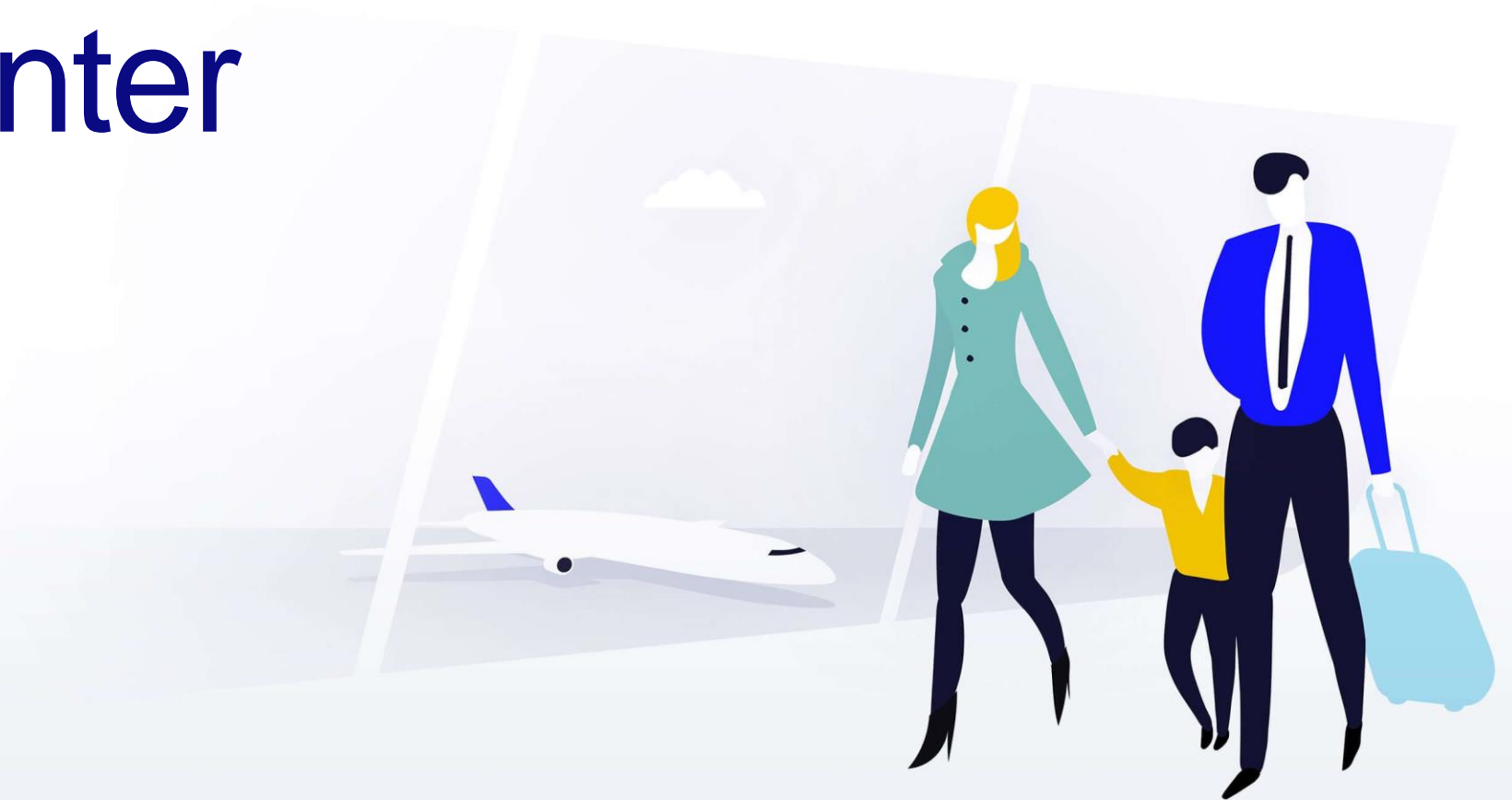


# Onboarding ZRH Center



ZRH Center, Flughafen Zürich AG  
September 2023

# Topics

1. ZRH Center introduction and roles
2. Register company
3. Define products
4. Navigate in ZRH Center
5. Order products
6. Update employees

# ZRH Center

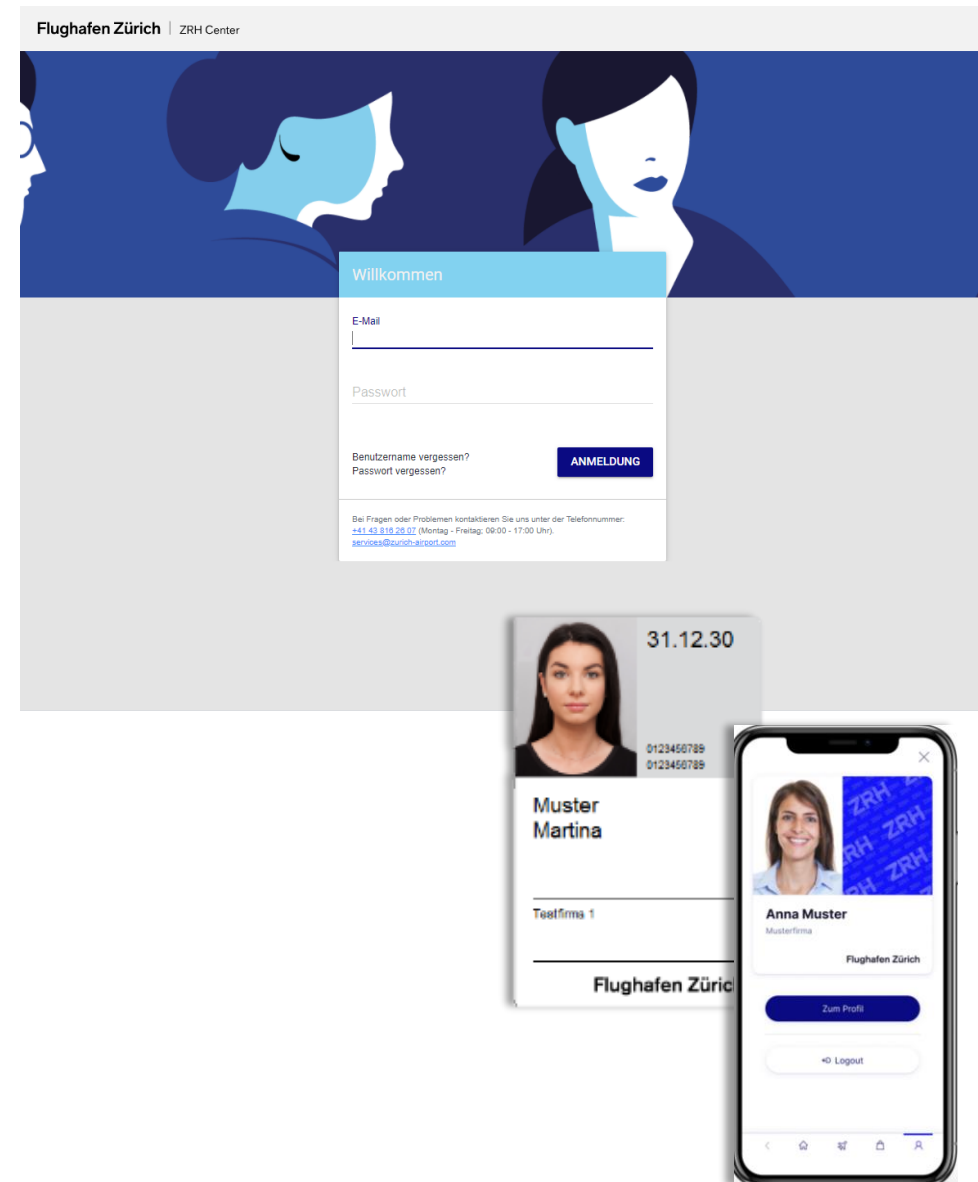
## Introduction and roles

# What is ZRH Center?

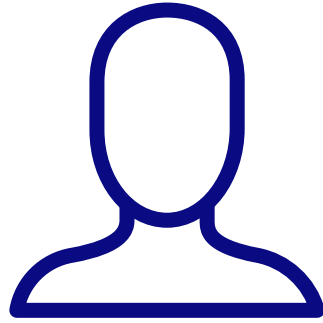
ZRH Center is the **digital platform** of Flughafen Zürich AG for **ordering and managing ID cards and key products**.

These include access products to tenant zones (smart cards, smart keys), discount cards (ZRH Insider Card) or ID products for access to the airside.

Additional products of Flughafen Zürich AG (such as employee parking) will also be integrated in future.

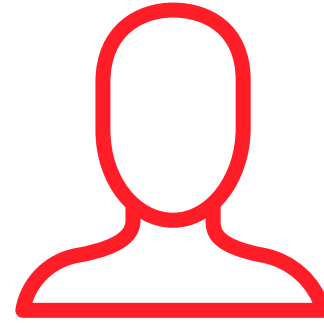


# What roles are there at ZRH Center?



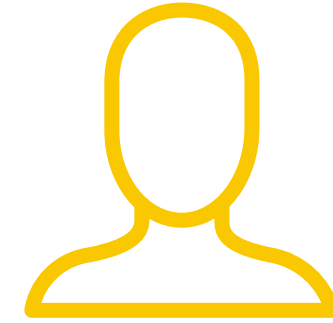
**Administrator**

- **Registers the company** and requests the product group
- Manages the **authorisations** of the requestors
- Can view and edit employee data



**Requestor**

- Is determined by the administrator
- Can **order new products**
- Can view, renew or adapt **products**
- Can view and edit employee data



**Employee**

- **Is invited to ZRH Center** if employee data have to be supplemented during the order process
- Does not have any other tasks at ZRH Center

# Register company

# Start the registration process

Enter at: <https://kundenportal.zrh.ch/register>

Zurich Airport | ZRH Center

**Register company**

Register for ZRH Center

Please choose your language

Language  
🇺🇸 English

[Back to login](#) [Start registration](#)

# Enter administrator's personal data

## Register company

[Administrator](#) [Login](#) [People](#) [Company data](#)

### Your personal data

Please complete your personal information

#### Administrator role

- Can grant or revoke administrator rights for employees.
- Can grant or revoke employees' rights as contractee for the company.
- Can grant or revoke employees' rights as a requestor (airside and landside product orders).
- Can view and edit employee data and deactivate logins to ZRH Center.

Salutation *	Commercial register
<input type="radio"/> Mr <input type="radio"/> Ms	<input type="checkbox"/> Is an authorised signatory
First name*	Date of birth*
Last name*	Phone* CH +41
E-mail*	Private e-mail
Nationality* Switzerland	

[Data protection provisions](#) Next



# Define administrator's password

## Register company

Administrator — 2 Login — People — Company data

**Your login data**  
Define your personal details

kundenportal.test+mrbean@gmail.com

Password\*

Repeat password\*

**Password guidelines**

- Password must be 8 characters long
- Password requires 1 lowercase letter
- Password requires 1 capital letter
- Password requires 1 number
- Password requires 1 symbol
- Password must not contain any parts of the e-mail address
- Passwords must match

Back Next

# Enter person with signing authority (as per Commercial Register)

**Register company**

✓ Administrator ———— ✓ Login ———— 👤 People ———— 📄 Company data

**Authorised signatory**

Enter at least one person authorised to sign with a single signature or at least two people with dual signing authority in accordance with the commercial register. Select the recipient who will receive the activation letter by post (only one recipient can be selected). If, as an administrator, you have dual signing authority, the second person authorised to sign must be selected as the recipient of the activation letter.

Mr Elon Musk, Jan 3, 2000, kundenportal.test+elon@gmail.com  Recipient

+ Person

Back Next

# Enter company data 1/2

The screenshot shows a web interface for registering a company. The main heading is "Register company". Below it, there are four navigation tabs: "Administrator", "Login", "People", and "Company data". The "Company data" tab is active, indicated by a pencil icon. The form is titled "Company data" and "Add company data". It contains several input fields and a checkbox. The "Company name\*" field has a note: "exact company name according to the commercial register". The "UID" field is empty. The "Industry sectors\*" field is a dropdown menu. Below it, there is a note: "If you cannot clearly assign your company to an industry, select 'Various companies'". The "Based at Zurich Airport" checkbox is unchecked. The "Company address" section is highlighted with a red border and contains the following fields: "Street\*", "P.O. Box", "Postcode\*", "Place\*", "Country\*" (with a dropdown menu showing "Switzerland" and a Swiss flag icon), and "Invoice reference".

Register company

Administrator Login People Company data

**Company data**  
Add company data

Company name\* UID

exact company name according to the commercial register

Head office

Based at Zurich Airport

Industry sectors\*

If you cannot clearly assign your company to an industry, select "Various companies"

**Company address**  
Registration of the company address according to the commercial register

Street\* P.O. Box

Postcode\* Place\* Country\* Switzerland

Invoice reference

# Enter company data 2/2 and conclude request

1

**Correspondence recipient**  
Mr Elon Musk, kundenportal.test+elon@gmail.com  
Different correspondence contact

**Correspondence address**  
CH  
Different correspondence address

**Invoice contact**  
Mr Elon Musk, kundenportal.test+elon@gmail.com  
Different invoice contact

**Invoice address**  
CH  
Different invoice address

Back 2 Register

## Further procedure after completion

- Your request is being processed by ZRH Center at Flughafen Zürich AG (usually approx. 5 days processing time).
- Once your company registration has been approved, you will receive an e-mail with confirmation of the successful registration.

# Define products

# Step 1: Select "Request products" button

The screenshot shows the Zurich Airport ZRH Center portal. At the top left, there is a navigation menu with 'Zurich Airport' and 'ZRH Center'. A notification banner at the top states: 'Owing to a higher number of orders there is a delay in processing them. Please submit your orders as early as possible.' The main content area is divided into three columns. The left column contains navigation links: 'Start', 'Employees', and 'My products'. The middle column has three sections: 'Your tasks' (No tasks), 'Order products' (highlighted with a red box), and 'Identity & Keys (airside entrees)'. The 'Order products' section includes the text 'Products for airside access' and a blue button labeled '+ Request products'. The right column contains 'ZRH Center News' with two news items and a 'Show all news' link, and 'Support, questions and answers' with descriptive text.

## Step 2: Select products for landside access

The screenshot shows the Zurich Airport ZRH Center portal interface. A modal dialog titled "Request products" is open, allowing the user to select between two options:

- ID card & landside key  
public area before security check  
**Your application includes the following products:**
  - Employee ID card / ZRH Insider card
  - ID card
  - Key & storage cabinet
  - Duplicate key & material
- ID card & airside key  
area not accessible to the public after security check or locked airport area  
**Your application includes the following products:**
  - All landside ID card & key products
  - Airport ID card
  - Fahrberechtigung und Fahrzeugzulassung
  - Authorisation for visitor registration

The dialog includes "Cancel" and "Next" buttons at the bottom right. A red box highlights the two selection options.



# Step 3: State landlord/client and activity

The screenshot displays the Zurich Airport ZRH Center portal interface. A modal window titled "Apply for landside ID card & keys" is open, containing the following sections:

- Your landlord or client at Zurich Airport**
  - Company name\* (text input)
  - Contact person\* (text input)
  - E-mail\* (text input)
  - Phone\* (text input with a dropdown menu showing "CH" and "+41")
- Your activity at Zurich Airport**
  - Activity location\* (text input)
  - Description of activity\* (text input)
- Navigation buttons: "Back" and "Next"

The background of the portal shows a navigation menu on the left with "Start", "Employees", and "My products". The main content area includes a notification about order delays, a "Your tasks" section with "No tasks", and "ZRH Center News" with two news items. A "Request products" button is visible in the "Order products" section.

# Step 4: Select/enter persons authorised to order

Zurich Airport | ZRH Center

Owing to a higher number of orders there is a delay in processing them. Please submit your orders as early as possible.

Your tasks  
No tasks

ZRH Center News  
**NEW** 07.07.2022 - Validity extensions for keys and key authorisations on the ZRH Center portal

Order products  
Identity & Keys (airside entrance)  
Products for airside access  
**+ Request products**

### Apply for landside ID card & keys

Please enter the requestors for landside ID cards & keys and select a person to be responsible for the keys at your company.  
For security reasons, you should keep the number of requestors as low as possible.

**Requestor role**

- Can view or renew existing products, or request changes in rights.
- Can order new products.
- Can view and edit employee data and deactivate logins to ZRH Center.

**Key manager role**

- is the main contact for the Locking Technology department at Flughafen Zürich AG in connection with key orders, tenant keys, etc.
- must be defined (1 person per company)

**Enter at least one requestor. Administrators, requestors or employees who have already been entered can be selected using the search field. Only enter a new person if you cannot find the required person using the search function.**

Search for existing administrators / requestors / employees **Enter new person**

I accept the [General Terms & Conditions](#)

**Back** Request products

# Step 4: Search for administrator(s), if they are to be granted order rights

Zurich Airport | ZRH Center

Owing to a higher number of orders there is a delay in processing them. Please submit your orders as early as possible.

Your tasks  
No tasks

ZRH Center News  
NEW 07.07.2022 - Validity extensions for keys and key authorisations on the ZRH Center portal

Order products  
Identity & Keys (airside ent...  
Products for airside access  
+ Request products

### Apply for landside ID card & keys

Please enter the requestors for landside ID cards & keys and select a person to be responsible for the keys at your company.  
For security reasons, you should keep the number of requestors as low as possible.

**Requestor role**

- Can view or renew existing products, or request changes in rights.
- Can order new products.
- Can view and edit employee data and deactivate logins to ZRH Center.

**Key manager role**

- is the main contact for the Locking Technology department at Flughafen Zürich AG in connection with key orders, tenant keys, etc.
- must be defined (1 person per company)

Enter at least one requestor. Administrators, requestors or employees who have already been entered can be selected using the search field. Only enter a new person if you cannot find the required person using the search function.

Search for existing administrators / requestors / employees  
Romeo

Enter new person

Romeo Santos, Feb 1, 2000  
kundenportal.test+romeosantos@gmail.com

Back Request products

# Step 4: Enter any other optional persons authorised to order

**Zurich Airport** | ZRH Center

### Apply for landside ID card & keys

Please enter the requestors for landside ID cards & keys and select a person to be responsible for the keys at your company.

For security reasons, you should keep the number of requestors as low as possible.

**Requestor role**

- Can view or renew existing products, or request changes in rights.
- Can order new products.
- Can view and edit employee data and deactivate logins to ZRH Center.

**Key manager role**

- is the main contact for the Locking Technology department at Flughafen Zürich AG in connection with key orders, tenant keys, etc.
- must be defined (1 person per company)

Enter at least one requestor. Administrators, requestors or employees who have already been entered can be selected using the search field. Only enter a new person if you cannot find the required person using the search function.

Search for existing administrators / requestors / employees

**Enter new person**

**Mr Romeo Santos**, Feb 1, 2000  Person responsible for key

Ms  Mr

First name\* Romeo Last name\* Santos

Date of birth\* 2/1/2000 Phone\* CH +41 79 791 00 00

E-mail\* kundenportal.test+romeosantos@gmail.com Nationality\* Switzerland

I accept the [General Terms & Conditions](#)

Back Request products

# Step 5: Define person responsible for keys

Zurich Airport | ZRH Center

Start

Employees

My products

Owing to a higher number of requests...

Your tasks

No tasks

Order products

Identity & Keys (airside entrance)

Products for airside access

+ Request products

### Apply for landside ID card & keys

Please enter the requestors for landside ID cards & keys and select a person to be responsible for the keys at your company.

For security reasons, you should keep the number of requestors as low as possible.

**Requestor role**

- Can view or renew existing products, or request changes in rights.
- Can order new products.
- Can view and edit employee data and deactivate logins to ZRH Center.

**Key manager role**

- is the main contact for the Locking Technology department at Flughafen Zürich AG in connection with key orders, tenant keys, etc.
- must be defined (1 person per company)

Enter at least one requestor. Administrators, requestors or employees who have already been entered can be selected using the search field. Only enter a new person if you cannot find the required person using the search function.

Search for existing administrators / requestors / employees

Enter new person

Mr Romeo Santos, Feb 1, 2000

Ms  Mr

First name\*  
Romeo

Last name\*  
Santos

Date of birth\*  
2/1/2000

Phone\*  
+41 79 791 00 00

E-mail\*  
kundenportal.test+romeosantos@gmail.com

Nationality\*  
Switzerland

Person responsible for key

I accept the [General Terms & Conditions](#)

Back

Request products

# Step 6: Complete/send request

Zurich Airport | ZRH Center

Start

Employees

My products

Owing to a higher number of requests, you cannot request more products at the moment.

Your tasks

No tasks

Order products

Identity & Keys (airside entrance)

Products for airside access

+ Request products

### Apply for landside ID card & keys

Please enter the requestors for landside ID cards & keys and select a person to be responsible for the keys at your company.

For security reasons, you should keep the number of requestors as low as possible.

**Requestor role**

- Can view or renew existing products, or request changes in rights.
- Can order new products.
- Can view and edit employee data and deactivate logins to ZRH Center.

**Key manager role**

- is the main contact for the Locking Technology department at Flughafen Zürich AG in connection with key orders, tenant keys, etc.
- must be defined (1 person per company)

Enter at least one requestor. Administrators, requestors or employees who have already been entered can be selected using the search field. Only enter a new person if you cannot find the required person using the search function.

Search for existing administrators / requestors / employees

Enter new person

Mr **Romeo Santos**, Feb 1, 2000  Person responsible for key

Ms  Mr

First name\*  
Romeo

Last name\*  
Santos

Date of birth\*  
2/1/2000

Phone\*  
+41 79 791 00 00

E-mail\*  
kundenportal.test+romeosantos@gmail.com

Nationality\*  
Switzerland

I accept the [General Terms & Conditions](#)

## Further procedure after completion

- Your request is being processed by ZRH Center at Flughafen Zürich AG (usually approx. 5 days' processing time).
- Once your product group request has been approved, you will receive an e-mail with confirmation of the approval.
- You can now log on and order products, enter additional employees and, if desired, assign order rights.

# Navigate in ZRH Center



# Home page

**Zurich Airport** | ZRH Center 🔔 1 🛒 👤

**Start** | Orders | Products | Employees | My products

**Warning:** Owing to a higher number of orders there is a delay in processing them. Please submit your orders as early as possible.

### Your tasks

No tasks

### Order products

- ID cards** +  
ID cards for airside and landside access.
- Key** +  
ID cards for airside and landside access.
- Driving on the airside** +  
Authorisation to drive vehicles and registration of vehicles the are used on the cordoned-off airport area.
- Authorisation for visitor registration** +  
Authorisation to register visitors for access to the airside.
- ZRH Insider card** +  
Digital discount pass for staff at Zurich Airport and the Circle.

### Expiring products

- Airport identity | Sijja Maria Rijstenberg**  
**EXPIRING** expiring on 30.11.2023
- Airport identity | Sibylle Dominique Wilkinson - Zimmermann**  
**EXPIRING** expiring on 31.12.2023
- Airport identity | Maria-Agnes Graemiger**  
**EXPIRING** expiring on 31.12.2023

[Show all ID cards →](#)      Entries per page       1 - 3 of 3      < >

### ZRH Center News

- 07.07.2022 - Validity extensions for keys and key authorisations on the ZRH Center portal →
- NEW** 14.06.2022 - Customer portal with a new and clearer design →

[Show all news →](#)


### Support, questions and answers

The ZRH Center at Zurich Airport is located in the Circle, building H12, house number 20 on the 5th floor. The employees of the ZRH Center will be happy to help you.



If you have any questions or problems, please consult the section "FAQ" under [Badges and access](#) on the Zurich Airport website.





# Product overview

☰ Zurich Airport | ZRH Center 

Start  
Orders  
**Products**  
Employees  
My products

**Products**  

Q test Airport identity ▾ Validity ▾ Active ▾ x

Application number	Holder	Product	Access zones	Valid from	Date of Expiry	Status	
0010796314	 Test 01 ISD, 12.12.1965	Airport identity	V	May 15, 2020	May 31, 2025	<span style="color: green;">✓ ACTIVE</span>	⋮
0010796315	 Test 02 ISD, 12.12.1965	Airport identity	V	May 15, 2020	May 31, 2025	<span style="color: green;">✓ ACTIVE</span>	⋮

# Employee overview

Zurich Airport | ZRH Center

Start  
Orders  
Products  
Parking  
**Employees**  
My products

Employees

test lorena

Last name	First name	E-mail	Personnel number	Date of birth	Permissions	Status	Einladung	Last login
Test	Lorena	kundenportal.test+lorenatest@...		Jan 1, 2000	LandsideOrderer Administrator AirsideOrderer	ACTIVE	✓ ACCEPTED	Oct 16, 2023 8:17 AM
Test	Lorena	kundenportal.test+neueperson...		Jan 1, 2000	Contractee	ACTIVE	✓ ACCEPTED	Mar 27, 2023 3:48 PM
Test999	Lorena	kundenportal.test+lorenatest9...		Jan 1, 2000		ACTIVE		
Test88	Lorena	kundenportal.test+lorenatest8...		Jan 1, 2000		ACTIVE		

# Order products

# Start order process – 2 ways

1

Type	Product	Employee	Requestor	Price	Last	Status
New order	Airport identity			CHF 60.00		

OR

2

Owing to a higher number of orders there is a delay in processing them. Please submit your orders as early as possible.

**Your tasks**  
No tasks

**Order products**

- ID cards**  
ID cards for airside and landside access. +
- Key**  
ID cards for airside and landside access. +
- Driving on the airside**  
Authorisation to drive vehicles and registration of vehicles the are used on the cordoned-off airport area. +
- Authorisation for visitor registration**  
Authorisation to register visitors for access to the airside. +
- ZRH Insider card**  
Digital discount pass for staff at Zurich Airport and the Circle. +

# Search for employee or enter new employee

### Choose employee for order (Airport identity)

1 Search employee ————— 2 Personal details

Name of employee

First name Last name

**i** Please check first whether the employee already exists in the system (enter first name and last name). If you enter an already existing employee for the first time, there may be problems with the assignment of authorizations.

Cancel Next

# Search for employee or enter new employee


## Choose employee for order (Airport identity)

1 Search employee ————— 2 Personal details

Name of employee

First name

Last name

 Employees with matching data were found. If you enter an existing employee for the first time, there may be problems with the assignment of authorizations.

**Thomas Mustermann**  
kundenportal.test+mustermann5@gmail.com  
Date of birth: Jan 1, 1980

**Person Musterson**  
Date of birth: Jan 1, 2000

**+ Register new employee**  
The employee you are looking for has not yet been entered.  
Enter a new employee or start the search again.

Cancel Next



# Enter new employee in an order

### Choose employee for order (Airport identity)

1 Search employee 2 Personal details

**Personal details**

Anrede\*  
 Mr  Ms

First name*	Birth name* <span style="float: right;">i</span>	Last name* Muster
Date of birth* <span style="float: right;">📅</span>	Nationality* <span style="float: right;">▼</span>	Hometown / Country of origin <span style="float: right;">i</span>

**Correspondence**

i The invitation to the ZRH Center is sent to the employee by e-mail. We therefore require a personal e-mail address of the employee. Generic e-mail addresses (info@..., kontakt@...) are not allowed.  
If the employee does not have a business e-mail address, please enter the private e-mail address.

Correspondance language  
English ▼

Business e-mail*	Private e-mail*
Business phone <span style="float: left;">🇨🇭 CH ▼ +41</span>	Private phone <span style="float: left;">🇨🇭 CH ▼ +41</span>

Cancel Continue to order

# Complete order details

← **New ZRH Insider Card for Yves Mustermann** Last modified: 11/10/23, 9:38 AM TO BE COMPLETED 📄 🗑️

- Start
- Orders**
- Products
- Employees
- My products

### Personal details

*(according to identity card or passport)* Edit

Salutation  
Mr

First name *	Birth name	Last name *
Yves	-	Mustermann

Date of  
Jan 2, 1990

Place of birth	Nationality *
-	Switzerland

### Correspondence

Correspondance language\*  
English

Business e-mail (employee's personal business address, no info@ addresses permitted)  
kundenport: @gmail.com

Private e-mail (employee's personal private address, no info@ addresses permitted)

### Photo for ID card

Select file  
no files selected

I confirm that Yves Mustermann is an employee of a company located at the Circle or at Zurich Airport and that the employee works at the Circle or at Zurich Airport.

Add to cart

# Place order in shopping basket and order

**1**

**2**

Type	Product	Employee	Requestor	Price	Last modification	Status
New order	ZRH Insider Card	Yves Mustermann		CHF 0.00	11/10/23, 9:42 ...	✓ READY FOR CHECKOUT

Type	Product	Employee	Requestor	Price
New order	ZRH Insider Card	Yves Mustermann		CHF 0.00
New order	Drive authorization			CHF 50.00
Renewal of ID card	Drive authorization			CHF 50.00

Shopping cart	
ZRH Insider Card Yves Mustermann	CHF 0.00
<b>Total one-time</b>	<b>CHF 0.00</b>

**Order with payment obligation**

Update employees

# Enter new employee without an order

The screenshot displays a user management interface. A modal window titled "Create new employee" is open, showing a two-step process: "1 Search employee" and "2 Personal details". The "Search employee" step includes input fields for "First name" and "Last name". A warning message states: "Please check first whether the employee already exists in the system (enter first name and last name). If you enter an already existing employee for the first time, there may be problems with the assignment of authorizations." The modal has "Cancel" and "Next" buttons. In the background, a table lists existing employees with columns for Name, E-mail, Personnel number, Date of birth, Permissions, Status, Einladung, and Last login. A red box highlights a "+" button in the top right corner of the interface, with a red arrow pointing from it to the "Create new employee" modal.

Name	E-mail	Personnel number	Date of birth	Permissions	Status	Einladung	Last login
cca					ACTIVE	✓ ACCEPTED	Aug 11, 2022 5:56 AM
Bar					ACTIVE	✓ ACCEPTED	Nov 9, 2022 12:09 PM
					ACTIVE	✓ ACCEPTED	Nov 10, 2022 7:30 PM
Cl					ACTIVE	✉ INVITED	
u Dr					ACTIVE	✓ ACCEPTED	Mar 2, 2020 4:26 PM
na					ACTIVE	✉ INVITED	
					ACTIVE	✉ INVITED	
					ACTIVE	✓ ACCEPTED	Apr 23, 2020 5:52 PM
iva					ACTIVE	✓ ACCEPTED	Mar 10, 2020 3:32 PM
que					ACTIVE	✓ ACCEPTED	Mar 5, 2020 5:10 PM
a					ACTIVE	✓ ACCEPTED	Jan 15, 2022 9:59 AM
ra					ACTIVE	✓ ACCEPTED	Nov 26, 2021 3:00 PM

# Assign order rights to employee as administrator

The screenshot shows the Zurich Airport ZRH Center interface. The sidebar on the left has 'Employees' selected, marked with a red circle '1'. The main area displays a table of employees with columns: Last name, First name, E-mail, Personnel number, Date of birth, Permissions, Status, Einladung, and Last login. The first row shows an employee named Mustermann with a status of 'ACTIVE'. A red circle '2' highlights the three-dot menu icon next to the employee's name. A dropdown menu is open, showing options: Edit, Permissions (highlighted with a red circle '3'), and Deactivate. A red arrow points from the 'Permissions' option to a modal window titled 'Berechtigungen verwalten'. The modal window contains a warning message: 'For security reasons, you should keep the number of requestors and administrators as low as possible.' Below this, there are sections for 'General' and 'Orderer'. Under 'General', the 'Administrator' checkbox is checked. Under 'Orderer', three checkboxes are listed: 'AirsideOrderer', 'LandsideOrderer', and 'VehicleRegistrationOrderer', all of which are unchecked. A red circle '4' highlights the 'Orderer' section. At the bottom of the modal, there are 'Cancel' and 'Save' buttons.

Last name	First name	E-mail	Personnel number	Date of birth	Permissions	Status	Einladung	Last login
Mustermann	Yves	kundenportal.test+ymusterma...		Jan 2, 1990		ACTIVE		

# How do I obtain access to ZRH Center as a requestor?

- Future requestor receives an e-mail with an invitation to ZRH Center
- By clicking on the "View invitation" button, the future requestor accesses the input mask for his/her login.
- After successfully completing the login, the new requestor can register in ZRH Center.

## Zurich Airport

You have been invited to the Online-Portal **ZRH Center** of the Zurich Airport.

Please proceed as follows to complete the invitation:

1. Click on the "Go to invitation" button
2. Log in with your existing account for the ZRH Center or create a new account
3. Complete the required information if necessary

Attached to this message you will find detailed instructions on how to register.

[Go to invitation](#)

# Contact

## **ZRH Center**

services@zurich-airport.com

+41 (0)43 816 26 07