

User Manual for end users

TÜV AUSTRIA Multi-factor authentication (MFA)

Quick Start Guide for external SharePoint access

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1 Purpose and scope

This user manual describes the simple handling of TÜV AUSTRIA multi-factor authentication (MFA).

1.1 Contact Person

Your TÜV AUSTRIA contact person is available as a contact for questions.

2 Gender declaration

For better readability, in this user manual personal names, which refer to women and men at the same time, are only given in the masculine form, i.e. e.g. "Users" instead of "users" or "users".

However, this is in no way intended to express gender discrimination or a violation of the principle of equality.

3 Description

3.1 General information

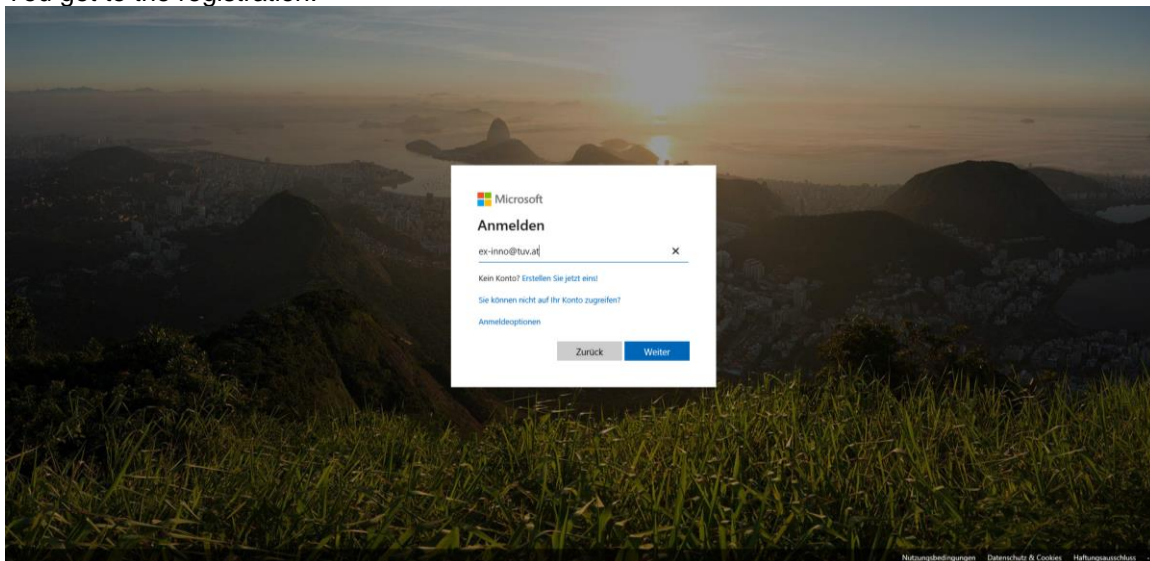
If you go to <https://www.tuv.at/mfa> you get to the registration page

3.2 Registration (first login)

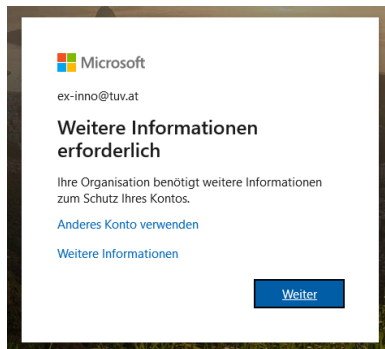
When entering for the first time, registration must be carried out by clicking on "Register user".



You get to the registration:



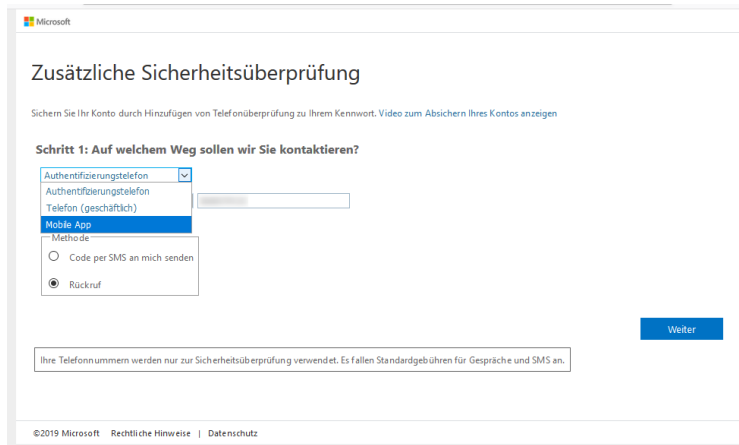
The user name that you received from your TÜV AUSTRIA contact person must be entered here and confirmed by clicking "Next".



Click on "Next" to set up MFA

There are three options for the additional security check:

- Authentication phone
- Business phone
- Mobile app

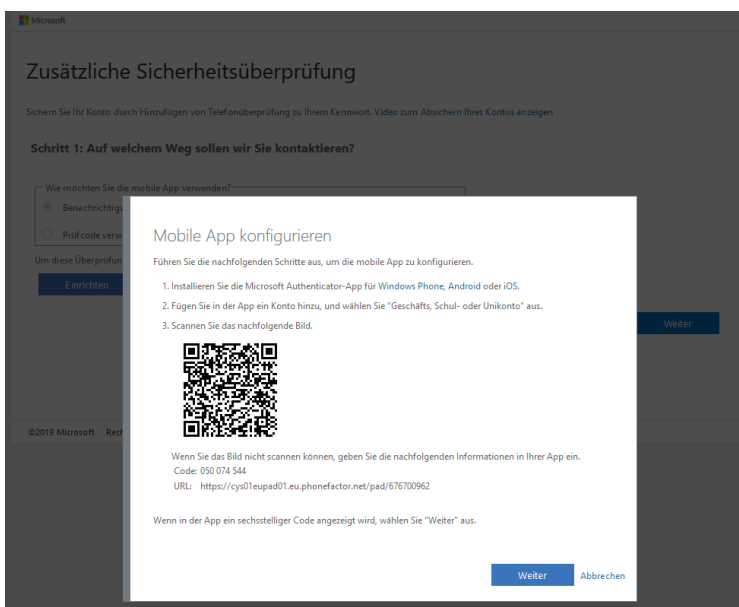


3.2.1 Mobile app Setup



Select "Mobile app" in the dropdown menu and click on "Setup".

A window with instructions and QR code opens:



First, the Microsoft Authenticator app must be installed on the smartphone.

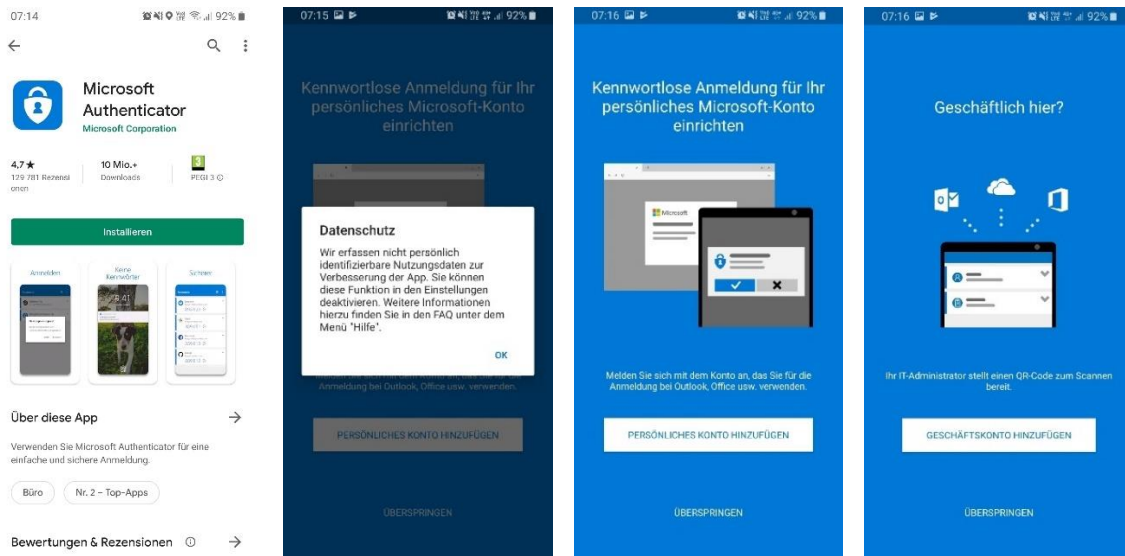


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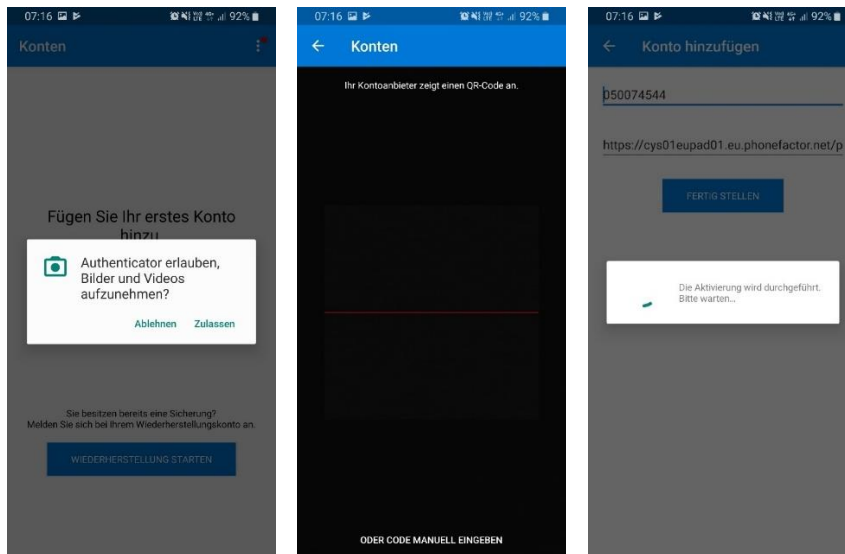
TÜV AUSTRIA GROUP



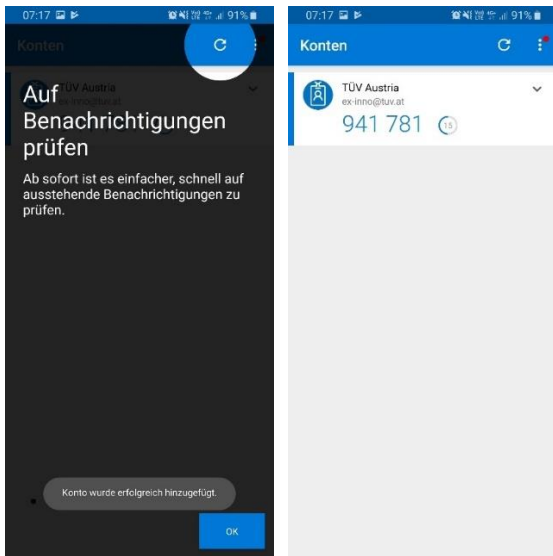
Install app on smartphone:



After installation, the data protection regulations must be accepted. Then select "SKIP" until "ADD BUSINESS ACCOUNT" appears, select it.

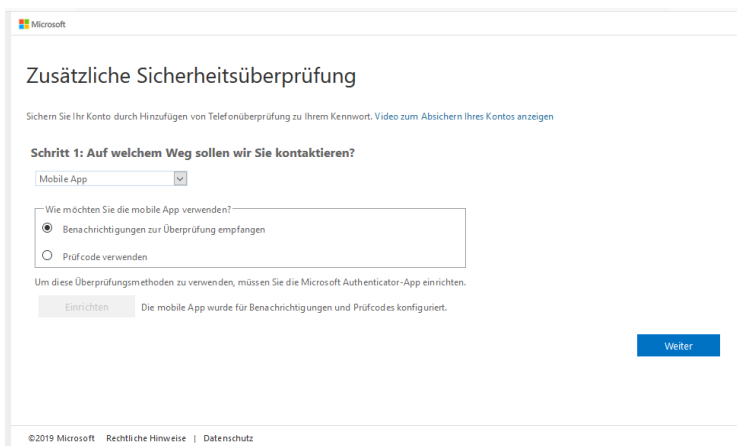
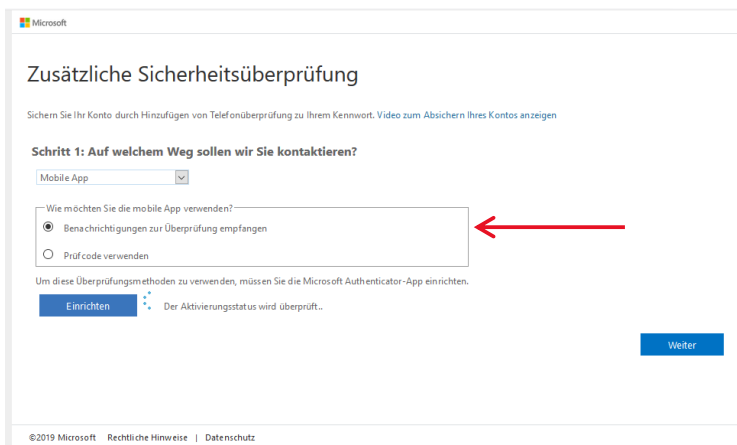


In order to scan the QR code, the app must be given permission to take pictures, then the QR code can be scanned - the activation is carried out automatically.



As soon as the account has been added, select "OK", the overview of the accounts is displayed.

Please select **"Receive notifications for verification"** here.



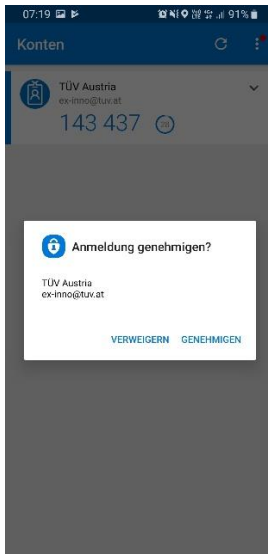
If the app is successfully configured on the smartphone, "The mobile app has been configured for notifications and verification codes."

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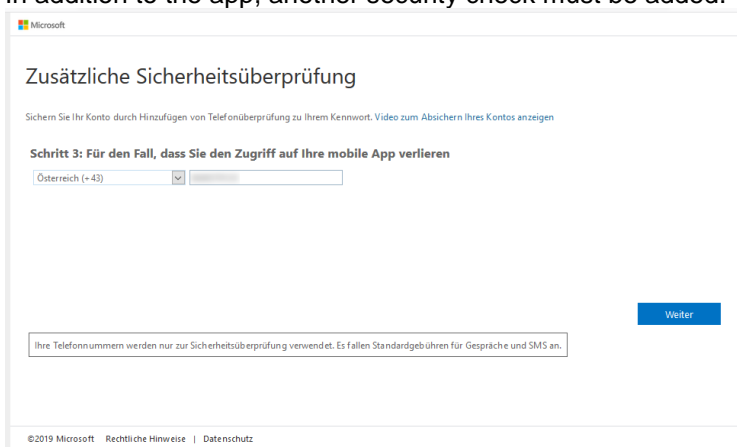


When you click "Next", a notification appears on the smartphone:

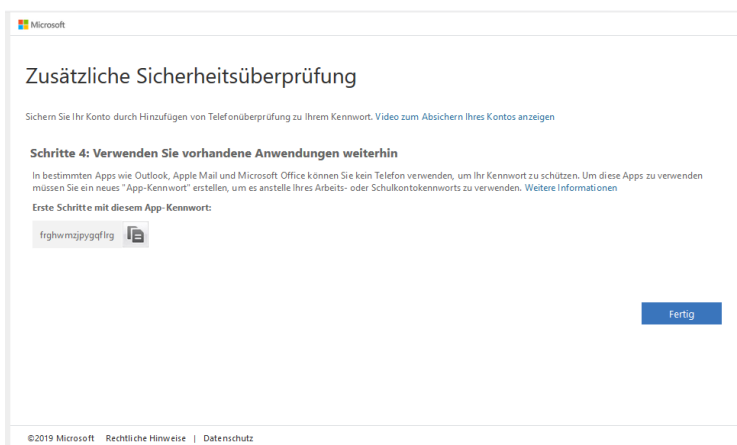


Select "APPROVE"

In addition to the app, another security check must be added.



A phone number must be stored here. Select the correct country code, enter the phone number without the leading "0" and click "Next". Please **do not use** a Skype / Lync number!

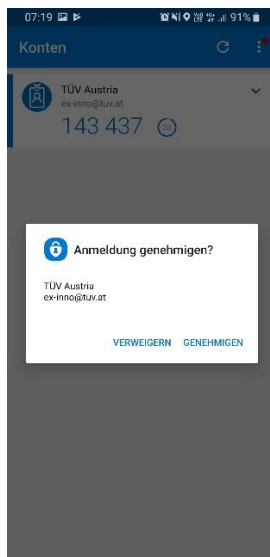


Click "Done" in step 4

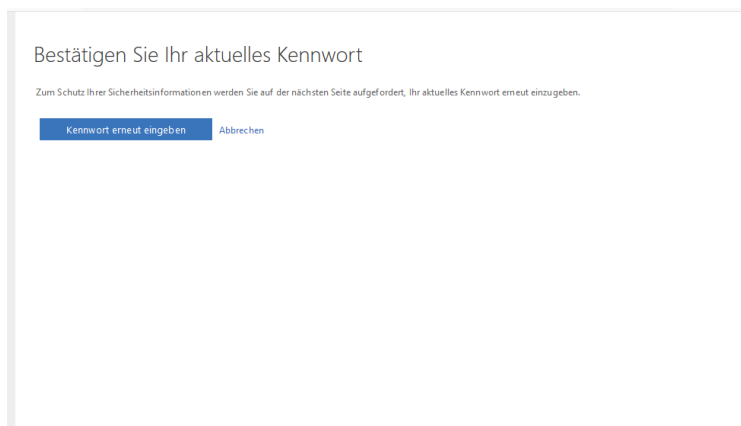
The window for confirming the registration request now appears:



This must be approved on the smartphone:



After confirmation, the current password must still be confirmed:

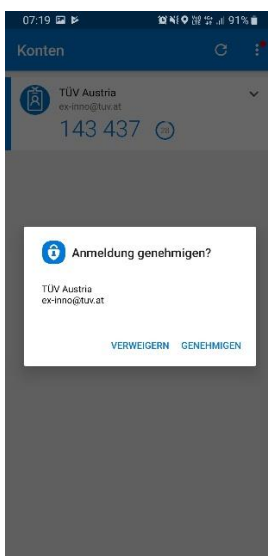


Click "Enter password again", the transfer to the TÜV ADFS page takes place:

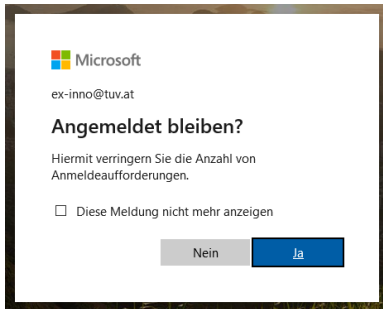


Enter your username and password and click on "Login".

This registration must be approved with the smartphone as before:



To reduce login requests, you can choose to remain logged in in:



The previously stored telephone number must also be checked at the end



To do this, click on "Check".



Please only select "Callback" here:

When you call back, you receive a call to the number entered and must confirm this with "#"

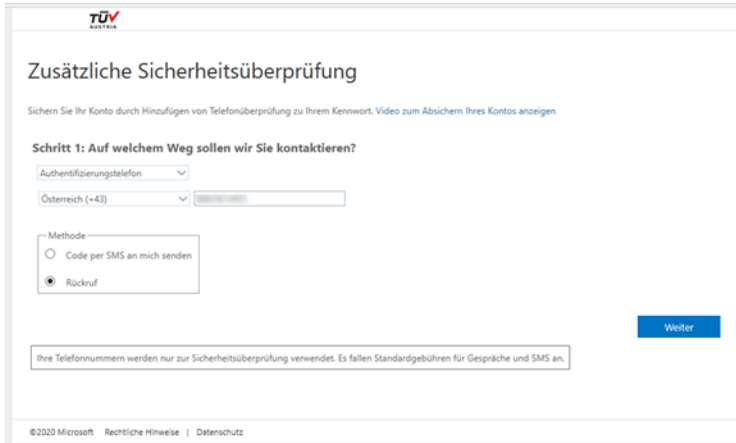
Then click on "Check".



The registration is completed by clicking on "Finish"!

3.2.2 Authentication phone setup

To set up an authentication phone, a phone number must be stored. Please **do not use** a Skype / Lync number!



Select the correct country code and enter the phone number without the leading "0".
When asked which method should be used, please only select "Callback".
Then click on "Next".

Callback method: You receive a call to the number entered and must confirm it with "#".

You get to the following page:



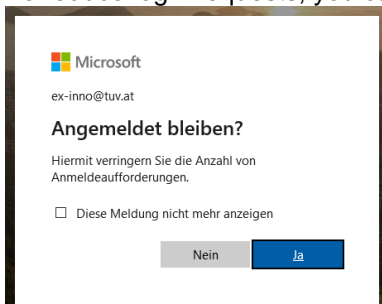
Click "Enter password again", the transfer to the TÜV ADFS page takes place:



Enter your email address and password and click on "Register"

This registration must be approved again:

To reduce login requests, you can choose to remain logged in.



The previously stored telephone number must still be checked at the end of the registration.



To do this, click on "Check".



Microsoft | ex-inno@tuv.at | ?

Verlieren Sie nicht den Zugriff auf Ihr Konto!

Bitte überprüfen Sie die unten stehende Nummer Ihres Authentifizierungstelefon.

Authentifizierungstelefon

Osterreich (+43)

SMS an mich Rückruf

Zurück

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Please only select "Callback" here.

When you call back, you receive a call to the number entered and must confirm this with "#".



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Verlieren Sie nicht den Zugriff auf Ihr Konto!

Vielen Dank. Wir werden die nachfolgenden Informationen zur Wiederherstellung Ihres Kontos verwenden, falls Sie Ihr Kennwort vergessen. Klicken Sie auf "Fertig", um diese Seite zu schließen.

Authentifizierungstelefon ist auf +43 festgelegt. Ändern

Fertig stellen Abbrechen

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The registration is completed by clicking on "Finish"!

Registration (after registration)

Log on to the login page with your username and password:



3.2.3 Registration "Mobile app"

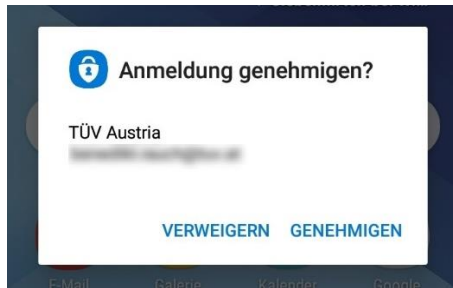
After entering the access data, the following display appears



You receive a notification on your smartphone:



After selecting the notification, the following appears:



The registration is confirmed by selecting "AUTHORIZED".

3.2.4 Registration "Authentication phone"

Call method:



Aus Sicherheitsgründen sind weitere Informationen erforderlich, um Ihr Konto (vorname.nachname@tuv.at) zu überprüfen.

Ihr Anschluss wird angerufen. Nehmen Sie den Anruf entgegen, um den Vorgang fortzusetzen.
+xx xxxxxx

...

Eine andere Überprüfungsoption verwenden

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You receive a call, which you confirm by entering "#" and thus confirms the registration.