



Schweizerische Eidgenossenschaft
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The Federal Department of the Environment,
Transport, Energy and Communications (DETEC)

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User Guide for registration and login with eIAM (CH-LOGIN)

DETEC eGovernment portal



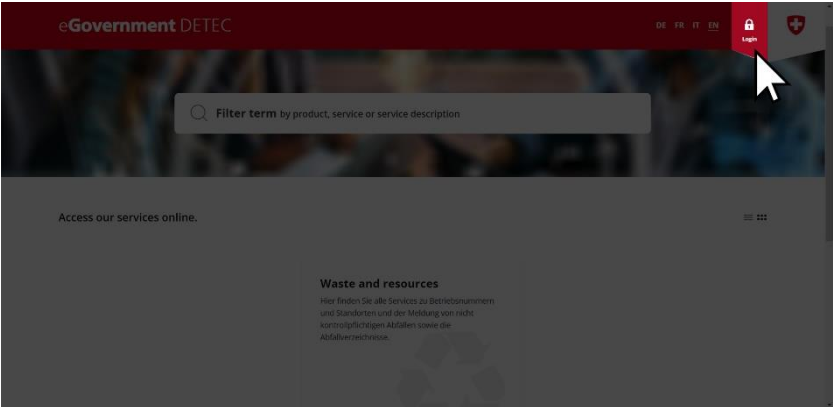
The CH-LOGIN is a standard login procedure provided by the Federal Administration and is based on the access and permissions system eIAM. The CH-LOGIN account can be used for various applications of the Federal Administration. We recommend one CH-LOGIN per natural person.



First open DETEC's eGovernment portal: www.detec.egov.swiss.



Go to Login (padlock icon on the top right).



If you already have a CH-LOGIN, use this to log in. If this works, you have finished with this User Guide.

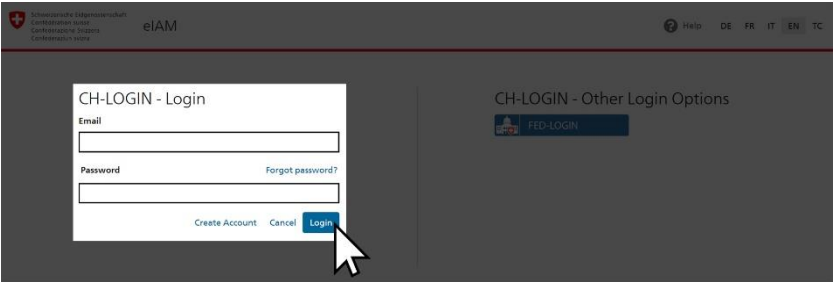
If you do not yet have a CH-LOGIN, you can create one for free by following the steps below.

If you have forgotten your password, please see the [Forgotten Password Instructions](#).

If you do not remember whether you previously created a CH-LOGIN with your email address, you can check this under «Forgot password» and enter your e-mail address.

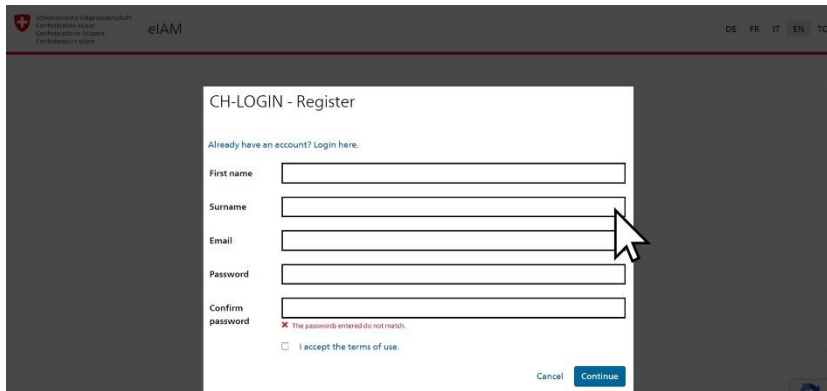


Select «Create Account» to begin the process.



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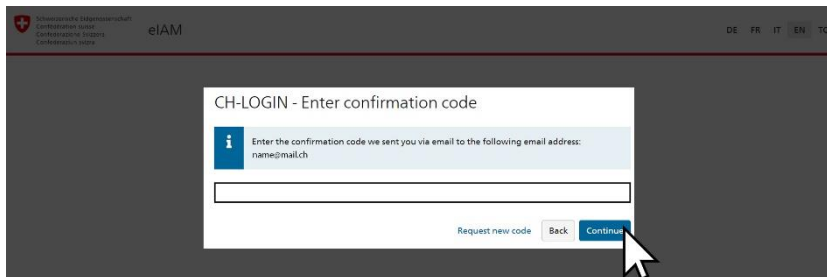
Fill in all the fields here and follow the notes. Read and accept the terms of use and select «Continue» to go to the next page.



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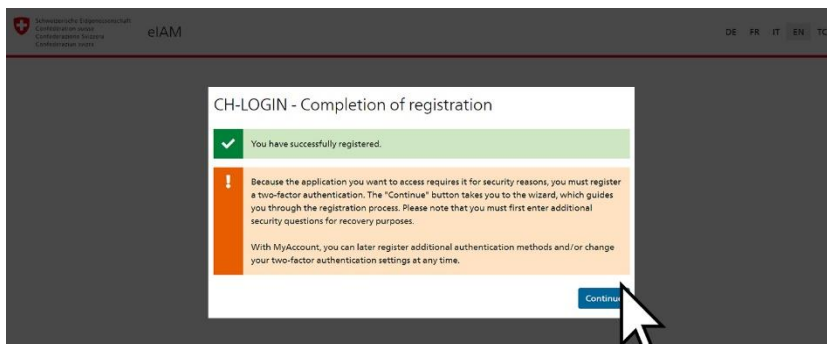
You will receive an email with a confirmation code at the email address you provided. Enter this code in the field and select «Continue».

You have now successfully completed the registration process.



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You will see the message «User account created» on the screen. Select «Continue». You will now be automatically redirected to the logged-in area of DETEC's eGovernment portal.



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Now select three security questions and complete your answers (used for recovery purposes).

The screenshot shows a registration screen titled 'Security questions'. It asks the user to select three security questions and provide answers. The first question is 'What is my first pet's name?' with the answer 'Mila'. The second and third questions are currently blank. A mouse cursor is pointing at the first question's dropdown menu.

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To complete the registration, you have two options: The Authenticator app (continue with step 10) or the mobile number (continue with step 11).

The screenshot shows a screen titled 'Select authentication method'. It offers two options: 'Authenticator App (recommended)' and 'Mobile number mTAN'. A mouse cursor is pointing at the 'Authenticator App' option.

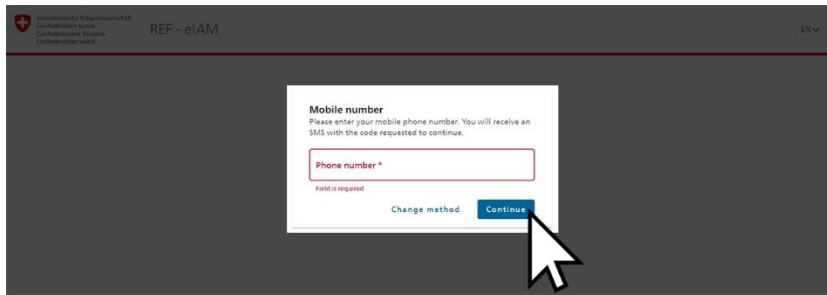
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Authenticator App: Download any Authenticator App from the Appstore of your smartphone. The most popular apps are from Google or Microsoft, which are available independently of the system. Then create an account on the Authenticator app and scan the QR code or enter the key manually. Click on «Continue» to complete the two-factor authentication.

The screenshot shows a screen titled 'Authenticator App'. It provides instructions for setting up the app: 1. Download an Authenticator App to your phone if you don't yet have one installed. 2. Open the Authenticator app on your device and add an account. 3. Scan the QR code or enter the key below manually. 4. Press 'Continue' when the app has created the account. A QR code is displayed, and a mouse cursor is pointing at the 'Continue' button. Below the QR code is a text field containing the key: 'EP5XBHVW3OPM54Z3NVNGLXDR56MACZ'.

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Mobile number: Enter your mobile number and click on «Continue». A confirmation code will now be sent to your mobile number. Enter this confirmation code and click on «Save». Your two-factor authentication is now complete.



The screenshot shows a web interface for the DE TEC eGovernment portal. At the top, there is a header with the logo of the Swiss Confederation, the text 'Schweizerische Eidgenossenschaft', 'Confédération suisse', 'Confederazione Svizzera', and 'Confederaziun svizra', followed by 'REF - eIAM' and a user profile icon. The main content area is a dark grey rectangle containing a white form titled 'Mobile number'. The form text reads: 'Please enter your mobile phone number. You will receive an SMS with the code requested to continue.' Below this is a text input field labeled 'Phone number *' with a red border and the error message 'field is required' underneath. To the right of the input field are two buttons: 'Change method' and 'Continue'. A mouse cursor is pointing at the 'Continue' button.

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You have now successfully created a new account and will be automatically transferred to the logged-in area of the DE TEC eGovernment portal. Here you will first go through a one-time portal onboarding.

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You can find further hints and tips about CH-LOGIN on the [CH-LOGIN help page](#) (Change password/telephone number) or at [CH-LOGIN FAQ](#) (email address, security questions).