# SWISS Portal
Quick Reference Guide

Purpose

The new SWISS portal is intended to safeguard the access to company data via the Internet. This Quick Reference Guide provides information about the login process and is addressed to all authorized users.
Detailed support information is stored in the intranet section: Workplace -> Toolportal -> New Login Process.

Login process

1. **Enter the following address in the browser (e.g. Internet Explorer)**
   https://portal.swiss.com (intranet.swiss.com will appear directly after your login)
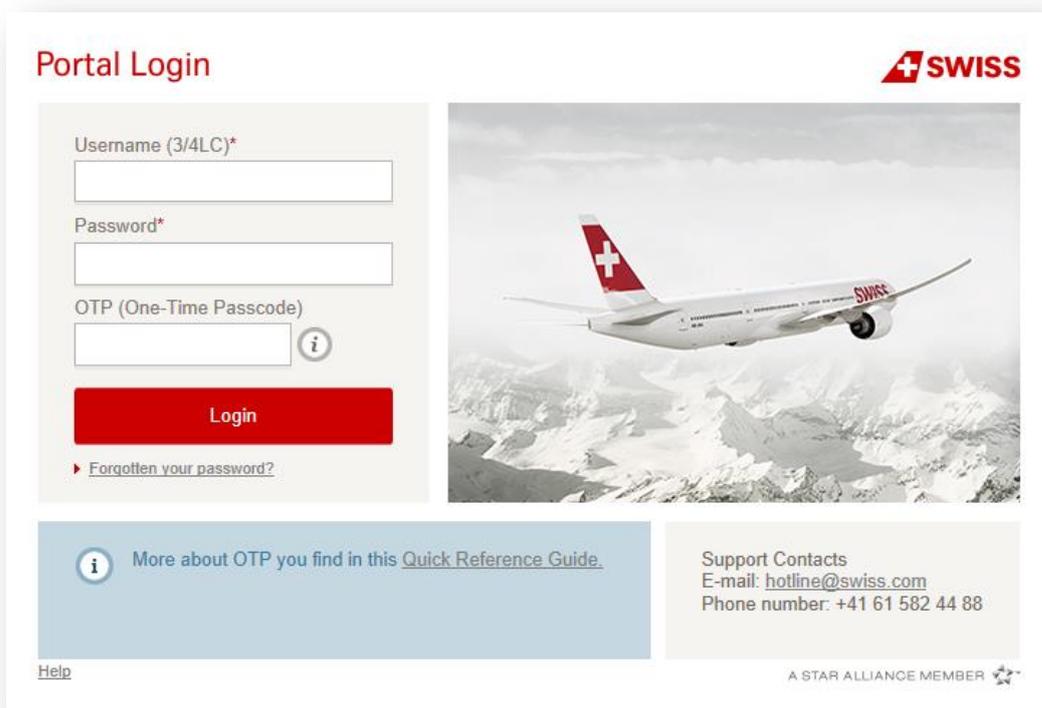
Enter user identification:

Username (4LC):	User's 4-letter code (e.g. YABC)
Password:	Your personal company password
OTP:	**O**ne **T**ime **P**asscode > generated by pressing button on SWISS employee card
	The login without employee identification card (OTP) is explained below [ref. chapter 2]

Sample employee card:

N.B. Do not press your badge button unless you need to! After a certain number of OTPs have been generated and not used for log-in purposes, your access will be denied.

2. Login without employee identification card:

If your mobile telephone number or email address has been stored in our system, the OTP space can be left blank. Upon pressing the LOGIN button, a text message with the One Time Passcode will be sent to your mobile telephone or email. In case you receive the OTP via email Delivery may take a few seconds if the system is particularly busy. Enter the code in the RESPONSE field (see picture below).

N.B. Emails can be automatically considered as __spam__ by your email service. Please search in the spam folder for the OTP email.

Succesful Login -> Intranet.swiss.com / Task bar

After successful login the portal will show you the intranet home page. Please note that intranet information is only provided through the portal.

Use the task bar to navigate among the applications within the SWISS Portal.

↔	Move the navigation bar when it is placed over some page element
🏠	Return to portal entry page
⊗	Logout from portal

Managing Mobile-OTP

The Mobile-OTP menu can be found in the intranet page via the following steps: Workplace -> Toolportal -> New Login Process-> __Mobile-OTP__[1].

---

[1] For the electronic version of the guide, a prior login to the portal or access via the SWISS network is needed in order to be able to use the link
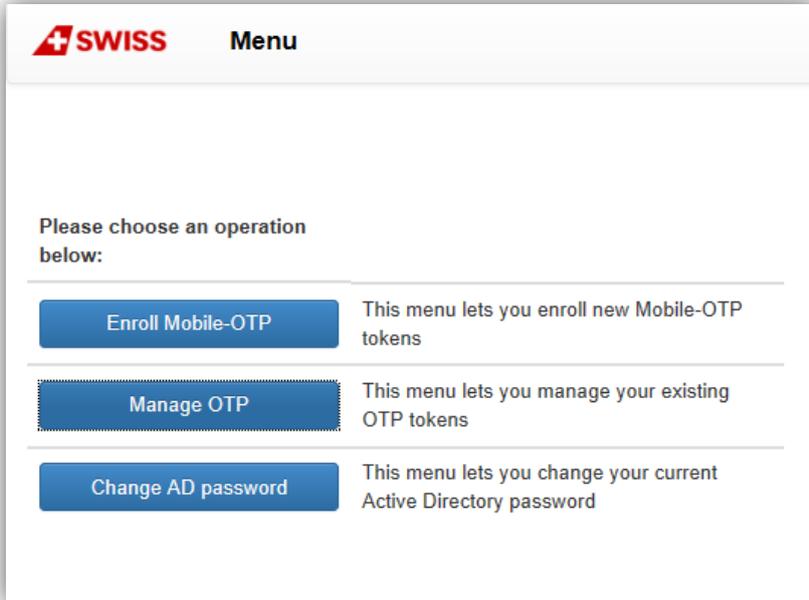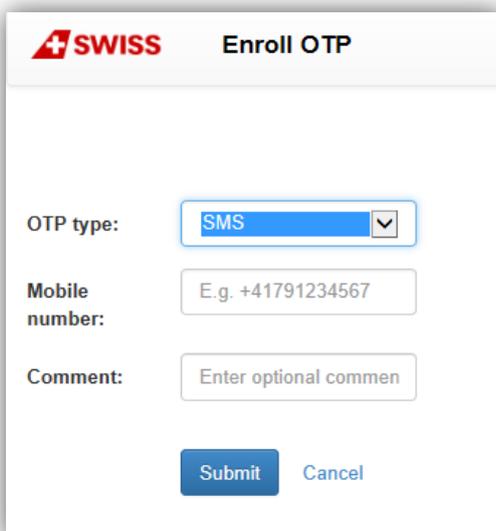
Enroll Mobile-OTP

You can manage your mobile phone number or email address via the Mobile OTP link on the portal's entry page. The phone number or email address you provide will be used **only** for sending the text message with the OTP. It will not be visible in our Who Is Who, AirCrews or SAP.

Please select your preferred OTP type and then enter your mobile phone number or email address in the format requested. You can also check afterwards if it has been correctly entered either by logging into the portal without employee identification card or by using the test process (see next paragraph). An OTP will only be sent once, either by email or by SMS text message, so please provide only one option. And **please note** that:
-   If you have chosen **SMS** text message as your OTP type, receiving your OTP text message may incur roaming costs, depending on your mobile provider and location.
-   If you have chosen **email** as your OTP type, you will need to check your spam folder, too

We strongly recommend choosing SMS option for security reasons.

Quick Reference Guide

Manage OTP

Use this menu to test, delete (applies only to SMS/Email token) or reset your OTP.

OTP type	Serial number	Status	Enrollment date	Expiry date	User comment	Actions
SMS OTP	<0041123456789@smsa.swiss.com>	Active	23.02.2015 09:48	Never		Delete Test
Badge OTP	08B9DA983281	Active	Unknown	15.11.2024 10:30		Reset Test

Test SMS OTP

In order to test your SMS OTP click on the "Test" button. In the window appears you will see the telephone number to which the SMS will be sent. Check if the number shown is correct and the click the "Send now" button.

Test OTP ✕

Please click on the 'Send now' button to send an OTP to the recipient below. Then type the received OTP and click on 'Test now'.

Recipient: <0041123456789@sr

[Send now] [Cancel]

When you receive the SMS with the OTP, enter the code in the window pops up and press "Test now". The response of the test will appear on the top of the main window.

Test OTP ✕

ⓘ An OTP was successfully sent to the recipient.

Please click on the 'Send now' button to send an OTP to the recipient below. Then type the received OTP and click on 'Test now'.

Recipient: <0041123456789@sr

OTP: [|]

[Test now] [Cancel]

Test your badge OTP

In order to test your badge OTP click on the "Test" button. Generate an OTP by pressing the button on your badge and use it in the window appears. Click on "Test now" and see the result on the top of the main window.

Magic Questions (Old)

Our hotline staff can identify you and provide support in the event of a problem only if the Magic Questions have been completed. Please take a few moments to answer the Magic Questions so that IT can assist you in an emergency. You can access Magic Questions via the fast links panel on the left of intranet page. Information and the relevant link to the magic question can be found in the intranet section following the steps Workplace -> Toolportal ->**Magic Questions**.

Magic questions (New)

Self-Service password reset at Swiss is a service, which allows any user with SWISS account to reset his or her password in case it was forgotten. Before the user is able to do that he or she must meet two prerequisites:

1. Have an active SWISS account.
2. Log in to Self-Service Password Reset Registration portal and set secret questions required for password reset.

More details and relevant links to the Magic questions can be found in the intranet section following the steps Workplace -> Toolportal -> **Magic Questions**.

Resetting a password

In order to reset your password go the portal login page and click on the **forgotten password** link. Follow the instructions given in order to reset your password. User Guide can be found using the following link.
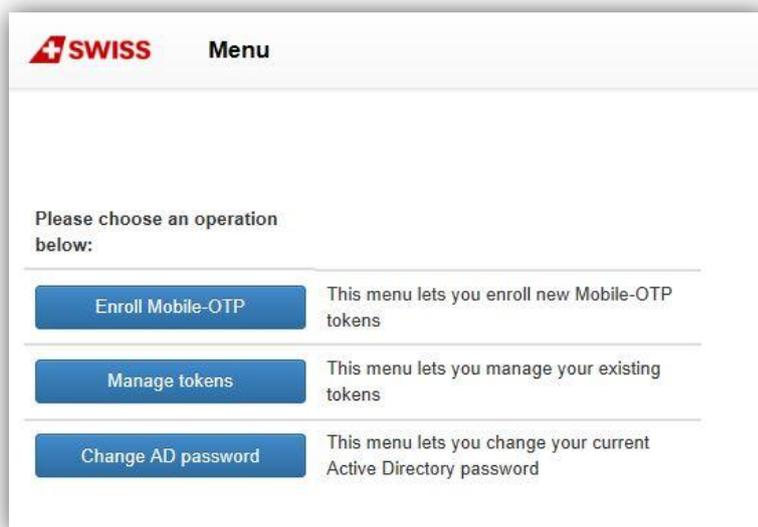
Changing a password

Your password will expire every 90 days. 14 days prior to expiry you will be urged to change your password when you log in to the SWISS Portal. Please change your password within this time period to ensure that you will continue to be able to log in (see picture below). Please do not use mutated vowels (Umlaute: ä, ö, ü, é) within your password.

In case you wish to change your password before it expires then go to the intranet page and follow the steps Workplace -> Toolportal -> New Login Process-> **Mobile-OTP** in order to acces the Mobile-OTP tool. Click on the "Change AD password" and follow the instructions. Please do not use mutated vowels (Umlaute: ä, ö, ü, é) within your password.

Support

If you experience any difficulties when logging in, please contact the SWISS Helpdesk.

E-Mail: **hotline@swiss.com**
Telephone: +41 61 582 44 88