User Manual
for End User

TÜV Austria MFA
(Multi-Factor Authentification)

Quick Start Guide

	Name	Date
Created	Benedikt Rauch	07.01.2020
Reviewed	Peter Braatz Roman Petritsch	see SharePoint
Released	Hans-Peter Feldner	see SharePoint

User Manual	
TÜV AUSTRIA Gruppe	

Table of content

1   Purpose and Scope

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

This manual is used in all companies of the TÜV AUSTRIA Group. The procedure described in the description must be followed.

1.1   Contact persons

The primary contact for general questions is the Group IT Service Desk, available at extension 6050. The colleagues from the Group IT infrastructure are available for further questions.

2   Responsibilities

Systemresponsible IT

Process owner and hence responsible for:
   ✔   Creation, approval and maintenance of this user manual
   ✔   Initial distribution and training

IT-QMB
✔   Check for QM compliance   ✔   Check the document for correct implementation
Teamresponsible IT
✔   Check for applicability
Areamanager IT
✔   Approval of this user manual

3   Abbreviations and Definitions

MFA
Multi-Factor Authentification

4   General

4.1   General information

For security reasons, registration outside the TÜV-Austria network is done via TÜV Austria MFA. When you access the innovatuv.tuv.at page, you get to the registration page:

4.2   Registration (first access)

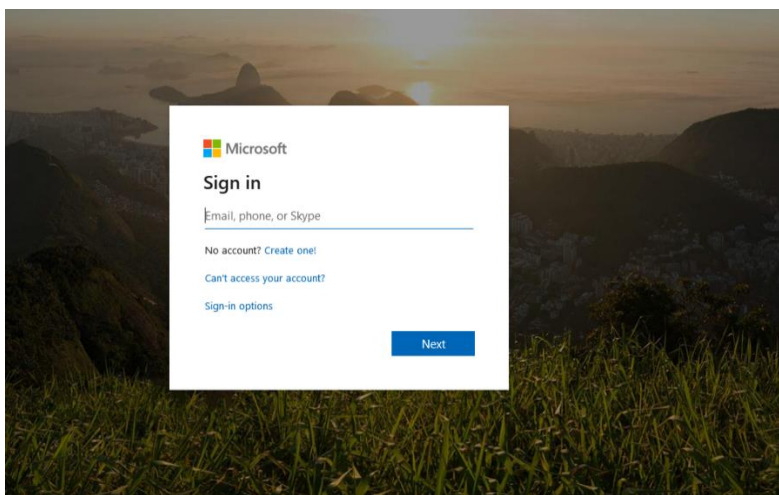When accessing for the first time please navigate to the following website:

https://en.tuv.at/mfa

..and click on "user registration". (highlighted yellow below)

For further steps of initial registration please click on "here" in the marked area:

You get to the registration page:
The username (your provided email-address) must be entered in the box "e-mail address" and confirmed by clicking on "Next". For further information see Appendix 5.1.

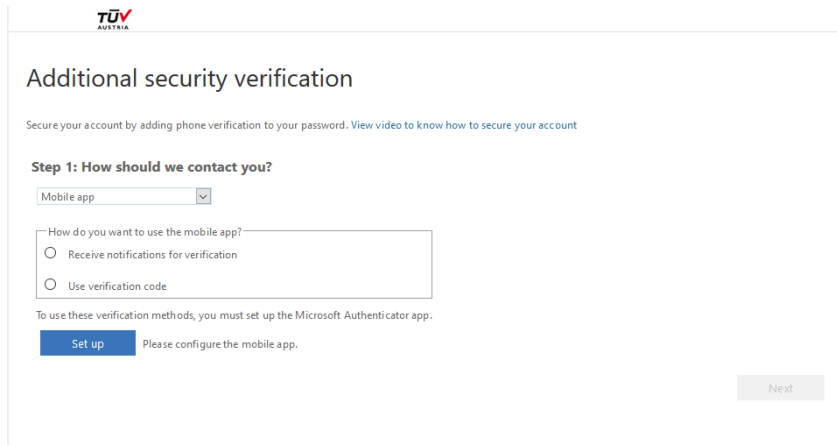After Redirection to organisational account sign in, Please insert the provided (TUEV logon) password:
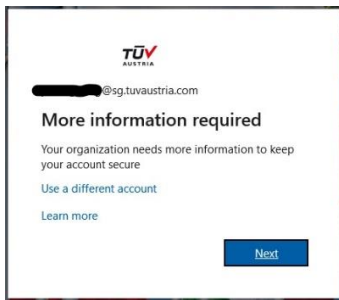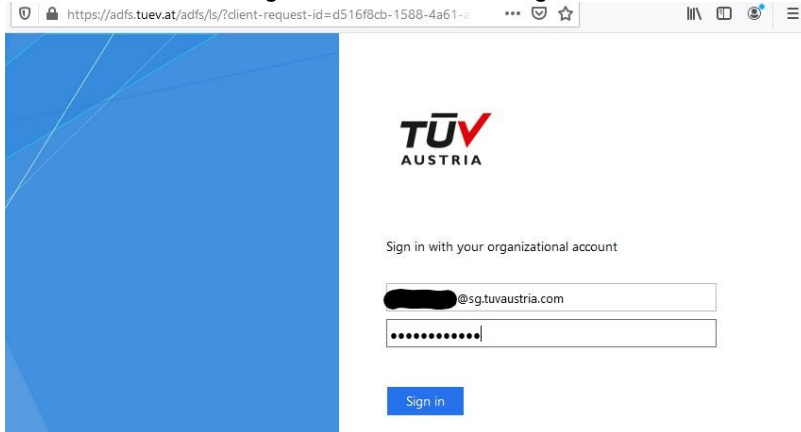
Click on "Next" to set up MFA

There are three options for the additional security verification:
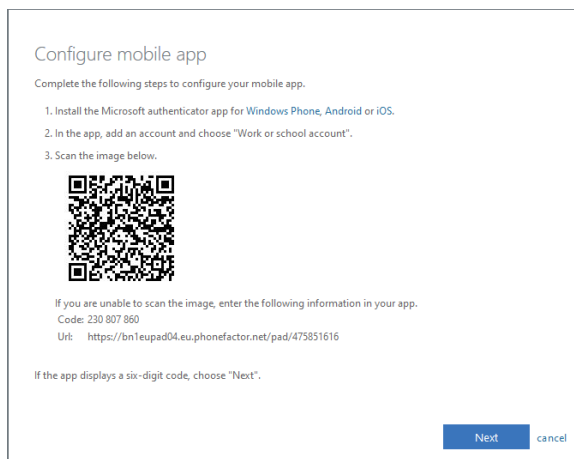Authentication phone, office phone and mobile app
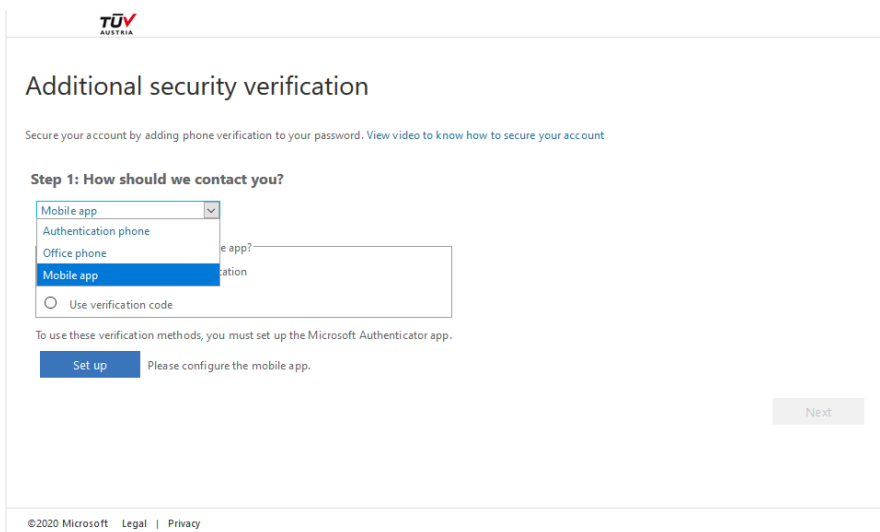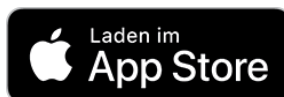
4.2.1   Set up „Mobile App"

Select "Mobile App" in the dropdown menu and click on "Set up".
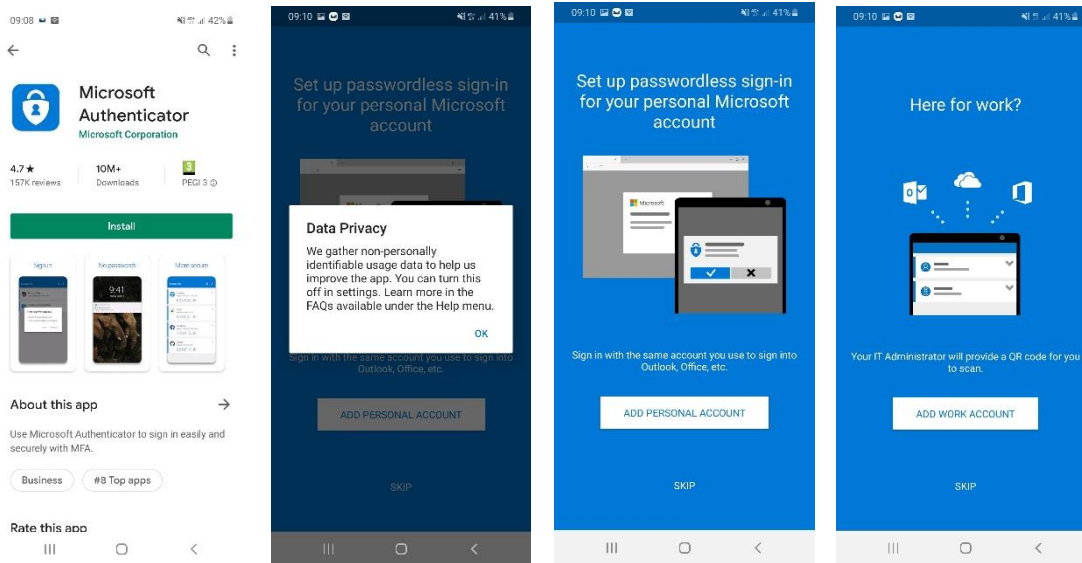

A window with instructions and QR code opens:

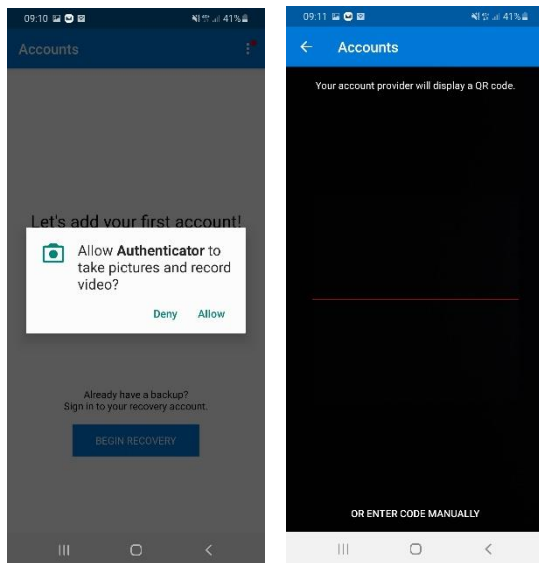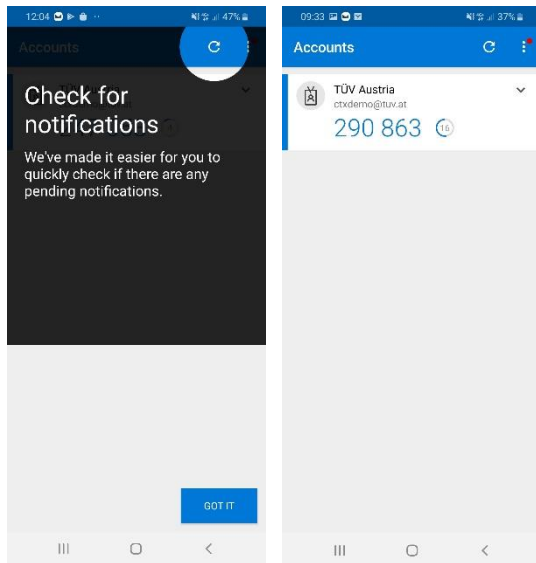First, the Microsoft Authenticator app must be installed on the smartphone.

After installation, the data protection regulations must be accepted.
Then select "SKIP" until "ADD WORK 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.
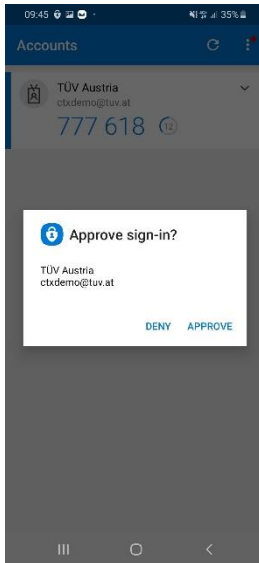
As soon as the account has been added, select "GOT IT", the overview of the accounts is displayed.
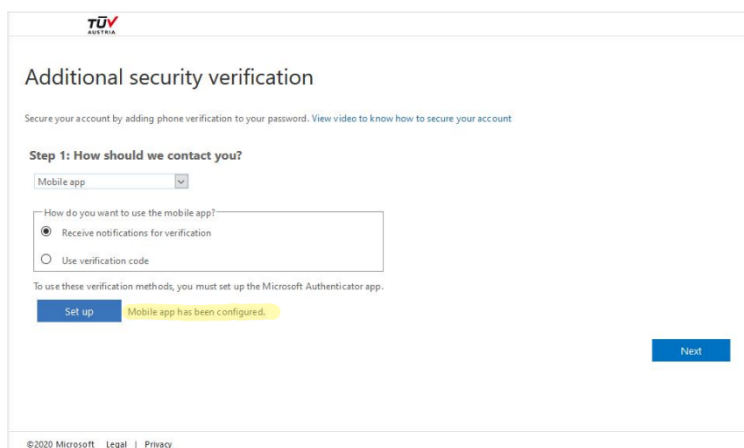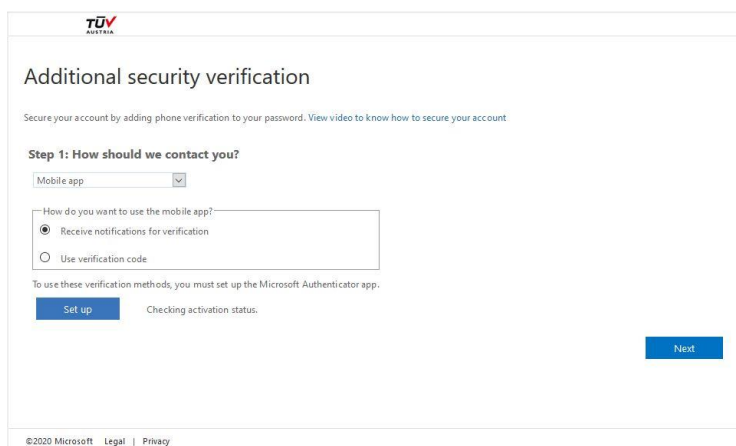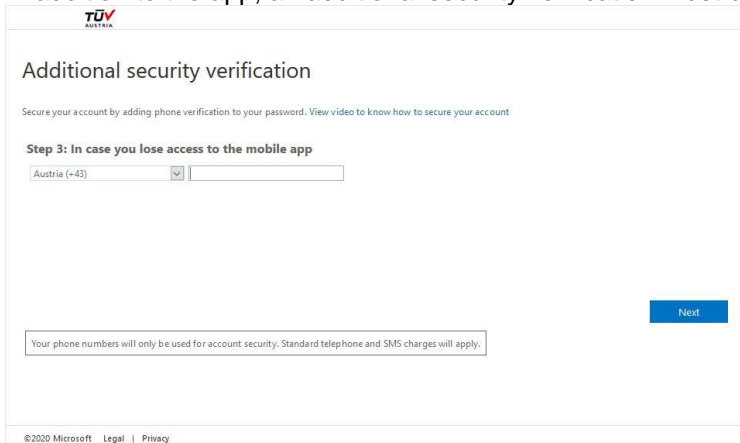

If the app is successfully configured, it displays, " Mobile app has been configured.".

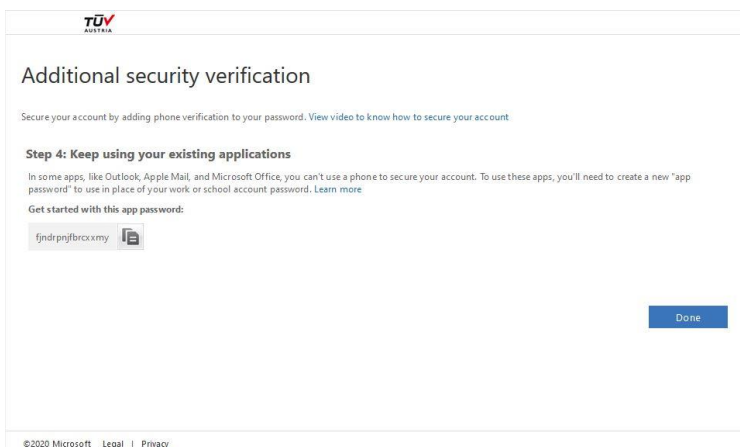When you click "Next", a notification appears on the smartphone:

Click „APPROVE"

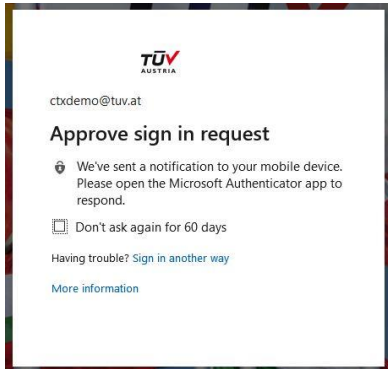In addition to the app, an additional security verification must be added.

A phone number must be filled in. Select the correct country code, enter the phone number without the leading "0" and click "Next".
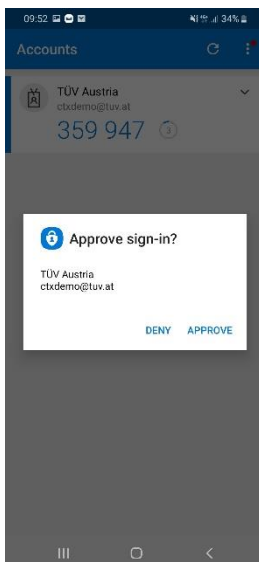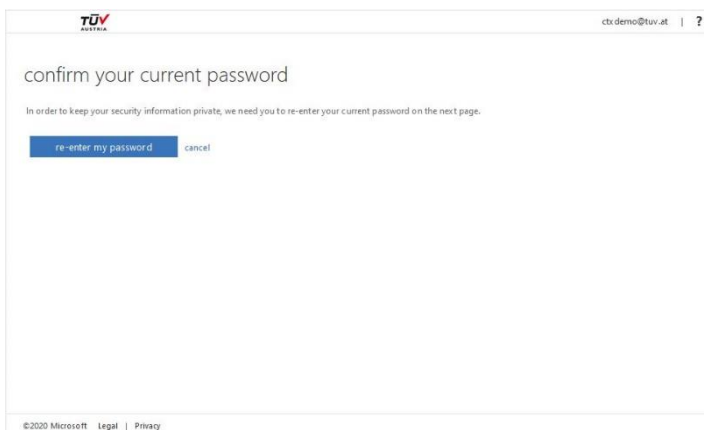

Click "Done" in step 4

The window for confirming the registration request now appears:

This must be approved on the smartphone:

After confirmation, the current password must be confirmed:

Click "re-enter my password ", the transfer to the TÜV ADFS page takes place:

Enter your username and password and click on "Sign in".
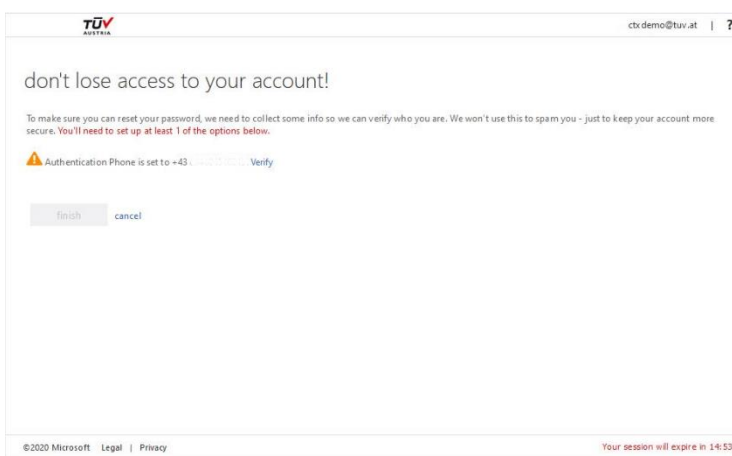
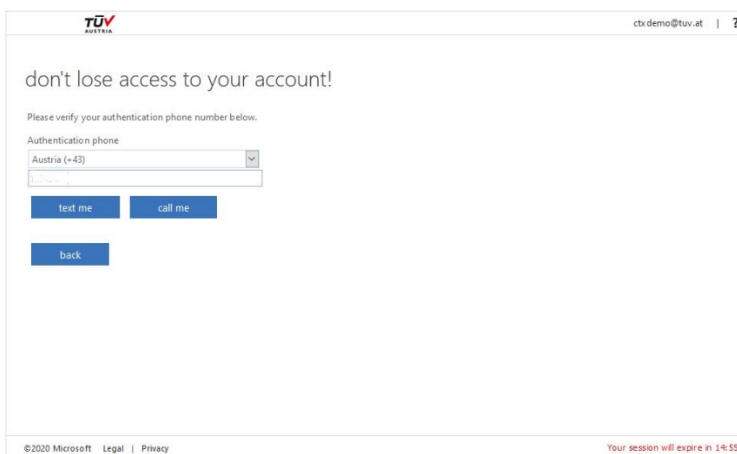This registration must be approved with the smartphone as before:
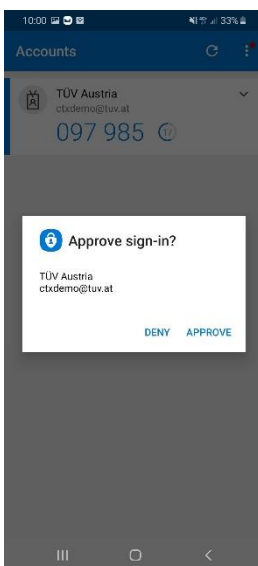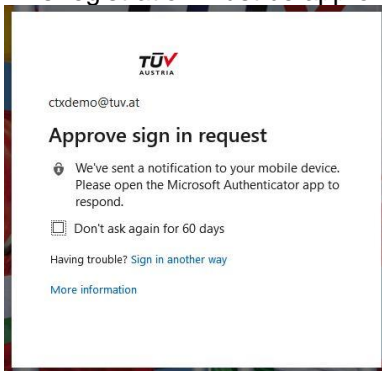
To reduce login requests, you can choose to stay logged in:

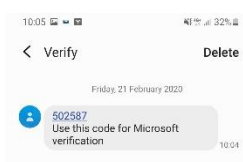The previously stored telephone number must also be checked at the end:

To do this, click on "Verify".

Here you can choose between "text me" or "call me":
When you chose "call me", you receive a call to the number entered and must confirm it with "#".
If you select "text me" you will receive a code.

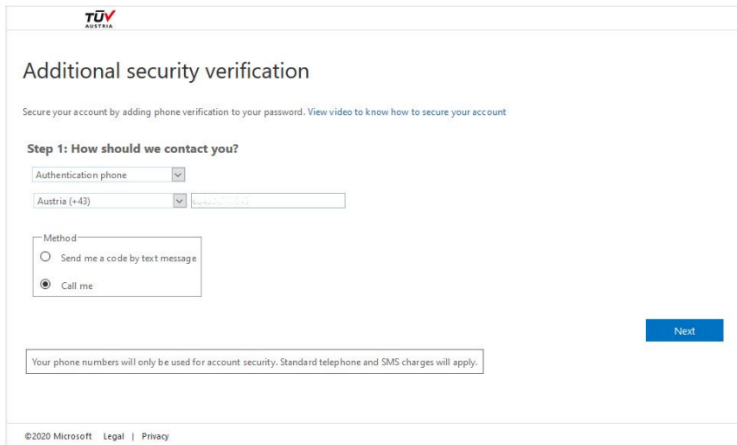This code must be entered in the corresponding box.

Then click on "verify".

The registration is completed by clicking on "finish"!

4.2.2 Setup „ Authentication Phone "

To set up an authentication phone, a phone number must be stored.

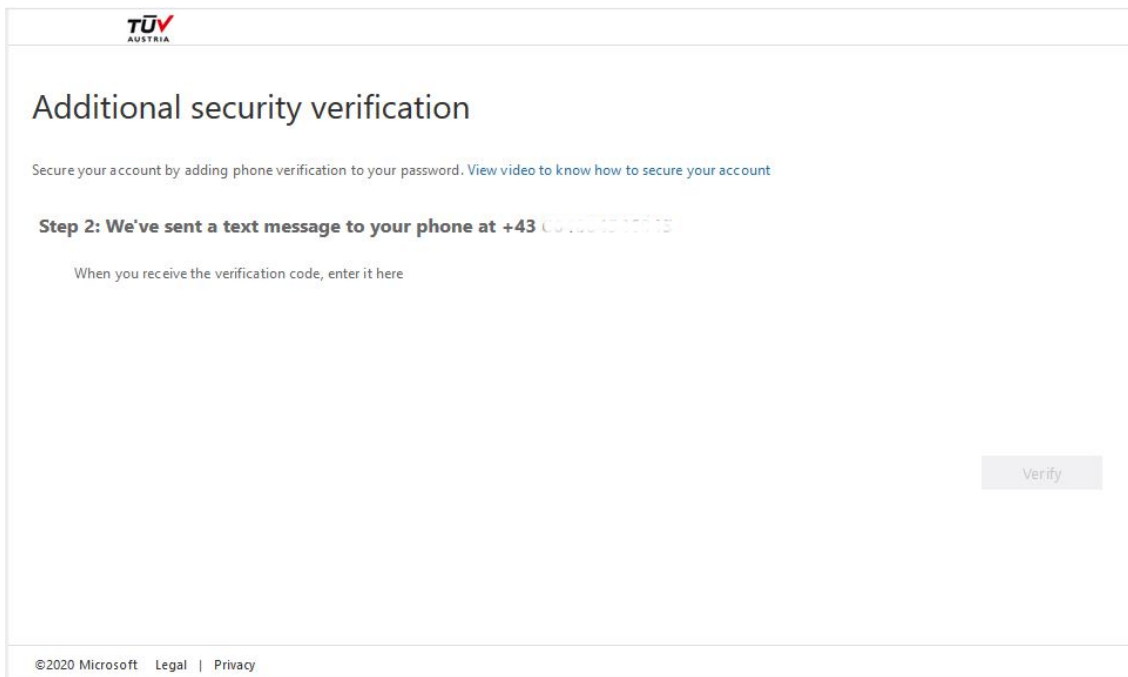Select the correct country code and enter the phone number without a leading "0".
You can also choose which method to use:
- Send me a code by text message
- Call me

After selecting the method, click on "Next"

"Call me" method: You receive a call to the entered number and must confirm it with "#".
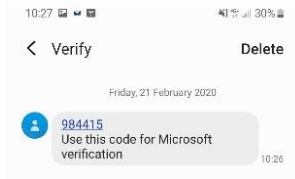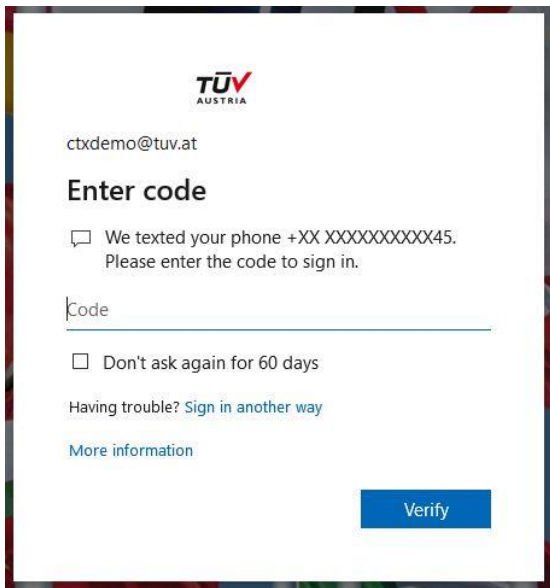
Method "Code via text message":

You will receive a text message with a code:
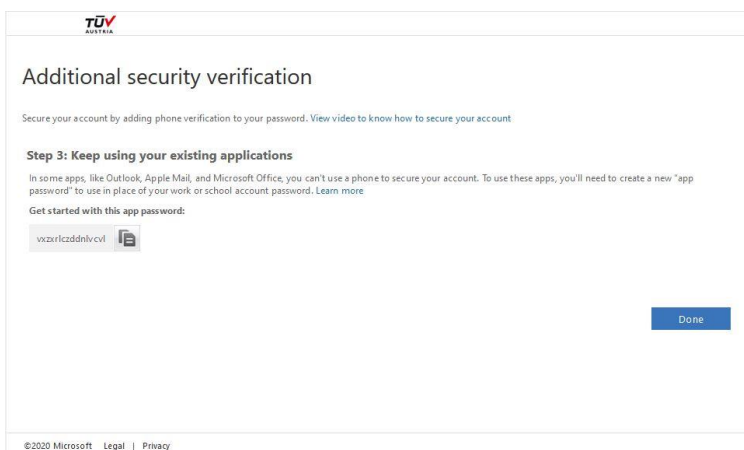
This must be entered in the corresponding field and then click on "Verify".

Click "Done" in step 3.

You will receive a text message with a code:

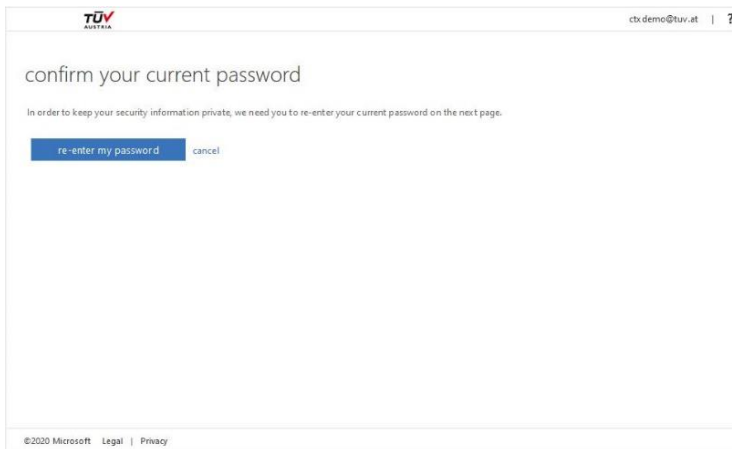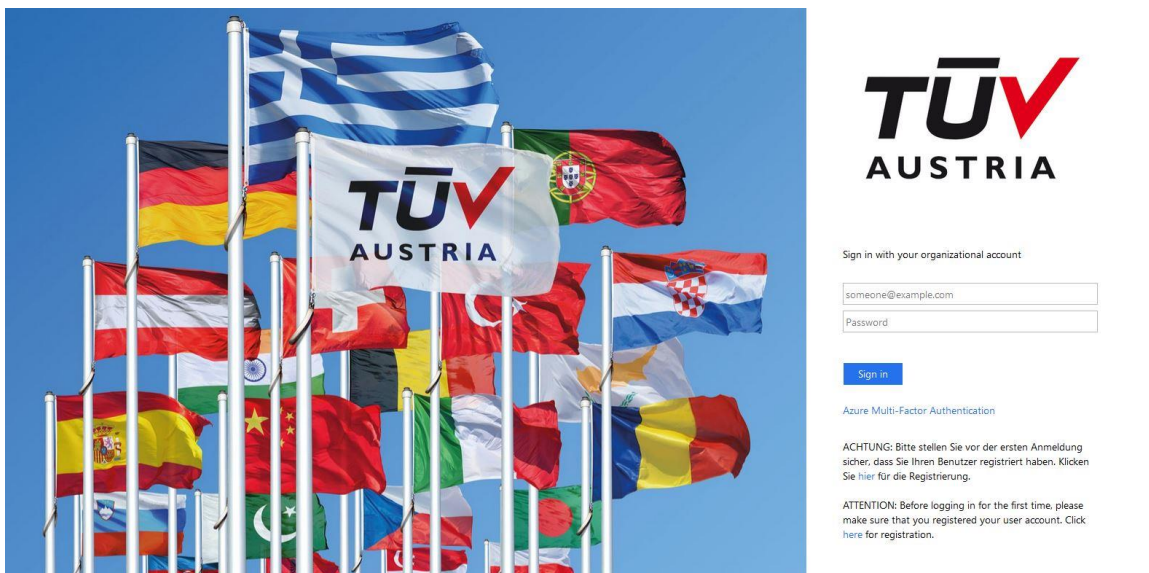This must be entered and then click on "Verify".
You get to the following page:

Click "re-enter my password", the transfer to the TÜV ADFS page takes place:
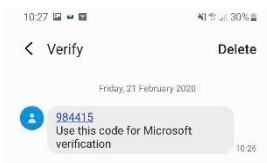

Enter your email address and password and click on "Sign in"

This registration must be approved again:
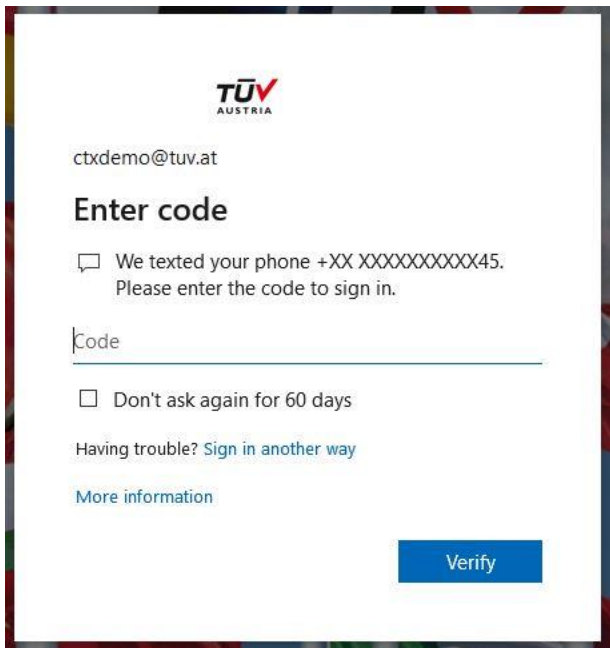
You will receive a text message with a code:

This must be entered and then click on "Verify".

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

The previously stored telephone number must still be checked to complete the registration.
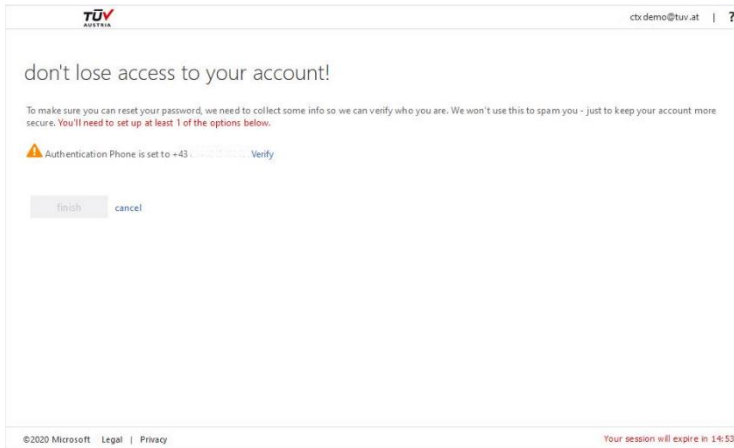
To do this, click on "Verify".

Here you can choose between "text me" or "call me".
When you chose "call me", you receive a call to the number entered and must confirm it with "#".
If you select "text me" you will receive a code.

This code must be entered:

Then click on "Verify".

The registration is completed by clicking on "finish"!

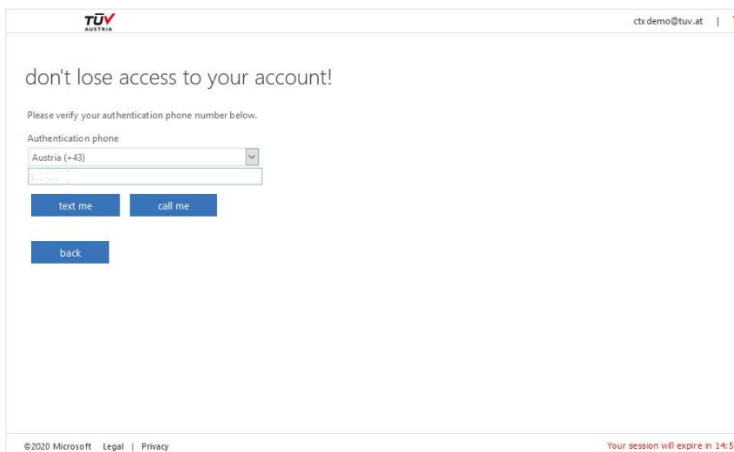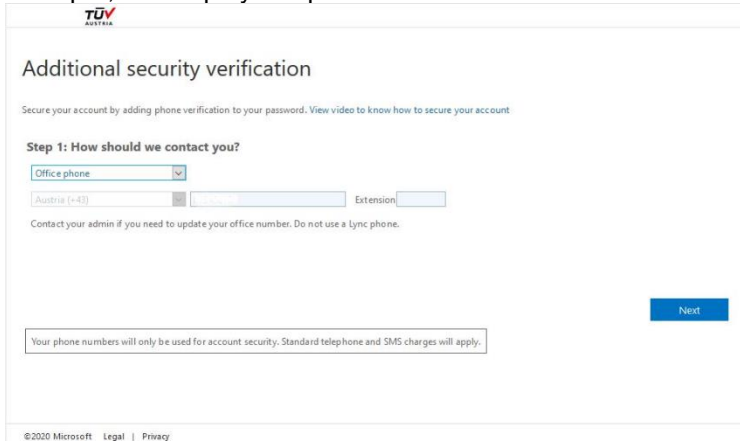### 4.2.3   Setup „Phone (Business)"

This option can only be used by employees **if the following two conditions** are met:
- The office phone number must be stored in the **employee's user account**
- The employee must have a **physical phone (no Skype, Lync, etc.)**

In step 1, the employee's phone number is filled in automatically. This cannot be changed by the employee:

Click "Next" to confirm.

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

You reach step 3:

Click "Done" in step 3.

To complete this registration, the number must be checked by clicking on "Verify".

Here you choose "Call me"
You receive another call to the number entered and must confirm it with "#".
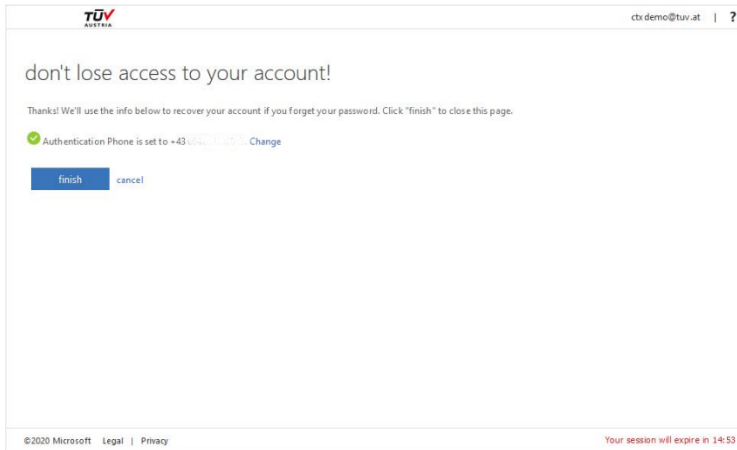
The registration is completed by clicking on "Finish"!

4.3 Login (after registration)

Register on the registration page with your username (see appendix username) and password:

4.3.1 Login „Mobile App"

After entering the access data, the following display appears

You receive a notification on your smartphone
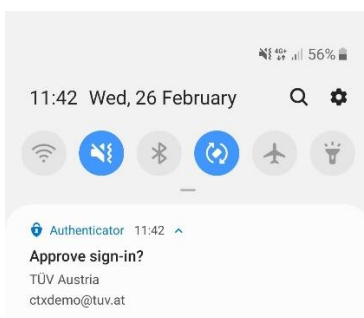
After selecting the notification, the following appears:
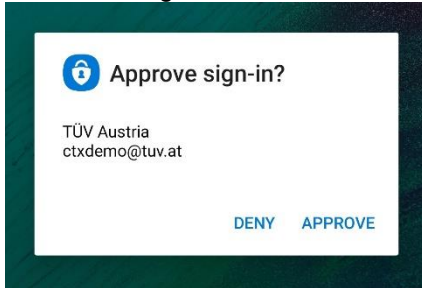
The selection is confirmed by selecting "APPROVE"

4.3.2 Login „Authentificationphone"

Method SMS:
After entering the access data, the following display appears

You will receive a PIN via SMS, which you must enter in the corresponding field.
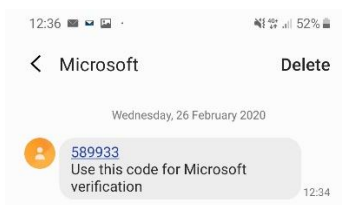
By clicking on "Sign in" the registration is confirmed.

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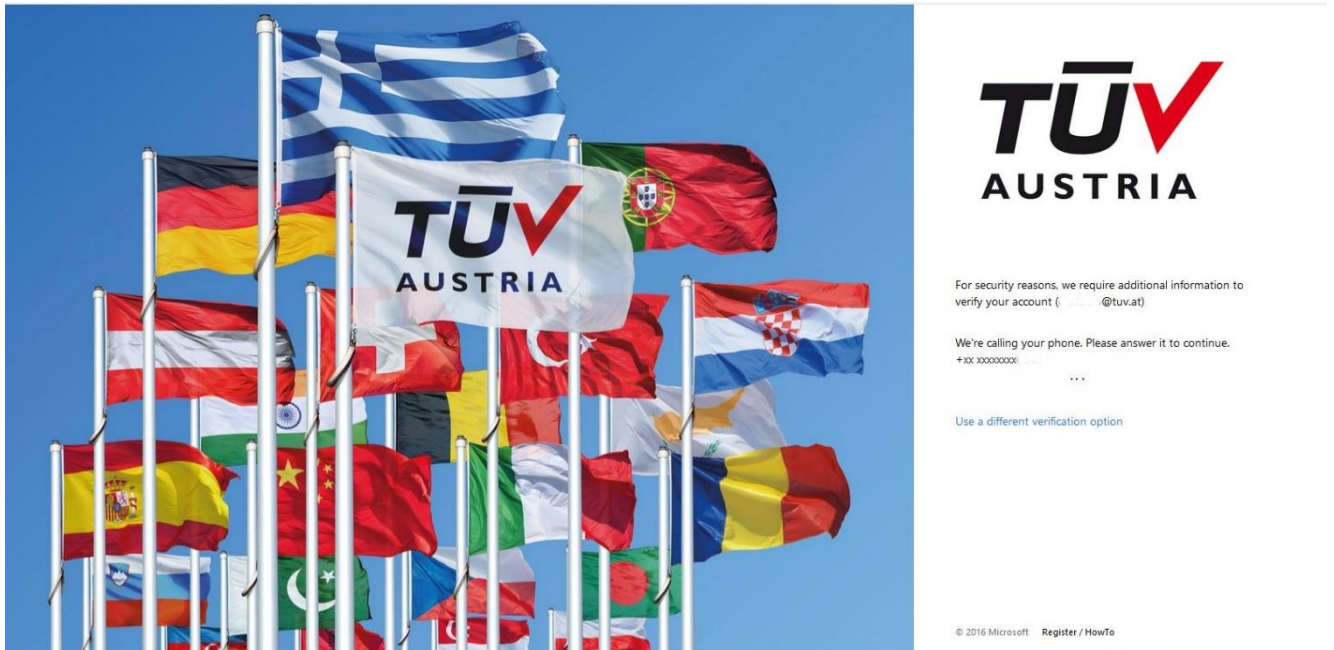
You receive a call, which you confirm by entering "#" and thus confirms the registration.

4.3.3 Login „office phone"

After entering the access data, the following display appears
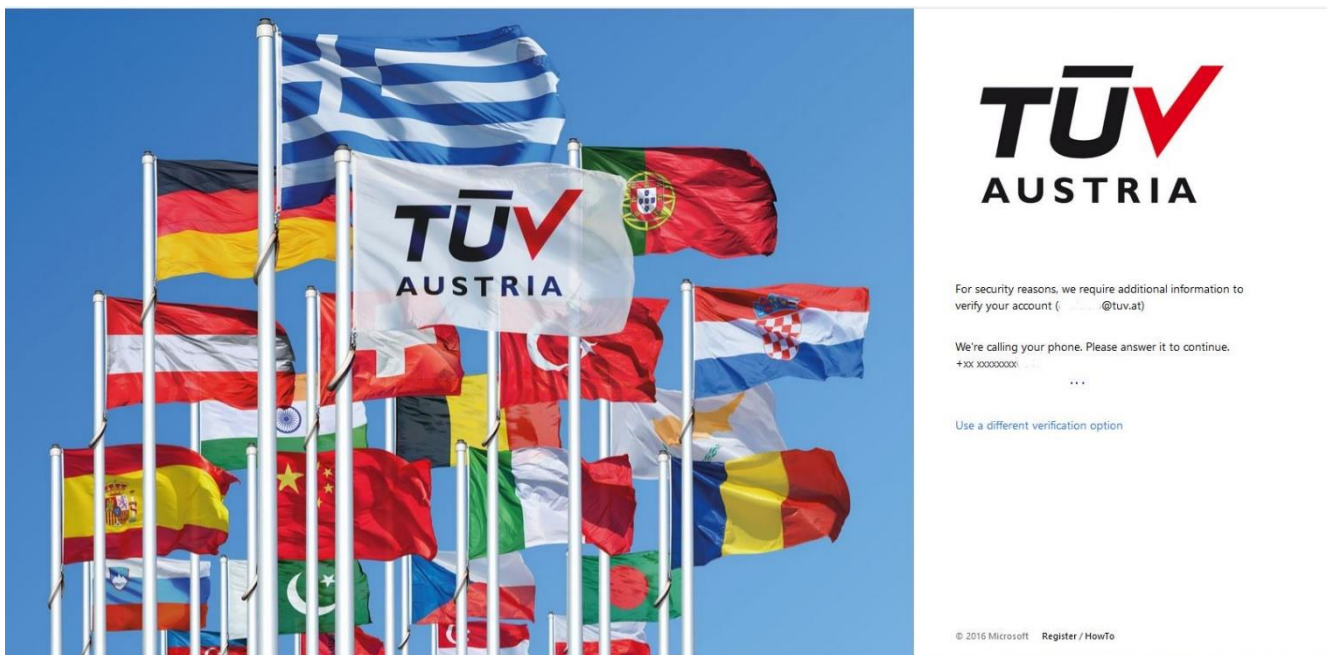
You receive a call, which you confirm by entering "#" and thus confirms the registratio

5 APPENDIX

5.1 Login Data for the Multi-Factor-Authentication

- Username: firstname.lastname@tuv.at
  Password: General TÜV Password (=Windows-Password)

  Applicable for employees of the following companies:
  TÜV AUSTRIA HOLDING AG, TÜV AUSTRIA SERVICES GMBH, TÜV AUSTRIA AKADEMIE GMBH, TÜV AUSTRIA AUTOMOTIVE GMBH, TÜV AUSTRIA BELGIUM NV, TÜV AUSTRIA CERT GMBH; TÜV AUSTRIA DEUTSCHLAND GMBH; TÜV AUSTRIA HELLAS LTD.; TÜV AUSTRIA ROMANIA S.R.L.; TÜV AUSTRIA SCHWEIZ GMBH; TÜV AUSTRIA TURK Ltd.; TÜV TRUST IT TÜV AUSTRIA GMBH;

- Username: firstname.lastname@tuv.at
  Password: General TÜV Password (= e.g. Sharepoint, innovatüv)

  Applicable for employees of the following companies:
  TÜV AUSTRIA Azerbaijan LTD.; TÜV AUSTRIA CYPRUS LTD.; TÜV AUSTRIA Czech s.r.o.; TÜV AUSTRIA INDIA LTD.; TÜV AUSTRIA ITALIA – Blu Solutions s.r.l.; TÜV AUSTRIA – JINHUA; TÜV AUSTRIA SERVIS d.o.o.; TÜV AUSTRIA (Shanghai) Co. LTD.; TÜV AUSTRIA SILA KALITE; TÜV AUSTRIA Tecnotest GmbH, TÜV AUSTRIA TVFA Prüf- und Forschungs GmbH, AD Qualitas S.A., APICE SRL; BQS Betriebsqualitätssicherungs GmbH; ICEPI S.P.A.; Ingenieurbüro Moser GmbH; MetaLOGIC NV – TÜV AUSTRIA Group; QTEC-Qualynspect LDA; SPP Handelsges.m.b.H.; STANDARDS & COMPLIANCE LTD. VCK Betonschutz + Monitoring GmbH

- Username: firstname.lastname@tpa-kks.at
  Password: General TÜV Password (=Windows-Password)

  Applicable for employees of the following companies: TPA KKS GmbH

- Username: firstname.lastname@schreinerconsulting.com
  Password: General TÜV Password (=Windows-Password)

  Applicable for employees of the following companies: TÜV AUSTRIA Schreiner Consulting GmbH

- Username: firstname.lastname@tuv-austria.com
  Password: General TÜV Password (=Windows-Password)

  Applicable for employees of the following companies: TÜV TRUST IT GMBH Unternehmensgruppe TÜV AUSTRIA

- Username: lastname@spieth-kks.de
  Password: General TÜV Password (=Windows-Password)

  Applicable for employees of the following companies: Spieth Kathodischer Korrosionsschutz GmbH

- Username: firstname.lastname@sg.tuvaustria.com
  Password: General TÜV Password (=Windows-Password)

  Applicable for employees of the following companies: TÜV AUSTRIA SINGAPORE PTE. LTD.

6 Directory of Changes

The following list provides an abbreviated overview of the changes made over time in the respective QM document.

Revision	Datum	Change	Training
1	07.01.2020	Creation of the document	no
02/2020	20.02.2020	Revision of the document to QM specifications	no