

«ZUGLOGIN» User Account Application at the administrative counter**Applicant (personal details according to passport/identity card)**

Title:	Mrs.	Mr.
Family name:		
Given name/s:		
Date of birth:		
Passport / ID card no.:		
Social security number/AHV-no.		
Mobile phone number:		
E-mail address:		
Correspondence language:	DE	EN

Prerequisites

ZUGLOGIN accepts only passports with Latin characters and identity cards from the following countries: CH, LI, DE, FR, IT, AT



Documents such as residence permits for foreign nationals or driver's licenses are not accepted.

Obligation of secrecy; Procedure in case of loss or theft of access data

To ensure that liability is not incurred, you must comply with the following safety precautions:

- Your customer number, the initial password and your personal password are secret and may not be disclosed or made accessible to third parties.
- If your customer number or password is lost or stolen, please arrange for your user account to be blocked immediately. You can contact our Helpdesk (Tel. 0848 63 63 63), or you can initiate the blocking directly in your own user account.
The same applies if there is a well-founded suspicion that a third party may have access to your user account or to an embedded application.
- In the event of loss or theft of the mobile phone you are using to receive the access codes/OTP, please contact your telecom operator immediately to have the SIM card blocked.

Application verification by the registry and activation of your user account

Present the application - along with your passport or identity card - to the responsible person at the counter of a cantonal or communal registration office. **Important:** The Finanzdirektion does NOT operate a registration authority. Current list available at <https://www.benutzerkonto.ch/registrierungsstellen>.

The registration authority checks your details against the identification document provided and then creates your user account. The application and the confirmed copies of your identity document are scanned and stored in your account. The application and the copies made are left in your possession.

Residents of canton Zug can be onboarded in a simplified process according to the social security number. For this purpose, please fill the 13-digit number from your health insurance card in the field provided above.

Customer number and initial password will be sent to you via e-mail and SMS in real time.

For minors or incapacitated person, the application must be signed by the legal representative.

You must activate your ZUGLOGIN user account within one month of receiving your customer number and initial password. Accounts that are not activated will be blocked after 30 days.

Date and signature of applicant or legal representative

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If you require assistance, please refer to the online help at <https://www.benutzerkonto.ch> or contact our Helpdesk on 0848 63 63 63.