
Key points on eSurvey

1. The SNB's online reporting system

eSurvey is the Swiss National Bank's online reporting system via which institutions submit statistical data as well as documents in connection with the SNB COVID-19 refinancing facility (CRF) to the SNB.

2. Security

2.1. SSL encryption

With eSurvey, data is transmitted via a secure channel (https). SSL encryption ensures that the recipient of the reports is the SNB and that they cannot be viewed by third parties.

2.2. Two-factor authentication

Access to a personal eSurvey account is secured via two-factor authentication using an mTAN process. This also enables account holders to reset a forgotten password themselves at any time.

An email address and a mobile phone number must be provided for this two-factor authentication. Unless the information provided on login has already been provided to the SNB for other purposes, the SNB will use your mobile phone number exclusively for the mTAN process. It will not be used for queries or for any other purposes, and will also not be passed on to third parties. Furthermore, the number will not be visible to other individuals in the same company (such as administrators). This ensures that privacy is protected at all times, even if personal mobile phone numbers are used.

3. Account types

3.1. Executive management account

Institutions required to report data for the first time, as well as those that are not yet using the user administration function or no longer have any active users with administration rights, are given a temporary 'executive management account'. Executive management receives the initial login details to eSurvey from the SNB and uses these to set up the administration accounts in eSurvey. They then pass the initial login details on to the administrators. As soon as the administrators have completed the registration of their accounts, the executive management account is deleted. Reports cannot be submitted using the executive management account.

3.2. Administration account

eSurvey administrators at reporting institutions are appointed by the executive management of the institution in question, and should wherever possible have a workplace address in Switzerland or the Principality of Liechtenstein.

The administrators control access to eSurvey for their institution. To this end, they can create and manage users (standard accounts), and also manage the responsibilities allocated to users. Since they can allocate themselves responsibilities as well, they can also submit reports using their accounts.

The SNB informs administrators about all eSurvey or statistical matters by email.

Changes to administration accounts are made by the SNB. If administrators need to be removed or added, or if changes have to be made to an administrator's contact data, the corresponding information should be sent by an administrator to esurvey.support@snb.ch.

3.3. Standard account

Users are set up with standard accounts by administrators. They can use the functions for the CRF mailbox and/or for the surveys allocated to them. Specifically this means they can submit reports for the relevant surveys as well as send and receive messages in connection with the CRF.

The SNB informs standard account users by email about all eSurvey and statistical matters relating to the surveys for which they are responsible.

New users receive their initial login details from the eSurvey administrators.

4. eSurvey functions

eSurvey includes functions for submitting statistical reports and a CRF mailbox via which documents in connection with the CRF can be uploaded or received. In the user

administration, administrators can create, change and delete contacts, apply for eSurvey accounts, and manage responsibilities.

4.1. Functions for submitting statistical reports

eSurvey provides a range of functions to support users in submitting their statistical data:

‘Reports’

eSurvey provides users with an overview of the reports and their corresponding deadlines for the surveys for which they are responsible as data providers. The relevant survey documents can be downloaded here. Using the submission function, valid reports can be submitted in the available formats and web tables edited.

‘XML batch reports’

Batched reports for coordinates-based surveys can be submitted together in a single XML file under XML batch report’.

‘Comments & documents’

Supplementary comments on reports and other documents in connection with statistical reports can be sent using this function.

‘Understanding and testing surveys’

The functionalities of web tables and the associated XML and CSV formats for the CAS current account survey can be tested here.

4.2. Document exchange in connection with the CRF

Documents in connection with the CRF are exchanged via the CRF mailbox, which is subdivided by topic. The relevant topic can be entered when uploading a file. The SNB can also post messages to the mailbox.

This function is currently only available for forms regarding the submission of collateral and the drawing of the loan, as well as for sample data in connection with the CRF.

Further information on the CRF can be found [here](#).

4.3. ‘My profile’

A person’s profile contains an overview of their own contact details and responsibilities, as well as the contact details of the administrators responsible. The password and email address for two-factor authentication can also be changed here.

4.4. Functions for executive management

‘Create administration accounts’

Here executive management registers two new contacts who are to administer access to eSurvey. The temporary account for executive management will be deleted at a later date.

‘List of contacts’

The list of contacts shows an overview of all the contacts set up by executive management. Contacts can be created or changed and applications for administrator rights can be made.

4.5. Functions for administrators

‘User administration’

The user administration function allows administrators to manage access to eSurvey by creating contacts and eSurvey accounts themselves and managing the responsibilities for the submission of individual surveys or for the use of mailboxes.

‘List of contacts’

The list of contacts shows an overview of all the contact persons managed by the administrators. Contacts can be created, changed or deleted, eSurvey accounts applied for, and responsibilities for surveys and CRF mailboxes allocated and/or changed.

A contact can have a survey allocated to them as a data provider and/or information provider. A contact can also have a CRF mailbox allocated to them, making them the mailbox manager. Data providers and mailbox managers are given a standard account and receive the initial login details from their administrators.

Information providers do not need an account for eSurvey. However, they will be contacted by the SNB if there are any questions regarding the content of the survey.

Administrators can assign responsibilities to themselves.

Important

A company will only be able to meet its obligations to provide information via eSurvey and submit reports if the responsibilities for data providers have been properly allocated.

‘List of responsibilities’

Administrators can see here all of the surveys for which their companies are required to provide information, and which contact person has been allocated as data provider/information provider for which survey. They can also see the mailboxes and the users responsible for them.

5. Additional information

www.snb.ch, Statistics/Surveys/Information on reporting

www.snb.ch, Statistics/Surveys/Transmission of data files