



# Instructions SMS reception impaired (mTAN)

In the following document you will learn how to use the SMS Routing Finder service if you are unable to receive eIAM SMS. You can access the Routing Finder portal here: <https://www2.ecall.ch/routingfinder/default.aspx>.

## SMS Routing Finder

This is a tool to find a working SMS route for your mobile.

We will send you a few SMS using different routes. Every SMS that is received by your mobile phone confirms that this route is working. At the end, you can select one route by entering the code of the SMS.

Step 1: Enter your mobile number (international format)

Step 2: Enter the security code

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Step 3: Send SMS to find routes

Start

Enter your mobile number in the input mask in international format (e.g. 0041790000 for CH).

Then enter the displayed security code in step 2 and confirm the entry with "Start".

## SMS Routing Finder

At the moment, we are sending one SMS for every route to your mobile: 0049791752874

Select one route and enter code of the SMS:

Set route

No code received

You will now receive one or more SMS messages on your mobile device. Now enter the code of one of the received SMS in the next step on the website and confirm with "Set route".

## SMS Routing Finder

Congratulations. The route for your mobile number 0041791752874 has been set.

Please try your sms service again.

You will receive confirmation that the route has been changed. You can now start a new login attempt and should receive your mTAN via SMS.

- If the SMS with the confirmation codes still do not arrive, please contact your telecom provider directly and describe your problem. It may happen that the provider filters them as spam and has to adjust its filter rules.
- If necessary, you can use the CH-LOGIN mutation form to request that your telephone number be deleted as a second factor for sending mTans. You then have the option of registering an Authenticator app as an alternative second factor via [www.myaccount.iam.admin.ch](http://www.myaccount.iam.admin.ch). You can find the form at [www.iam.admin.ch/support](http://www.iam.admin.ch/support)