swissmedic

Information sheet

Instructions on User Management for Swissmedic Portal Roles in the eIAM Portal

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1 Terms, definitions, abbreviations, glossary

Authorisation	Individual capabilities permitted within the Swissmedic Portal that are assigned to a specific role.
eIAM Portal	Application for the delegated management of various Swissmedic applications, including the Swissmedic Portal
Delegated Manager	The assigned role and capability of a defined user administrator (a delegate of a company with the authority to grant permissions to additional users within the same company).
AGOV Login	New digital identity that has replaced the former CH-LOGIN. CH-LOGIN accounts should be, or should already have been, migrated to AGOV (each user is responsible for this themselves).
User Profiles	A user profile is the combination of a person (user) and the associated configuration (application, application role), and therefore the user's overall permissions.
Business Role	Combined (grouped) user roles that simplify the management of individual application roles.
Application Role	A specific individual role assigned to a particular application and containing explicit permissions.
Swissmedic Portal	New specialised Swissmedic application for digital regulatory services and digital collaboration.
Medicinal Product Viewer	Read-only access to the available specialist data in the medicinal domain, related to a specific organisation.
Medicinal Product Coordinator	Editing rights for the available submissions in the medicinal products domain, related to a specific organisation.
Medicinal Product Manager	Submission rights for the available submissions in the medicinal products domain, related to a specific organisation.

2 Purpose and Scope

This information sheet provides instructions for user administrators and answers the following questions:

- Which roles include which permissions?
- How can I correctly assign roles and permissions?

The instructions cover the «eIAM Portal» application of the BIT (*Bundesamt für Informatik und Telekommunikation*, engl. Federal Office of Information Technology, Systems and Telecommunication FOITT) and refers to specific contents from the FOITT user manual.
This information sheet applies exclusively to the assignment of roles and permissions for the “Swissmedic Portal” application.

3 Prerequisites for Role Assignment

To perform user administration, you must have the appropriate role assignment (Delegated Manager). If you do not have this role, contact an appropriately authorised person in your organisation (your company administrator) or reach out to our support team via the contact form on our website.

4 Login to the eIAM Portal

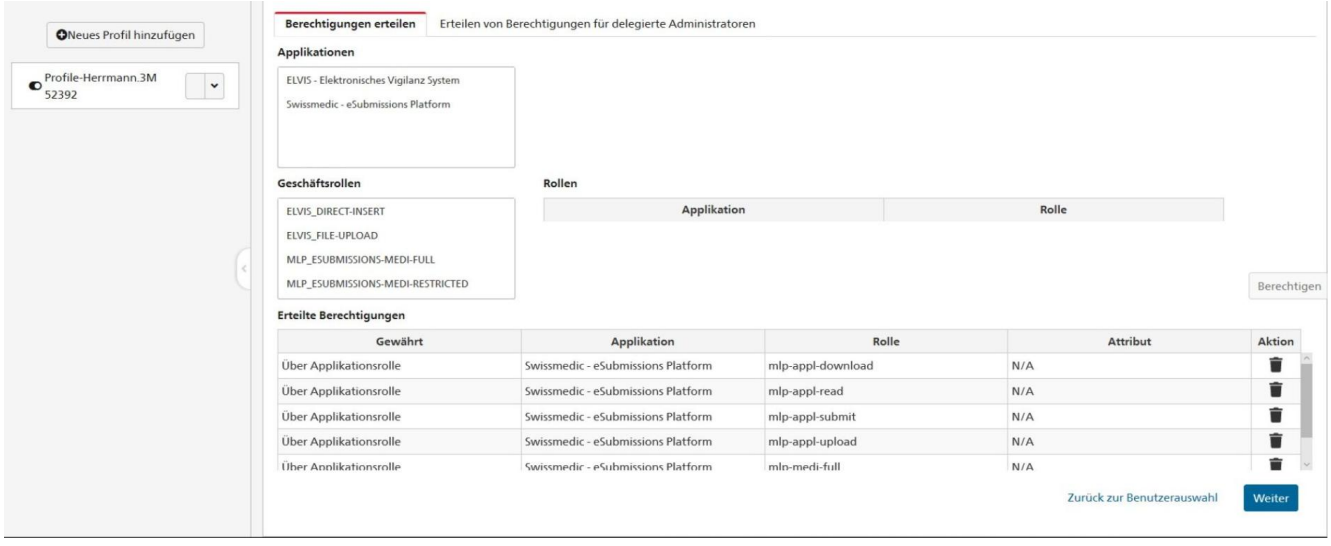
You can access the eIAM Portal via www.portal.eiam.admin.ch. Use your AGOV account to log in.

5 Using the eIAM Portal

As mentioned, the eIAM Portal is an application provided by FOITT (BIT). A comprehensive user manual is available online: eIAM Admin Portal — eIAM – Technical Documentation. Relevant section for you: «Tab: 'Grant permissions'»

Important: For further information on managing user profiles, please refer to BIT’s online documentation.

The meaning of the roles is explained below.



6 Roles and their permissions

In the eIAM Portal, you can manage user profiles for different Swissmedic applications.
By assigning roles, you control access to specific applications.

These instructions refer exclusively to the "Swissmedic Portal" application.
Note: If you require the role description for another application, please refer to the list of available applications on the Swissmedic website eGov-Services (eGovernment applications).

6.1 Roles for the Establishment Licences Module

Currently, only one role is required to access the business data.

Business role	Permissions
org_bbw_reader_ent	▪ View establishment licences (MP, TpP, Laboratory) ▪ View licence scope (site, RP, activities) ▪ Order GxP certificates (paper-based) ▪ Submit major change applications according to Art.41 para. 2 MPLO

Assign this business role to users who are to be granted these permissions for their work.
Note: Additional roles will be introduced in this module in the course of 2027.

6.2 Roles for Medicinal Products Module

Note: This module currently contains data on complementary and herbal medicines. In the further development of the Swissmedic Portal and the Medicinal Products Module, domain data on synthetic medicinal products will also be integrated. The impact on roles is not yet fully defined.

Business role	Permissions
ext_smcp_mp_vwr_ent (Medicinal Product Viewer – read-only access)	▪ View basic company dossier data ▪ View master dossier data ▪ View medicine domain data (single notifications) ▪ View existing applications and communications
ext_smcp_mp_crd_ent (Medicinal Product Coordinator – editing rights)	▪ Requires ext_smcp_mp_vwr role! ▪ Create new applications ▪ Edit application drafts ▪ Create new communications
ext_smcp_mp_mgr_ent (Medicinal Product Manager – submission rights)	▪ Requires ext_smcp_mp_crd role! ▪ Submit application drafts

Assign rights according to responsibilities within your organisation. The Medicinal Product Manager is the person responsible for submitted applications but does not necessarily hold a management role in the organisation.

Note: Roles that regulate restricted access to specific data contexts are not currently available but will be introduced in 2027.
If you do not wish to grant individuals full access to the available domain data, please extract the data from the Swissmedic Portal and do not assign any of the above-mentioned business roles to those individuals at this time.

7 Support

Email: it@swissmedic.ch

www.swissmedic.ch/gate-support

Support is available on weekdays between 7:30 a.m. and 5:30 p.m.

Change history

Version	Change	sig
1.0	Initial version	mel