

ID and access management for Swissmedic eGov services

Setting up CH-LOGIN and obtaining access to eMessage service

1 Overview

This document describes the procedure for registering for a CH-LOGIN user account and the eMessage eGov service.

It covers the two steps in the process:

- CH-LOGIN registration
- Applying for access (eMessage)

1.1 Important

Existing individual Swissmedic user accounts for specific applications are no longer valid and will have to be replaced by a CH-LOGIN user account.

1.2 Preparation

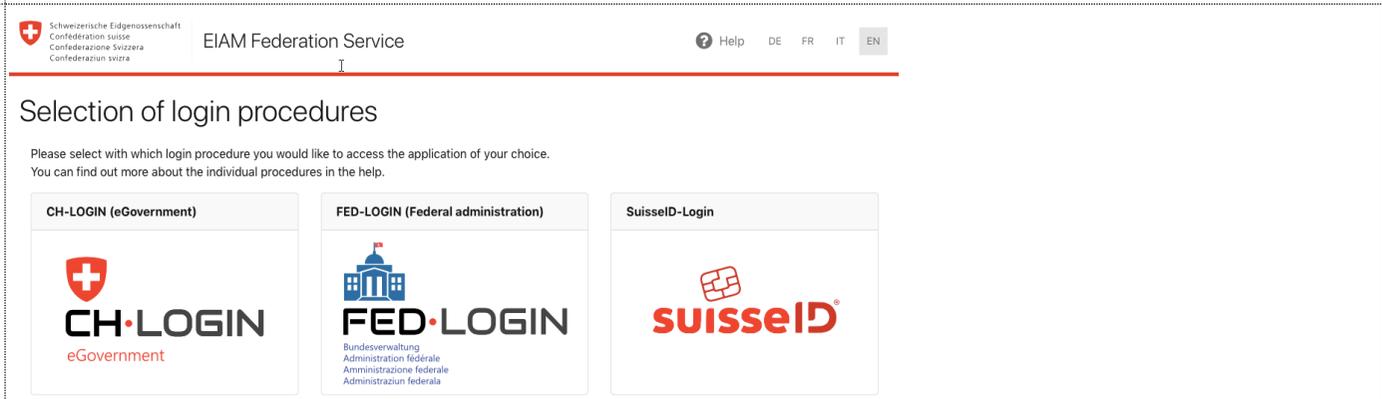
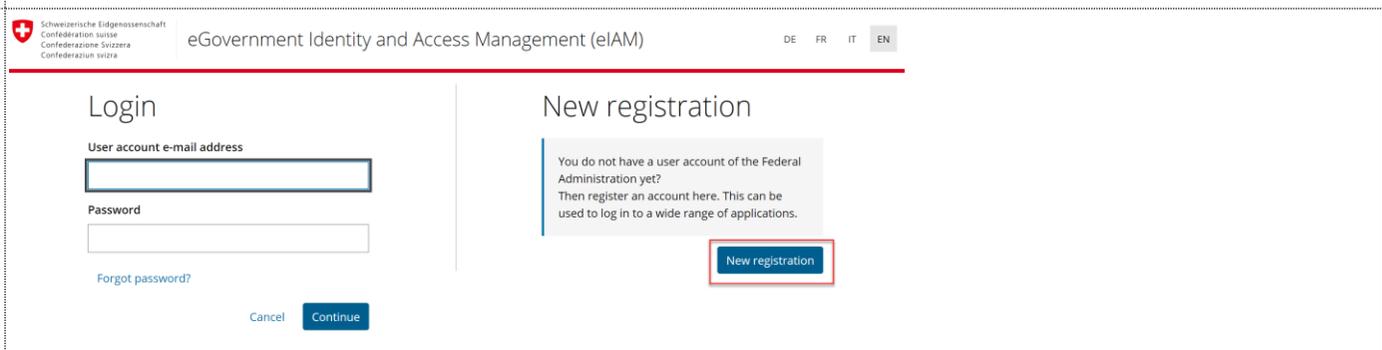
Please make sure you have your mobile phone to hand. You will need it to log in.

[Alternatively, you can use a landline number. The eIAM service will send a confirmation code (mTan) by text message to the phone number you specify. Your landline provider will then convert this text message into a voicemail. You then have to call the voicemail service, which will read the code out to you. However, you should make certain beforehand that your provider offers this service].

1.3 Procedure

- If you do not yet have a CH-LOGIN user account, please continue with step A (CH-LOGIN).
- If you already have a CH-LOGIN user account and have already set up your security questions and mobile phone number (for resetting your password and two-factor authentication) in your user account, please continue with step B (Applying for access).
- If you have not yet set up your three security questions and mobile phone number in CH-LOGIN, please log into your CH-LOGIN account in the [eIAM portal](#) and do so under **Access Data** on the **MyAccount** tab before continuing with step B (Applying for access).

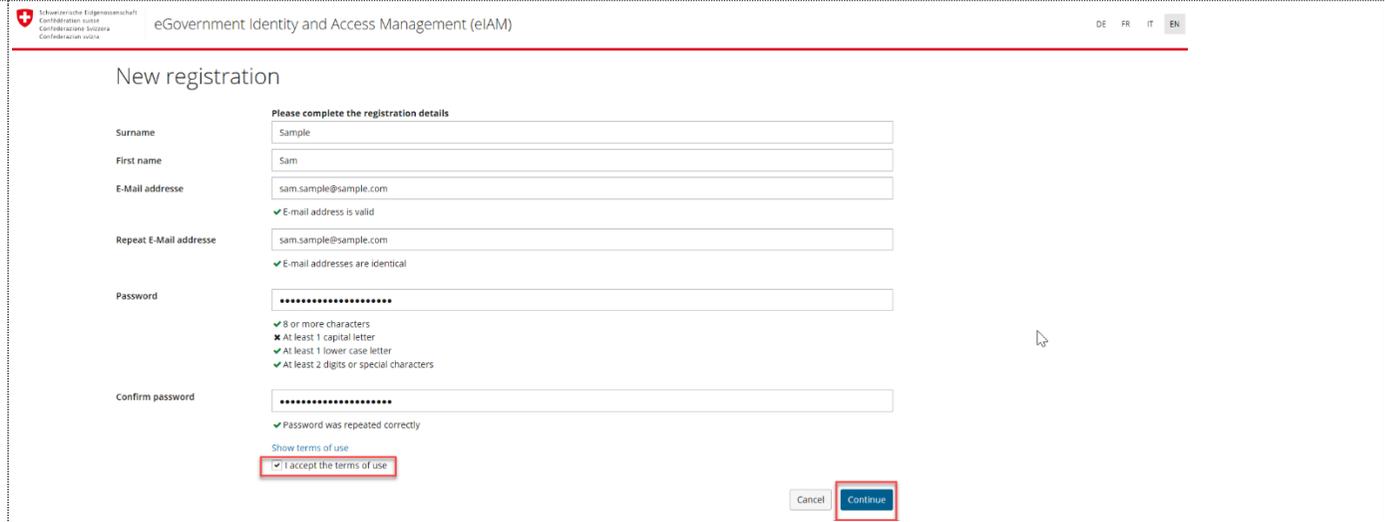
2 Step A: Setting up/configuring CH-LOGIN

| | |
|--|---|
| <p>Click the link:</p> | <p>eIAM selfadminPortal (MyAccount) (https://www.myaccount.eiam.admin.ch)</p> |
| <p>Click CH-LOGIN (eGovernment)</p> |  |
| <p>Click New registration.</p> |  |

Complete the registration details.

Read and accept the terms of use.

Click **Continue**.



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eGovernment Identity and Access Management (eIAM) DE FR IT EN

New registration

Please complete the registration details

Surname: Sample

First name: Sam

E-Mail address: sam.sample@sample.com
✓ E-mail address is valid

Repeat E-Mail address: sam.sample@sample.com
✓ E-mail addresses are identical

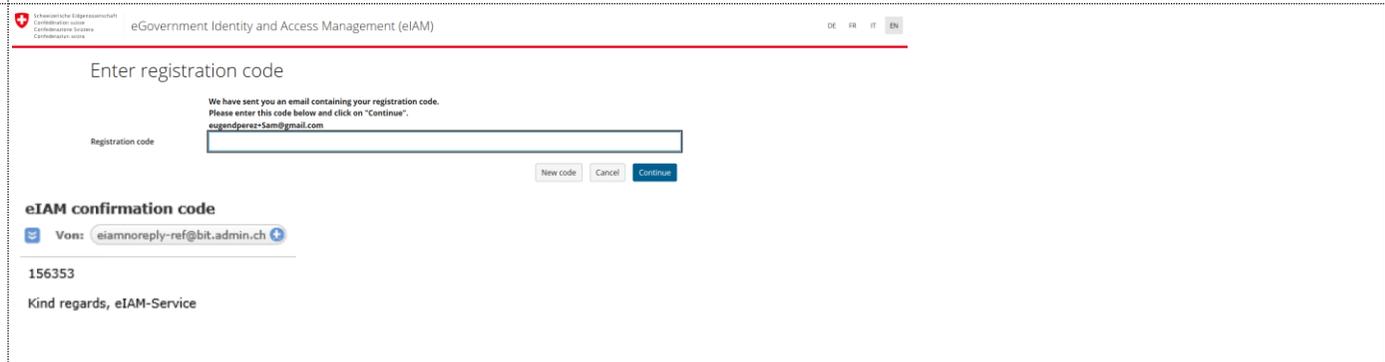
Password: [masked]
 ✓ 8 or more characters
 ✗ At least 1 capital letter
 ✓ At least 1 lower case letter
 ✓ At least 2 digits or special characters

Confirm password: [masked]
 ✓ Password was repeated correctly

Show terms of use
 I accept the terms of use

Cancel Continue

Enter the registration code that you receive by e-mail and click **Continue**.



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eGovernment Identity and Access Management (eIAM) DE FR IT EN

Enter registration code

We have sent you an email containing your registration code.
Please enter this code below and click on "Continue".
eugendjerez+sam@gmail.com

Registration code: [input field]

New code Cancel Continue

eIAM confirmation code

Von: eiamnoreply-ref@bit.admin.ch

156353

Kind regards, eIAM-Service

Once you have successfully registered, you will see this confirmation message.

Click **Continue**.



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eGovernment Identity and Access Management (eIAM) DE FR IT EN

Completion of registration

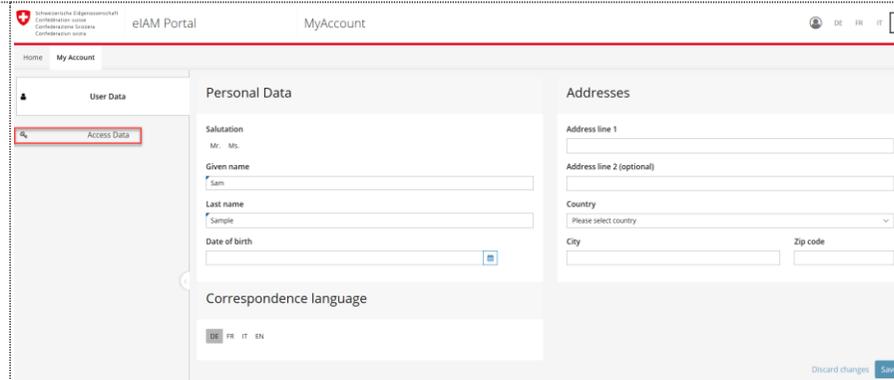
✓ You have successfully registered.

Continue

Support
Service-Desk FOIT
Phone: +41 58 462 02 11

You are now in the MyAccount section, where you can view your personal details and modify them as needed.

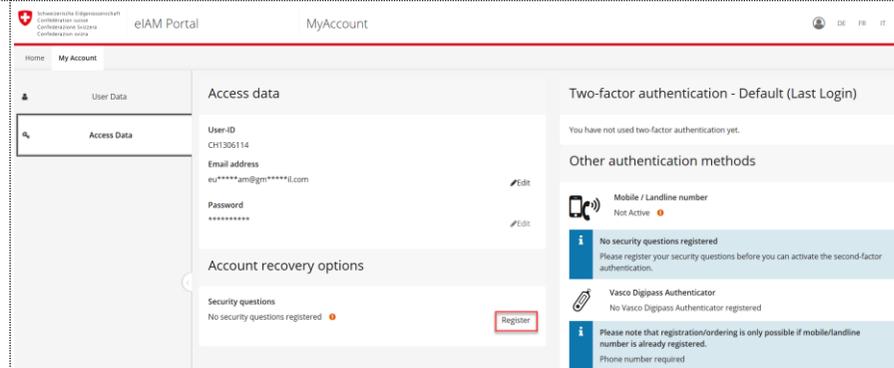
Switch to the **Access Data** tab.



The screenshot shows the 'MyAccount' page with the 'Personal Data' tab selected. The 'Access Data' tab is highlighted with a red box. The 'Personal Data' section includes fields for Salutation (Mr./Ms.), Given name (Sample), Last name (Sample), Date of birth, and Correspondence language (DE, FR, IT, EN). The 'Addresses' section includes fields for Address line 1, Address line 2 (optional), Country (dropdown), City, and Zip code. A 'Switch' button is visible at the bottom right.

Click **Register** to save your security questions and answers.

This step is mandatory to enable you to enter your mobile phone number for two-factor authentication.



The screenshot shows the 'MyAccount' page with the 'Access Data' tab selected. The 'Access Data' tab is highlighted with a red box. The 'Access data' section includes fields for User-ID (CH1306114), Email address (eu*****am@gm*****l.com), and Password (masked with asterisks). The 'Account recovery options' section includes a 'Security questions' section with a 'Register' button highlighted in red. The 'Two-factor authentication - Default (Last Login)' section shows 'You have not used two-factor authentication yet.' and 'Other authentication methods' including 'Mobile / Landline number' (Not Active) and 'Vasco Digipass Authenticator' (No Vasco Digipass Authenticator registered). A blue information box states: 'No security questions registered. Please register your security questions before you can activate the second-factor authentication.' Another blue information box states: 'Please note that registration/ordering is only possible if mobile/landline number is already registered. Phone number required.'

Select a question and enter an answer for all three security questions.

Then click **Save**.

Account recovery options

Edit security questions



Information

By clicking on the save button, the registered security questions will be overwritten by the new ones defined here.

Security question 1

Please select a security question

Security question 2

Please select a security question

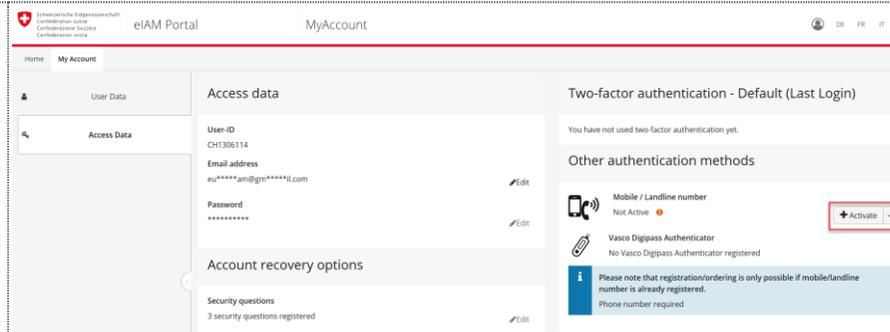
Security question 3

Please select a security question

Cancel

Save

Click Activate to enter your mobile phone number.



Enter your mobile phone number (or alternatively your landline number, see 1.2 above)

Two-factor authentication - Default (Last Login)

You have not used two-factor authentication yet.

Next click **Continue**.

Other authentication methods

 **Activate phone number for two-factor authentication**

 Please enter the telephone number (mobile or landline) which you want to use for the second factor authentication. In the next step you will receive a code by SMS to complete the registration.

Phone number

Cancel
Continue

Enter the text message confirmation code that you receive on your mobile phone.

Then click **Check code**.

eiamnoreply-prod
eIAM
4 6 1 6 5 3
SMS-
Bestätigungscodes
Mit freundlichen
Grüssen Ihre eIAM
Services der
Bundesverwaltung

Two-factor authentication - Default (Last Login)

You have not used two-factor authentication yet.

Other authentication methods

Confirm phone number

i An SMS containing a confirmation code has been sent to the following phone number: 0041792187420. If you have provided a landline number, the SMS will be converted into a voice message.

Confirmation code from SMS

No SMS received? [Send a new code](#)

Back **Check code**

Log out of eIAM Portal/MyAccount.

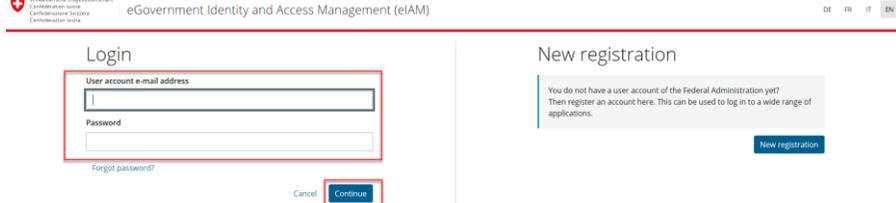


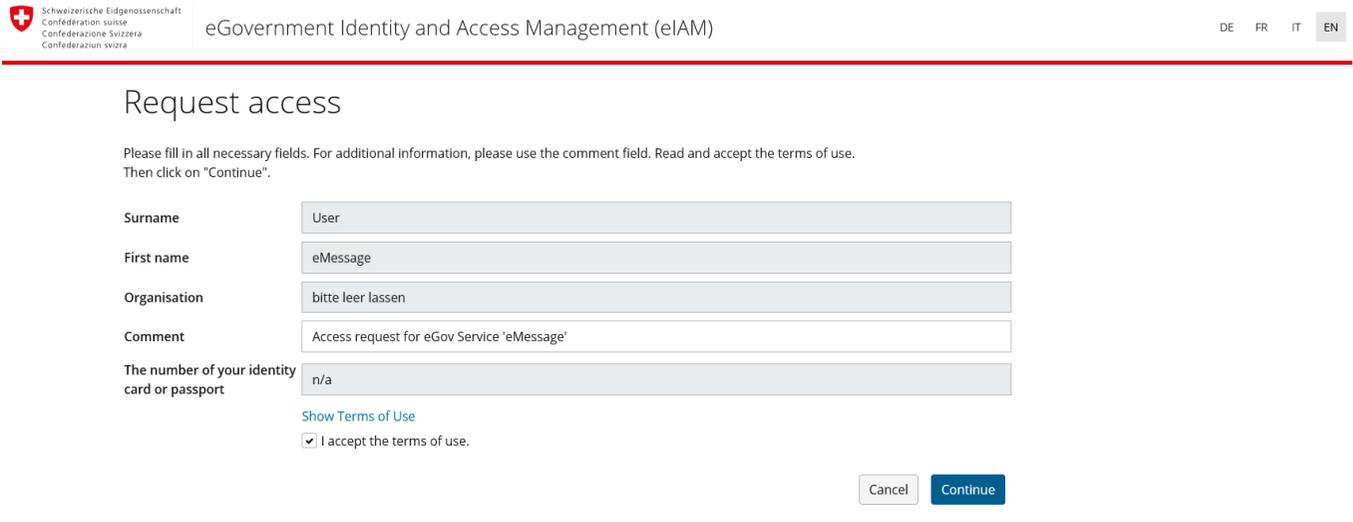
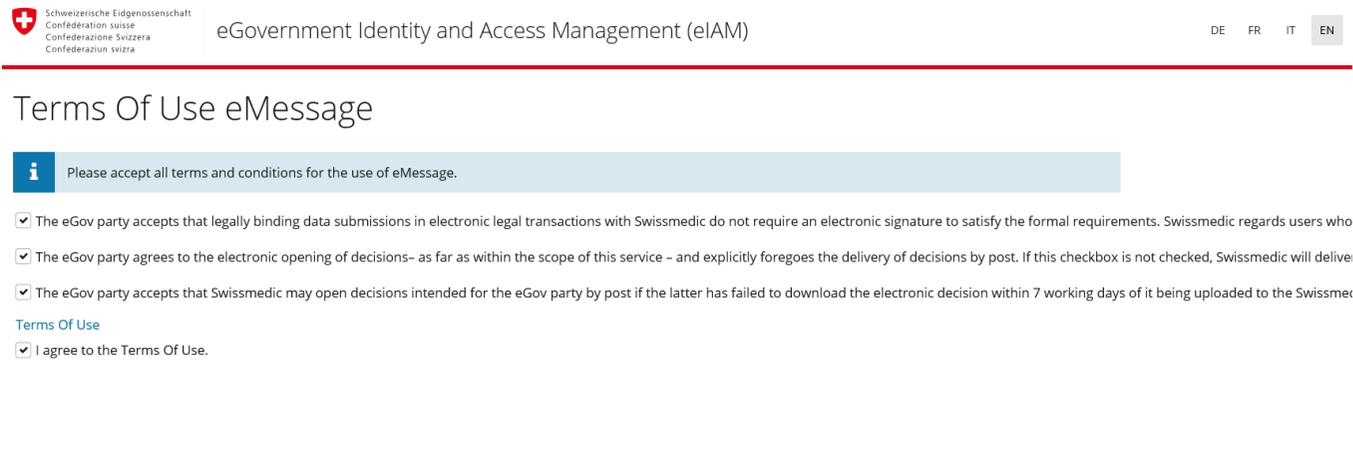
The screenshot shows the top navigation bar of the eIAM Portal. On the left, there is a logo for the Swiss Confederation with the text 'Schweizerische Eidgenossenschaft', 'Confédération suisse', 'Confederazione Svizzera', and 'Confederaziun svizra'. In the center, the text 'eIAM Portal' and 'MyAccount' is displayed. On the right, there is a user profile icon, language selection options (DE, FR, IT, EN), and a 'My Account' dropdown menu containing a 'Log out' button with a mouse cursor over it.

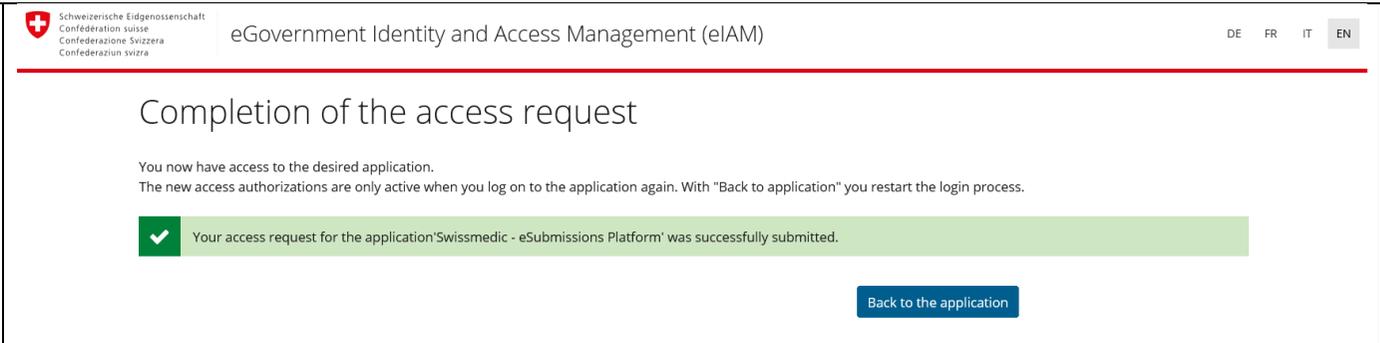
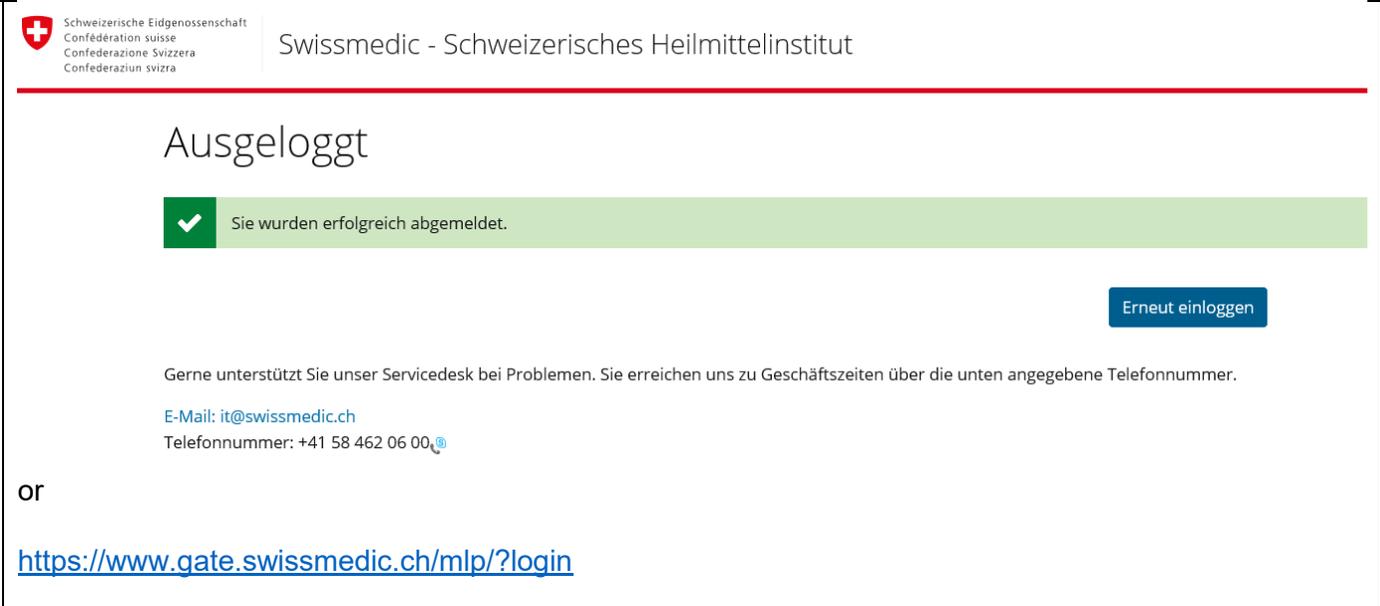
Then continue with step B (Applying for access)

3 Step B (Applying for access)

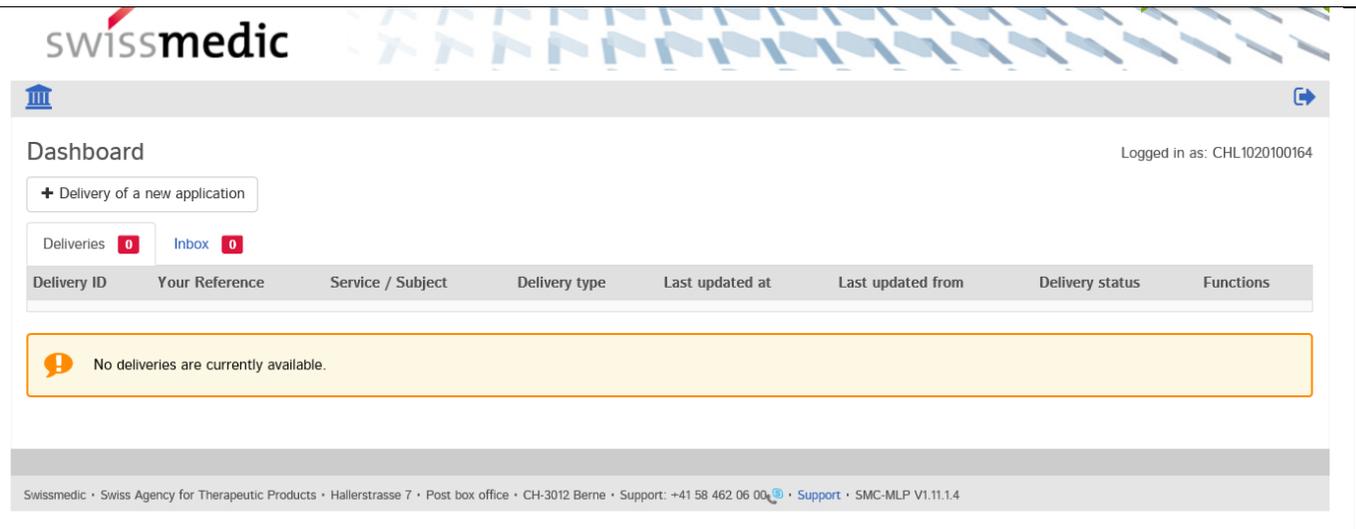
In this step, you will apply for access to the eMessage eGov service. After agreeing to the terms of use, you will see a confirmation message. You can then use the eMessage eGov service.

| | |
|--|---|
| Click the link: | https://www.gate.swissmedic.ch/mlp/?login |
| Click the CH-LOGIN (eGovernment) option. |  |
| Log in using your CH-LOGIN user account. |  |

| | |
|--|---|
| <p>Complete the registration details.</p> <p>Read and accept the terms of use.</p> <p>Click Continue.</p> |  <p>The screenshot shows the 'Request access' page of the eGovernment Identity and Access Management (eIAM) system. It includes a header with the Swiss flag and the text 'Schweizerische Eidgenossenschaft', 'Confédération suisse', 'Confederazione Svizzera', and 'Confederaziun svizra'. The page title is 'eGovernment Identity and Access Management (eIAM)'. There are language selection buttons for DE, FR, IT, and EN. The main heading is 'Request access'. Below it, a message states: 'Please fill in all necessary fields. For additional information, please use the comment field. Read and accept the terms of use. Then click on "Continue".' The form contains several input fields: 'Surname' (User), 'First name' (eMessage), 'Organisation' (bitte leer lassen), 'Comment' (Access request for eGov Service 'eMessage'), and 'The number of your identity card or passport' (n/a). There is a link for 'Show Terms of Use' and a checked checkbox for 'I accept the terms of use.'. At the bottom right, there are 'Cancel' and 'Continue' buttons.</p> |
| <p>Read and accept the terms of use.</p> <p>Click Continue.</p> |  <p>The screenshot shows the 'Terms Of Use eMessage' page. It features a header with the Swiss flag and the text 'Schweizerische Eidgenossenschaft', 'Confédération suisse', 'Confederazione Svizzera', and 'Confederaziun svizra'. The page title is 'eGovernment Identity and Access Management (eIAM)'. There are language selection buttons for DE, FR, IT, and EN. The main heading is 'Terms Of Use eMessage'. Below the heading, there is an information icon and the text 'Please accept all terms and conditions for the use of eMessage.'. There are three checked checkboxes: 'The eGov party accepts that legally binding data submissions in electronic legal transactions with Swissmedic do not require an electronic signature to satisfy the formal requirements. Swissmedic regards users who...', 'The eGov party agrees to the electronic opening of decisions- as far as within the scope of this service - and explicitly foregoes the delivery of decisions by post. If this checkbox is not checked, Swissmedic will deliver...', and 'The eGov party accepts that Swissmedic may open decisions intended for the eGov party by post if the latter has failed to download the electronic decision within 7 working days of it being uploaded to the Swissmedic'. There is a link for 'Terms Of Use' and a checked checkbox for 'I agree to the Terms Of Use.'.</p> |

| | |
|--|---|
| <p>Once you have successfully registered, you will see this confirmation message.</p> <p>Click Back to the application.</p> |  <p>The screenshot shows the 'eGovernment Identity and Access Management (eIAM)' interface. It features a green success message: 'Your access request for the application 'Swissmedic - eSubmissions Platform' was successfully submitted.' Below the message is a blue button labeled 'Back to the application'. The header includes the Swiss flag and the text 'Schweizerische Eidgenossenschaft', 'Confédération suisse', 'Confederazione Svizzera', and 'Confederaziun svizra'.</p> |
| <p>Click Log in again or the link:</p> |  <p>The screenshot shows the 'Swissmedic - Schweizerisches Heilmittelinstitut' interface. It features a green success message: 'Sie wurden erfolgreich abgemeldet.' Below the message is a blue button labeled 'Erneut einloggen'. Further down, there is contact information: 'Gerne unterstützt Sie unser Servicedesk bei Problemen. Sie erreichen uns zu Geschäftszeiten über die unten angegebene Telefonnummer.', 'E-Mail: it@swissmedic.ch', and 'Telefonnummer: +41 58 462 06 00'. Below the screenshot, the text 'or' is followed by a blue hyperlink: https://www.gate.swissmedic.ch/mlp/?login. The header includes the Swiss flag and the text 'Schweizerische Eidgenossenschaft', 'Confédération suisse', 'Confederazione Svizzera', and 'Confederaziun svizra'.</p> |

Once you have successfully logged in, you can use the eMessage eGov service.



The screenshot shows the SWISSmedic dashboard interface. At the top left is the SWISSmedic logo. Below it is a navigation bar with a home icon and a user profile icon. The main content area is titled "Dashboard" and shows the user is logged in as "CHL1020100164". There is a button for "+ Delivery of a new application". Below this are two tabs: "Deliveries" with a red badge showing "0" and "Inbox" with a red badge showing "0". A table with the following headers is visible: "Delivery ID", "Your Reference", "Service / Subject", "Delivery type", "Last updated at", "Last updated from", "Delivery status", and "Functions". Below the table is a yellow message box with an exclamation mark icon and the text "No deliveries are currently available." At the bottom of the page is a footer with contact information: "Swissmedic • Swiss Agency for Therapeutic Products • Hallerstrasse 7 • Post box office • CH-3012 Berne • Support: +41 58 462 06 00 • Support • SMC-MLP V1.11.1.4".