



Guide to Enabling  
Multi-Factor-Authentication in the  
Sage DPW Customer Portal



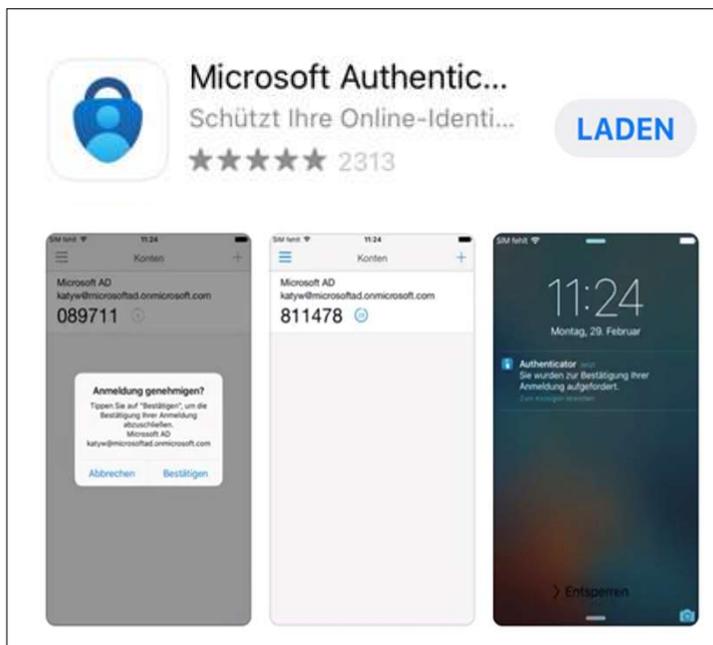
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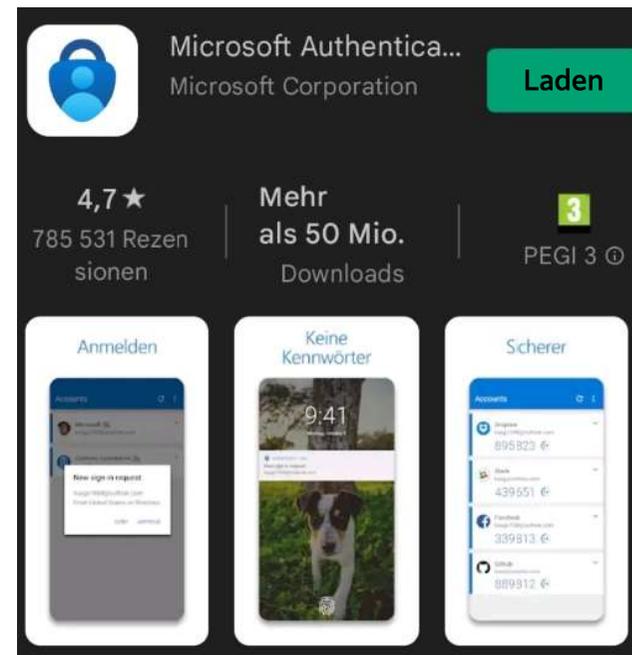
## Installing the Microsoft Authenticator app

- The Microsoft Authenticator App can be downloaded and installed via the Apple App Store (iPhone)  or via the Google Playstore (Android). 

Apple App Store (iPhone):



Google Playstore (Android):

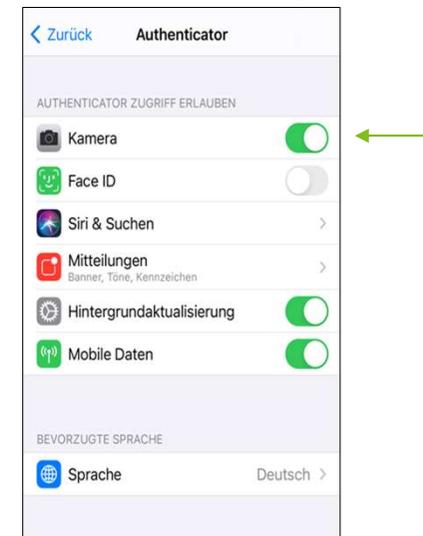


# Checking the smartphone settings (iPhone)



## Checking Smartphone Settings - Camera Access

- After downloading, make sure that the camera feature is enabled for the Authenticator app.
- To do this, first navigate to the settings of your iPhone.
- Now search for the Authenticator app in the settings of your smartphone and make sure that the camera function is enabled for the app.
- Turn on "Settings" > "Authenticator" > Turn on camera option

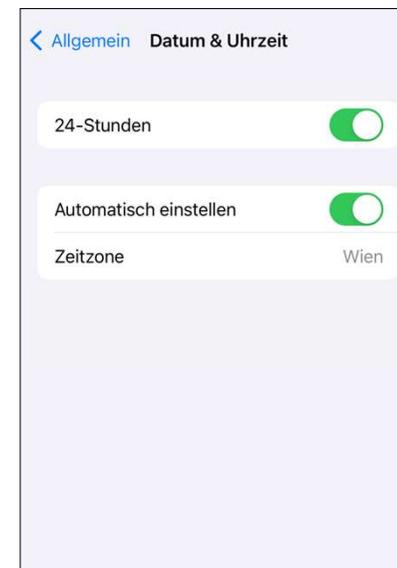
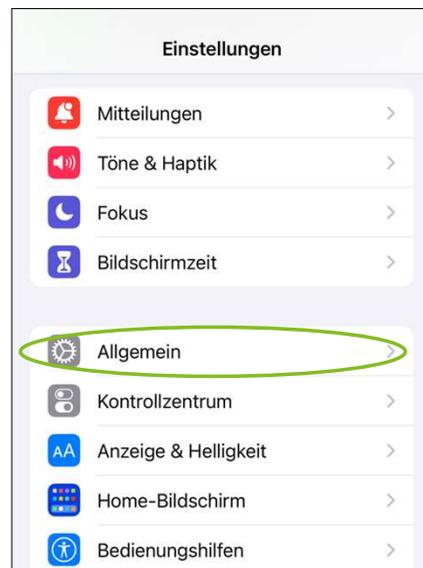


## Checking smartphone settings – time setting

- Please check your time setting on your smartphone before creating an account in the Microsoft Authenticator application.
- Since the authenticator code is only valid for 30 seconds, it is important that the time is obtained and synchronized from the mobile network so that it is accurate to the second.

### iPhone Guide:

1. Open "Settings" > "General" > "Date & Time"
2. Tap on the "Set automatically" option
2. Under the "Time Zone" option, you can check if the correct time zone is selected

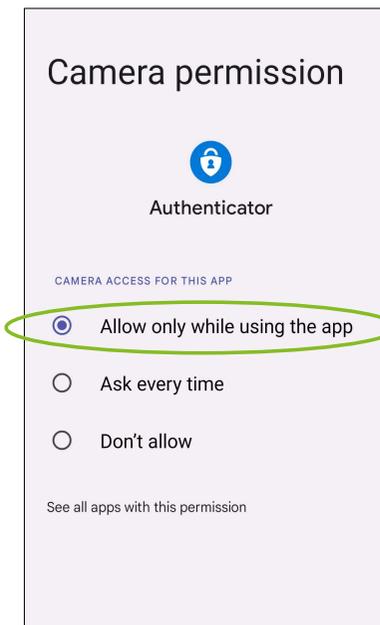
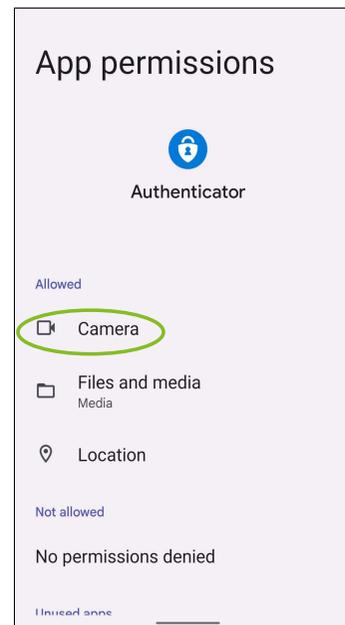
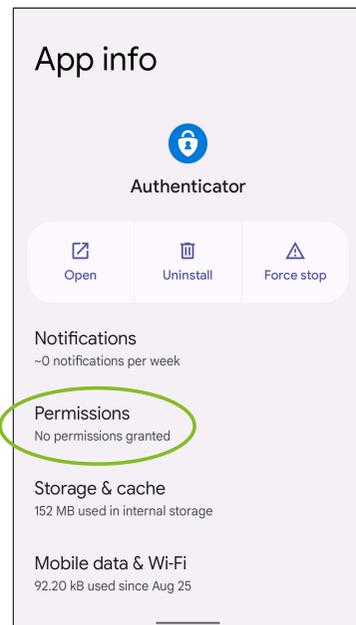
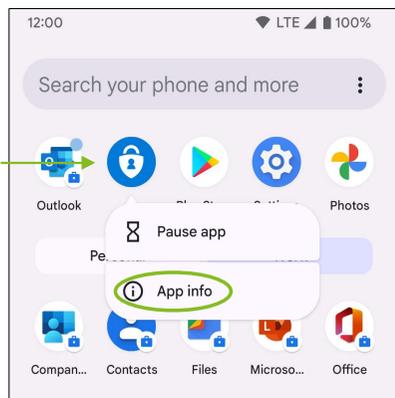


# Checking the smartphone settings (Android)



## Checking smartphone settings – camera access

- After downloading, make sure that the camera feature is enabled for the Authenticator app.
- First, navigate to the Authenticator app on your smartphone's display screen.
- Now press the Authenticator app until a small pop-up window opens.
- Then select **App Info** (the other necessary steps are shown in pictures):

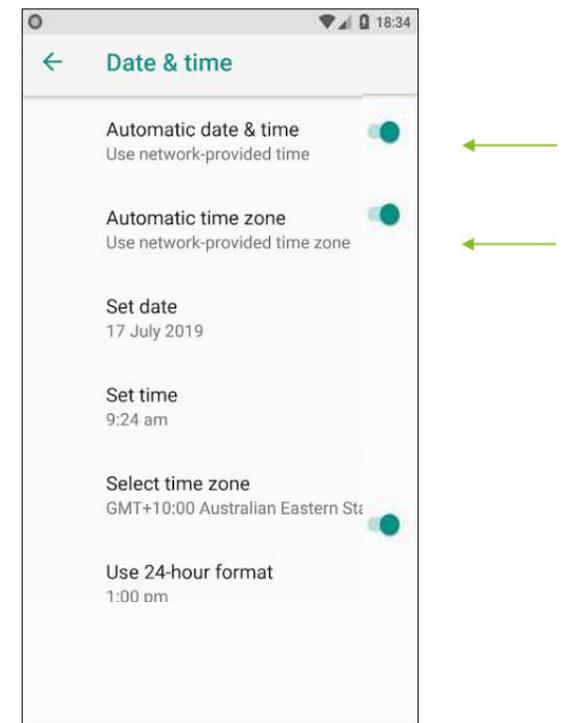
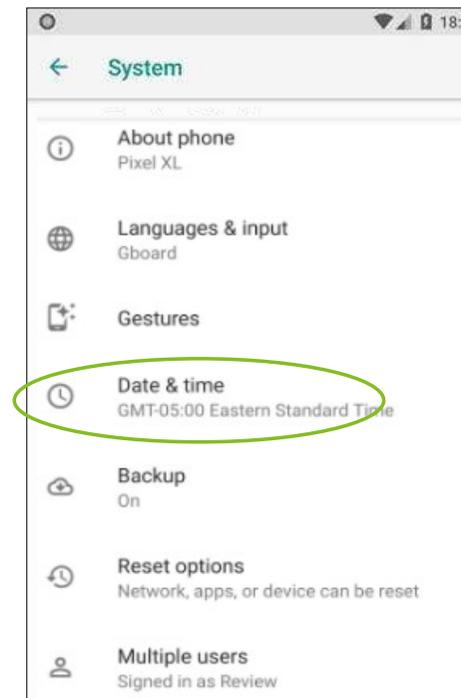


## Checking smartphone settings – time setting

- Please check your time setting on your smartphone before creating an account in the Microsoft Authenticator application.
- Since the authenticator code is only valid for 30 seconds, it is important that the time is obtained and synchronized from the mobile network so that it is accurate to the second.

### Android Guide:

1. Open the "Settings" on your smartphone
2. Under System or General Management, navigate to Date and Time.
3. Check the "Auto. Date/Time" and Automatic Time Zone.

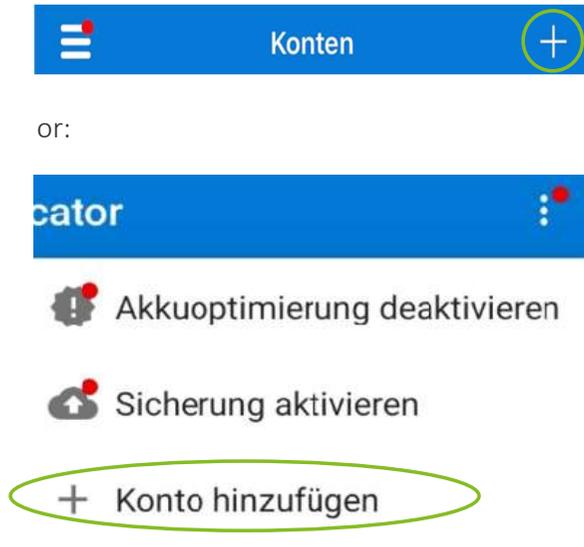




# Setting up the Microsoft Authenticator app

## Setting up the Microsoft Authenticator app

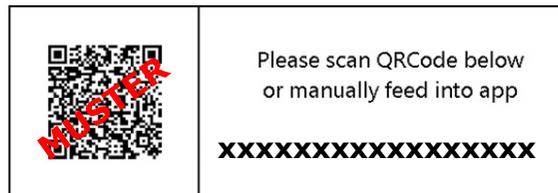
- Open the **Microsoft Authenticator app** on your phone.
- Using the **+** sign, in the upper right corner, a new account can be created.
- Select the option *Other (Google, Facebook etc.)*.



## Setting up the Microsoft Authenticator app (create account automatically)

- After the account type **Other** has been selected, the QR code scanner opens.
- By means of this function, the QR code, which you have previously received by e-mail from atrobot@deloitte.at, can be read.  
*(The QR code cannot be read via the usual smartphone camera function - for this the Microsoft Authenticator app must be opened.)*

atrobot DPW QR-Code Klienten Zugang



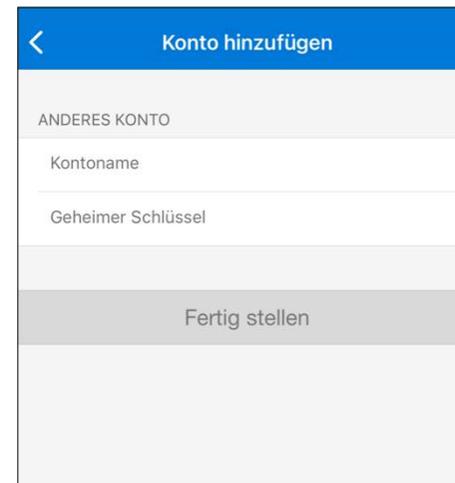
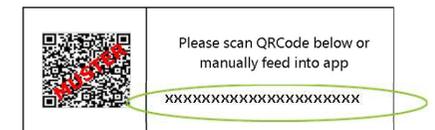
- Your created user account for multi-factor authentication will then appear on the app's home page.



## Setting up the Microsoft Authenticator app (create account manually)

- If it is not possible to read the QR code using the QR code scanner, the account can also be created manually.
- Select "Or enter code manually".
- After that, the "Add Account" mask will open.
- The **account name** is freely selectable (e.B. DPW MFA).
- The **Secret Key** is the numerical code that you have previously received by e-mail (this can be found next to the QR code).
- Then click on the "Finish" button.
- Now your multi-factor authentication user account will appear on the app's home page.

atrobot DPW QR-Code Klienten Zugang



# Enabling multi-factor authentication



## Enabling multi-factor authentication

- You can access the Sage DPW customer portal via the following link: [https://webportal.deloitte.at/scripts/cgiip.exe/WService=dpw\\_webext/a-0000.htm](https://webportal.deloitte.at/scripts/cgiip.exe/WService=dpw_webext/a-0000.htm) or <https://webportal.deloitte.at/startdpw>
- To enable multi-factor authentication, first log in with the following data:
- Enter your company's internal **e-mail address**
  - The (temporary) password has already been sent to you by e-mail from [atrobot@deloitte.at](mailto:atrobot@deloitte.at)  
(Attention: When copying the password from the e-mail using copy & paste, a space is automatically copied, which makes the login unsuccessful. Therefore, please do not copy this),
  - Confirm your registration by "Log on"

Please log on

**Deloitte**

Ihr Zugang zum Sage DPW Kundenportal

E-Mail Address:

Password:

**Log On**

[Change Password](#)

[Forgot Password?](#)

[Reset QR-Code](#)

Login maske

atrobot

DPW Passwort Klienten Zugang

Sehr geehrte Kundin, sehr geehrter Kunde,

das DPW Webportal, welches Ihr Unternehmen im Einsatz hat, wird nunmehr mit einer Multi-Faktor-Authentifizierung mit einem 2. Faktor gesichert. In dieser Mail wird Ihnen ein temporäres Passwort übermittelt. Nach erfolgreicher Anmeldung werden Sie aufgefordert Ihr Kennwort zu ändern, bitte beachten Sie dazu die Passwortänderungsrichtlinien am Ende dieser E-Mail. Als Username verwenden Sie bitte Ihre Firmen E-Mail Adresse.

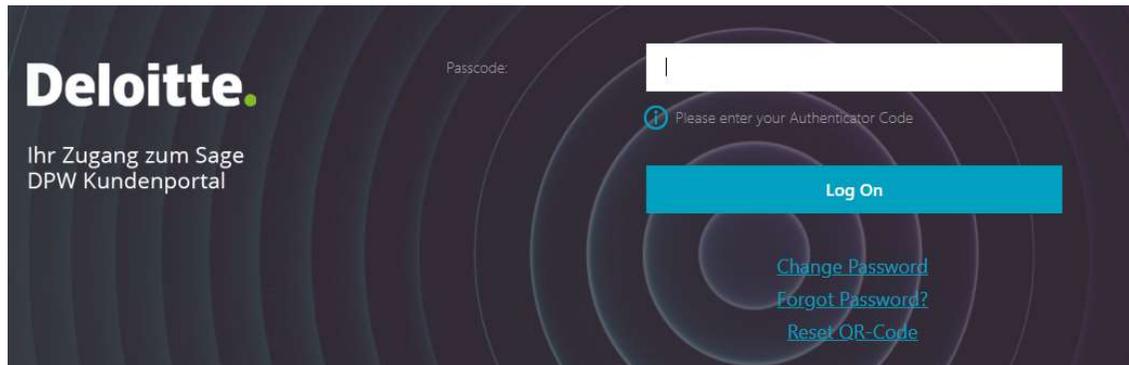
Ihr Deloitte-Payroll-Team.

Ihr neues Passwort: MusterPasswort

*E-mail with automatically generated password*

## Enabling multi-factor authentication

- To complete the login process, the passcode must then be entered (= multi-factor authentication)
- This is the six-digit code that is displayed in the Microsoft Authenticator app:



- If the entry of the login data was successful, you will be redirected to the usual DPW Web interface.
- After the first successful login, you will be asked to change your password before entering the passcode. The passwords must meet the following criteria:
  - Between 8-13 characters long
  - The characters must meet at least 3 of the following 4 criteria:
    - Capital letters (A, B,...), please no umlauts
    - Lowercase (a, b, ...), please no umlauts or ß
    - Numbers (0, 1, ...)
    - Special character (unfortunately some special drawings lead to problems when logging in, but we know that at least characters #, !, \$, =, % work)
  - Your name, surname or e-mail address must not be part of the password
- **If you provide incorrect login data several times in a row during login, you will be blocked for 30 minutes. Only then can a new login attempt be made.**

## More about the Sage DPW Customer Portal

- Your old previous user data will be deactivated with the activation of multi-factor authentication.
- The links you originally used for the DPW customer portal as well as the booking link for your time recording will continue to exist.
  - Sage DPW **Customer Portal**: [https://webportal.deloitte.at/scripts/cgiip.exe/WService=dpw\\_webext/a-0000.htm](https://webportal.deloitte.at/scripts/cgiip.exe/WService=dpw_webext/a-0000.htm) or <https://webportal.deloitte.at/startdpw>
  - Sage DPW **Booking Link-Time Tracking**: [https://webportal.deloitte.at/scripts/cgiip.exe/WService=dpw\\_webext/az9000.htm](https://webportal.deloitte.at/scripts/cgiip.exe/WService=dpw_webext/az9000.htm)
- In the future, the password chosen after logging in for the first time after activating multi-factor authentication will have to be used for both portals.
- In order to ensure a high level of data security, this password must be changed every 90 days. For this purpose, you will receive reminder e-mails in advance in order to be able to make the changes on time..

# Frequently Asked Questions



## Frequently Asked Questions – Overview

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## How can I save the link to the customer portal or time recording as a bookmark in the browser?

- Please create the links manually as bookmarks in your browser and do not copy the link from the URL bar – as soon as you copy the link from the URL bar, the link changes and you will not be redirected to the desired address.
- Below you will find the instructions for creating bookmarks in various browsers..

### Google Chrome

1. Select the three vertical points next to the URL bar > „Bookmarks“ > „Bookmark manager“
2. Now select the three vertical points in the Bookmark manager view > „Add new bookmark“
3. You can now give your bookmark any name. Please enter the link from Slide 17 in the URL field

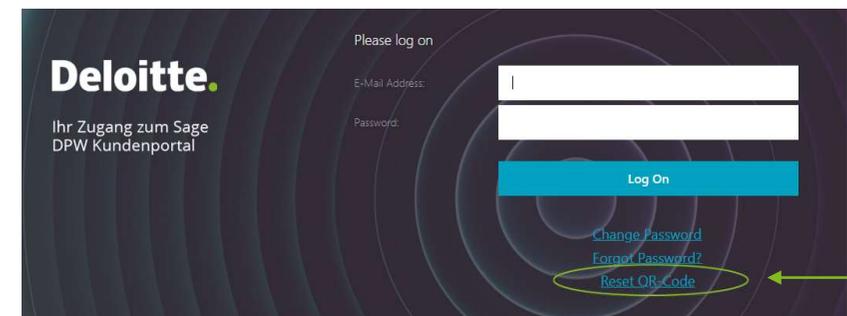
### Microsoft Edge

1. Select the three horizontal points next to the URL bar > „Favorites“
2. Now select the three horizontal points in the Favorites view > „Open favorites page“
3. Select „Add Favorite“ to add a new bookmark
3. You can now give your bookmark any name. Please enter the link from Slide 17 in the URL field

## What can I do if I have not received any e-mails (password or QR code)?

If you have not received any email from Deloitte with the sender "atrobot", please check your spam folder first. If you cannot find an e-mail in your spam folder, you can initiate it yourself manually with the following steps:

- Click **Forgot Password?** and wait until you receive the e-mail with the temporary password.
- If you do not receive an e-mail, your e-mail addresses are probably not stored in the system. In this case, please contact your HR contact person.
- Once you have received the email, copy the temporary password.
- Then click on **Reset QR code** and insert the temporary password. You should then receive an email with your QR code. Then proceed as described on pages 11 ff.



## How can I change my password?

- For the Sage DPW Customer Portal login mask, select Change Password to change your password:
- You will then be asked to enter your e-mail address.
- The next step is to provide your ten-digit Social Security number, separated by a hyphen (e.B. 0123-456789).
- Now you will be redirected to the view where you can enter your current and a newly chosen password. Please note the criteria for setting a password here (see page 16).
- After a few minutes you will receive a confirmation by e-mail – only after receiving it is your new password valid!

Please log on

**Deloitte.**

Ihr Zugang zum Sage  
DPW Kundenportal

E-Mail Address:

Password:

**Log On**

[Change Password](#)

[Forgot Password?](#)

[Reset QR Code](#)

**Change Password**

Please provide your current and your new password to execute the password change.

Old Password:

New Password:

Repeat new Password:

**Change Password**

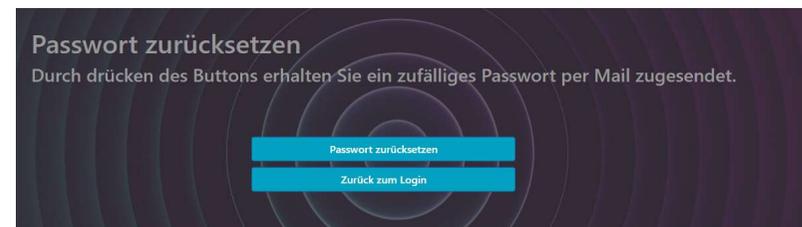
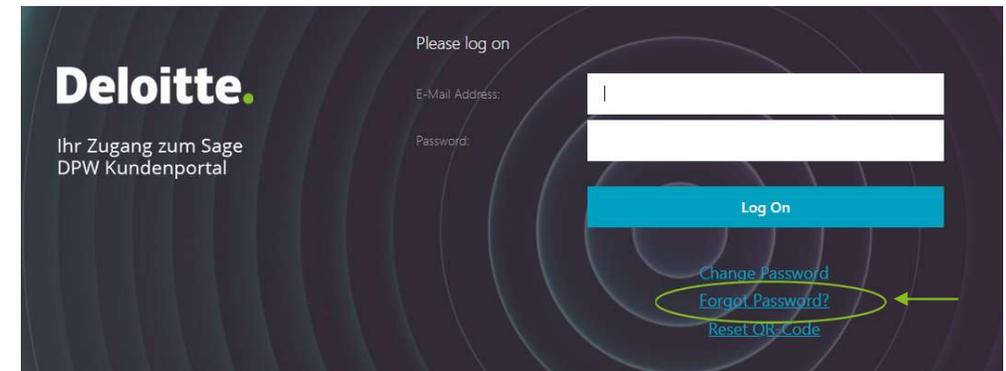
**Back to Login**

Passwords need to fulfill the following criteria:

- Between 8-13 characters
- the characters need to fulfill at least 3 of the following 4 criteria
  - Capital letters (A, B, ..., no language specific letters)
  - lowercase letters (a, b, ..., no language specific letters)
  - Numbers (0, 1, ...)
  - Special characters (some special characters can cause problems, we know that, at least the characters &, #, !, \$, =, %, " work)

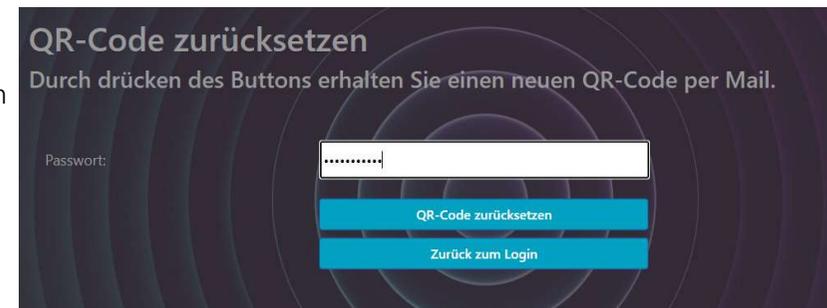
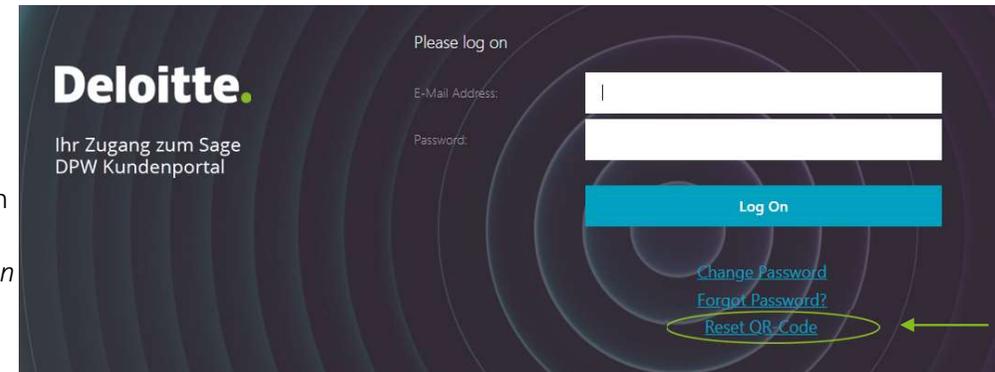
## I forgot my password. How can I reset it?

- For the Sage DPW Customer Portal login mask, select [Forgot Password?](#) to reset your password:
- You will then be asked to enter your e-mail address.
- The next step is to provide your ten-digit Social Security number, separated by a hyphen (for example 0123-456789).
- After a few minutes you will receive an e-mail with a newly generated password.
- If you log in again, you must now use the password contained in the e-mail - then you can assign a new password of your choice.  
Please note the criteria for setting a password here (see page 16).
- If you have received several e-mails, please always use the last one.



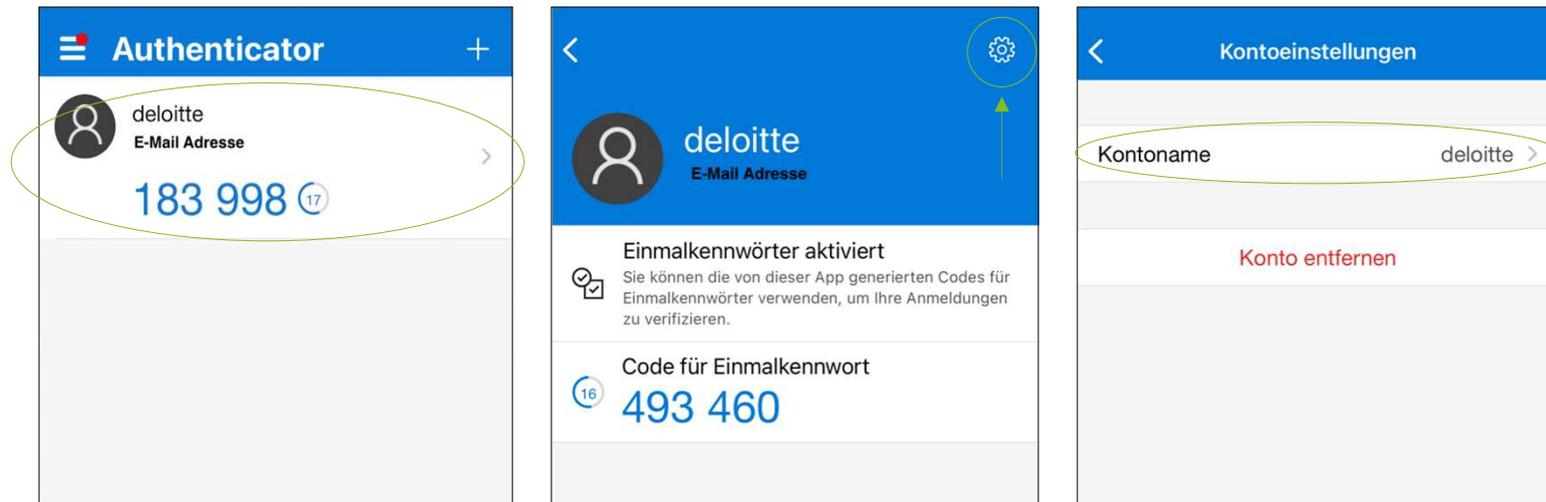
## How can I reset my passcode?

- For the Sage DPW Customer Portal login mask, select Change Password to change your password:
- However, if you want to reset the passcode on your current smartphone, your current account in the Microsoft Authenticator application must first be deleted – only then can the steps listed here be made.  
*(how to remove an account from the Microsoft Authenticator application is described on page 24.)*
- For the Sage DPW Customer Portal Login Mask, select **Reset QR Code** to reset your passcode and associated MFA account:
- You will then be asked to enter your e-mail address.
- The next step is to provide your ten-digit Social Security number, separated by a hyphen (z.B. 0123-456789).
- Then enter the password and click on "Reset QR code".
- After a few minutes, you will receive an email with a new QR code.
- Then you can read the newly received QR code using the Microsoft Authenticator application and a new account can be created.



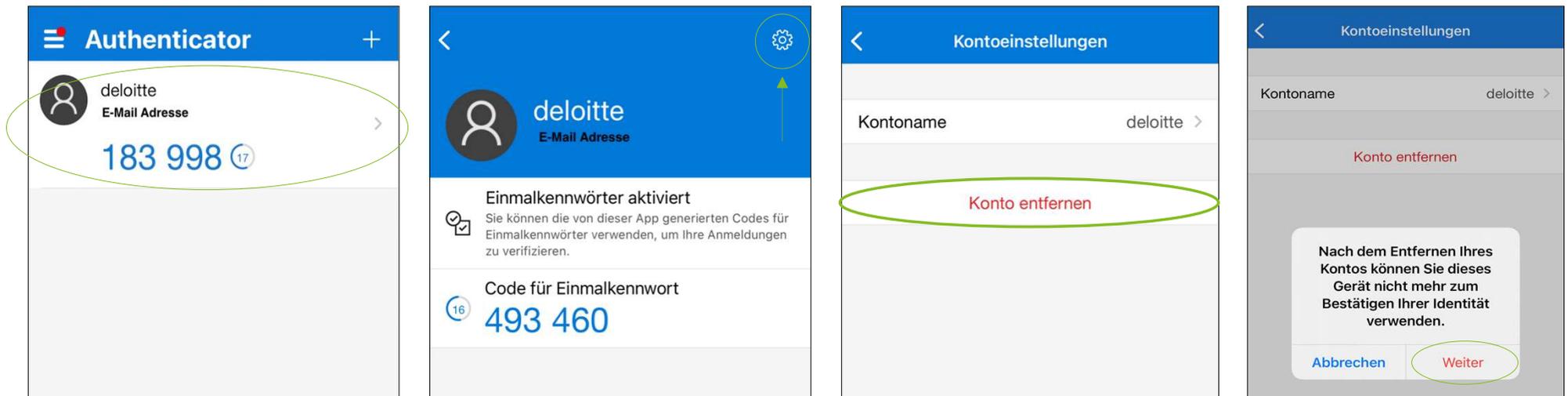
## How can I rename my account?

- First, select the account on the home page of the Microsoft Authenticator application that you want to rename.
- Then click on the gear (in the upper right corner).
- Now select the field where the current account name is specified.
- Now you can rename your account as you like.



## How can I delete my account?

- First, select the account on the home page of the Microsoft Authenticator application that you want to delete.
- Then click on the gear (in the upper right corner).
- Now select **Remove Account**.
- Confirm the deletion of your account by selecting "Next".
- Your account will then be removed from the Microsoft Authenticator application.



## Possible error messages

### **What does the error message "Your account is temporarily locked" or "Your account is temporarily locked" mean?**

This error message means that the account has been suspended. Please wait 30 minutes and try to log in again.

### **What does the error message "Invalid passcode." or "Incorrect passcode." mean?**

This error message means that either

- the passcode was entered incorrectly or too late. In this case, please enter the current passcode according to the Microsoft Authenticator app
- Or the time settings on your smartphone are not correct. In this case, please check them according to page 6 or 9.

### **What does the error message "E-mail address or password incorrect. Try again" or "Incorrect E-Mail Address or Password. Try again."?**

This error message means that the user name (=e-mail address) and/or password was entered incorrectly.

Furthermore, there is the possibility that the Webuser itself does not exist. Here we ask you to contact your HR contact person.

If this message appears after entering your SV number, please check it. If this is correct, we also ask you to contact your HR contact person.

### **What does the error message "Unable to complete request" mean? Or "Can not complete your request."?**

In this case, please close the browser window and enter again with the web link.

### **I don't have an Austrian social security number or I get the error message that my registered social security number is incorrect?**

Please contact your HR department so that the social security number stored in the system can be reconciled.

### **After entering the login data, I am not correctly forwarded to the WEB portal or to the virtual booking terminal. What should I do?**

Please arrange the deletion of the cookies or check the cookie settings.



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