

MyPension

1. Registration
2. Login instructions
3. FAQ

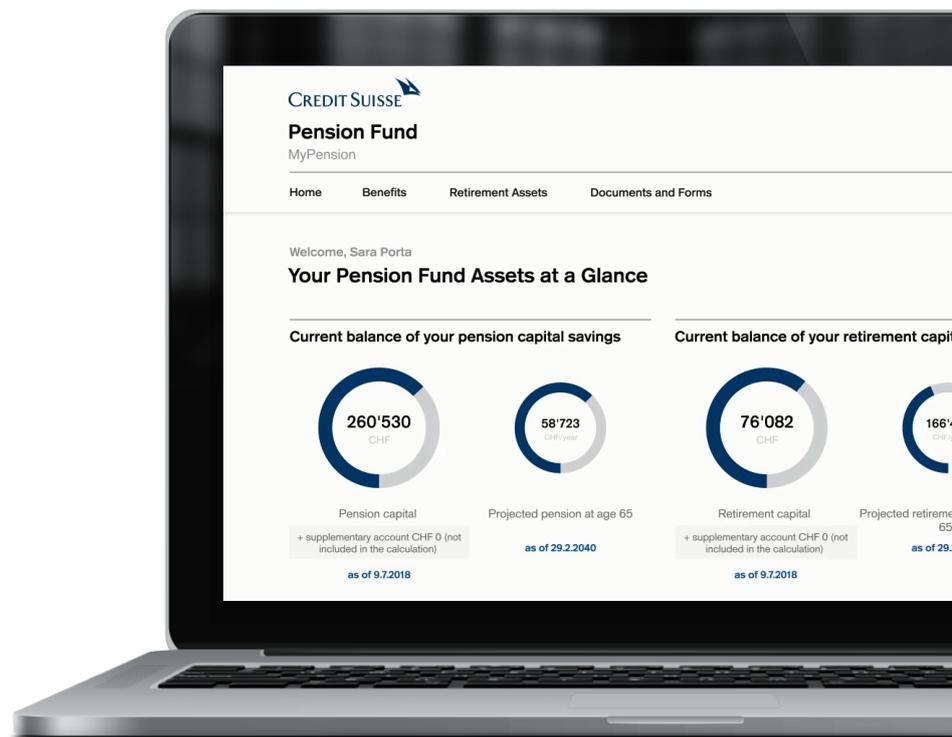


Table of contents

1.	Registration	
1.1	Preparation	3
1.2	Registration	
	using an authenticator	4
	using a passkey	7
2.	Login instructions	
	for using an authenticator	10
	for using a passkey	12
3.	FAQ	14

1. Registration

1.1. Preparation

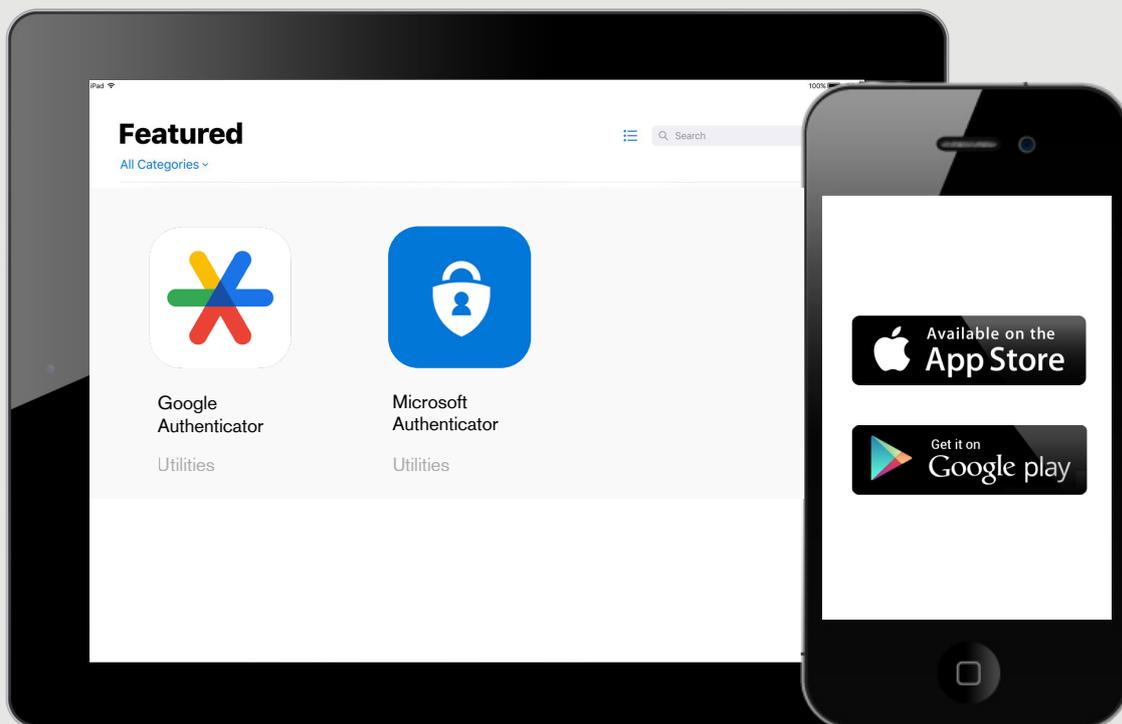
You need your 13-digit AHV or social security number to register.

Before starting the registration process, install an authenticator app on your smartphone or tablet (MyPension can only be used on a mobile device).

Recommended:

- Google Authenticator
- Microsoft Authenticator (user account required)

The authenticator app is a third-party program used by MyPension to authenticate users.



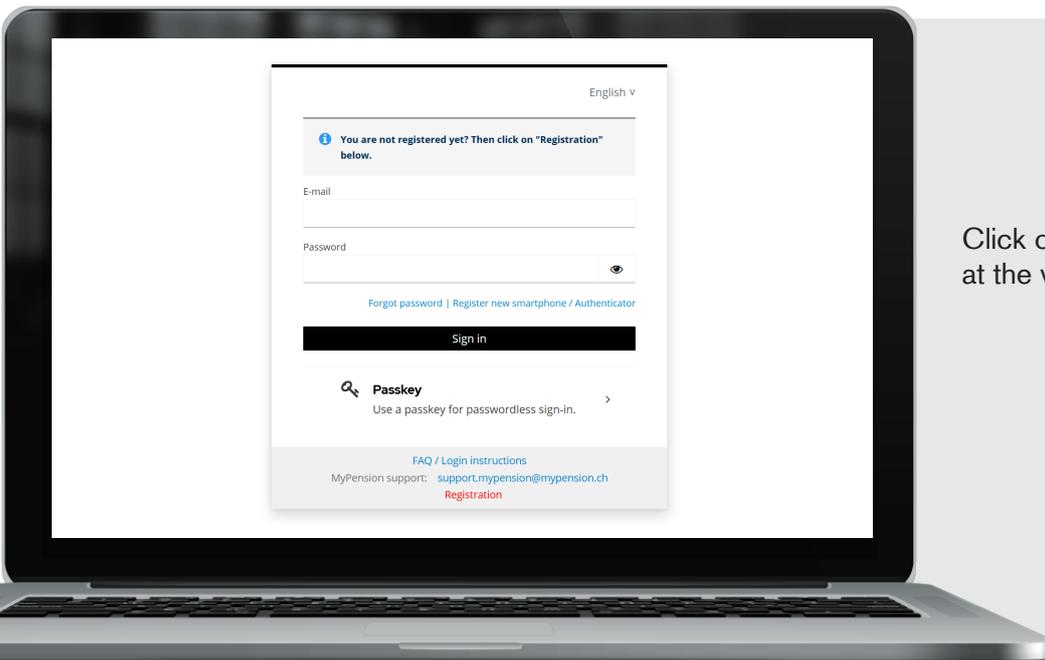
Note:
The SecureSign app for Credit Suisse's online banking cannot be used for MyPension.

1.2. Registration

Authenticator

You must register as a new user if one of the following is true:

- You have joined the Pension Fund of Credit Suisse as a new member
- You have not re-registered since the new login method was introduced in October 2024
- You have forgotten your password
- You want to register a new smartphone/authenticator



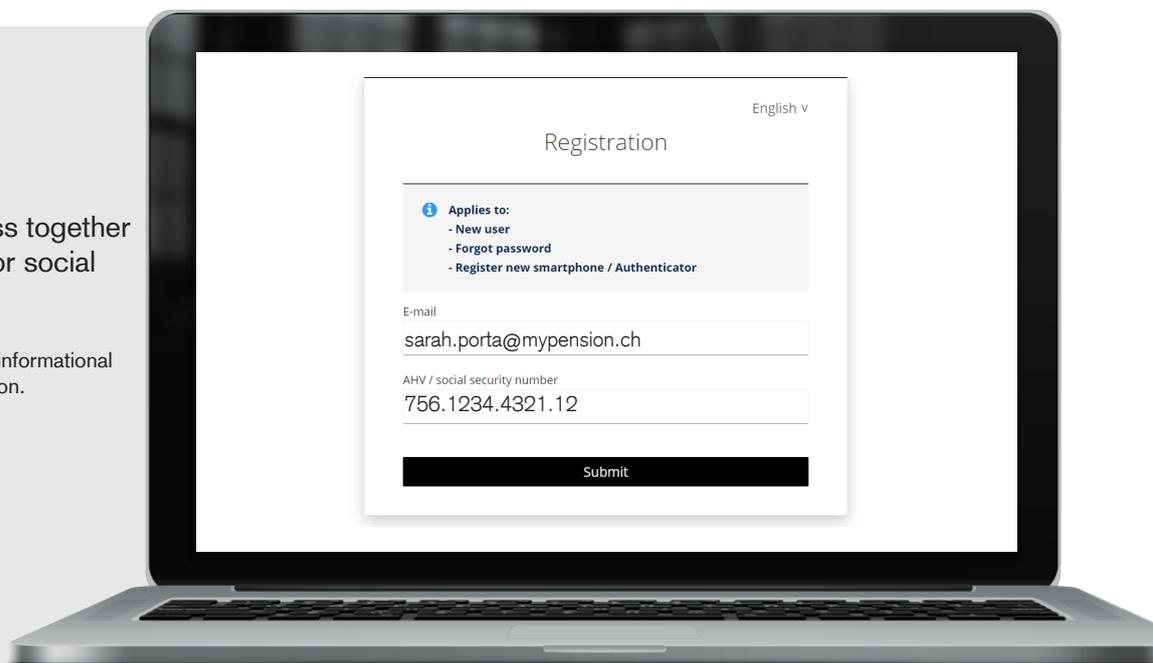
1

Click on «Registration» (in red) at the very bottom.

2

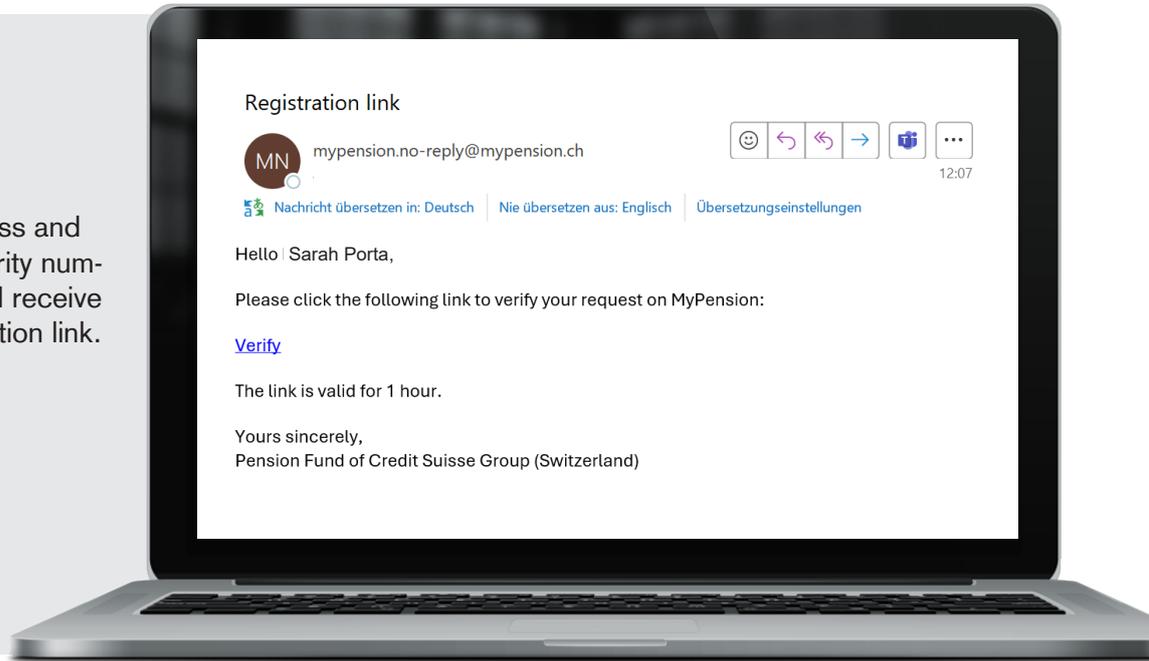
Enter your e-mail address together with your 13-digit AHV or social security number.

Use the e-mail address from our informational e-mail for your first-time registration.

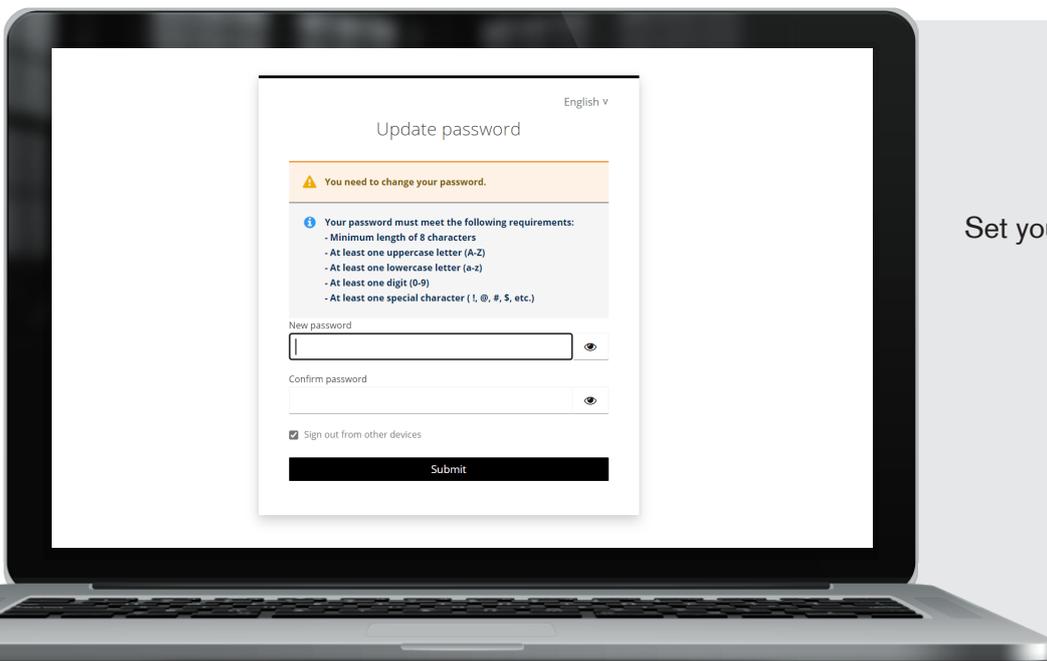


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If both the e-mail address and the AHV or social security number are correct, you will receive an e-mail with a verification link.

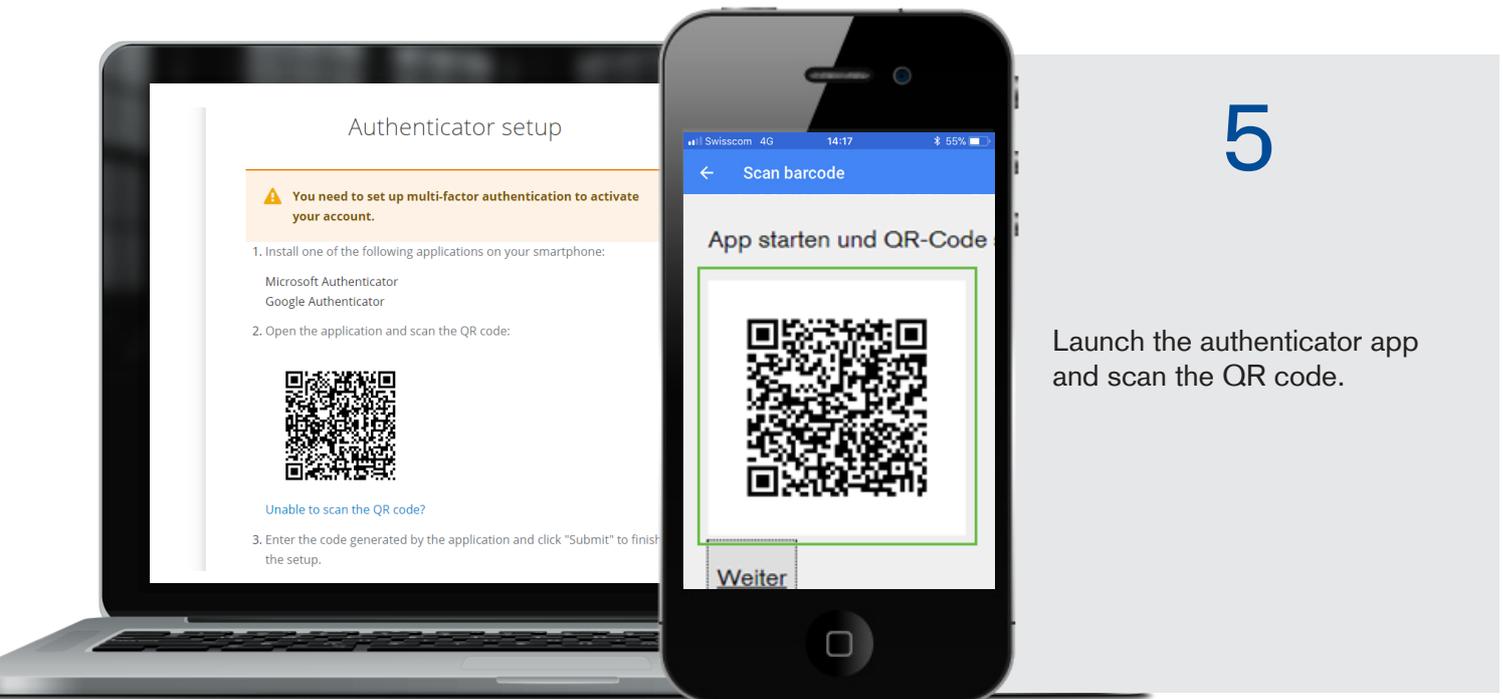


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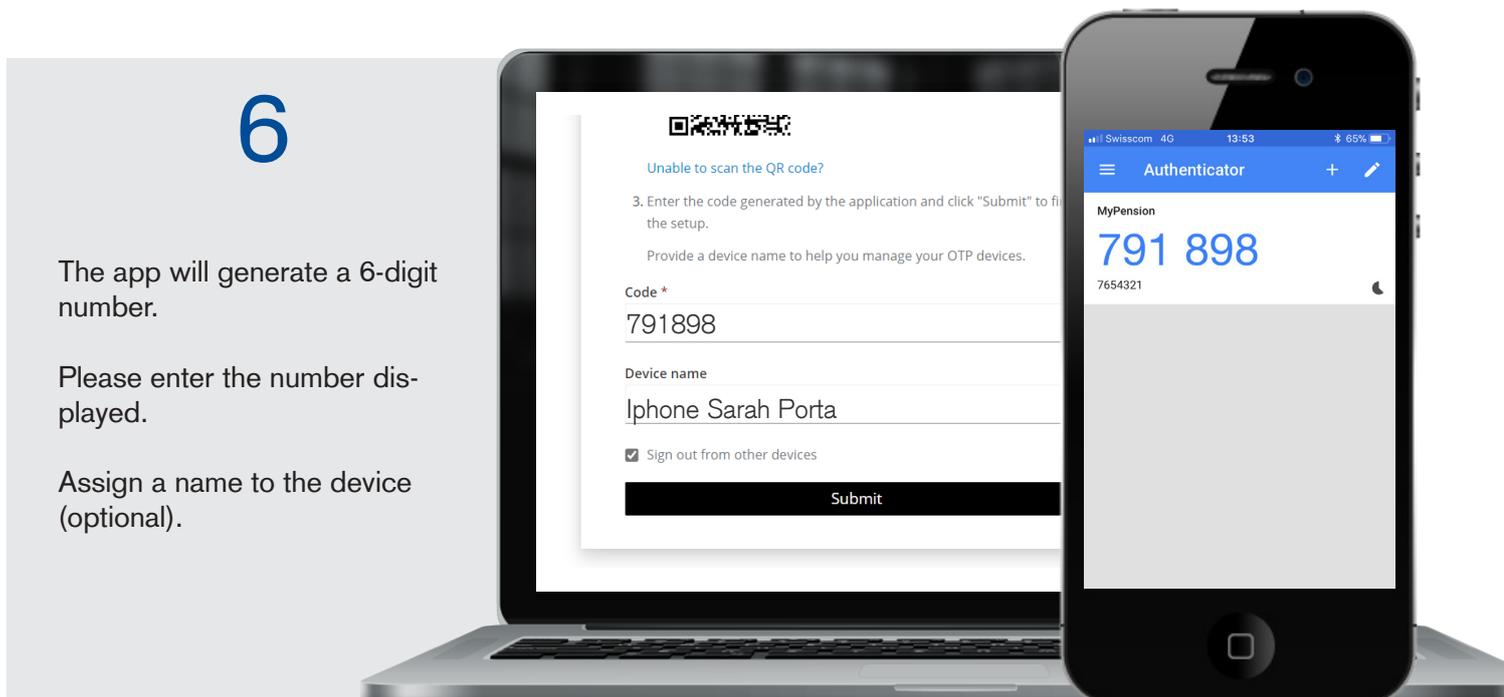


4

Set your new password.



Launch the authenticator app and scan the QR code.



6

The app will generate a 6-digit number.

Please enter the number displayed.

Assign a name to the device (optional).

This is where you can set up a passkey (see the next section). You can also click «Later» to skip this process and access the portal directly.

1.3. Registration

Passkey

A passkey lets you log in using facial recognition or your fingerprint.

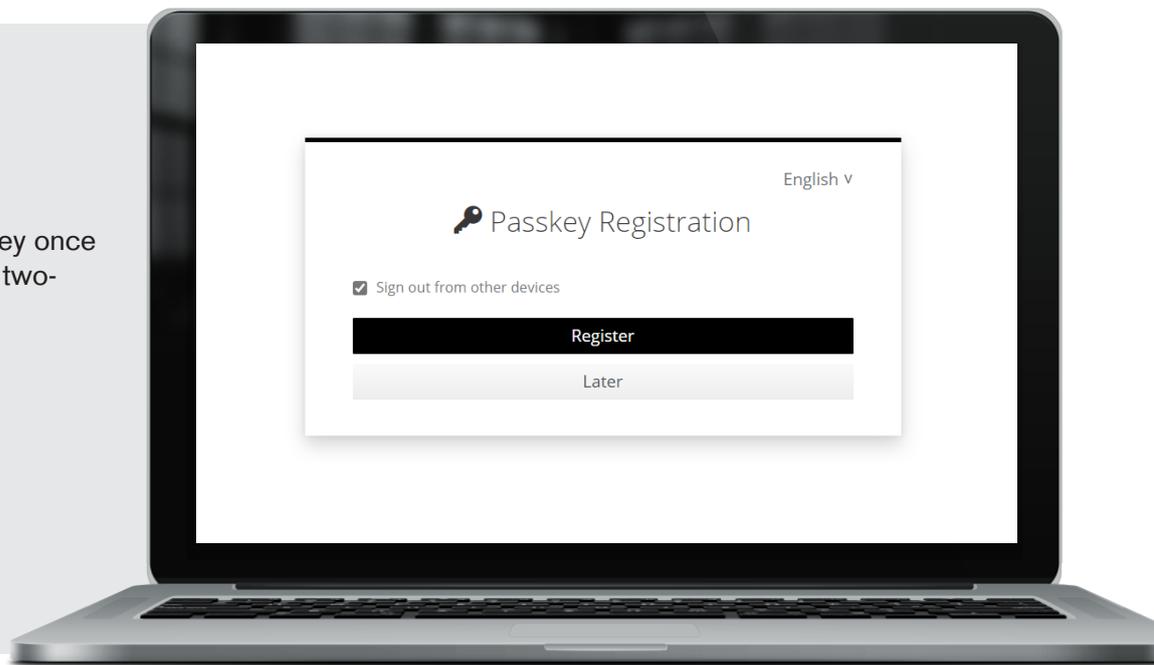
You can set up a passkey on your smartphone, tablet or laptop.

(Registration successful! You can set up a passkey as an option. If this does not work due to internal bank security settings, contact: support.mypension@mypension.ch)

The process for a smartphone is described below.

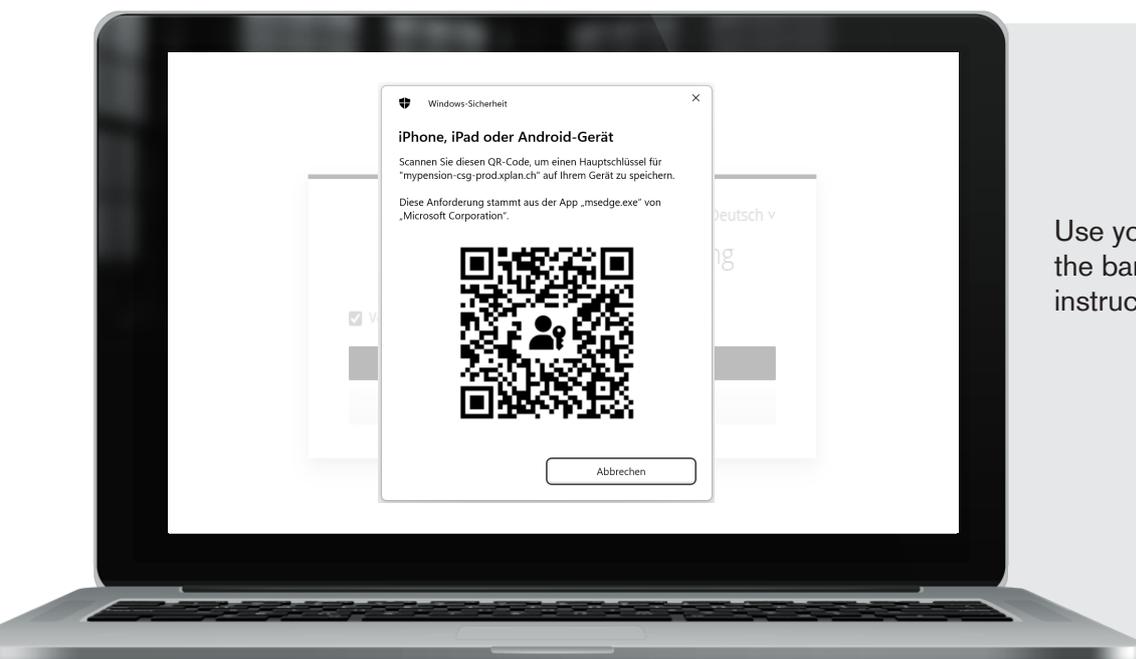
1

You can set up a passkey once you have registered for two-factor authentication.



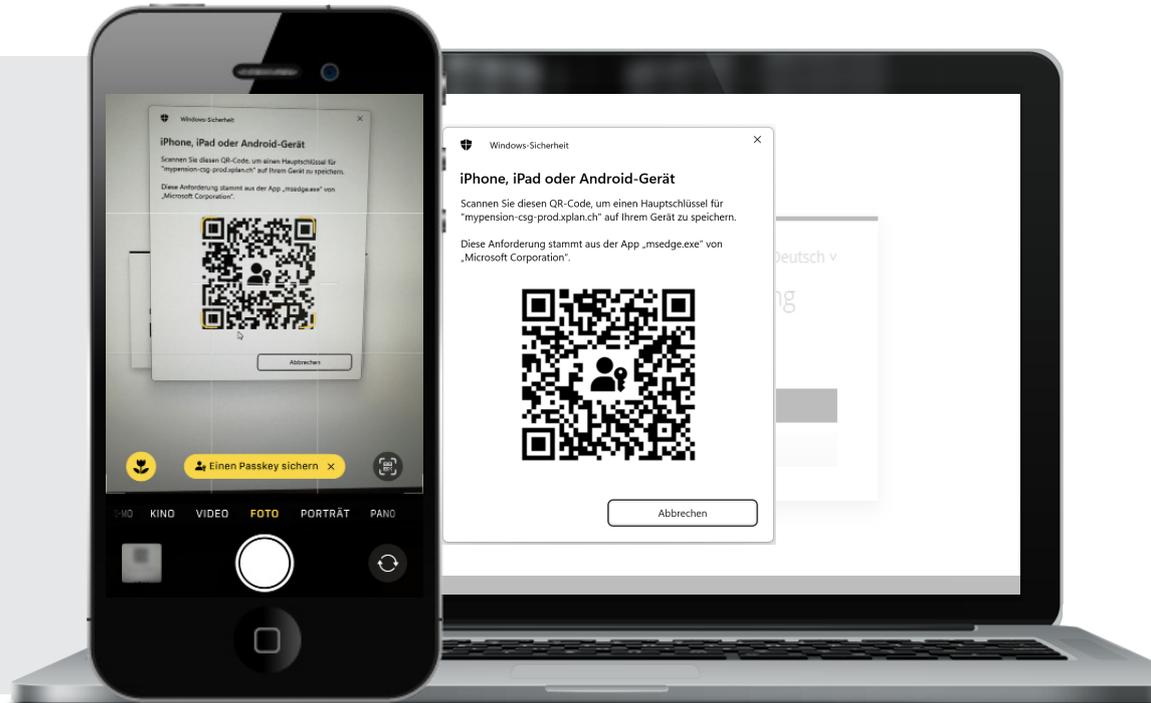
2

Use your smartphone to scan the barcode, then follow the instructions.



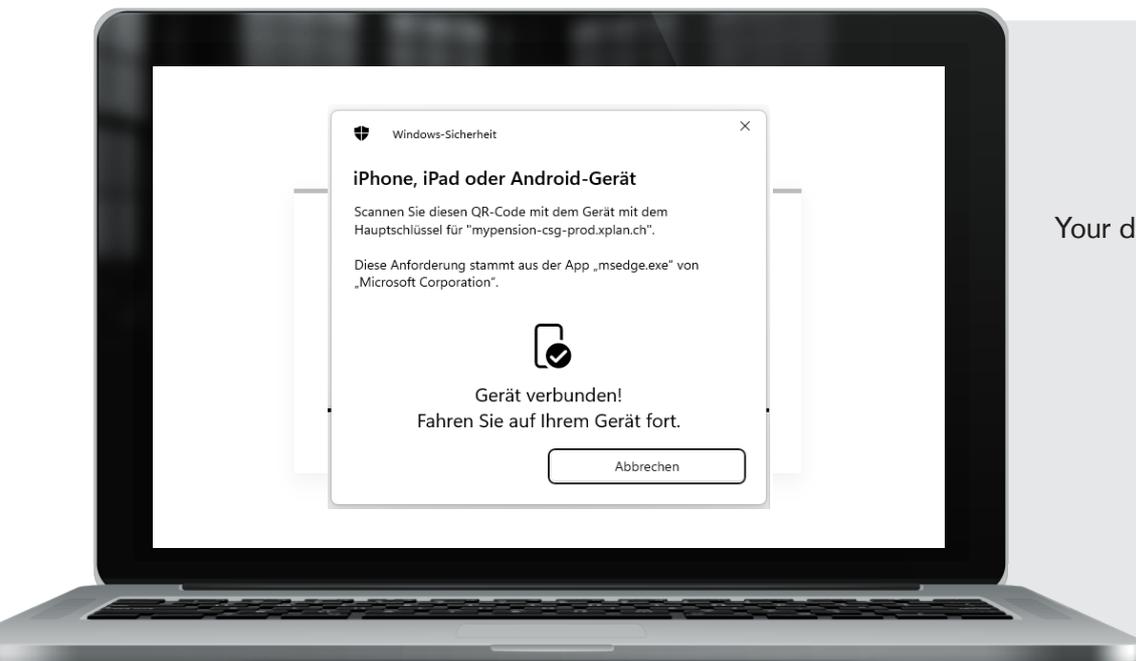
3

Click on
«Store a passkey».



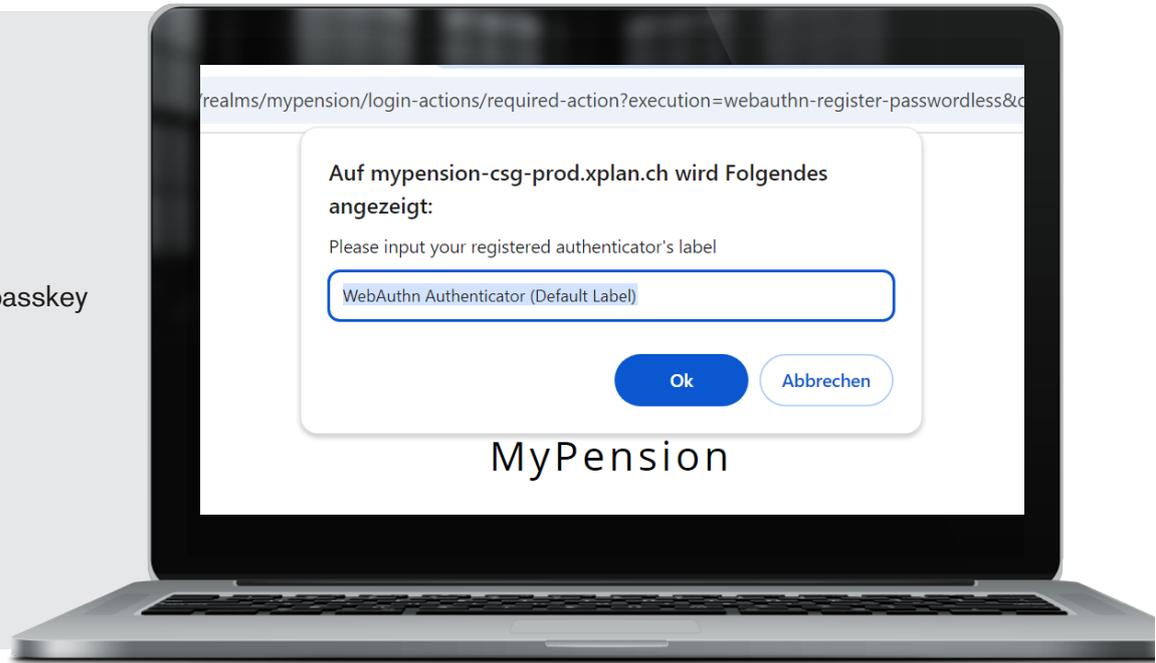
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Your device is now paired.



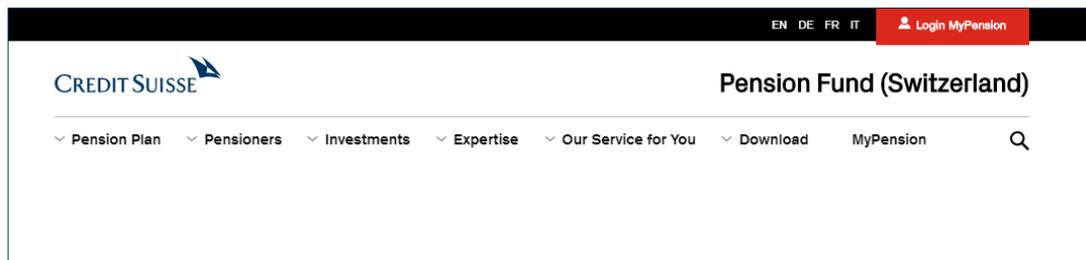
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Assign a name to the passkey (optional).



2. Login instructions

The login link for MyPension can be found in the upper right-hand corner of the website at pensionskasse.credit-suisse.com



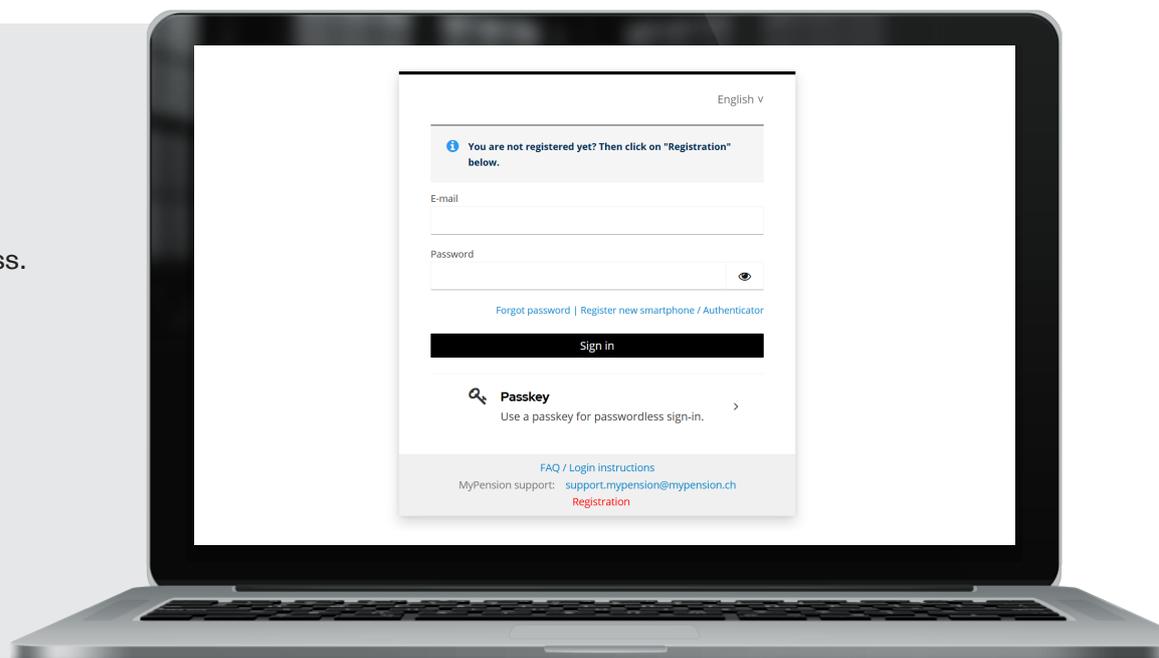
Alternatively, you can also use this direct link to log in:
mypension.credit-suisse.com

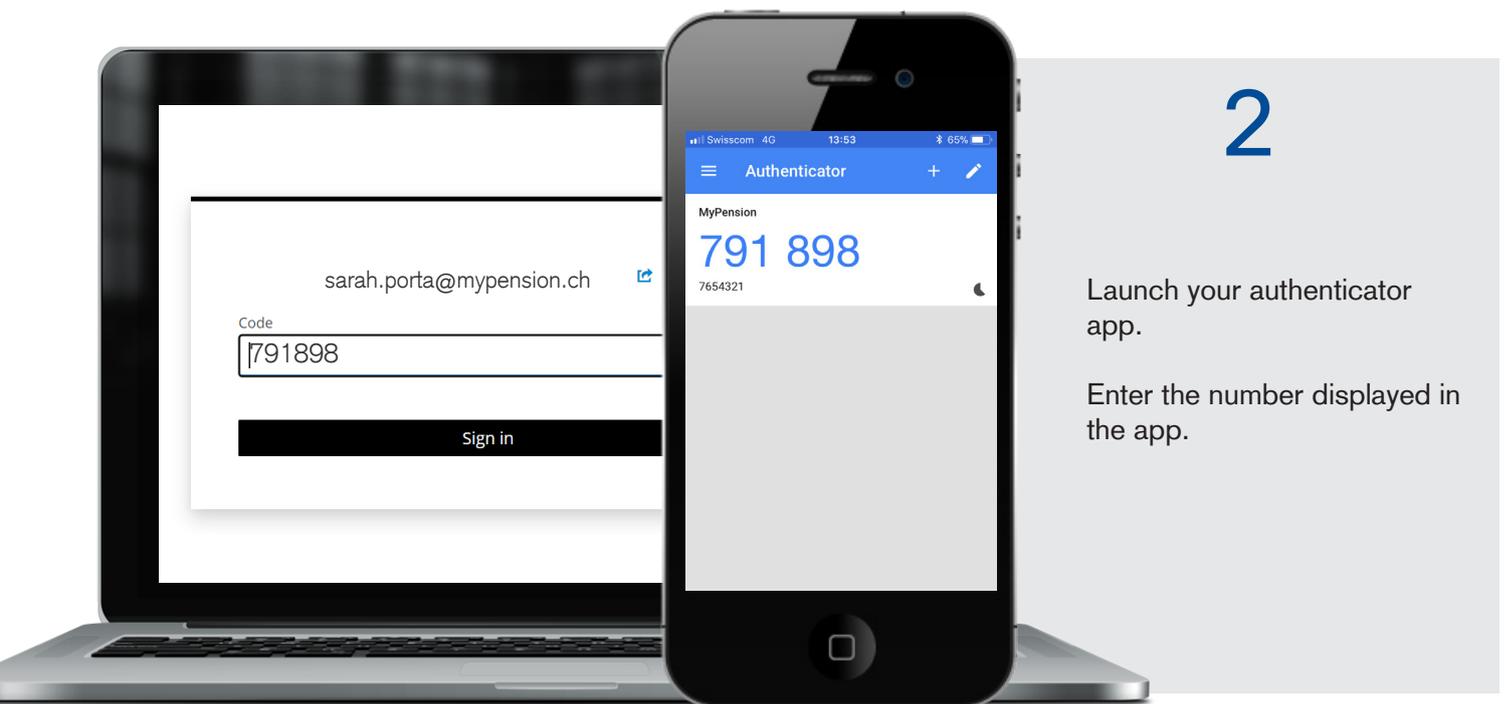
Login using an authenticator

1

Enter your e-mail address.

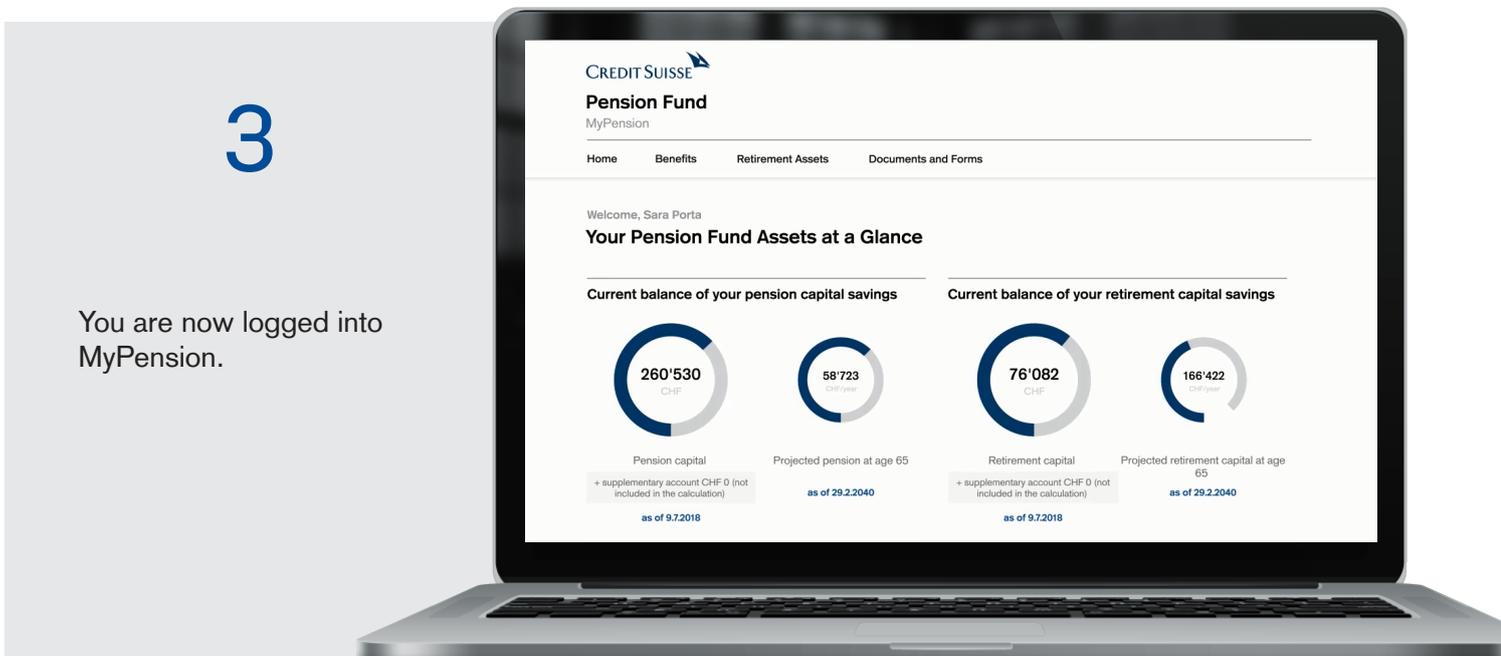
Enter your password.





Launch your authenticator app.

Enter the number displayed in the app.

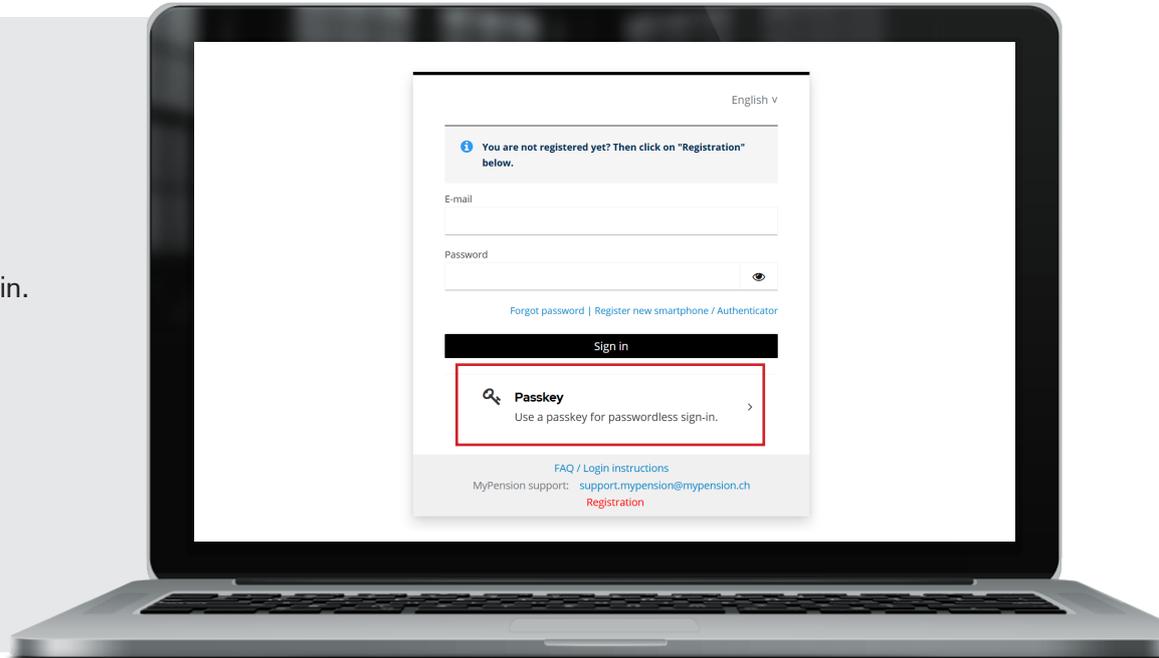


You are now logged into MyPension.

Login using a passkey

1

Select the «Passkey» option to log in.

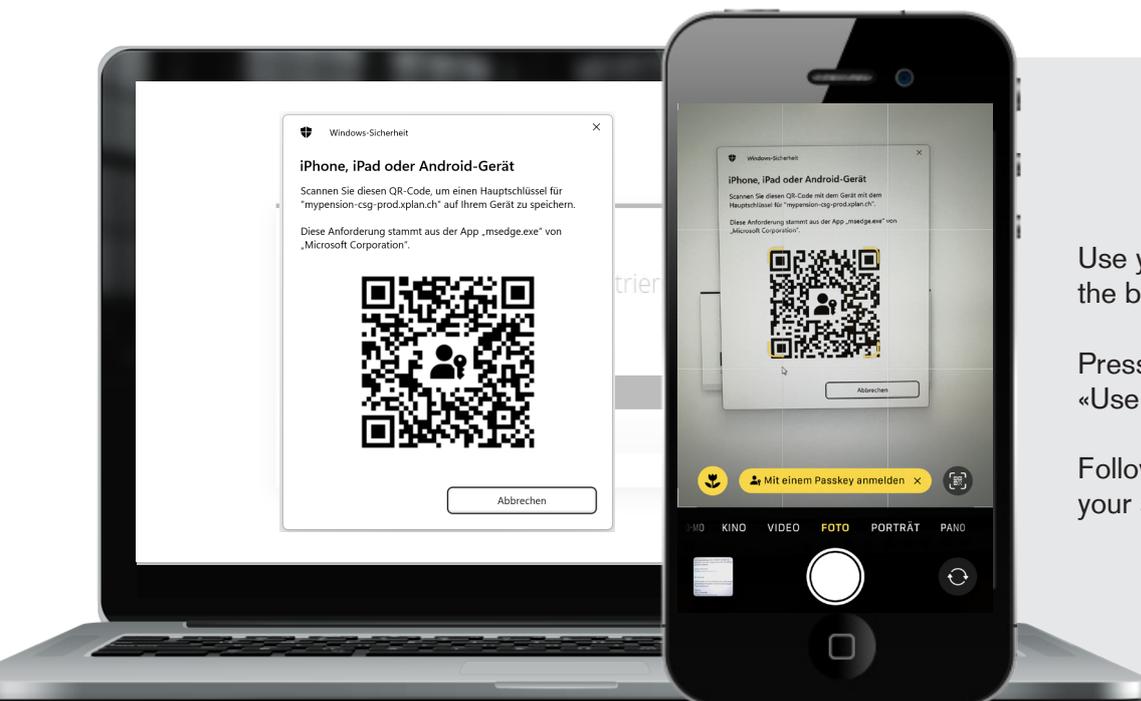


2

Use your smartphone to scan the barcode.

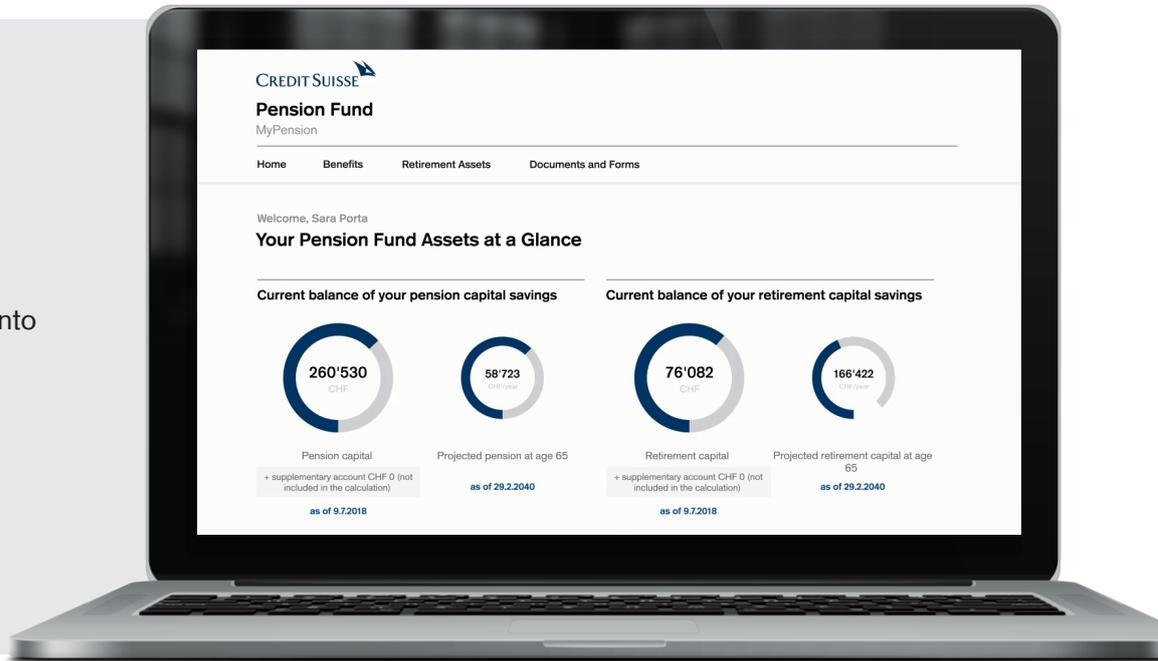
Press «Use a passkey to log in.»

Follow the instructions on your smartphone.



3

You are now logged into MyPension.



3. FAQs from MyPension Support

AHV or social security number

Use your 13-digit AHV or social security number.

E-mail address

Use the e-mail address from our informational e-mail for your first-time registration on MyPension. You can change your e-mail address in the «Edit profile» area of MyPension. In this case also change the e-mail on your smartphone (authenticator/passkey).

Problems with the authenticator app?

- Make sure the time synchronization option is activated on your smartphone/tablet (go to „Date and time“ in the settings to have the time set automatically).
- When you re-register, delete your old inputs in the app and re-scan the barcode.

Forgot password | New smartphone/authenticator

If you have forgotten your password, have a new smartphone or have to reset the authenticator, click on the corresponding link on the login screen. Your profile will be reset and you will need to re-register.

Passkey

A passkey lets you log in more simply using your fingerprint or facial recognition. Your biometric data are stored in your smartphone.

Add passkey

You can add or delete a passkey on MyPension under «Edit profile».

If you have any other questions, please contact MyPension Support:

support.mypension@mypension.ch