

Two-factor authentication

Who should I contact if I have problems activating the two-factor authentication?

- BIT Service Desk (servicedesk@bit.admin.ch; +41 58 465 88 88)

How can I view and change my security questions?

- [Help with security questions](#)

I don't remember the answers to my security questions, who should I contact?

- BIT Service Desk (servicedesk@bit.admin.ch; +41 58 465 88 88)

Can I use the same telephone number for several user accounts?

- Yes, this is possible.

I did not receive the mTAN by SMS. What are the reasons and possible solutions?

- If you did not receive the first SMS, request a retransmission of the service

- Check whether your telephone provider supports the service

- With foreign telephone providers, the service may be automatically blocked. In this case, you must activate the Authenticator APP as a 2nd factor.

Will user accounts that have not set up two-factor authentication by 1st april 2022 be blocked?

- No. As of 1st april 2022, user accounts that have not yet set up two-factor authentication will be automatically requested to do so during the login process. From the cut-off date, two-factor authentication for user accounts to enter the product register for chemicals (RPC) will be mandatory.

Can I later cancel the launch of the two-factor authentication?

- No. The security requirements for the user accounts to enter the product register for chemicals (RPC) requires two-factor authentication. Login with only one authentication will no longer be possible.