Livica online portal

Instructions for first-time login/registration

Login/registration

1. Open the website: **https://portal.livica.ch/**
2. Click on "Register"

Login

Please log in with your username or new social security number.
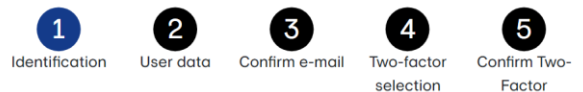
User name ⑦

Password 👁

Next

Sign in →
I forgot my password →

① Identification

1. Enter your 13-digit OASI number

   → The 13-digit OASI number can be found on your current pension certificate

2. Enter your date of birth

3. Enter your personal activation code

   → You will receive the activation code with a separate letter

Insured persons or pensioners

① Identification ② User data ③ Confirm e-mail ④ Two-factor selection ⑤ Confirm Two-Factor

Please enter the identifiers.

Social Security No.

Date of birth

Activation code

○ I have read and accept the Terms of Use.

Next   Cancel
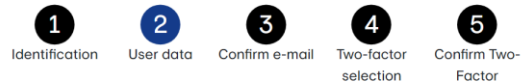
② Enter user data

1. Enter the (private) e-mail address
   (this is also the username)

2. Create the password (at least eight characters
   from the following groups: numbers, upper and
   lower case letters, special characters)

3. Repeat the password

→ After entering your e-mail address, you will
receive a <u>verification code</u> in your e-mail inbox
(please also check the SPAM folder)

Insured persons or pensioners

1 Identification **2** User data **3** Confirm e-mail **4** Two-factor selection **5** Confirm Two-Factor

Please enter your user details and new password. The password must
have at least 8 characters, including ones from the following groups:
numbers, upper- and lowercase letters, special characters.

E-mail address

Password

Repeat password

[Return] [Next] Cancel

③ Enter the verification code

1. Enter the verification code from the e-mail
   received

Insured persons or pensioners

1 Identification **2** User data **3** Confirm e-mail **4** Two-factor selection **5** Confirm Two-Factor

Please enter the verification code that was sent to the email address

Verification key

[Return] [Next] Cancel

④ Set up authentication

Access to your insurance portal is additionally protected with two-factor authentication. You have two options to choose from:

Option 1: Text message sent to a mobile phone number

Option 2: Authenticator app

The app, e.g. "Microsoft Authenticator" can be downloaded from the Apple App Store or Google Play Store.

⑤ Option 1

Text message sent to a mobile number:

A verification code will be sent to the desired mobile phone number by SMS.

1. Please transfer the verification code to the field.

⑤ Option 2

Authenticator app:

1. Scan the generated QR code on the website using the authenticator app
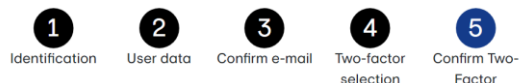2. Enter the verification code from the authenticator app

Insured persons or pensioners

① Identification　② User data　③ Confirm e-mail　④ Two-factor selection　⑤ Confirm Two-Factor

Access to your user account is additionally protected with two-factor authentication. Please select the option you want to use when logging in.

Two-factor authentication via

Please select ⌄

Return　Next　Cancel

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① Identification　② User data　③ Confirm e-mail　④ Two-factor selection　⑤ Confirm Two-Factor

Please enter the verification code that was sent to the mobile number

Verification key

Return　Next　Cancel

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① Identification　② User data　③ Confirm e-mail　④ Two-factor selection　⑤ Confirm Two-Factor

Please open your authenticator app and scan the QR code. Then enter the code shown in the authenticator app to confirm.

QR Code

Verification key

Return　Next　Cancel