

1 Swisscom Sign is getting its own stand-alone app

Swisscom Sign is taking the next step in its development: Going forward, the signature feature will be available in its own dedicated «Swisscom Sign App».

For existing customers who currently use the signature approval feature integrated into the «My Swisscom App», nothing will change for the time being—the approval process will continue to work as usual.

At the same time, we are taking advantage of this change to integrate a new identity verification provider. We have recently experienced frequent technical issues with the identity verification process for qualified electronic signatures (QES). With this transition, we are therefore also significantly improving identity verification using identification documents.

What is changing?

In the future, both the approval of signatures and the identification process for qualified electronic signatures (QES) will be handled through the «Swisscom Sign App».

Key Take-aways:

- Customers with a valid identity in the «My Swisscom App» can continue to use it.
- A migration to the new «Swisscom Sign App» is not necessary.
- As soon as the identity expires (i.e., if your id document expires) or the «My Swisscom App» is deleted or re-installed (i.e., if you change your smartphone) a new identification process in the «My Swisscom App» is no longer possible.
- For a new identification process, the new «Swisscom Sign App» will be necessary.

Difference between user account and identity

As a Swisscom Sign customer, you have a login for the Swisscom Sign platform (email address and password or Swisscom Login). When you approve qualified electronic signatures, you use an identity (or a second factor) in the «My Swisscom App». Your actual Swisscom user account is **NOT** affected by this change.

Why do we introduce a new app?

With the new «Swisscom Sign App» we create a solid base for the dedicated improvement of our signature offering. The separate app allows for a:

- more focused and more intuitive user experience
- faster development of new features
- better scalability of our offering
- clearer product ownership
- independent development of signature processes

This will allow Swisscom Sign to be adapted more effectively over the long term to meet the needs of its customers and future requirements.

What do I need to do?

If you currently have a valid identity in the “My Swisscom App,” no action is required at this time.

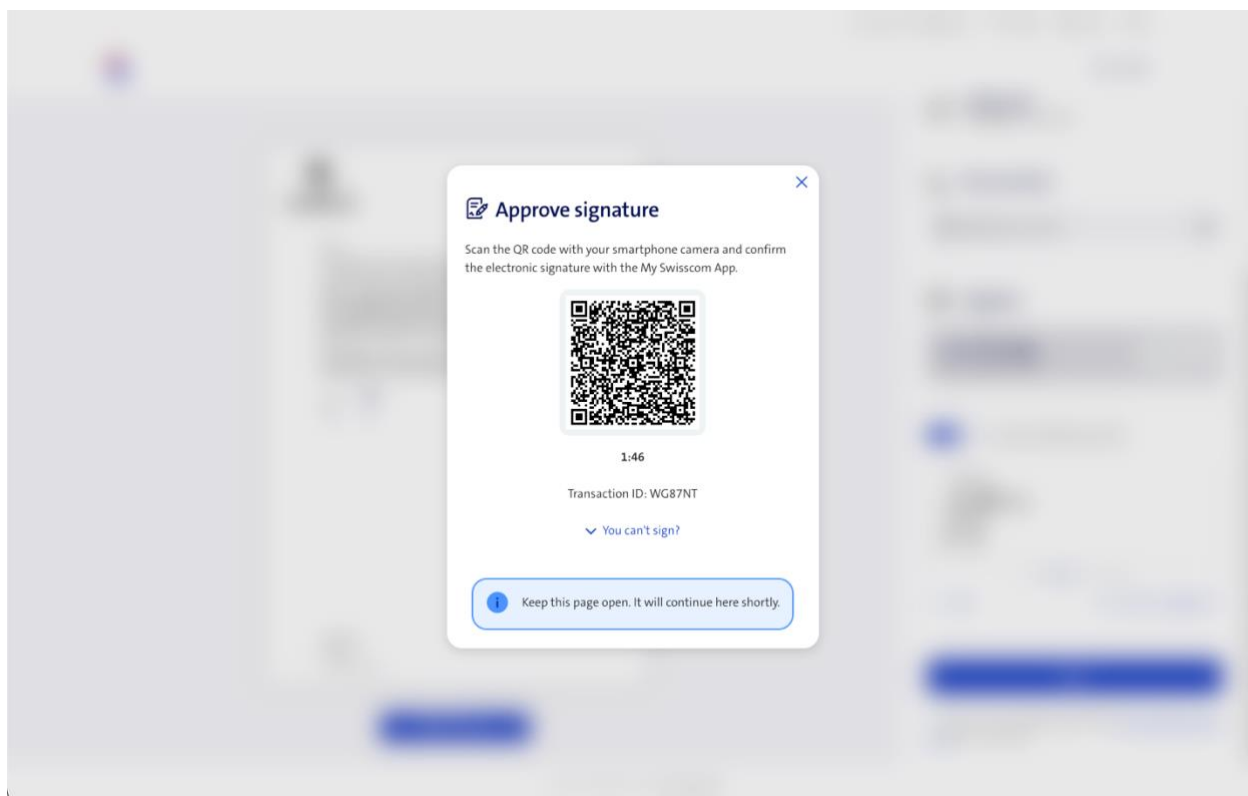
Action is required, when:

- the «My Swisscom App» is uninstalled from your device
- you changed your smartphone
- your id document has expired

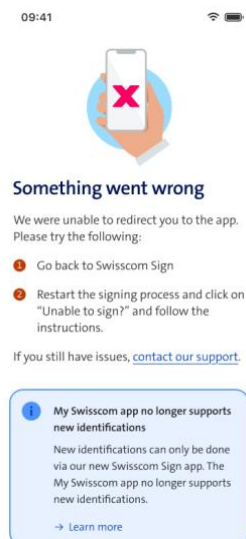
Below you will find the most common scenarios, along with instructions on what to do in each case.

Case 1: «My Swisscom App» was uninstalled, the old identity is still linked to the user account

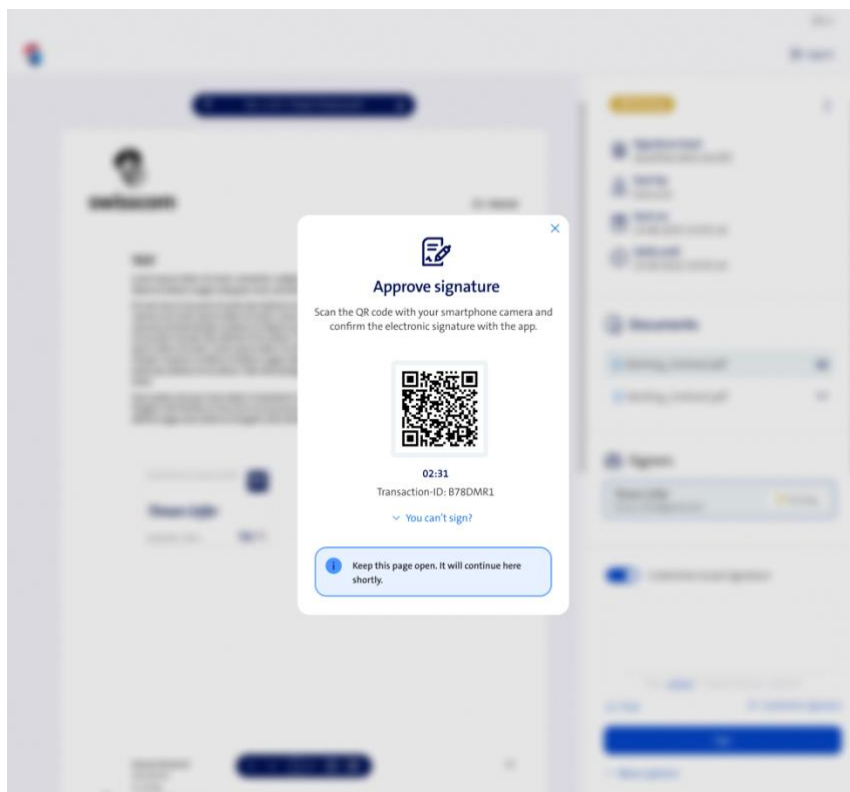
If you approve a signature and your identity is linked to the user account, you will be prompted to scan a QR code (or tap a button on your smartphone).

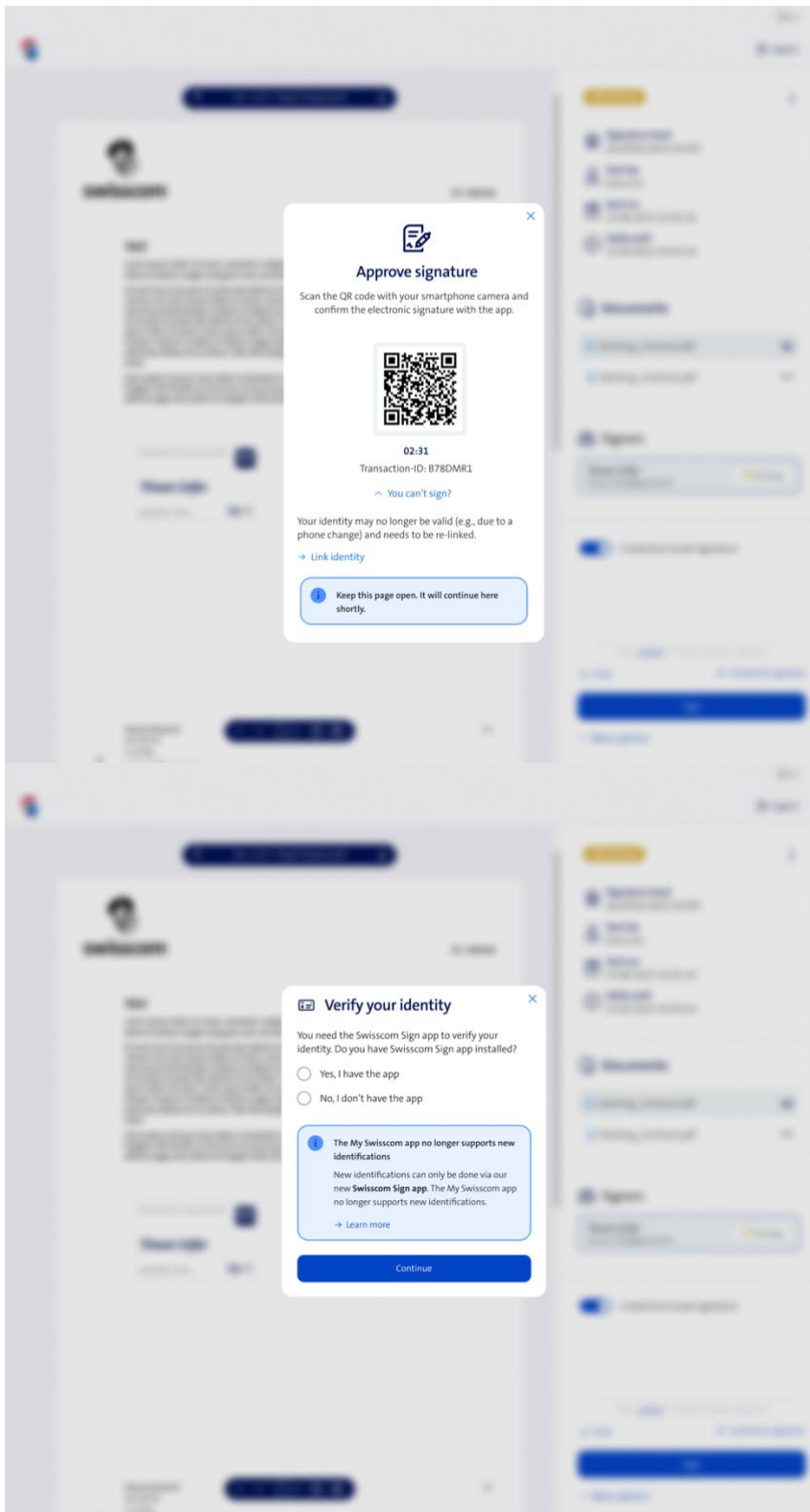


If the «My Swisscom App» associated with the linked identity is no longer available (e.g., because the app was uninstalled), the following error message will appear in the browser.



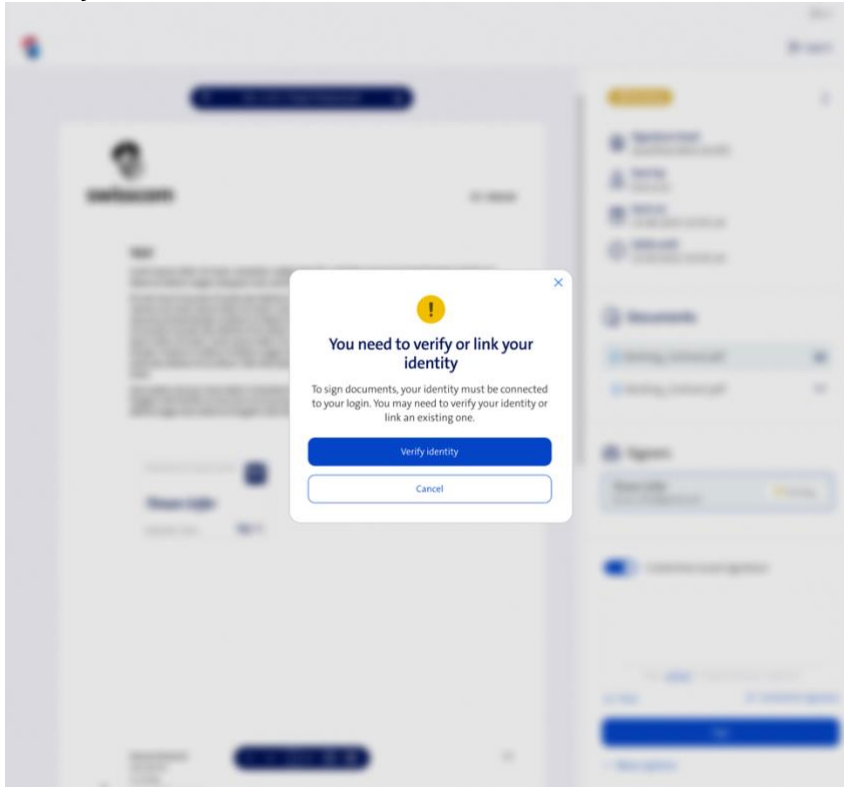
In this case, return to the Swisscom Sign platform and click the «You can't sign?» link at the bottom of the modal. Then link your identity. You'll be prompted to download the "Swisscom Sign App" and use it to verify your identity again.

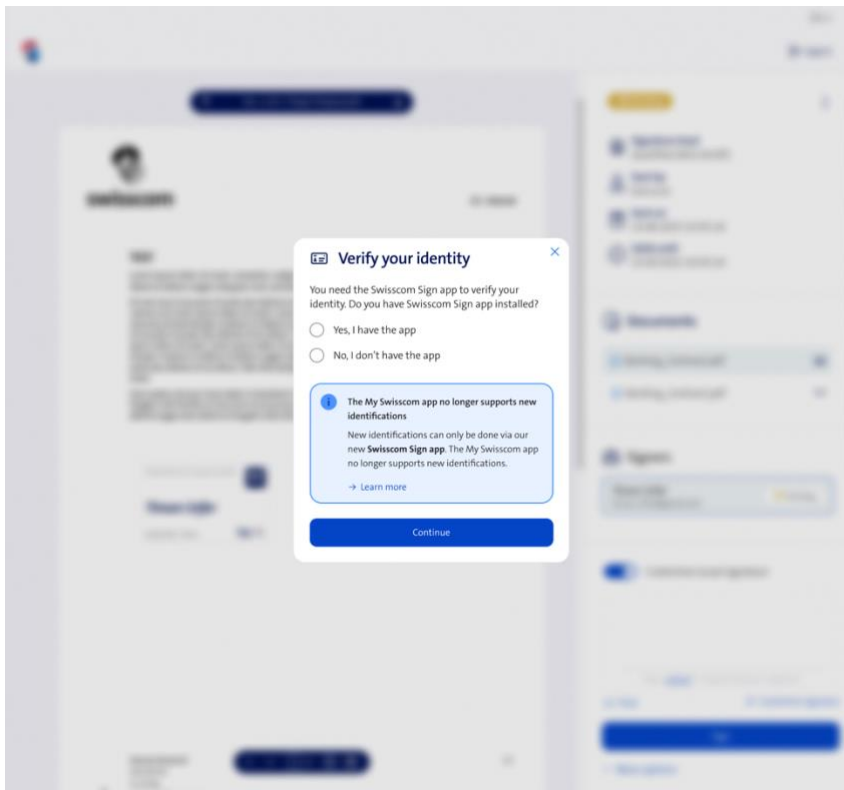




Case 2: No identity is linked to the user account

If you approve a signature and no identity is linked to your user account, you will be prompted to verify your identity. Follow the on-screen instructions to download the «Swisscom Sign App» and verify your identity.





What is changing specifically?

At the end of September, we will launch the standalone «Swisscom Sign App». It will be available to all customers who newly register for a qualified electronic signature (QES).

For existing customers who use the «My Swisscom App» to approve their signatures, no action is required for the moment.

Will my previous signature remain valid?

Yes. Already approved signatures will stay valid. The switch to the new «Swisscom Sign App» has no impact on the validity of already signed documents.

What happens to ongoing signature processes?

Signature processes that have already been started are not affected by this change and can be completed as planned. The change affects only the app used to approve signatures.

When will the changes take effect?

As of 5. October 2026

Where can I find the new «Swisscom Sign App»?

In the [App Store](#) and the [Google Play Store](#). During the signature process, you will be automatically prompted to download the app and redirected to the App Store.

Will the change result in additional cost?

Switching to the «Swisscom Sign App» does not incur any additional costs. Swisscom Sign's current terms of use and pricing remain unchanged.

What does this change mean for businesses?

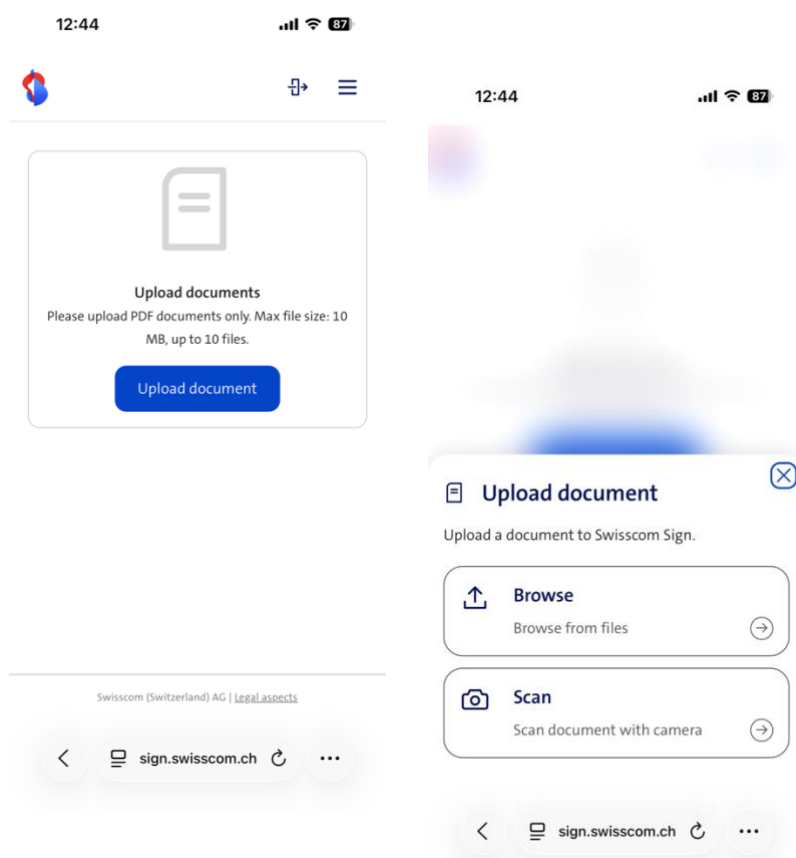
There is currently no need for companies to take any action. Employees or customers who have registered for QES using the «My Swisscom App» can continue to use it as usual until further notice.

2 Scan & Sign new in the browser

Until now, users with a valid identity in the «My Swisscom App» and the «Swisscom Sign App» could scan or upload documents directly from the app using their phone's camera..

In the future, this feature will no longer be available through the app; instead, it will be accessible directly on Swisscom Sign in your browser (<https://sign.swisscom.ch>) or <https://sign.yourdomain.com> if you're using Swsscom Sign with your own tenant.

This will allow us to refocus the «Swisscom Sign App» on identity verification and signature approval..



Questions?

If you have any questions, our support team is here to help:
Monday through Friday, 8:00 a.m.–5:00 p.m. CET: 0800 829 444