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
Enter administrator's personal data
Define administrator's password
Enter person with signing authority (as per Commercial Register)
Enter company data 1/2
Enter company data 2/2 and conclude request
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
Step 2: Select products for landside access
Step 3: State landlord/client and activity
Step 4: Select/enter persons authorised to order
Step 4: Search for administrator(s), if they are to be granted order rights
Step 4: Enter any other optional persons authorised to order
Step 5: Define person responsible for keys
Step 6: Complete/send request
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

<table>
<thead>
<tr>
<th>Orders</th>
<th>Products</th>
<th>Employees</th>
<th>My products</th>
</tr>
</thead>
</table>

#### 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**
  - Authorization to drive vehicles and registration of vehicles that are used on the condensed-off airport area.
- **Authorisation for visitor registration**
  - Authorization to register visitors for access to the airside.
- **ZRH Insurer card**
  - Digital discount pass for staff at Zurich Airport and the Circle.

#### Expiring products

- **Airport identity | Stijn Maria Rijstenberg**
  - Expires on 31.12.2023
- **Airport identity | Sylwia Dominique Wilkinson - Zimmermann**
  - Expires on 31.12.2023
- **Airport identity | Maria Agnes Greengrill**
  - Expires on 31.12.2023

Show all ID cards ➤

Entries per page 5 ▼ 1 - 3 of 3 ➤

#### ZRH Center News

- **07.07.2022** - Validity extensions for keys and key authorizations on the ZRH Center portal
- **14.06.2022** - Customer portal with a new and improved 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 [Bodies and access](#) on the Zurich Airport website.
# Order overview

<table>
<thead>
<tr>
<th>Type</th>
<th>Product</th>
<th>Employee</th>
<th>Requestor</th>
<th>Price</th>
<th>Last modification</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>New order</td>
<td>Drive authorization</td>
<td>Jason Memoa</td>
<td></td>
<td>CHF 50.00</td>
<td>11/1/23, 3:55 ...</td>
<td>READY FOR PICKUP</td>
</tr>
<tr>
<td>Removal of ID Card</td>
<td>Drive authorization</td>
<td>Jorge Agustin</td>
<td></td>
<td>CHF 50.00</td>
<td>9/6/23, 12:08 ...</td>
<td>READY FOR CHECKOUT</td>
</tr>
<tr>
<td>New order</td>
<td>Airport identity</td>
<td>Odin Test</td>
<td></td>
<td>CHF 50.00</td>
<td>9/6/23, 12:08 ...</td>
<td>TO BE COMPLETED</td>
</tr>
</tbody>
</table>
## Product overview

<table>
<thead>
<tr>
<th>Application number</th>
<th>Holder</th>
<th>Product</th>
<th>Access zones</th>
<th>Valid from</th>
<th>Date of expiry</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>0010796394</td>
<td>Test OI 60, 12.12.1965</td>
<td>Airport identity</td>
<td>Y</td>
<td>May 15, 2020</td>
<td>May 31, 2025</td>
<td>ACTIVE</td>
</tr>
<tr>
<td>0010796395</td>
<td>Test OI 60, 12.12.1965</td>
<td>Airport identity</td>
<td>Y</td>
<td>May 15, 2020</td>
<td>May 31, 2025</td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>
## Employee overview

<table>
<thead>
<tr>
<th>Last name</th>
<th>First name</th>
<th>Email</th>
<th>Personnel number</th>
<th>Date of birth</th>
<th>Permissions</th>
<th>Status</th>
<th>Entrance</th>
<th>Last login</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test</td>
<td>Lorena</td>
<td>kundenportal.test@koreatest1...</td>
<td>Jan 1, 2000</td>
<td></td>
<td></td>
<td>Active</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test</td>
<td>Lorena</td>
<td>kundenportal.test@neueperson...</td>
<td>Jan 1, 2000</td>
<td></td>
<td></td>
<td>Active</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test0000</td>
<td>Lorena</td>
<td>kundenportal.test@koreatest1...</td>
<td>Jan 1, 2000</td>
<td></td>
<td></td>
<td>Active</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test0011</td>
<td>Lorena</td>
<td>kundenportal.test@koreatest1...</td>
<td>Jan 1, 2000</td>
<td></td>
<td></td>
<td>Active</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Order products
Start order process – 2 ways

1. Orders
   - New order
   - Airport identity
   - CHF 68.00
   - Airside key

2. Your tasks
   - Order products
     - ID cards
     - Key
     - Driving on the airside
     - Authorisation for visitor registration
     - ZRH Insider card

OR

Due to a higher number of orders, there is a delay in processing them. Please submit your orders as early as possible.
Search for employee or enter new employee
Search for employee or enter new employee
Enter new employee in an order

Choose employee for order (Airport identity)

Personal details

First name*
Birth name*
Last name*
Date of birth*
Nationality*
Hometown / Country of origin

Correspondence

Correspondence language
English

Business e-mail*
Private e-mail*

Business phone
Private phone

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.

Continue to order
Complete order details

New ZRH Insider Card for Yves Mustermann

Personal details

Salutation
Mr

First name: Yves
Birth name: -
Last name: Mustermann

Date of birth: Jan 2, 1999
Place of birth: -
Nationality: Switzerland

Correspondence

Correspondence language:
English

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

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

Photo for ID card

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

<table>
<thead>
<tr>
<th>Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>New order</td>
</tr>
</tbody>
</table>

Zurich Airport

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</tr>
<tr>
<td>New order</td>
</tr>
<tr>
<td>New order</td>
</tr>
<tr>
<td>Renewal of ID card</td>
</tr>
</tbody>
</table>

Order with payment obligation
Update employees
Enter new employee without an order
Assign order rights to employee as administrator

1. Employees
2. Edit
3. Permissions
4. Orderer
   - AirsideOrderer
   - LandsideOrderer
   - VehicleRegistrationOrderer
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.
Contact

ZRH Center
services@zurich-airport.com
+41 (0)43 816 26 07