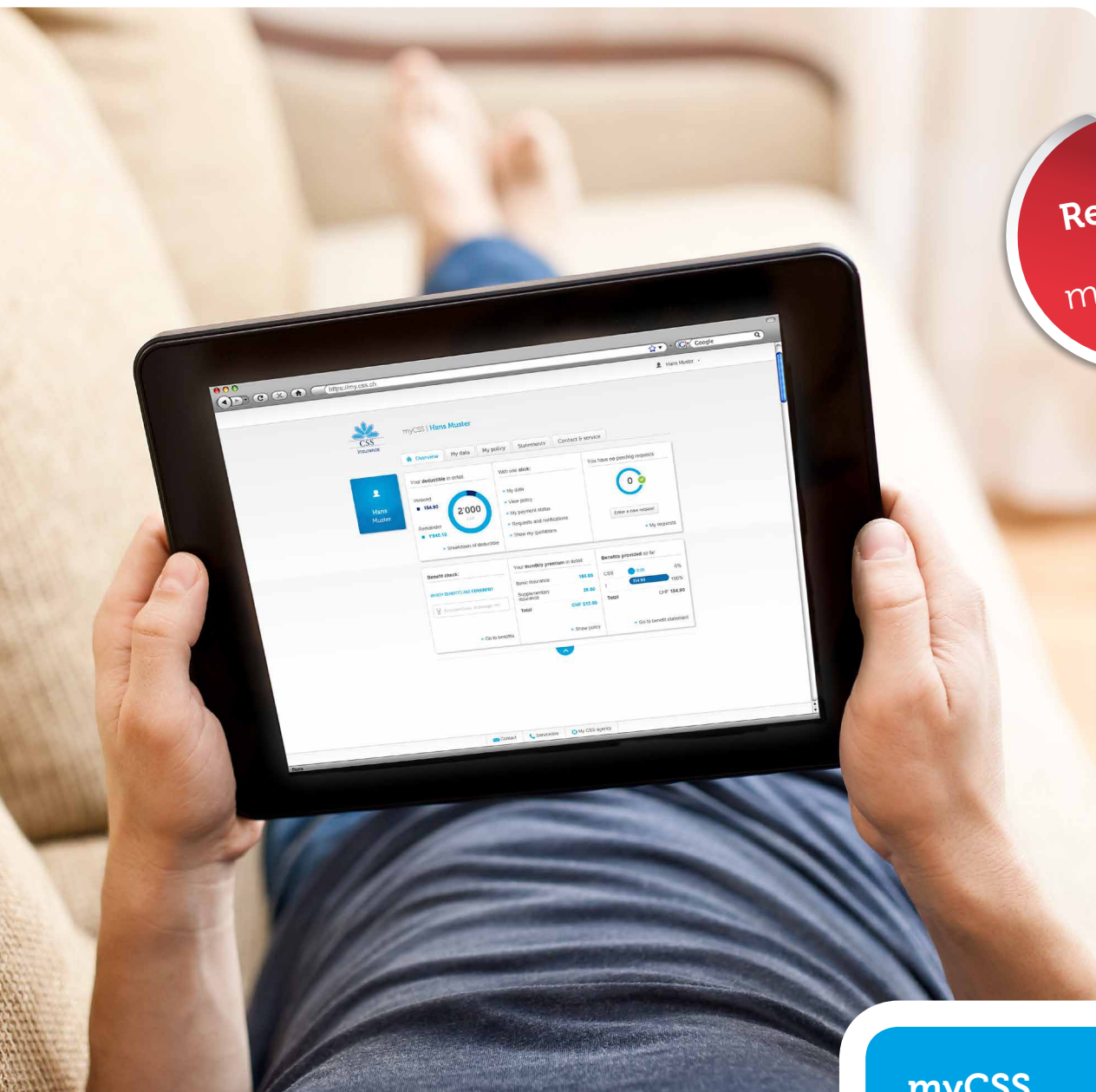


# myCSS. Registration guide.

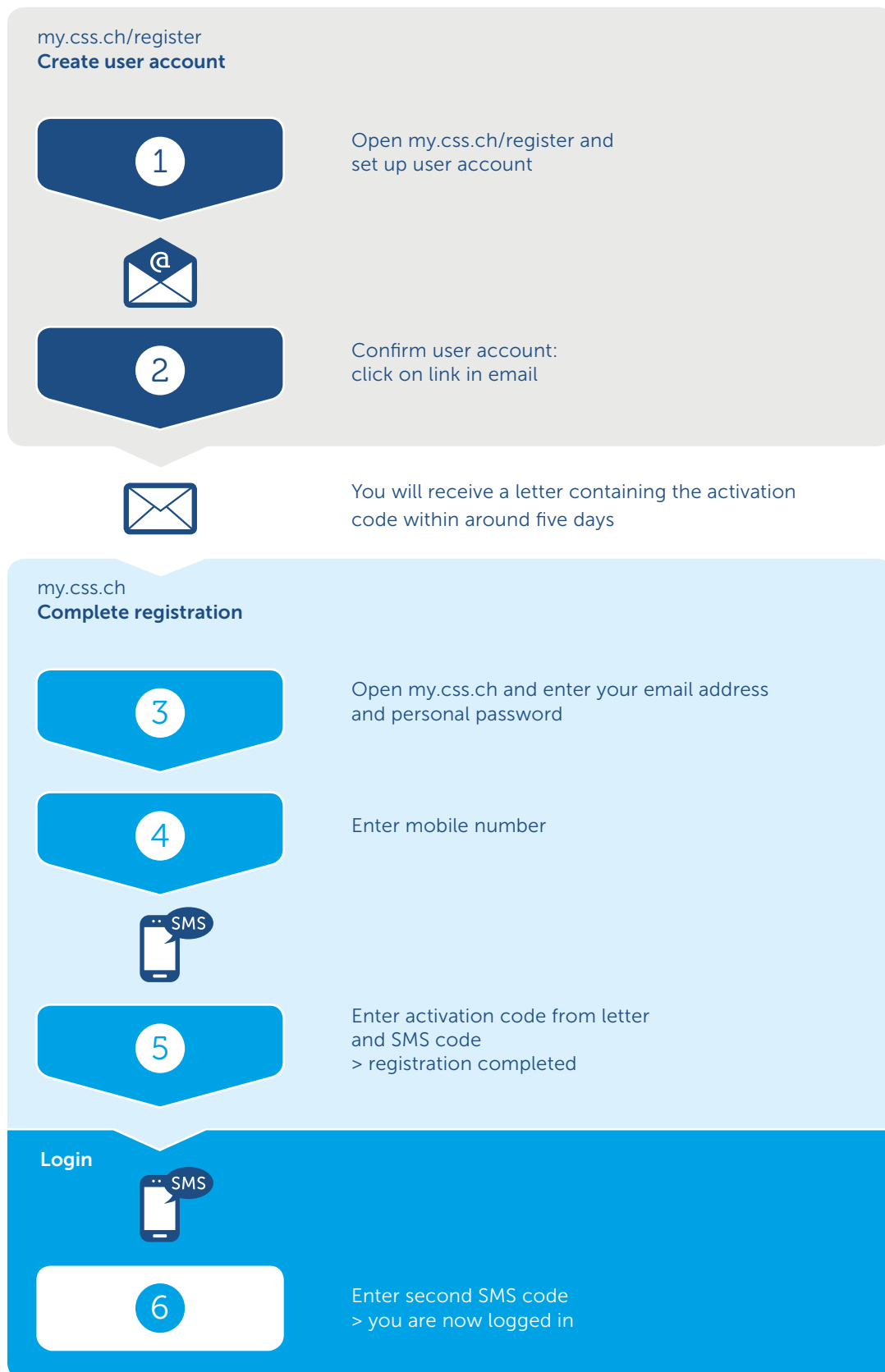


Register  
now.  
[my.css.ch](https://my.css.ch)

myCSS.  
Your client login portal.



## Online registration (one-time process)




## Step 1

Open [my.css.ch/register](https://my.css.ch/register) and enter the following information to set up your user account:

- **Client number** (8 digits, can be found on your insurance card)
- **Date of birth**
- **Email address**
- **Personal password** (at least six characters, one of which must be a number)

**Confirm** the myCSS User Agreement by **checking the box**.




Continue with registration by **clicking** on **“Set up user account”**.



**Registration myCSS**

myCSS helps you keep track of all your insurance matters.  
At all times, wherever you are.

**Do you require help?**

-  0844 277 397 (8am-6pm)
-  [mysupport@css.ch](mailto:mysupport@css.ch)
-  Live-Support

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**Set up your user account**

**Client number**  -  -  [» Where can I find my client number?](#)

**Date of birth**  .  .

**Email address**

Repeat email address


**Personal password**  [» Tips for a secure password](#)

Repeat password

---

I accept the [user agreement](#) of myCSS.








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-  Live-Support

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**Thank you – now confirm your user account**



**You will shortly receive an email**

Please check your mailbox and follow the instructions to confirm your user account. If you do not receive an email, please check the spam folder of your email account.



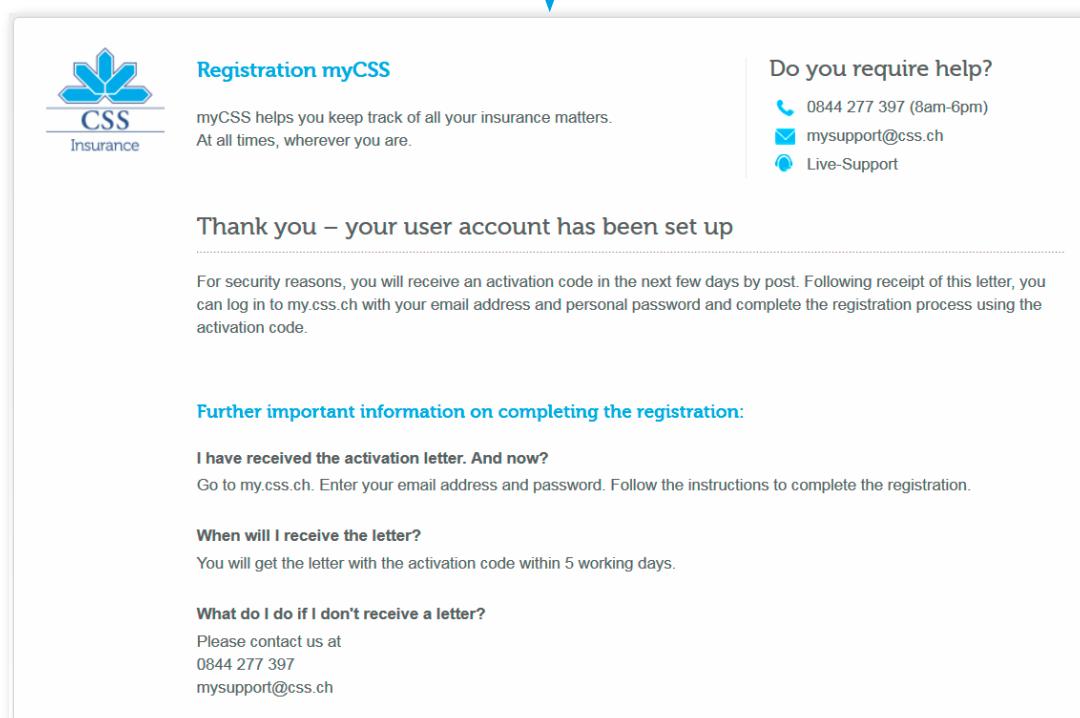
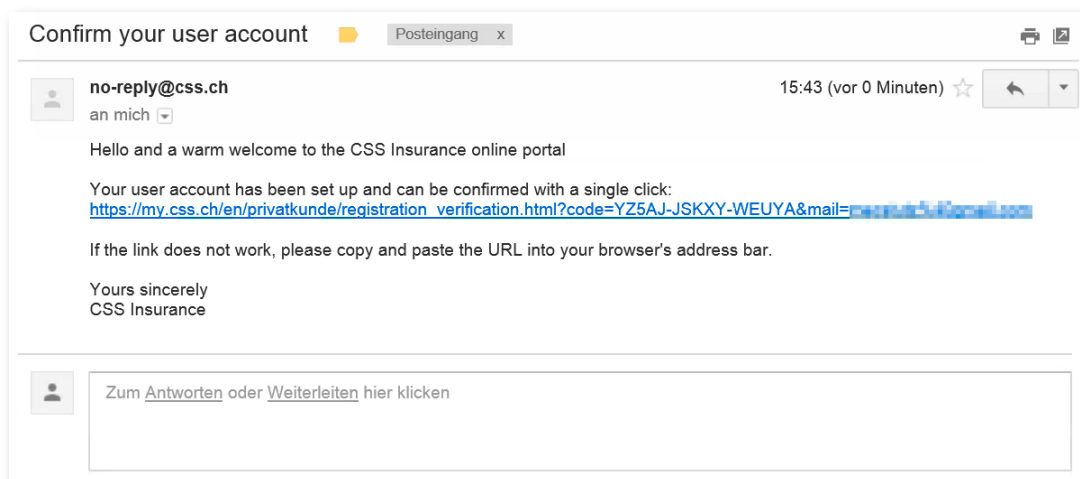
## Step 2

You will receive an **email** from us in the **next few minutes**. The email will be sent to the email address that you entered in the previous step.

Please note: If you don't receive the email, please check the spam folder of your email account.

**Open** the **email** and **click** on the **link**. Your browser (e.g. Internet Explorer, Firefox etc.) will open **automatically** and the **user account will be activated**.

Please note: If the link does not work, please copy and paste the URL into your browser's address bar.

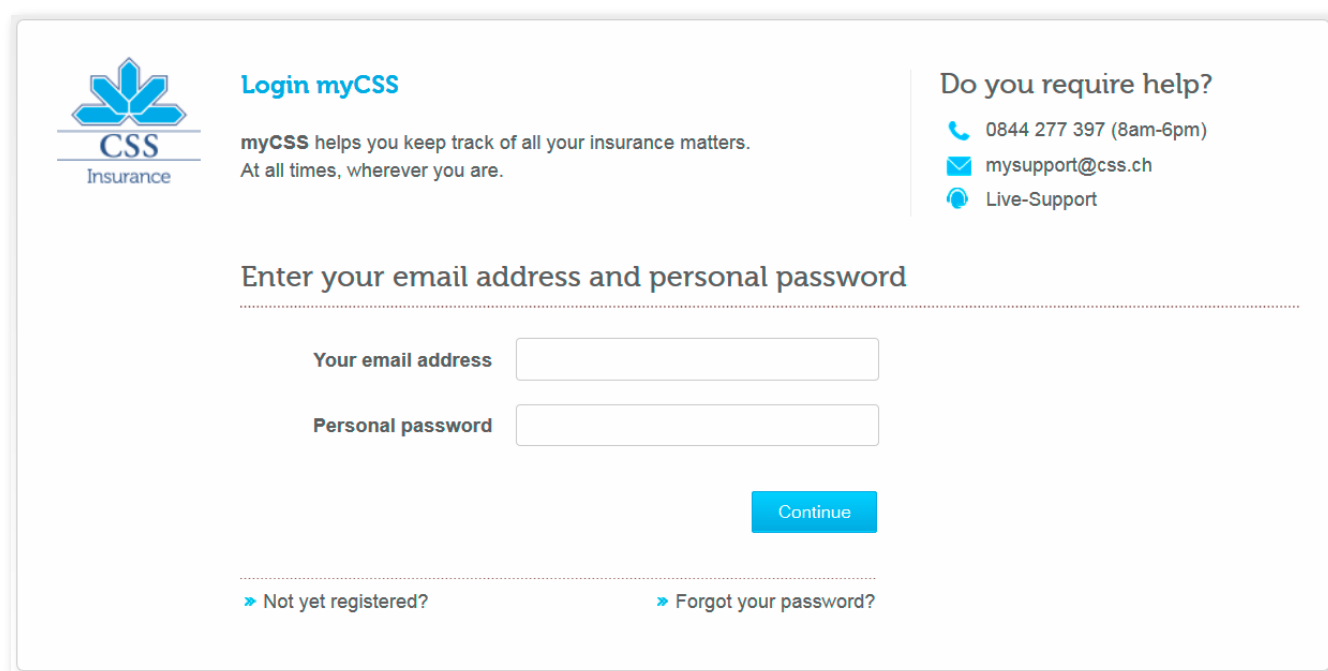


### Step 3

Have you received the **letter** containing the **activation code**? Only then can you continue with the registration process. Proceed by following the instructions in the letter:

Open **my.css.ch** and log in using **your email address** and **personal password**, both of which you defined in Step 1 (you do not need the activation code from the letter until Step 5).

Then **click** on **“Continue”**.




The screenshot shows the login page for myCSS. On the left is the CSS Insurance logo. The main heading is 'Login myCSS'. Below it, a message states: 'myCSS helps you keep track of all your insurance matters. At all times, wherever you are.' On the right, under 'Do you require help?', there are three contact options: a phone number '0844 277 397 (8am-6pm)', an email address 'mysupport@css.ch', and a 'Live-Support' button. The central section is titled 'Enter your email address and personal password' and contains two input fields: 'Your email address' and 'Personal password'. A blue 'Continue' button is positioned below the password field. At the bottom, there are two links: '» Not yet registered?' and '» Forgot your password?'.

## Step 4

Enter your **mobile number** and click on **“Continue”**.

A (5-digit) **SMS code** will immediately be **sent to your mobile phone**.



**Registration myCSS**

**myCSS** helps you keep track of all your insurance matters.  
At all times, wherever you are.


**Do you require help?**

- ☎ 0844 277 397 (8am-6pm)
- ✉ mysupport@css.ch
- 🗨 Live-Support

### Enter mobile number

Please enter your mobile phone number


We always send an SMS with a personal code each time you wish to log in. This protects you against unauthorised access and misuse.

Mobile number   [» Why do we need your mobile number?](#)

## Step 5

In order to **complete registration**, now enter the **activation code** from the **letter** and the (5-digit) **SMS code** that has just been sent to your mobile phone. Then **click** on **“Complete the registration”**.




Please note: **Once** you have clicked on **“Complete the registration”**, you will receive **another** (6-digit) **SMS code**.



**Registration myCSS**

**myCSS** helps you keep track of all your insurance matters.  
At all times, wherever you are.

**Do you require help?**


-  0844 277 397 (8am-6pm)
-  [mysupport@css.ch](mailto:mysupport@css.ch)
-  Live-Support

Enter activation code from the letter and SMS code

**You failed to get a letter or do you need help?**

Please contact us at  
0844 277 397  
[mysupport@css.ch](mailto:mysupport@css.ch)

**Activation code**     [» Where do I find the activation code?](#)

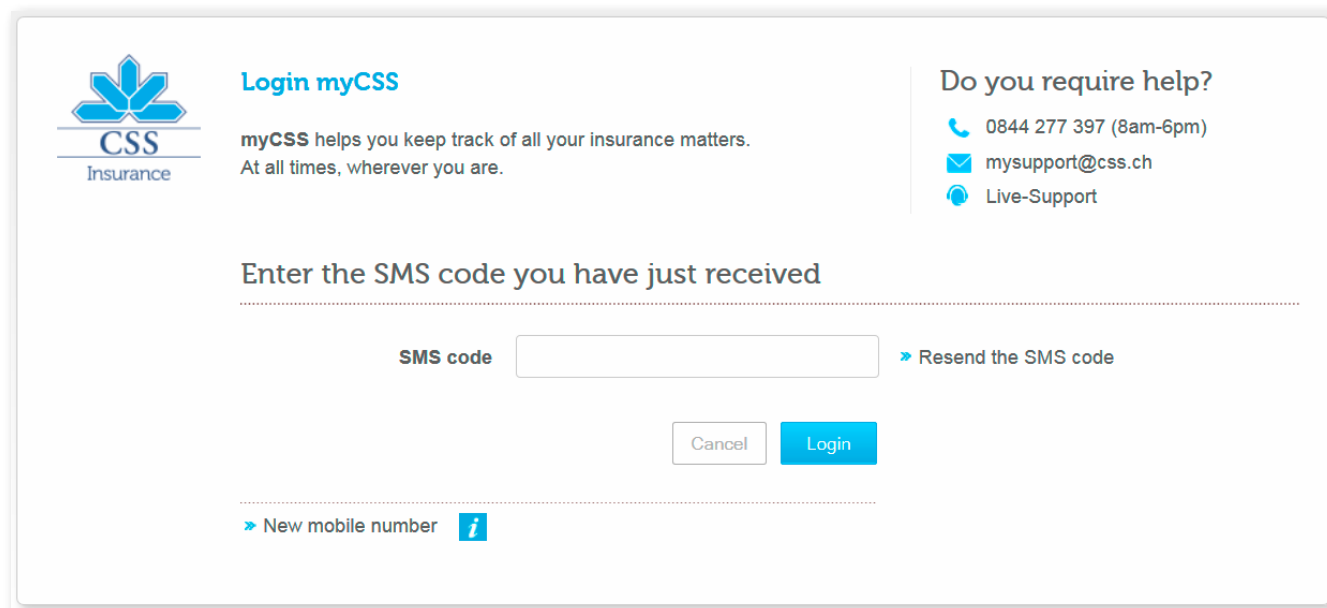
**SMS code**   [» Resend the SMS code](#)

**Please note:** You will receive a further SMS enabling you to log in to myCSS.

## Step 7

Enter the **second** (6-digit) **SMS code** that you have just received. Then **click** on **“Login”**.

This will take you to the start page of the myCSS client login portal.



The screenshot shows the myCSS login portal. On the left is the CSS Insurance logo. The main heading is "Login myCSS" with the tagline "myCSS helps you keep track of all your insurance matters. At all times, wherever you are." On the right, under "Do you require help?", there are three options: a phone icon for "0844 277 397 (8am-6pm)", an email icon for "mysupport@css.ch", and a headset icon for "Live-Support". The central part of the page has the heading "Enter the SMS code you have just received" followed by a dotted line. Below this is a text input field labeled "SMS code" with a "Resend the SMS code" link to its right. At the bottom of this section are "Cancel" and "Login" buttons. At the very bottom, there is a link "» New mobile number" with an information icon.