



From Swisscom Wholesale

Date 24 January 2019 / Update 08 February 2019

Them Powergate Service Accounts 2FA

### Brief description

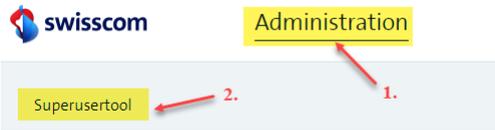
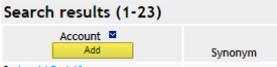
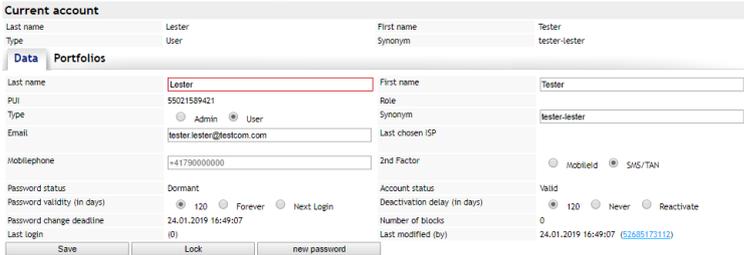
Swisscom Wholesale always strives to ensure a high standard of security and data protection for its IT-systems. For this purpose, a 2-factor authentication for the Powergate login will be introduced on February 05, 2019, which is required for the login of a user into the wholesale portal. The authentication can be carried out via an SMS token or mobile ID and requires a prior registration of the corresponding method.

### Q & A

Nr.	Frage	Antwort
1.	<i>What is a service account?</i>	A service account is an account used in machine-to-machine mode (B2B). These accounts can no longer be administered by the customer, but only by Swisscom Wholesale.
2.	<i>What happens to existing accounts?</i>	<p>Existing accounts, which have only GUI permissions, are currently experiencing no change.</p> <p>Existing accounts that have only B2B permissions will be converted into service accounts.</p> <p>Existing accounts containing both B2B permissions and GUI permissions must be <b>splitted</b>. You will continue with the B2B permissions as service accounts. The existing GUI permissions <b>were</b> transferred to a new user account.</p> <p>The user name for the newly created user accounts <b>were</b> supplemented by a "_1". The login parameters for the user account <b>were sent to</b> the email address stored in the original account.</p>



3.	<i>What are B2B permissions? How are these different from the others?</i>	The B2B authorizations are recognizable by the following characteristics: <ul style="list-style-type: none"><li>• For mass products the service starts with "WS" (not with "WSG")</li><li>• For solution products, the service is called "FWS Portal (b2b)"</li></ul>
4.	<i>Do service accounts automatically have B2B permissions?</i> <b>Done 05.02.2019</b>	No, the migration is carried out manually by Swisscom Wholesale. The superuser / admin gets the possibility to check the accounts in advance to remove unneeded, already assigned permissions. Service accounts no longer have user privileges after migration (such as calling the Portal GUI).
5.	<i>Which parameters must be deposited with service accounts (email / mobile number)?</i>	The service accounts are created by Swisscom Wholesale, with the initial password being sent to the superuser deposited by the customer. If an existing account is divided according to point 2, both accounts (service account and new user account) receive the same verification parameters.
6.	<i>The user account has no mobile number. Is there an alternative solution?</i>	Should no mobile number be deposited, authentication via email TAN is possible. However, this option offers less security. This option can also be used as a solution for team accounts (deposit of a team mailbox).
7.	<i>Which procedure is recommended for impersonal accounts (Customer Service Desk, etc.)?</i>	For impersonal accounts, the customer may designate a responsible person (e.g., the superuser). As for the solution for user accounts without mobile no. For this an e-mail TAN is possible.
8.	<i>Are inquiries from a specific company network (whitelist) possible?</i>	The approach of a whitelist for access from a corporate network is currently being examined.
9.	<i>Exceptions</i>	For exceptional cases, Swisscom may exclude individual accounts from 2FA.

<p>10. <i>How do I create a new user?</i></p>	<p>Entry via Administrator -&gt; Superuser Tool.</p>  <p>In the user overview, an input mask can be opened via the "Add" button.</p>  <p>In this mask, the superuser or administrator fills out the user information (last name, first name, synonym, e-mail *, and mobile number *).</p>  <p>With "Add" the view changes to the user administration mask. In this mask further settings can be made.</p>  <p>*: These fields will be visible from 05.02.2019.</p>
<p>11. <i>Why is my login not working anymore after the Service Account splitting?</i></p>	<p>Use the Login with the new PUI/Synonym (same password)</p>
<p>12. <i>When will the 2FA be productive?</i></p>	<p>In Stage 3, May 2019 (see overview stages)</p>
<p>13. <i>Can foreign Mobilephones be used for the 2FA?</i></p>	<p>Yes, with the international numbering of the country-capital ratio "+" (for example. "+31234567890")</p> <p>For SMS TAN or Mobile-ID are effective mobile numbers suitable</p>



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