year!**


### *Tips*

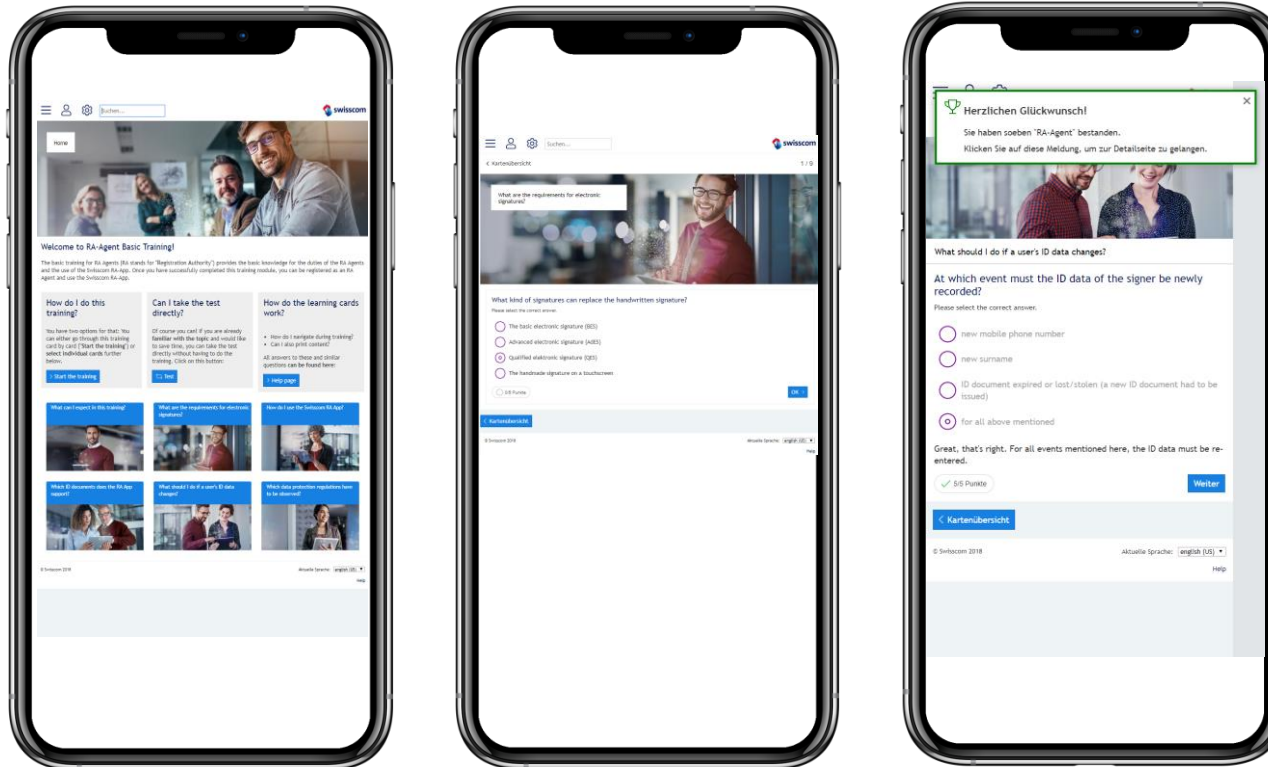
- The prospective Master RA agent can copy the link from the SMS into his browser to do the e-learning on the computer.
- The RA Service sends several **reminder SMS** for the E-Learning, every 3 days, maximum 5 SMS.





## Step 2: prospective Master RA agent completes e-learning for Standard RA agents

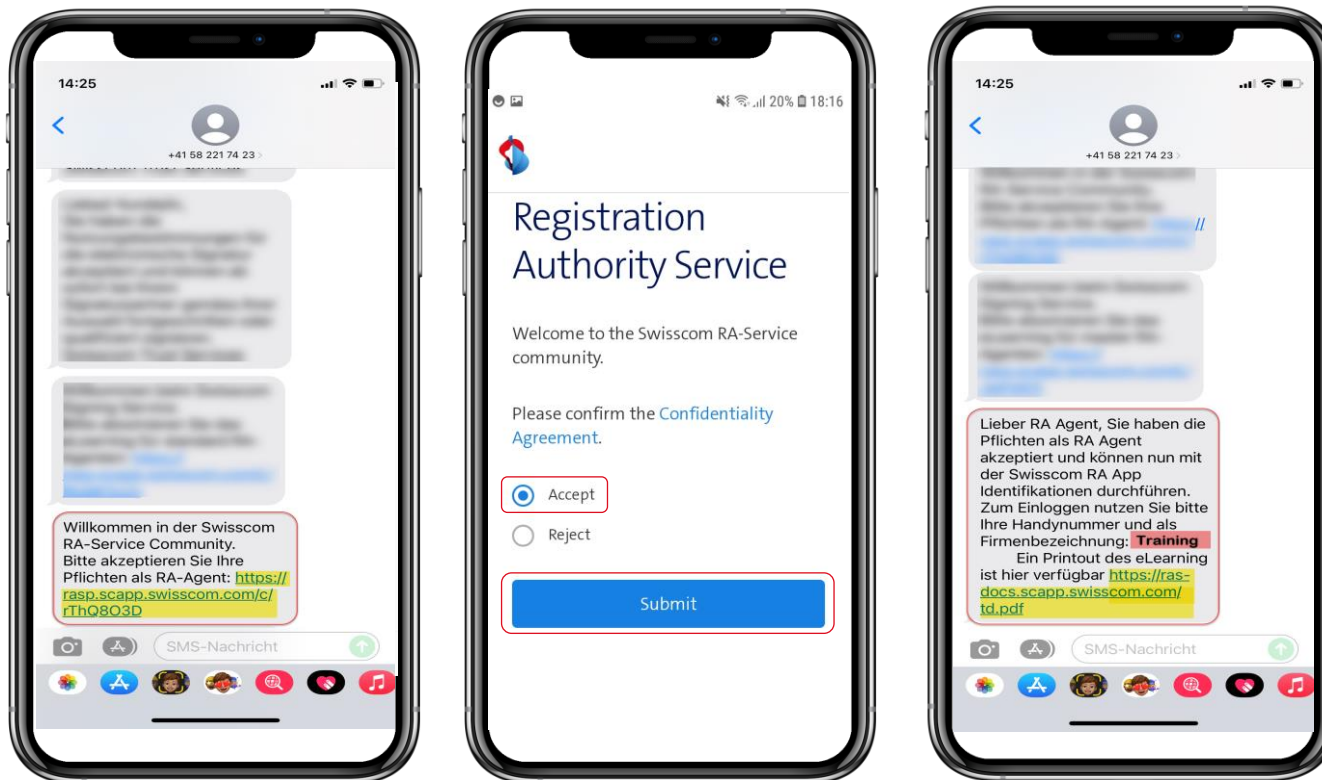
The prospective Master RA agent must **answer all 9 knowledge questions** correctly and **achieve the green cup** (  ) to pass the e-learning (45 out of 45 points). If a question is not answered correctly, the prospective Master RA agent can re-read the flashcards again.





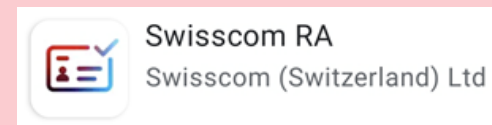
## Step 3: prospective Master RA agent accepts duties of the RA agent

Now the prospective Master RA agent receives **another SMS with a link to the duties of the RA agent**. He\*She confirms the duties with Mobile ID or password/SMS code method. After accepting the duties, the Master RA agent gets **access to the Swisscom RA App** and receives **via SMS his\*her company identifier for the login**. If the prospective Master RA agent misses to accept the duties, his:her role will be automatically deleted, and the role must be reassigned.



### Tips

- The RA service sends several **reminder SMS** for the RA agent's duties, every 3 days, maximum 5 SMS.
- Download the **printout of the e-learning** and save it on your device.
- The Swisscom RA App is available for free in the App Stores **for iOS and Android**. To do so, search for **"Swisscom RA"**.



- Install the Swisscom RA app on your device



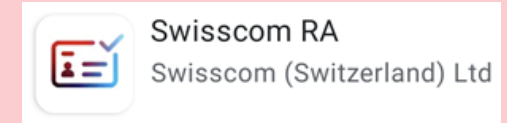
## Milestone: prospective Master RA agent can use RA App to identify persons!

Once the prospective Master RA agent has completed the **e-learning for Standard RA agents** and **accepted the duties of the RA agent**, he\*she gets **access to the Swisscom RA App**. To **log in**, the prospective Master RA agent enters his\*her **mobile number** stored during his\*her identification and the **company identifier** sent to him\*her via SMS. To authenticate, the prospective Master RA agent uses Mobile ID or password/SMS code method.



### *Tips*

- The Swisscom RA App is available for free in the app stores **for iOS and Android**. To do so, search for "**Swisscom RA**".



- Install the Swisscom RA app on your device

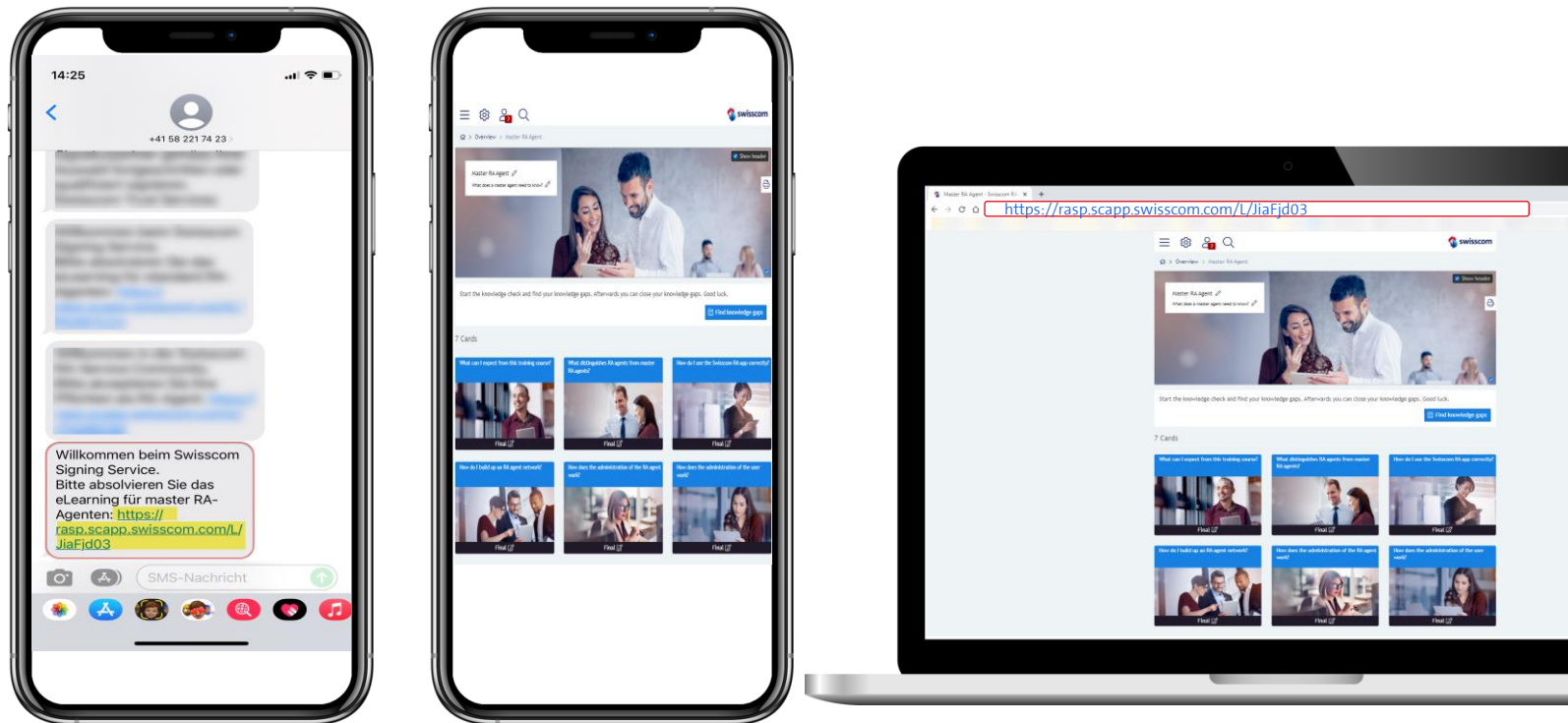




## Step 4: prospective Master RA agent completes e-learning for Master RA agent

The prospective Master RA agent receives **another SMS with a personal link to the E-Learning for Master RA agents**. They now have **14 days to complete the Master RA E-Learning**. If the prospective Master RA agent misses the e-learning, his\*her role will not be activated, and the role must be reassigned (e.g., via "Edit agent" function in the admin portal).

**Important:** The SMS for the Master RA agent E-Learning is sent at the same time as the SMS for the RA agent duties. The prospective Master RA agent should look for the link to the Master RA agent E-Learning in his\*her SMS messages.




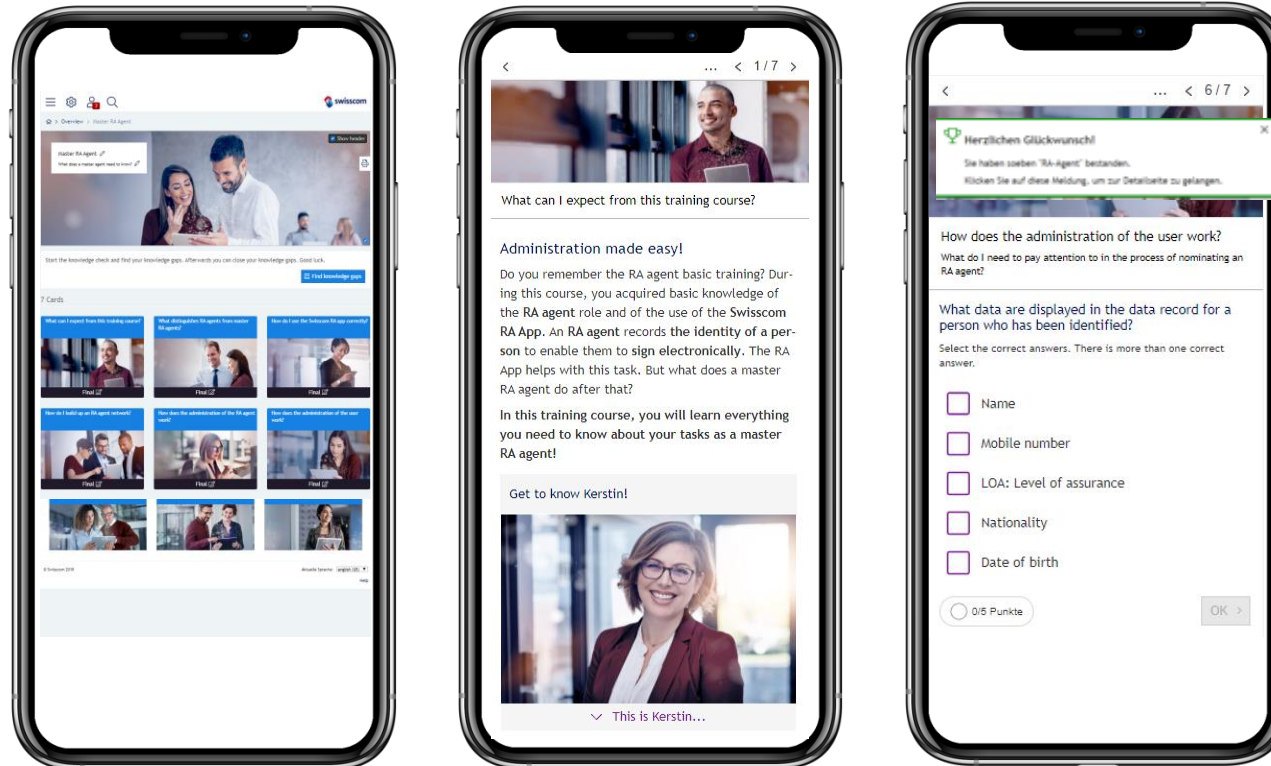
### *Tips*

- The prospective Master RA agent can copy the link from the SMS into his browser to do the e-learning on the computer.
- The RA Service sends several **reminder SMS** for the e-learning, every 3 days, maximum 5 SMS.



## Step 4: prospective Master RA agent completes e-learning for Master RA agent

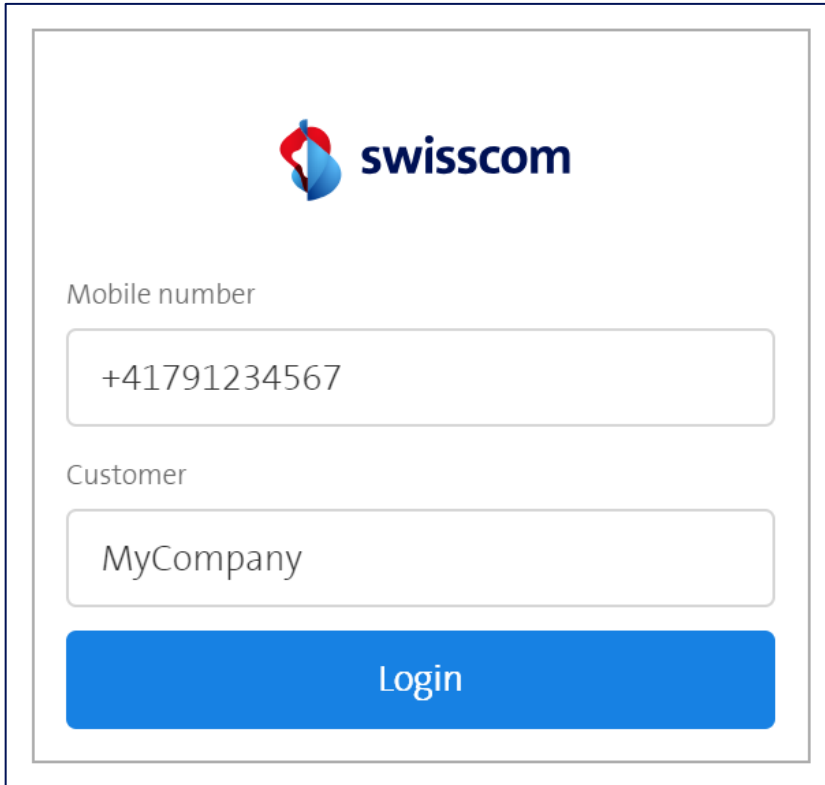
The prospective Master RA agent must **answer all knowledge questions correctly and achieve the green cup** (  ) to pass the Master RA agent E-Learning (75 out of 75 points). If a question is not answered correctly, the prospective Master RA agent can re-read the flashcards.





## Goal achieved: Master RA agent gets access to admin portal!

Only when the Master RA agent has **completed the e-learning for Master RA agents**, he\*she can **login to the admin portal**. To **log in**, the Master RA agent enters **his\*her mobile number** stored during his\*her identification and the company name sent to him\*her via SMS. To authenticate, the Master RA agent uses Mobile ID or password/SMS code method.



The image shows a login form for the Swisscom admin portal. At the top is the Swisscom logo. Below it are two input fields: 'Mobile number' with the value '+41791234567' and 'Customer' with the value 'MyCompany'. At the bottom is a blue 'Login' button.

### *Tip*

- Login to the admin portal via the link:

<https://ras-admin.scapp.swisscom.com>