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User access to Swisscom Wholesale Portal	

Swisscom Wholesale Portal

User access

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1 Introduction

Swisscom (Switzerland) Ltd provides the Wholesale Portal to give you quick and easy customer access to Swisscom’s wholesale offers.

The Wholesale Portal affords an overview of your entire portfolio of services purchased from Swisscom (Switzerland) Ltd.

Your user account is administered by your superuser or your company’s administrator.

1.1 Goal and purpose

This document outlines how you access the Swisscom Wholesale Portal and how you administer your account.

1.2 Document scope

This document was created for users of the Wholesale Portal of Swisscom (Switzerland) Ltd.

1.3 Target audience

This Handbook is for the users of wholesale customer companies who have a valid contract for usage of the Wholesale Portal.

1.4 Portal access requirements

The portal contract and the corresponding product contracts have to be signed in order to access all of the functionalities of the Wholesale Portal. Products are released in the portal and are available upon signing of the contracts.

1.5 Faults

1.5.1 User account not working

For problems with your user account, please contact your superuser or administrator, who can activate or add to your account.

1.5.2 Wholesale Portal out of service

If the portal is out of service due to a fault, please contact the service desk during office hours (OH) on [0800 803 803](tel:0800803803).

During non-office hours (NOH), please send an e-mail to: servicedesk.wholesale@swisscom.com

1.6 Updates

Date	Description
21/07/2019	New version

Table 1: Updates

2 Brief outline of Wholesale Portal Access

2.1 Access to the Swisscom Wholesale Portal

The prerequisite for access is signing of the Wholesale Portal Terms of Use.

All users of the Swisscom Wholesale Portal must complete an authentication procedure for access. In this procedure, your configured user rights are checked.

Normally users will access the portal via the web interface (WebGUI).

Web services are also offered which allow B2B access to Swisscom services.

2.2 Two-factor authentication

Two-factor authentication (2FA) has been introduced for accessing the Swisscom Wholesale Portal to enhance the security of customer data and the services to be provided.

Your superuser or administrator has configured one of the following 2FAs for you.

1. Mobile ID → Excellent 2FA security At login, users are prompted to authenticate via Mobile ID on their mobile device.
If you are unfamiliar with the Mobile ID procedure, information is available here:
<https://www.mobileid.ch/en>
2. SMS TAN → Good 2FA security Users are prompted to enter a token at login for verification. The token is sent via SMS to the mobile device number on file.
3. E-mail TAN → Low 2FA security Users are prompted to enter a token at login for verification. The token is sent via e-mail to the e-mail address on file.

Important note:

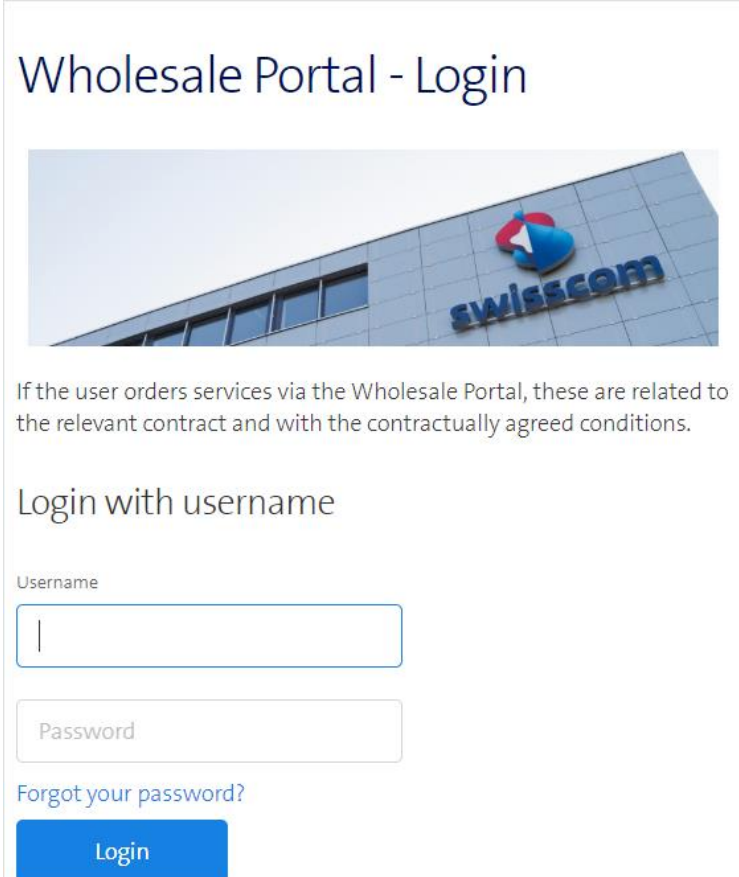
There is no cost to the user for use of Mobile ID or SMS TAN.

3 Accessing the Wholesale Portal

Access is via WebGUI at the URL: <https://wholesale.swisscom.com>

In the field *User name* on the start screen, the number originally received with the account (PUI no.) or the subsequently linked user name (synonym) may be used.

Your superuser or administrator provides you the relevant user name and password information.



Wholesale Portal - Login

If the user orders services via the Wholesale Portal, these are related to the relevant contract and with the contractually agreed conditions.

Login with username

Username

Password

[Forgot your password?](#)

Login

Figure 1, Powergate login

Confirm the user name and password entered via *Login*.

3.1 Mobile ID as 2FA

Upon login you see the following.

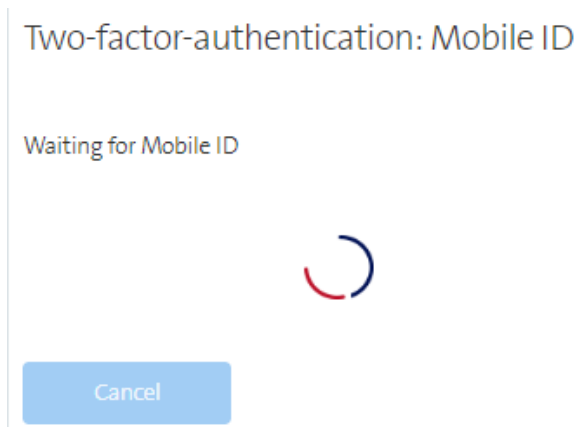


Figure 2, User login step 1, Mobile ID

Now you are prompted to enter your Mobile ID on your mobile device.

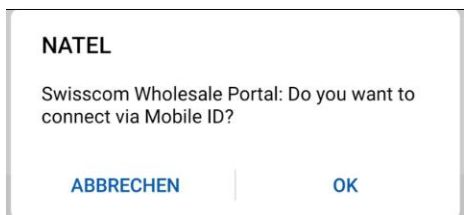


Figure 3, User login step 2a, Mobile ID

Hit *OK* to continue through to entering the Mobile ID PIN.

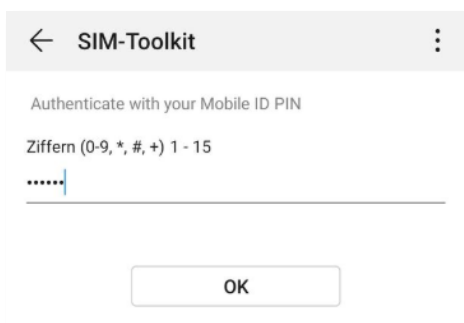


Figure 4, User login step 2b, Mobile ID

Confirm entry again via *OK*.

The portal now opens.

Problems with Mobile ID?

To check if your Mobile ID is working properly, use the following link: <https://www.mobileid.ch/en/faq>

Once at that website, continue with *Test Mobile ID*.

Proceed through the following dialogue, which guides you through the checking process via entering of the Mobile ID after SMS confirmation.

3.2 SMS TAN as 2FA

Upon login you see the following.

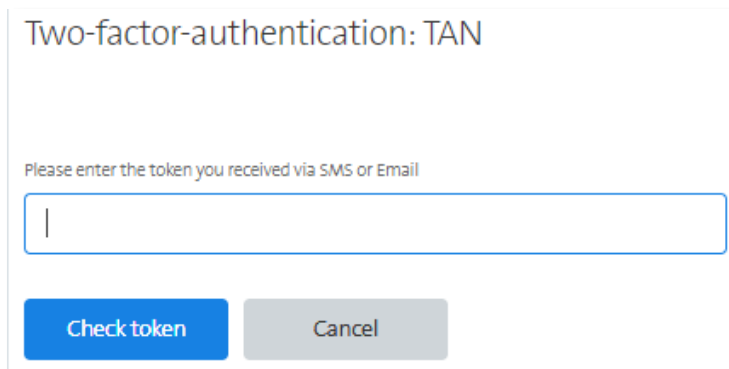


Figure 5, User login step 1, SMS TAN

You now receive an SMS with token on your mobile device.

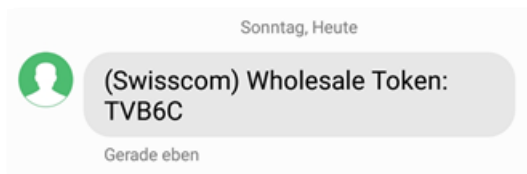


Figure 6, User login step 2, SMS TAN

Enter this token in the screen and finish via *Check token*.

The portal now opens.

3.3 E-mail TAN as 2FA

Upon login you see the following.

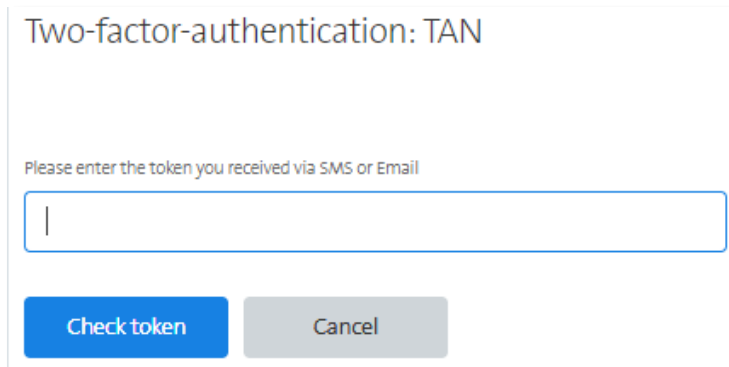


Figure 7, User login step 1, E-mail TAN

You now receive an e-mail with the required token.

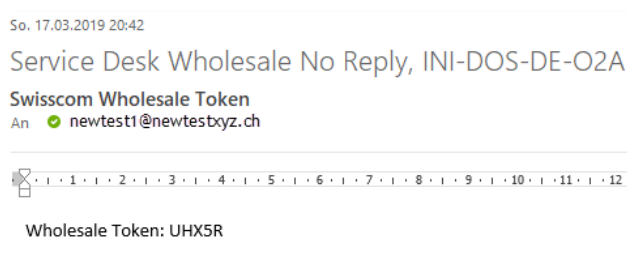


Figure 8, User login step 2, E-mail TAN

Enter this token in the screen and finish via *Check token*.

The portal now opens.

When you have successfully logged in, you see the start page for online services.

This page differs depending on the activated services and permissions.

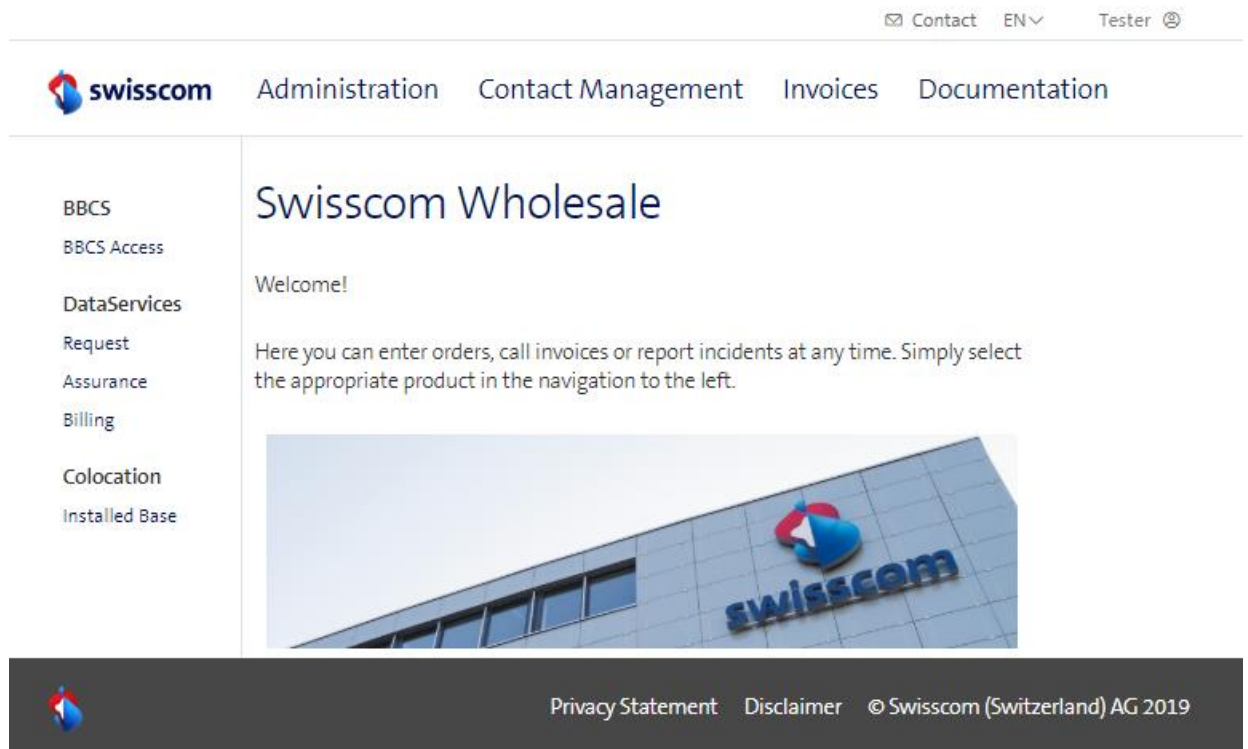


Figure 9, Wholesale Portal start page

4 Account self-administration

All users can administer certain data for their own account themselves.

The account administration options for the user are found in the upper right corner above logout.

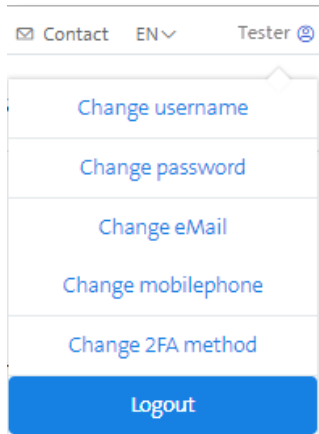


Figure 10, Wholesale Portal start page

Users can change their:

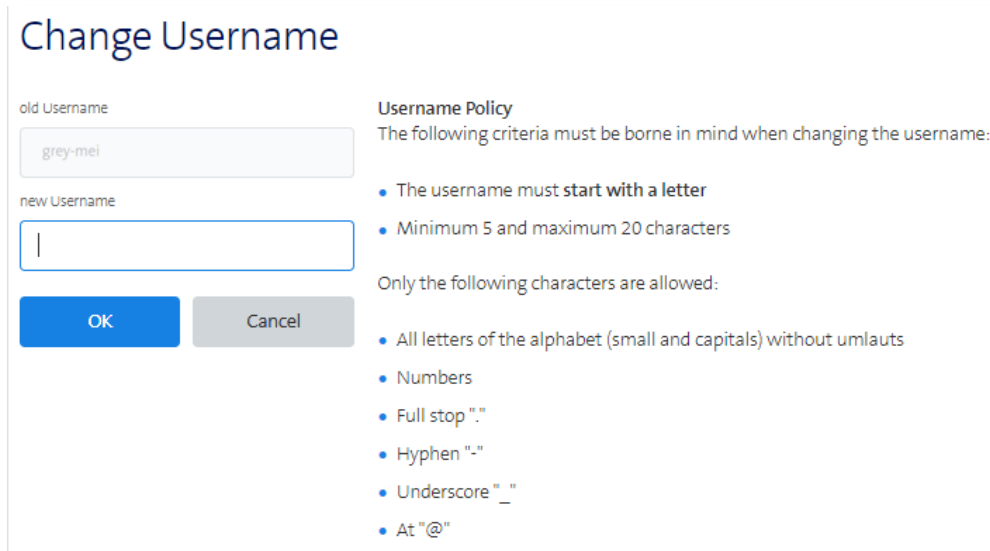
- User name (only if changing is enabled)
- Password
- E-mail address
- Mobile number
- and 2FA method

When a change is made, depending on what kind ...

- entry of the user's old password is requested.
- a token is sent to the new mobile number or e-mail address.
- a verification message is sent using the old data. This allows the detection of hacking and improper account usage. In such cases, contact your superuser or administrator immediately to lock or fix the account.

4.1 User change: user name

A user name (synonym) can only be changed if this option is enabled for the customer. The applicable policies must be observed.



Change Username

old Username

new Username

Username Policy
 The following criteria must be borne in mind when changing the username:

- The username must **start with a letter**
- Minimum 5 and maximum 20 characters

Only the following characters are allowed:

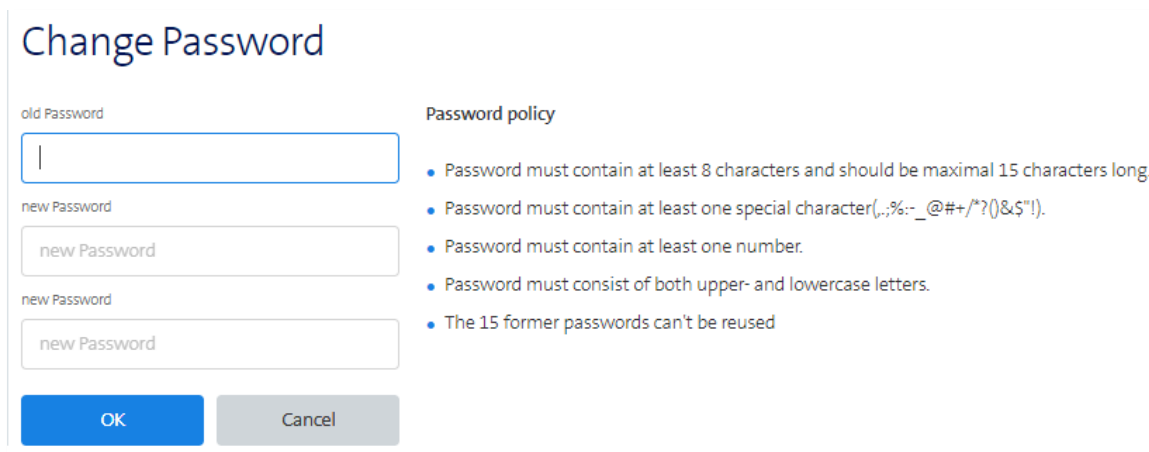
- All letters of the alphabet (small and capitals) without umlauts
- Numbers
- Full stop "."
- Hyphen "-"
- Underscore "_"
- At "@"

OK Cancel

Figure 11 User change: user name

4.2 User change: password

When changing a password, the old password has to be entered first. The policies for secure password assignment must be observed.



Change Password

old Password

new Password

new Password

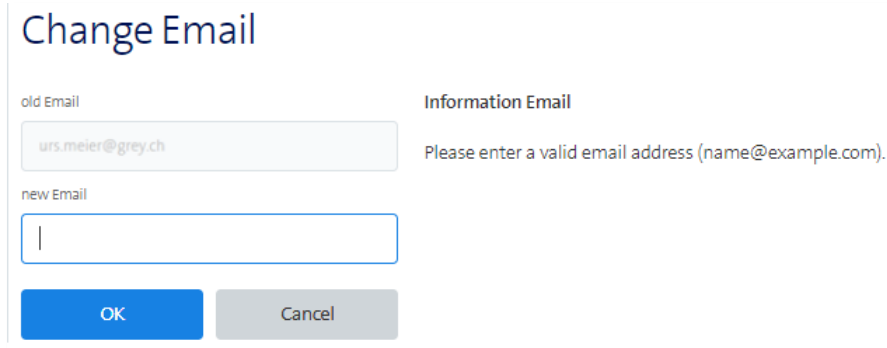
Password policy

- Password must contain at least 8 characters and should be maximal 15 characters long.
- Password must contain at least one special character(.,:;%-: _@#+/*?()&\$!).
- Password must contain at least one number.
- Password must consist of both upper- and lowercase letters.
- The 15 former passwords can't be reused

OK Cancel

Figure 12 User change: password

4.3 User change: e-mail address



Change Email

old Email Information Email
Please enter a valid email address (name@example.com).

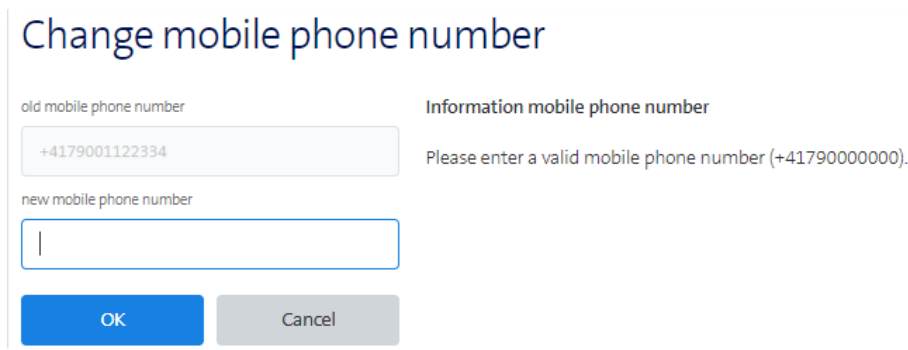
new Email

OK **Cancel**

Figure 13 User change: e-mail address

4.4 User change: mobile number

You must enter the correct mobile number. Otherwise, a token will be sent to the wrong number.



Change mobile phone number

old mobile phone number Information mobile phone number
Please enter a valid mobile phone number (+41790000000).

new mobile phone number

OK **Cancel**

Figure 14 User change: mobile number

4.5 User change: 2FA method

The selection of the 2FA methods is dependent on the existing contact information on the user account, i.e. mobile phone number and e-mail address. For details see the corresponding information.

The suggested [Mobile ID check](#) should be run beforehand to avoid inadvertent locking of an account through configuration of the 2FA Mobile ID method.

In addition, the e-mail TAN method is only available if your superuser has sent Swisscom a request for its use.

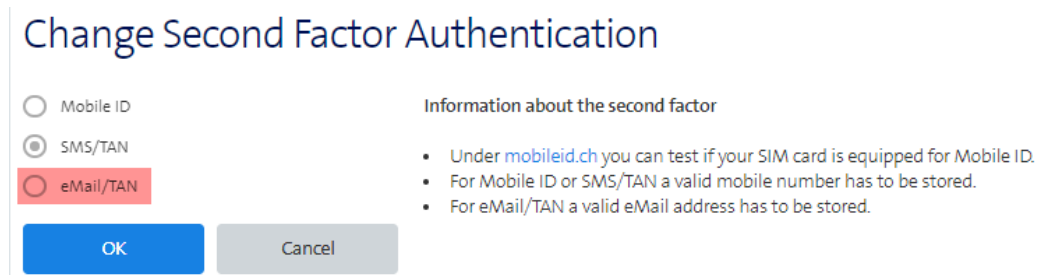


Figure 15, User change: 2FA method



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