

Creating a SWITCH Edu-ID User Guide

Version: 1.0

A project of

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Table of Contents

1	Purpose	3
2	What is SWITCH-edu ID?	3
3	Creating a new SWITCH edu-ID with AAI	3
4	Adding two-step login authentication	8
5	Login with your new SWITCH edu-ID account	13
6	Frequently asked questions	14
7	Help for users	18

1 Purpose

The following guide walks you through creating a SWITCH with AAI (Authentication and Authorization Infrastructure) and two-factor authentication.

2 What is SWITCH-edu ID?

SWITCH edu-ID is your persistent identity to access all federated services. It is easy to use, controlled by the user and provides secure access to academic services. The service is provided by SWITCH for Swiss Higher Education Institutions and parties with relation to them.

The objective of the AAI is to simplify inter-organizational access to web resources. With a single login a student can access e-learning systems at multiple universities, for example.

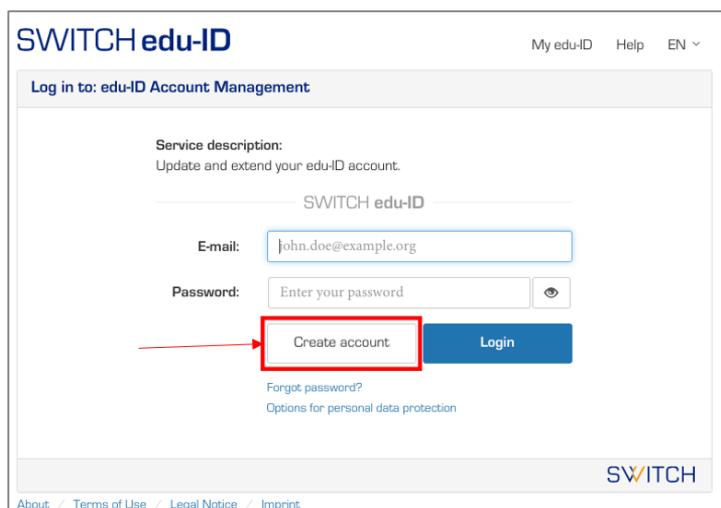
If you already have a university (e.g. unibas.ch, unibe.ch) or university hospital (e.g. usz.ch, chuv.ch) email account, you have AAI credentials.

The list of institutions that adopted SWITCH edu-id can be found [here](#).

If your institution does not have a SWITCH AAI affiliation yet, please create the SWITCH edu-ID without AAI as described [here](#), and contact the Data Coordination Center (DCC) at biomedit@sib.swiss to request an identity check and authorization.

3 Creating a new SWITCH edu-ID with AAI

1. Go to the SWITCH edu-ID web application by entering <https://eduid.ch> in your browser.
 - a. Click on the 'Create account' button



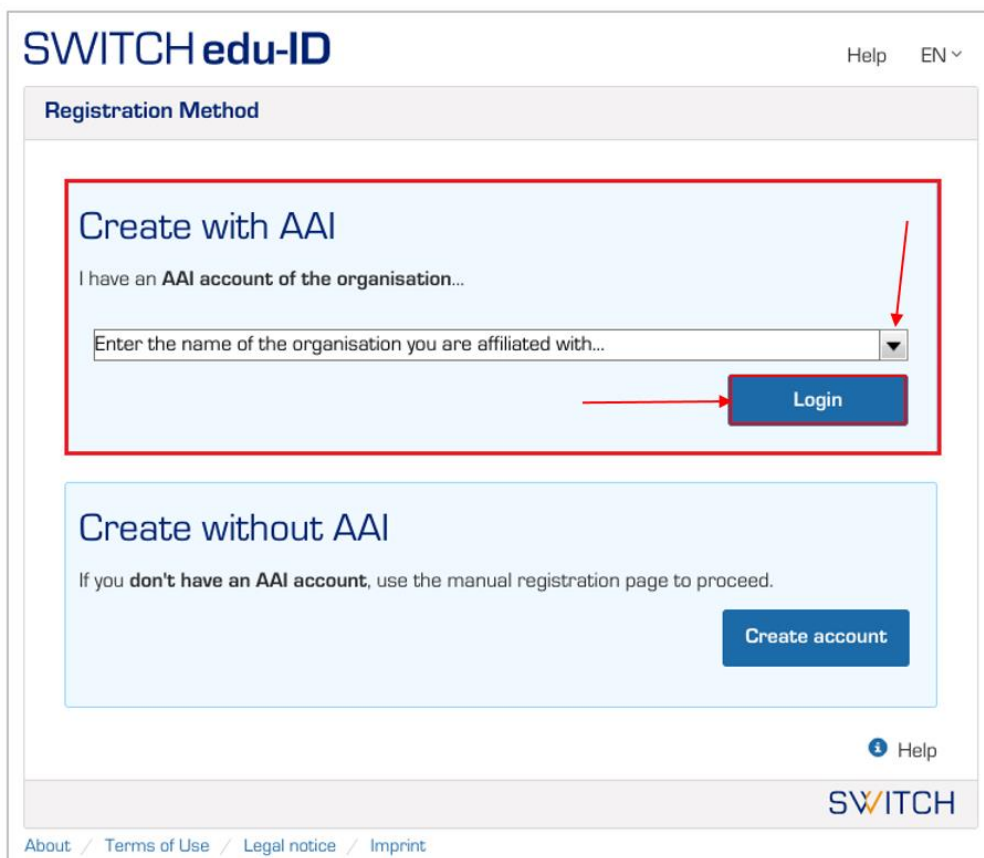
Important Note:

- If the **'Create account'** button is not visible, that means that there is already an active SWITCH edu-ID session. In this case, **you should not create a new account**.
- The button will also not be visible if another person has created an account on the same device. In this situation, open another browser and try this step using the browser in [private mode](#) or after [deleting the browser cookies](#).

2. The **'Registration Method screen'** will be displayed.

From the option **'Create with AAI'**:

- select your AAI account's organization from the drop-down menu
- click on **'Login'**



3. The login page of the organization your AAI account is associated will be displayed.

- Enter your login and password
- Login to your AAI account

Note: The picture below is an example of the University of Basel login page. The screen will look different for each organization/university.

Welcome to the SWITCH edu-ID Linking Service of the University of Basel

To be able to use all the services of the University of Basel, you must link your account at the University of Basel with your SWITCH edu-ID.

Linking the two accounts is done in the following two steps:

1. Login with the Uni Basel account
2. Log in with the SWITCH edu-ID or create a new SWITCH edu-ID

Login University of Basel

Log in with the Uni Basel e-mail address and the corresponding password.

By signing in you accept the [terms of use](#).

4. The details from your SWITCHaai account that will be shared with the SWITCH edu-ID service will be displayed. Accepting it is necessary for the SWITCH edu-ID account creation. At the bottom of the screen:
 - a. Choose **'Ask me again if information to be provided to this service changes'**.
 - b. Click on **'Accept'**

The information above would be shared with the service if you proceed. Do you agree to release this information to the service every time you access it?

Select an information release consent duration:

Ask me again at next login

- I agree to send my information this time.

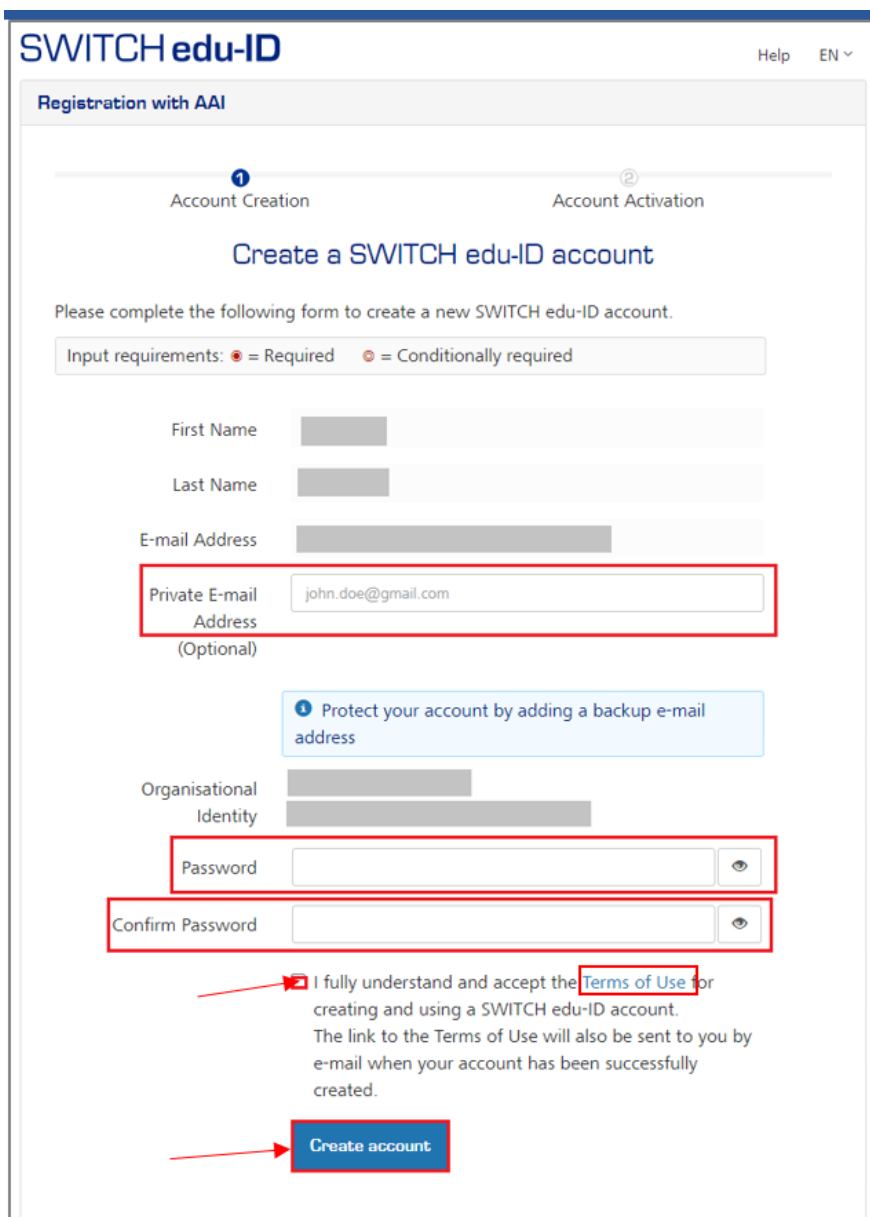
Ask me again if information to be provided to this service changes

- I agree that the same information will be sent automatically to this service in the future.

This setting can be revoked at any time with the checkbox on the login page.

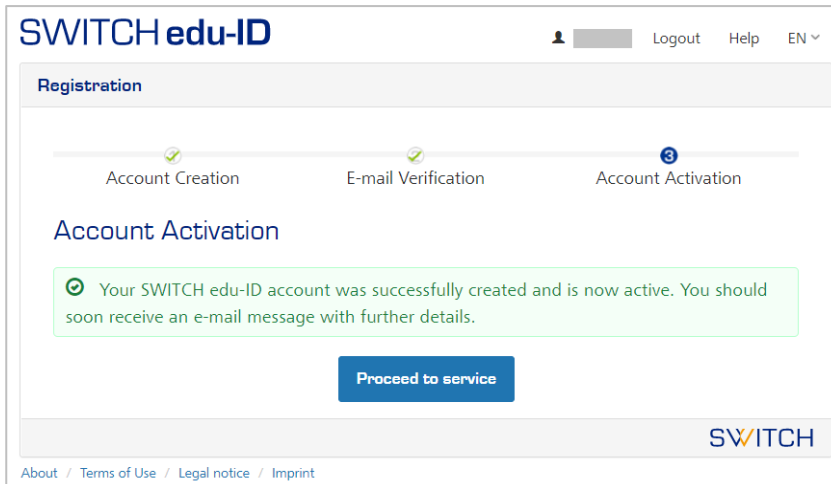
5. The form to create a new SWITCH edu-ID account will be displayed.
 - a. Enter a long-term and private email address in '**Private E-Mail Address**'
 - b. Enter a secure password in '**Password**'
 - c. Re-Enter the password in '**Confirm Password**'
 - d. Read the '**Terms of Use**', and mark checkbox to accept them
 - e. Click on '**Create account**'

Note: Entering a Private E-mail address is optional but highly recommended, as it allows you to retain access to your account even if you leave your current organization/university.



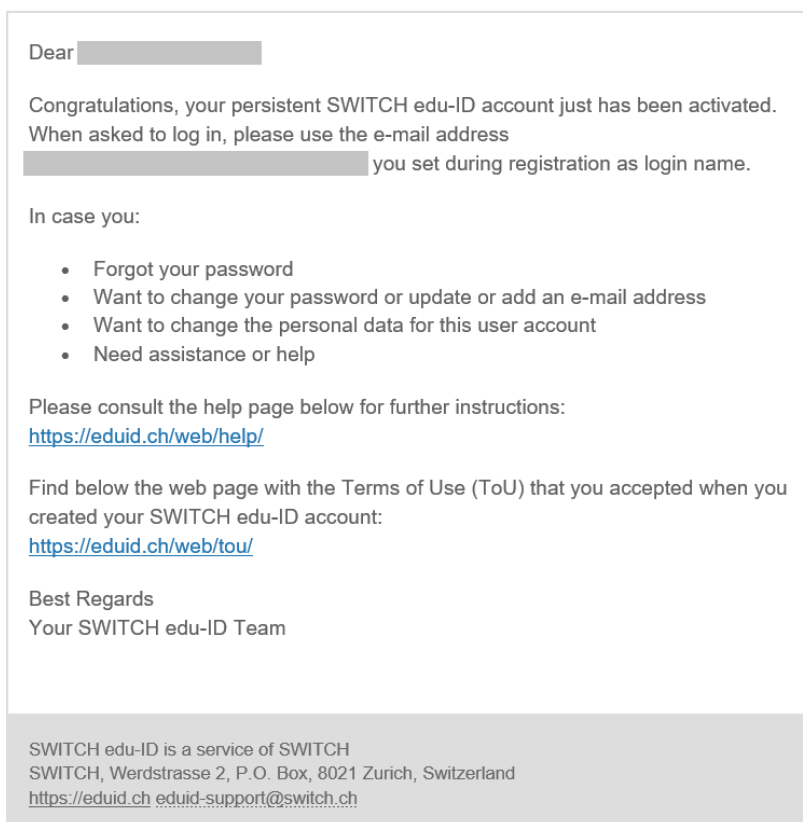
The screenshot shows the 'SWITCH edu-ID' registration page. At the top, it says 'Registration with AAI' and 'Create a SWITCH edu-ID account'. Below this, there are two steps: 'Account Creation' (1) and 'Account Activation' (2). The main heading is 'Create a SWITCH edu-ID account'. Below the heading, it says 'Please complete the following form to create a new SWITCH edu-ID account.' There is a legend for input requirements: a red dot for 'Required' and a red circle with a slash for 'Conditionally required'. The form fields include: 'First Name', 'Last Name', 'E-mail Address', 'Private E-mail Address (Optional)' (with the value 'john.doe@gmail.com'), 'Organisational Identity', 'Password', and 'Confirm Password'. A blue box with an information icon says 'Protect your account by adding a backup e-mail address'. Below the password fields, there is a checkbox that is checked, with the text 'I fully understand and accept the Terms of Use for creating and using a SWITCH edu-ID account. The link to the Terms of Use will also be sent to you by e-mail when your account has been successfully created.' At the bottom, there is a blue 'Create account' button. Red boxes and arrows highlight the 'Private E-mail Address', 'Password', 'Confirm Password', the 'Terms of Use' checkbox, and the 'Create account' button.

6. You will get confirmation that your SWITCH edu-ID account was successfully created and activated.



7. Check your mailbox. You will receive a confirmation message by e-mail if the SWITCH edu-ID account was activated:

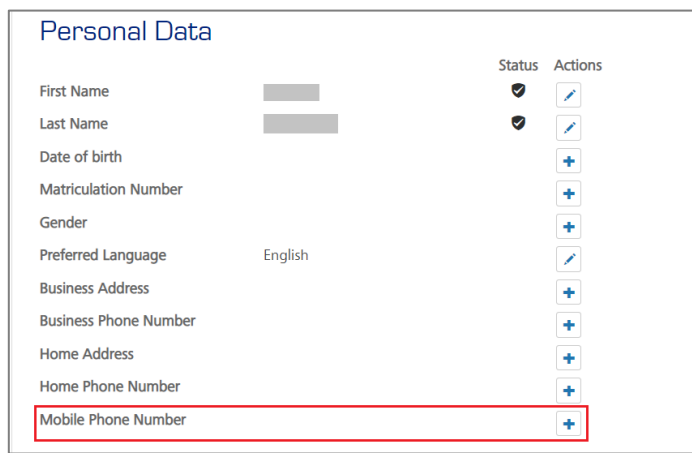
SWITCH edu-ID



4 Adding two-step login authentication

Two-step login enhances security by prompting users to specify a second authentication factor when logging in. The second factor is sent to you as a code on your mobile phone.

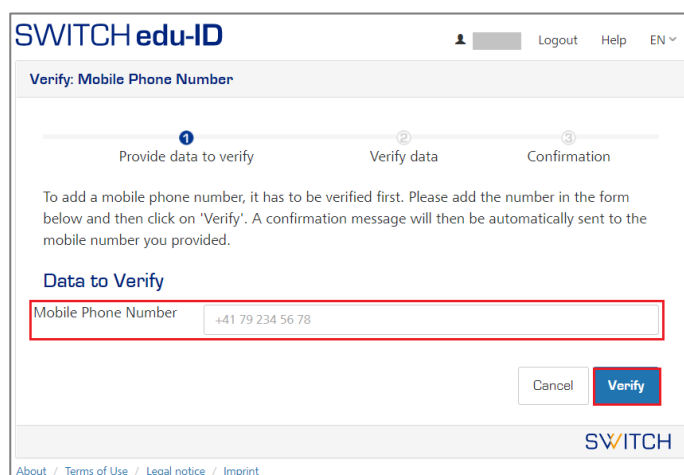
1. Login to your SWITCH edu-ID account by entering <https://eduid.ch> in your browser.
2. At the **'My edu-ID'** screen and **'Personal Data'** section,
 - a. Click on the '+' icon next to **'Mobile Phone Number'**



Personal Data		Status	Actions
First Name	[Redacted]	✓	[Edit]
Last Name	[Redacted]	✓	[Edit]
Date of birth			[+]
Matriculation Number			[+]
Gender			[+]
Preferred Language	English		[Edit]
Business Address			[+]
Business Phone Number			[+]
Home Address			[+]
Home Phone Number			[+]
Mobile Phone Number			[+]

Note: If your mobile phone number is already in the system, go to [Step 5](#)

3. At the **'Verify: Mobile Phone Number Screen'**:
 - a. Enter your **'Mobile Phone Number'**
 - b. Click on **'Verify'**



SWITCH edu-ID Logout Help EN

Verify: Mobile Phone Number

1 Provide data to verify 2 Verify data 3 Confirmation

To add a mobile phone number, it has to be verified first. Please add the number in the form below and then click on 'Verify'. A confirmation message will then be automatically sent to the mobile number you provided.

Data to Verify

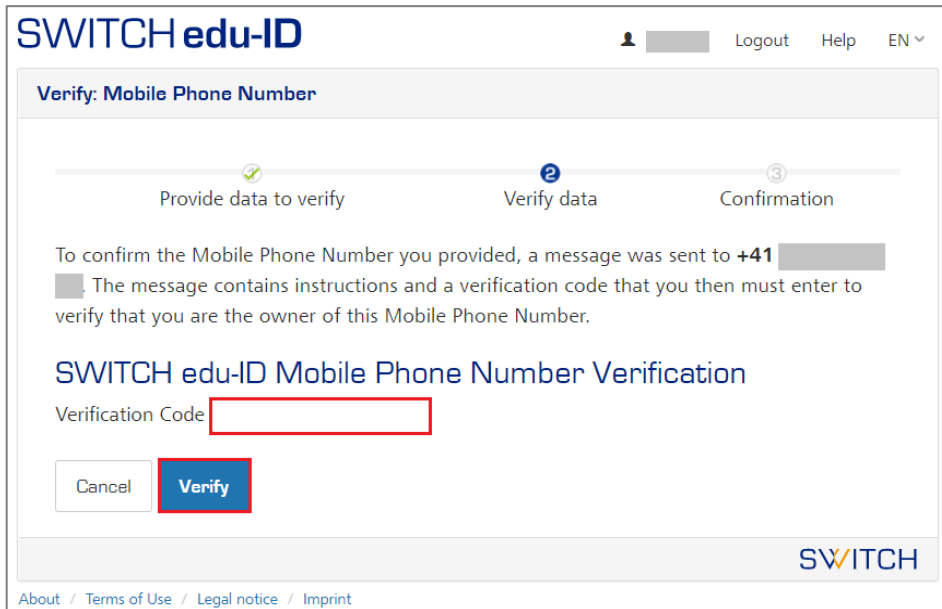
Mobile Phone Number

SWITCH

[About](#) / [Terms of Use](#) / [Legal notice](#) / [Imprint](#)

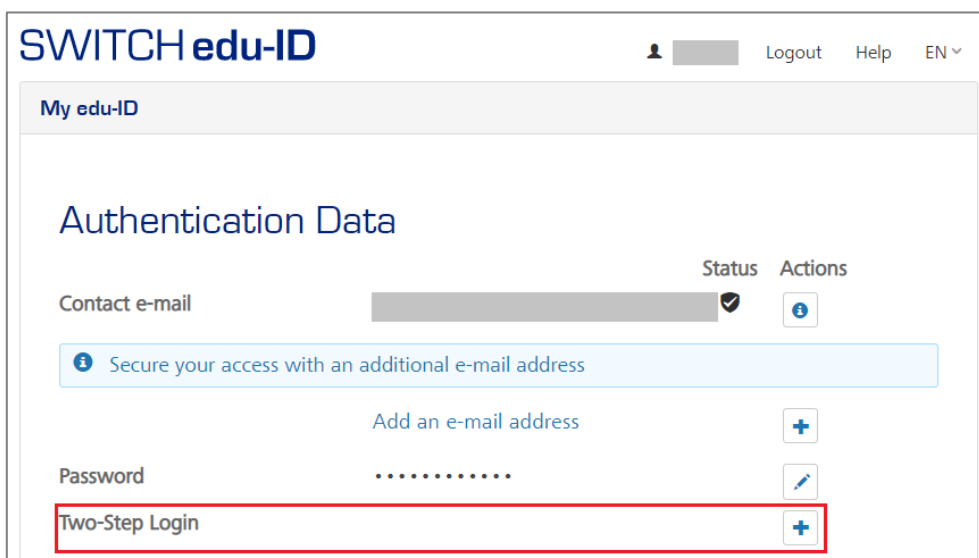
4. At the **'SWITCH edu-ID Mobile Verification'** section,

- a. Enter the code you received by SMS to your phone number in the **'Verification Code'** field
- b. Click on **'Verify'**



You'll get confirmation of the verification's result and will be redirected to the **'My edu-ID'** screen.

5. At the **'My edu-ID'** screen,
 - a. Click on the **'+'** sign next to **'Two-step login'**



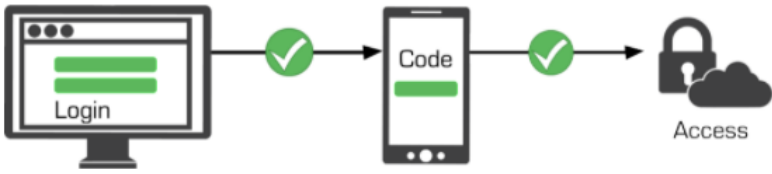
6. The **'Two-Step Login Security Settings'** screen will be displayed.
 - a. Set the **'Authenticator App Codes'** field to **'On'**.

Note: to complete this step, you should have an authentication app installed on your phone. A list of supported apps known to work is displayed.

Security Settings

Two-Step Login

Enhance the security of your SWITCH edu-ID account and enable two-step login for services with higher security requirements. ⓘ



Two-Step Login Status: ⊙ off

Mode On Demand | Always

The setting 'On demand' enforces two-step login only for services that require enhanced authentication security. ⓘ

The setting 'Always' enforces for your account two-step login for every service you access. ⓘ

ⓘ Enable one of the supported verification methods below.

Authenticator app codes Off | On

After authentication with username and password, you will be asked to enter a one time code generated by one of the supported authenticator mobile apps.

ⓘ The following authenticator apps are known to work:

- andOTP (Android)
- FreeOTP+ (Android)
- Google Authenticator (iOS, Android)
- OTP Auth (iOS)
- Twilio Authy (iOS)

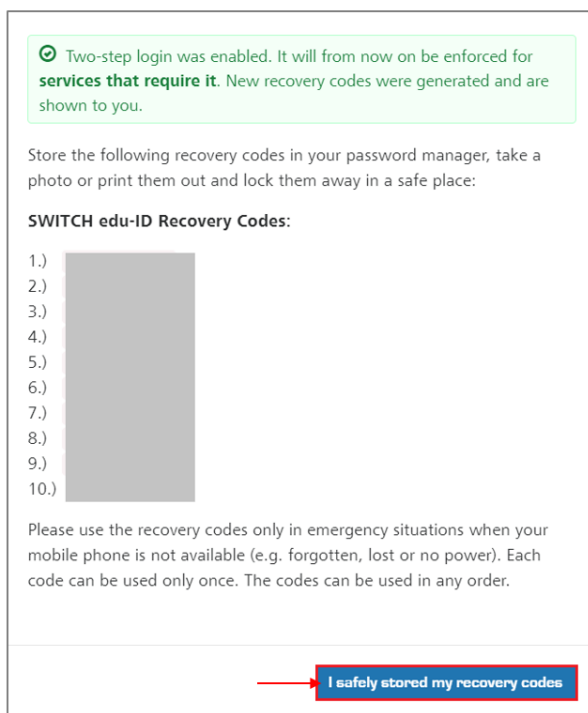
SMS Verification Codes Off | On

After authentication with username and password, you will receive a one-time code in an SMS message.

7. A QR Code will be displayed on your screen.
 - a. Open your authenticator app on your mobile phone.
 - b. Enter the **Code** your authenticator app shows for SWITCH edu-ID
 - c. Click on '**I scanned it: Proceed**'.



8. You will get confirmation that the two-step login was enabled.
 - a. Store the recovery codes in a safe place
 - b. Click on '**I safely stored my recovery codes**' button

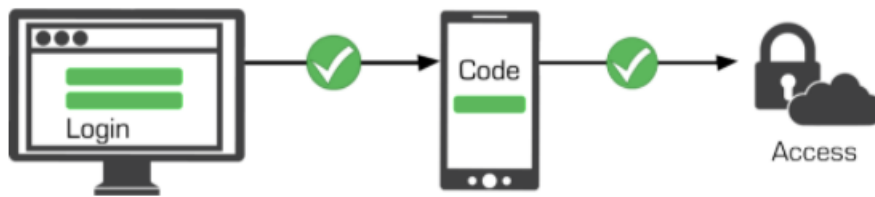


9. (Optional) You may add a second Two-Step Authentication mode.
 - a. Select '**SMS Verification Codes**' field to '**On**'

Security Settings

Two-Step Login

Enhance the security of your SWITCH edu-ID account and enable two-step login for services with higher security requirements. [i](#)



Two-Step Login Status:

On

Mode

On Demand
 Always

The setting 'On demand' enforces two-step login only for services that require enhanced authentication security. [i](#)

The setting 'Always' enforces for your account two-step login for every service you access. [i](#)

Authenticator app codes

Off
 On

Default

After authentication with username and password, you will be asked to enter a one time code generated by one of the supported authenticator mobile apps.

SMS Verification Codes

Off
 On

Backup

Enabled SMS verification codes

After authentication with username and password, you will receive a one-time code in an SMS message.

Recovery Codes [i](#)

Off
 On

Your current recovery codes are active.

5 Login with your new SWITCH edu-ID account

1. Go to the SWITCH edu-ID web application by entering <https://eduid.ch> in your browser.
 - a. Login with your email and password.
2. The two-login authentication methods previously enabled will appear in tabs.

To log in with an Authenticator App:

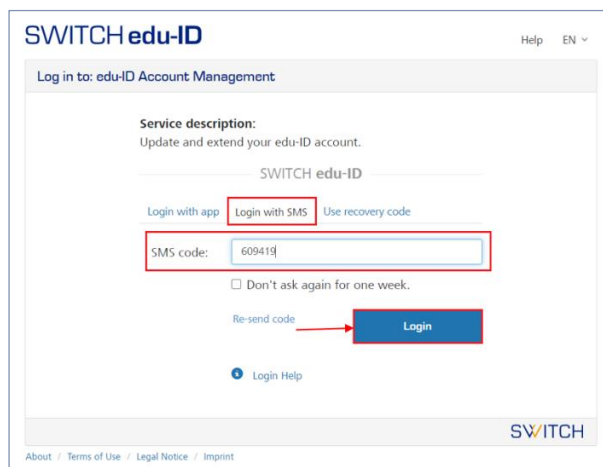
- a. Select the '**Login with app**' tab
- b. Open your **Authenticator App** on your mobile phone
- c. Enter the **code** your Authenticator App shows for SWITCH edu-ID
- d. Click on '**Login**'



The screenshot shows the SWITCH edu-ID login interface. At the top, it says "Log in to: edu-ID Account Management". Below that is a "Service description" section: "Update and extend your edu-ID account." The main heading is "SWITCH edu-ID". There are three tabs: "Login with app" (highlighted with a red box), "Login with SMS", and "Use recovery code". Below the tabs is an "App code:" input field containing "659992" (highlighted with a red box). There is a checkbox for "Don't ask again for one week." and a blue "Login" button (highlighted with a red box and an arrow). A "Login Help" link is at the bottom left. The footer contains "About / Terms of Use / Legal Notice / Imprint" and the SWITCH logo.

To login with SMS:

- a. Select the '**Login with SMS**' tab
- b. Enter the code you received by SMS
- c. Click on '**Login**'




The screenshot shows the SWITCH edu-ID login interface. At the top, it says "Log in to: edu-ID Account Management". Below that is a "Service description" section: "Update and extend your edu-ID account." The main heading is "SWITCH edu-ID". There are three tabs: "Login with app", "Login with SMS" (highlighted with a red box), and "Use recovery code". Below the tabs is an "SMS code:" input field containing "609419" (highlighted with a red box). There is a checkbox for "Don't ask again for one week." and a blue "Login" button (highlighted with a red box and an arrow). A "Re-send code" link is next to the button. A "Login Help" link is at the bottom left. The footer contains "About / Terms of Use / Legal Notice / Imprint" and the SWITCH logo.

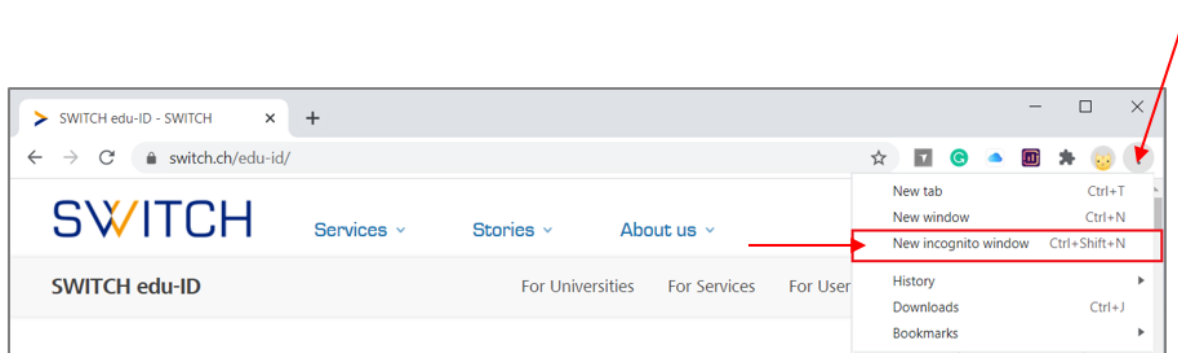
6 Frequently asked questions

6.1 How to open a browser session in private mode

6.1.1 Using Chrome

At the browser's top right corner: click on the  icon:

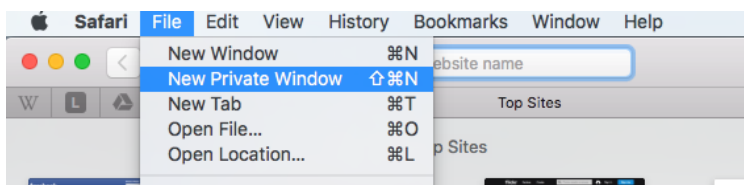
- a) Select '**New incognito window**'



6.1.2 Using Safari

At the browser's tools bar:

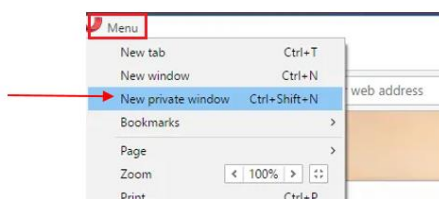
- a. Click on '**File**'
- b. Select '**New Private Window**'



6.1.3 Using Opera

At the top left corner of the browser window:

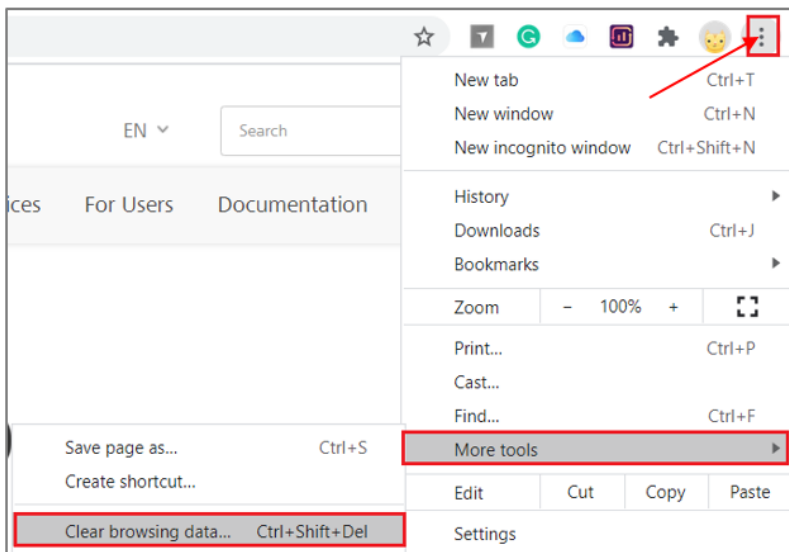
- a. Click on '**Menu**'
- b. Select '**New private window**'



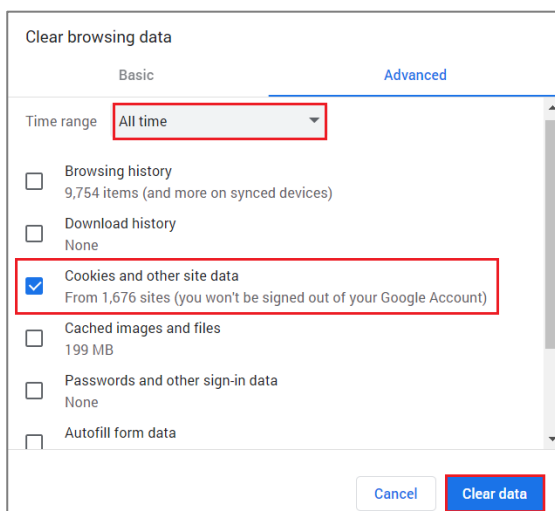
6.2 How to delete the browser's cookies

6.2.1 Deleting cookies in Chrome

1. At the browser's top right corner:
 - a. click on the  icon:
 - b. Select **'More tools'** and **'Clear browsing data'**

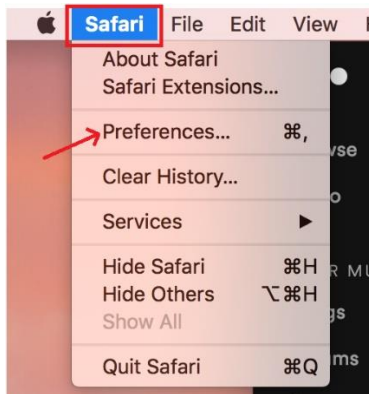


2. At the **'Clear browsing data'** screen:
 - a. Select the **'Advanced'** tab
 - b. Choose a time range. To delete everything, select **'All time'**
 - c. Check the box **'Cookies and other site data'**
 - d. Click on **'Clear data'**

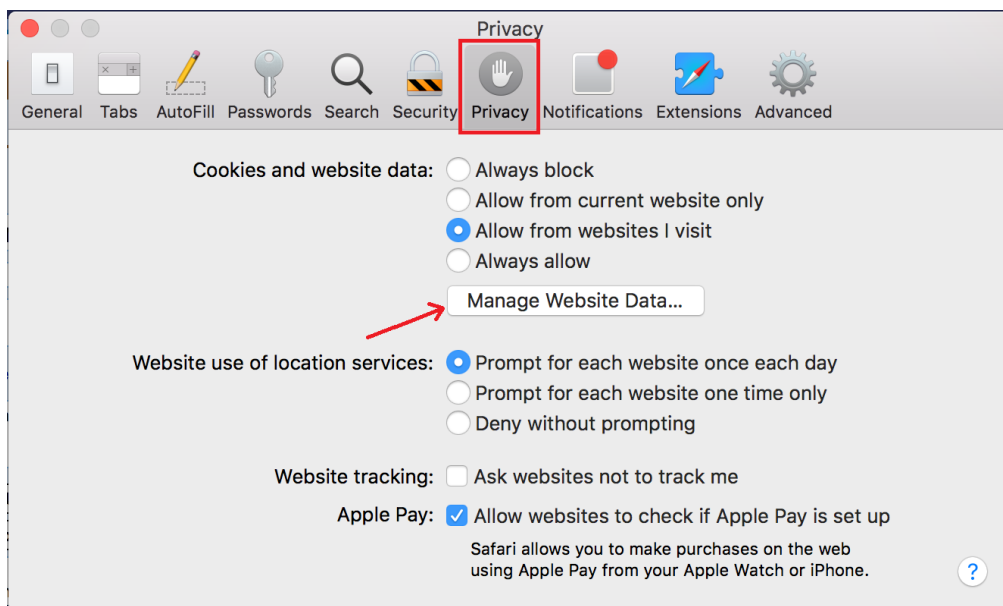


6.2.2 Deleting cookies in Safari

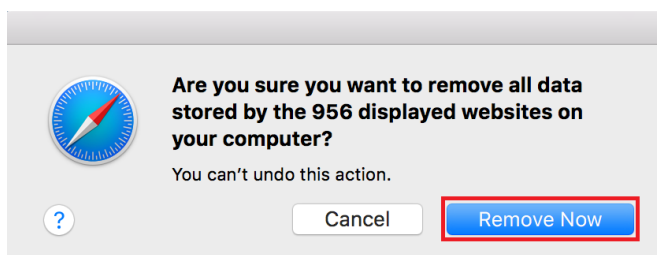
1. At the browser's tool bar:
 - a. Click on **'Safari'** and then on **'Preferences'**



2. At the **'Preferences'** screen:
 - a. Select **'Privacy'** and then click **'Manage Website Data'**

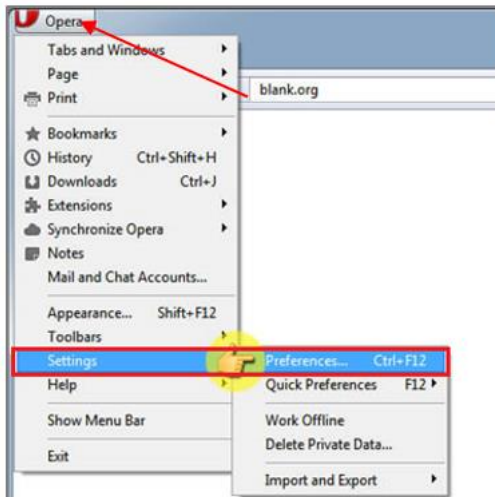


Select **'Remove All'** and then, in the small popup, selection **'Remove Now'**



6.2.3 Deleting cookies in Opera

1. At the browser's top left corner:
 - a. Click on '**Opera**'
 - b. Select '**Settings**'
 - c. Select '**Preferences**'



2. On the '**Delete Private Data Box**'
 - a. Select '**Delete session cookies**'
 - b. Select '**Delete all cookies**'
 - c. Press '**Delete**' button



7 Help for users

7.1 Contact SWITCH edu-ID Technical Support

For questions about the SWITCH edu-ID service not covered in this manual, visit:

- <https://help.switch.ch/eduid/faqs/?lang=en>

For technical support questions, send an email to:

- eduid-support@switch.ch

For general questions about the SWITCH edu-ID service, send an email to:

- eduid@switch.ch

7.2 Links and resources

Login to SWITCH edu-ID service	https://eduid.ch
About the SWITCH edu-ID service	https://www.switch.ch/edu-id
Personalized Health Informatics Group (PHI)	https://www.sib.swiss/research-infrastructure/competence-centers/phi
BioMedIT Network Project	https://sphn.ch/network/projects/biomedit/