

Inform your users and supporters

SWITCH

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Most important info points for users

1. Account management:
eduid.ch

SWITCH edu-ID Help EN

Log in to: edu-ID Account Management

Service description:
Update and extend your edu-ID account.

SWITCH edu-ID

E-mail:

Password:

[Forgot password?](#)
[Options for personal data protection](#)

SWITCH

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2. Instructions, FAQ,
support etc. by university

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Campus and Infrastructure

IT Services

Service desk Status notifications Campus Account, SWITCH edu-ID E-Mail Internet and network Uniprint Soft Hard

< Campus Account, SWITCH edu-ID

SWITCH edu-ID

The SWITCH edu-ID is a universal and secure digital identity for lifelong access to university resources. The SWITCH edu-ID is designed for permanent use and is administered by university members themselves. It is available to all Swiss universities and their partners.

SWITCH edu-ID

SUPPORT Service Desk

3. edu-ID Help/FAQ:
<https://help.switch.ch/eduid/faqs/>

SWITCH edu-ID

SWITCH edu-ID Help English

Search

Frequently used functions:

- Create account: how to create a new SWITCH edu-ID account (do not create duplicate accounts).
- View and modify account data: how to check, add, delete or change account data.
- Reset password: how to set a new password if you have lost or forgotten it.
- Change password: how to set another password.

Frequently asked questions:
Before you contact our Support team, please have a look at the FAQs first.

1. About the SWITCH edu-ID

FAQs

- swisscovery (SLSP)
- National licences
- SWITCHdrive & SWITCHengines
- Help for organisations & services

Common questions & problems

I can't access my
edu-ID account

I have created a duplicate

I can't log in to service X

I've changed my password
but it does not work

I forgot my login name /
e-mail address

My account is not linked

I've lost my mobile phone
(and my recovery codes)

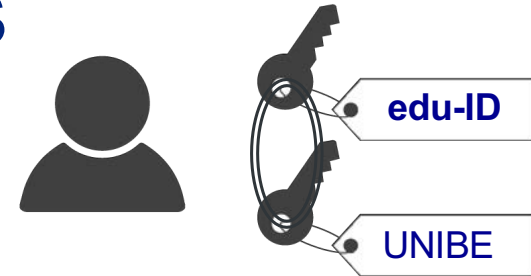
I don't have access to my mailbox

My affiliation was removed –
this is an error

I forgot my password

I didn't get an email/SMS

Common questions & problems



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(and my recovery codes)

Less problems with



Wrong choice of organisation/affiliation

- Login is recognized
- Users used to select own university (classic model)
- Users used to select appropriate role (student/staff/private)

Account management

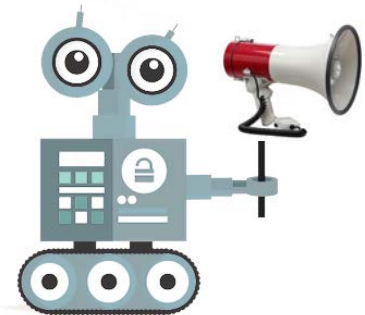
- Interface seems to be intuitively usable

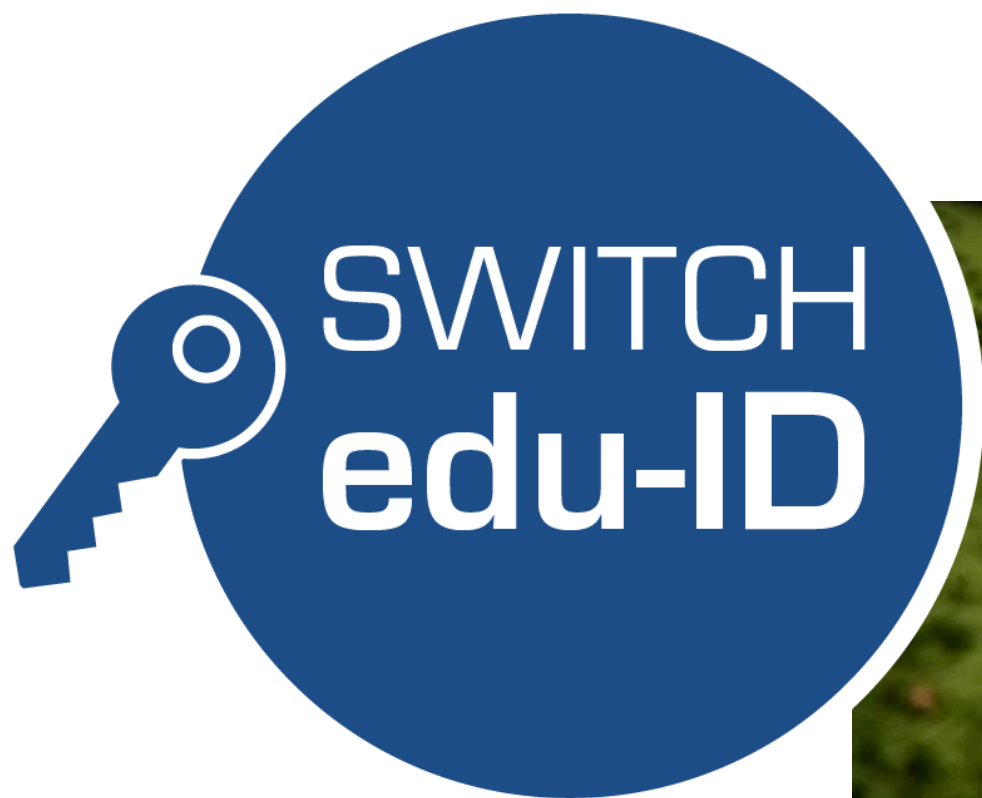
Two-Step Login

- Not used at large scale yet
- Users have already some experience

Well prepared support

- All universities tackled the migration very well so far
- **Checklist** provides general guidance
- Key are **communication plan** and **instruction of help desk & services**
- Inform targeted user groups separately
- Focus on new “normal state”
- Short **support peaks** after information campaign and around day X





almost so simple that cats could use it ;-)