

VOLKSWAGEN

AKTIENGESELLSCHAFT



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OVERVIEW

What is Group Retail Portal?



OVERVIEW

What is Group Retail Portal?

- Group Retail Portal is a **web-based application** and the new **integration platform** for wholesale and retail applications in all markets. It increases efficiency through all sales and after sales business processes and will replace Dealer Portal.
- Group Retail Portal provides a **modern** and **user-friendly** portal frontend. Users in dealerships will get secure access to all **integrated applications**. Being an integration platform, Group Retail Portal allows the integration of **external applications** and offers easy integration of **local web-applications** through standard APIs.
- A key feature is the **Single-Sign-On/Off** module, that includes a **user self-administration**. The new **Roles and Rights administration** concept based on business roles is in line with Volkswagen Group IT-Security guidelines.



OVERVIEW

Frequently Asked Questions (FAQ): Group Retail Portal Usage

- What does **market** mean?
The market is the country in which the user is working e.g. Germany, Italy etc..

- What is a **working context**?
A working context is the organization (Importer, Partner, Third Party) the user works for.

- What is the difference between an **Importer**, a **Partner** and a **Third Party Organization**?
An Importer is the organization which is responsible for a certain market/area. They are importing cars from the manufacturer and sell them to their Partners within their market. A Partner is a company that is doing Sales/After Sales. All Partners directly relate to one importer. A Third Party Organization is a company outside the Volkswagen Group which is working for an Importer. The Wholesale Admin of the Importer is able to create a Third Party for onboarding of external users.

What does **Single-Sign-On/Off module** mean?

Single Sign On describes the single login with one user name and one password to the Group Retail Portal. The user is able to switch between all of his contexts and applications without repeatedly logging off and logging in with several user names and passwords.

- What does **KVPS** mean?
The KVPS (Konzern-Vertriebs-Partner-Stammdaten) is a system that provides and saves the core data of each Importer and Partner that have contracts with the Volkswagen Group. All the Importer and Dealer data in the Group Retail Portal is provided by KVPS and updated every day.
- What is a **BID**?
The BID is the unique 3-digit number for an importer in KVPS.

- What is a **Partnerkey**?
The Partnerkey is the unique 5-digit number for the Partner in KVPS.

- When do I need **more than one working context**?
The requirement for more than one working context is necessary when a user is working for a multi-brand importer or Partner.

- What is a **Managing Director**? Which **tasks** does he have?
The Managing Director is responsible for the Organization he is assigned to. The role has the responsibility to name the initial Local Admin of his Organization to the OEM Org Admin. Moreover, he has administration rights to administrate his Organization in emergencies. Therefore he has access to "User Management" and "Organization Management".

- With who can I speak **in case of any problems or questions**?
For users: Please contact your Local Admin or Managing Director or Helpdesk. You will find your local admin under "My organization".

- What is the **Dealer Portal**?
Currently, the Dealer Portal provides access to many Sales and After Sales applications for Importers and Partners within the Volkswagen Group. The Group Retail Portal will replace the Dealer Portal.

- With **which device** can I work in Group Retail Portal?
For working with all functions of the Group Retail Portal working on a large device like a computer or laptop is the best. You can also use a tablet to work with it. While using the smartphone some functions may be disabled.

OVERVIEW

Frequently Asked Questions (FAQ): Group Retail Portal Usage

- What is **TOTP**?

TOTP is a strong authentication security standard. That function is necessary for users without PKI card or SecurID to authenticate their selves strongly, for getting access to applications that require strong authentication as a security standard. The admin has to trigger the process for a user, so that the user can use TOTP.

- What is a **Recertification** and why is that needed?

The administrator has to recertify every user once a year (recertification date for your region is set during initial rollout of Group Retail Portal). The administrator will receive 3 notifications prior to the yearly recertification date.

If a user is not recertified within one year, he will be removed from the context. The recertification request is also triggered after a user changed his profile data (e.g. email address). Nevertheless, it is sufficient to recertify the user during yearly recertification cycle.

- What is a **Global User ID** and why it is needed?

The Global User ID is a unique User Id for Group Retail Portal. You need that GUID to be able to associate your Dealer Portals accounts with your Group Retail Portal accounts in order to access Dealer Portal applications. The GUID is related to the user and not to the working context. The GUID is also a pre-condition for initiating TOTP and is needed to access particular applications such as WLTP Prognosistool.

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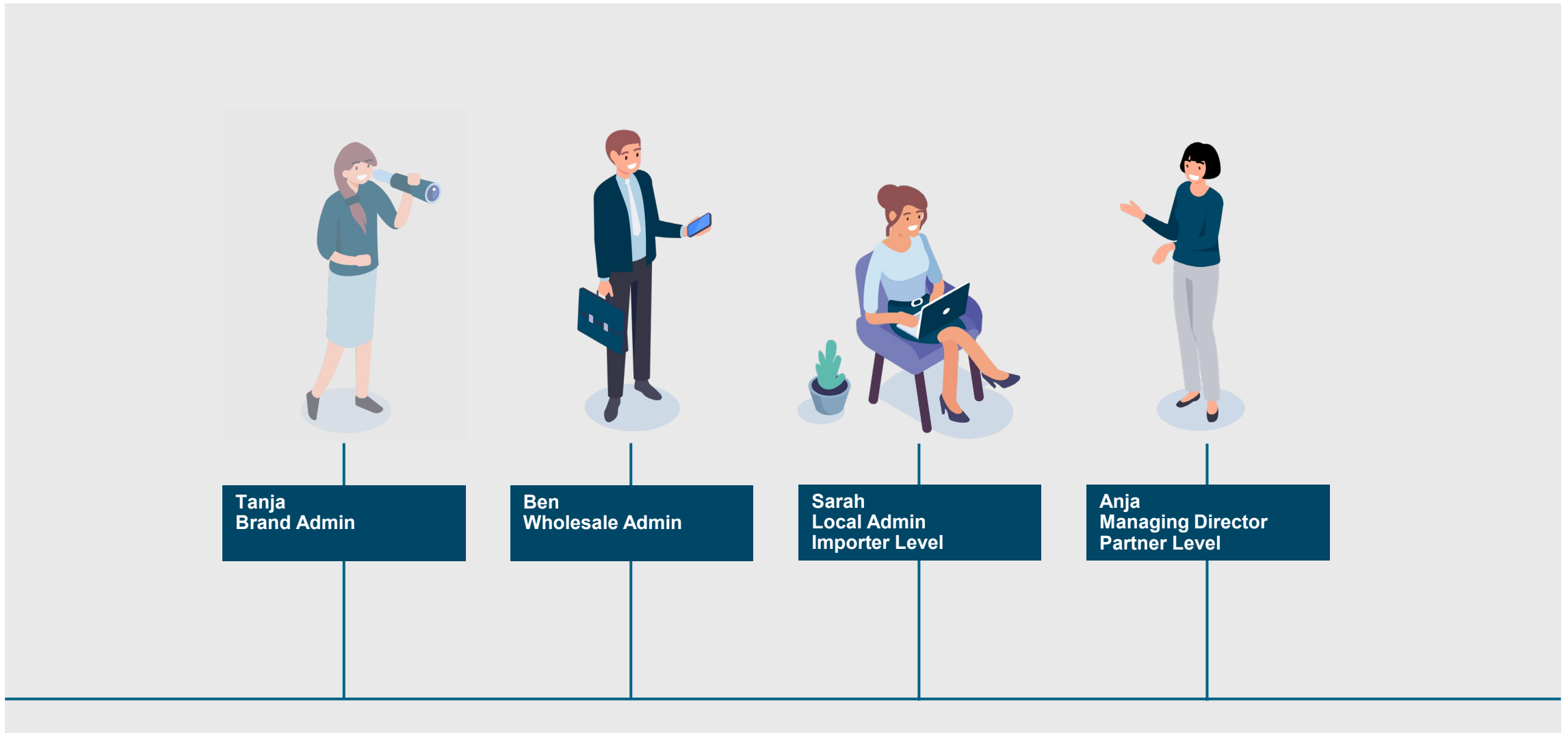
HELP VIDEO GUIDES

V

USER & ROLE RECERTIFICATION

USER & ADMIN TYPES

Importer



USER & ADMIN TYPES

Partner & Third Party



Lukas
Third Party Managing
Director



Paul
Sales Local Admin
Partner Level



Laura
After Sales Local
Admin Partner Level

USER & ADMIN TYPES

User



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USER & ROLE RECERTIFICATION



User Tim, Markus & Yannick

- Register in GRP
- Confirm the registration mail
- Confirm the declaration of data protection
- Request the corresponding working context for the organization you are working for
- Agree to the terms of use
- After your administrator approved your request, please log out and login
- Associate your Dealer Portal account with your GRP account
- Check if all your needed applications are showing in your home screen
- Bookmark your favourite applications
- Edit your user account, change language or password, if needed
- Enable TOTP to authenticate yourself strongly to getting access to applications that require strong authentication



Wholesale Admin Ben

- Register in GRP
- Confirm the registration mail
- Confirm the declaration of data protection
- After being assigned Wholesale admin during rollout by manufacturer, log into GRP and agree to the terms of use
- Check if you see User Management, Organization Management, Role Management and Application Management
- Check if all your Partners are listed in Application Access Management
- Activate all relevant applications for your market and assign the right roles to the applications
- Onboard your users and create Global User IDs for all Users in your context
- Enable TOTP for all relevant Users in your context
- Associate your Dealer Portal account with your GRP account
- Check if all your needed applications are showing in your home screen
- Bookmark your favourite applications
- Edit your user account, change language or password, if needed
- Enable TOTP to authenticate yourself strongly to getting access to applications that require strong authentication



Managing Directors & Local Admins

- Register in GRP
- Confirm the registration mail
- Confirm the declaration of data protection
- Request the corresponding working context for the organization you are working for
- Agree to the terms of use
- After your administrator approved your request and assigned to you the role local admin / managing director, please log out and login
- Check if you see User Management
- Onboard your users and create Global User IDs for all Users in your context
- Enable TOTP for all relevant Users in your context
- Associate your Dealer Portal account with your GRP account
- Check if all your needed applications are showing in your home screen
- Bookmark your favourite applications
- Edit your user account, change language or password, if needed
- Enable TOTP to authenticate yourself strongly to getting access to applications that require strong authentication

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Here you have the possibility to select your local importer access for the GRP before logging in.

By selecting your context, you will be shown the applicable local legal documents.

Group Retail Portal

Change importer

Welcome to Group Retail Portal

Password

Certificate

SecurID

Fido2

Username ⓘ

Password

LOGIN

Create a new Account (QA)

Forgot Password? (QA)

Imprint · Terms of Use · Privacy Policy · Help · Help - Video Guides · Data Classification: Public · Contact · Cookie Policy · Third Party License Notices

FOOTER

Footer elements

You can find the Imprint, Terms of Use, Privacy, the Help and Contact in the footer.

If changes are made to these, you will always see the latest version by clicking on them.

The screenshot shows the 'Group Retail Portal' login interface. At the top, a dark blue header bar contains the text 'Group Retail Portal' on the left and 'Change importer' on the right. The main content area has a light gray background. In the center, a white login box is titled 'Welcome to Group Retail Portal'. Inside this box, there are four tabs: 'Password' (which is underlined), 'Certificate', 'SecurID', and 'Fido2'. Below the tabs, there are two input fields: 'Username' with an information icon (i) and 'Password'. A dark blue 'LOGIN' button is positioned below the password field. At the bottom of the login box, there are two links: 'Create a new Account (QA)' and 'Forgot Password? (QA)'. The footer of the page is a dark blue bar containing a series of links: 'Imprint', 'Terms of Use', 'Privacy Policy', 'Help', 'Help - Video Guides', 'Data Classification: Public', 'Contact', 'Cookie Policy', and 'Third Party License Notices'.

REGISTRATION

Via email address (1/5)

Click here to start
the registration.

The screenshot shows the 'Group Retail Portal' login and registration interface. At the top, the Volkswagen logo is displayed. Below it, the page title 'Group Retail Portal' is visible. The main content area is titled 'Welcome to Group Retail Portal'. It features three tabs: 'Password', 'Certificate', and 'SecurID'. Under the 'Password' tab, there are input fields for 'Username' and 'Password', followed by a 'LOGIN' button. Below the login fields, there are links for account creation and password recovery: 'Create a new Account (QA)', 'Create a new Account (Test)', 'Create a new Account (PreLive)', 'Forgot Password? (QA)', 'Forgot Password? (Test)', and 'Forgot Password? (PreLive)'. At the bottom of the page, there is a footer with links for 'Imprint', 'Terms of Use', 'Privacy', 'Help', 'Data Classification: Public', and 'Contact'.

Open Group Retail Portal

Each market receives a PRELIVE-Instance and a Productive-Instance. Group Retail Portal can be accessed by Internet and CPN.

Internet PreLive: <https://grp-prelive.global.volkswagenag.com>

This version is available to you for training and test purposes e.g. for onboarding new users in the GRP.

Internet PROD: <https://grp.global.volkswagenag.com> / CPN Prod: <https://grp.cpn.vwg>

LIVE-environment of GRP. Access to all available applications.

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ARTIENGESELLSCHAFT

GROUP RETAIL PORTAL

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Terms of Use
Conditions of Use

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CLOSE

Click „Close“.

REGISTRATION

Via email address (4/5)

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Group Retail Portal

You are a new member in Group Retail Portal ✓

You will then receive an email to confirm your subscription. Please click the link in your confirmation email to finish your registration.

Steps after successful registration

1. The user will receive an email with a verification link after successful registration. This link is only valid for 24 hours. If the link is expired, you can still follow the link to trigger a new confirmation email that is sent to you again.
2. By clicking on the verification link, the user ensures that he registered with the correct email address in Group Retail Portal.

Imprint · Terms of Use · Privacy · Help · Data Classification: Public · Contact

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Group Retail Portal

Welcome to Group Retail Portal

PasswordCertificateSecureID

Email/Username

Password

LOGIN

[Create a new Account](#)[Forgot Password?](#)

[Imprint](#) · [Terms of use](#) · [Privacy](#)

Password / Certificate / Secure ID

The Group Retail Portal provides three opportunities to log in:

Login via **Global User ID / email address** and password (see page 26)

Login via **Certificate** (see page 27)

Login via **Secure ID** (see page 28)

LOGIN

With e-mail address / Global User ID
and password

Choose „Password“ to log in
with your User ID or e-mail
address and your password.

Type in your Global User
ID or e-mail address.

Click here to log in.

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Group Retail Portal

Welcome to Group Retail Portal

PasswordCertificateSecurID

Email/Username

Password

LOGIN

Create a new AccountForgot Password?

Password

Please note, to set a new password a minimum of
12 characters is required.

The password is valid for 365 days.

Imprint · Terms of use · Privacy · Help · Data Classification: intern · Contact

LOGIN

With e-mail address / Global User ID
and password (strong authentication)

After logging in via e-mail/ GUID
and password, you have to choose
one option of the strong
authentication.

Choose „TOTP“ to authenticate.

Please note that you can also use
the option „Certificate“ or „SecurID“
to proceed your Log-In.

Volkswagen AG

Welcome to Group Retail Portal

TOTP Certificate SecurID

TOTP LOGIN

LOGOUT

Imprint · Terms of Use · Privacy Policy

TOTP

Please use the One Time Password (OTP) from your authenticator to proceed the Log-In.

Please note that you **must** finish the TOTP process, which was started at your registration, to Log-In via e-mail/GUID and password with strong authentication.

For further information go to p. 69.

LOGIN

With PKI-Card

Choose „Certificate“ to log in with PKI-Card.

Enter your PKI-Card in the slot provided and click on „Certificate Login“.

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Group Retail Portal

Welcome to Group Retail Portal

Password Certificate SecurID

CERTLOGIN

Certificate

If you own a “PKI-Card”, you can also use the Certificate Login.

Please note that you have to be registered with the same email address in the Group Retail Portal and on the PKI-Card.

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LOGIN

With RSA-Token

Choose „SecureID“ to log in with RSA-Token.

Type in your **Global User ID**, the related password and the current Token.

Click „Secured Login“ to log in.

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Group Retail Portal

Welcome to Group Retail Portal

Password

Certificate

SecureID

UserID

PIN

Token

SECURID LOGIN

Windows Account association
In order to Login with Secur ID you need to associate your Windows Account with your GRP Account
→ Please follow the manual on page 54.

[Imprint](#) · [Terms of use](#) · [Privacy](#) · [Help](#) · [Data Classification: intern](#) · [Contact](#)

LOGIN

Forgot or wrong password 1/2

Click here if you forgot your password. You will receive an email with a link where you can create a new one.

The screenshot shows the Volkswagen Group Retail Portal login interface. At the top, the Volkswagen logo and 'AKTIENGESellschaft' are visible. Below this is a dark blue header with 'Group Retail Portal'. The main content area is light blue and contains a white login box titled 'Welcome to Group Retail Portal'. Inside the box, there are three tabs: 'Password' (selected), 'Certificate', and 'SecurID'. Below the tabs are two input fields: 'Email/Username' and 'Password'. A red error message states: 'Authentication failed: Your username or password was invalid.' Below the error message is a dark blue 'LOGIN' button. At the bottom of the login box are two links: 'Create a new Account' and 'Forgot Password?'. A blue line points from the 'Forgot Password?' link to the explanatory text on the left. The footer of the page is dark blue and contains links for 'Imprint', 'Terms of use', and 'Privacy'.

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Group Retail Portal

Welcome to Group Retail Portal

Password Certificate SecurID

Email/Username

Password

Authentication failed: Your username or password was invalid.

LOGIN

Create a new Account Forgot Password?

Imprint · Terms of use · Privacy ·

FYI

1. In case of entering the wrong password more than five times, your account will be locked for at least 3 minutes.
2. An administrator cannot reset the password. You need to use the "Forgot my password?" functionality for recovery.

LOGIN

Forgot or wrong password 2/2

Type in your username
(Global User ID or email
address).

Click here to cancel or
submit.


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GROUP RETAIL PORTAL

Forgot your password?

Enter and confirmed your email address or your username. You will receive an email with a link to reset your password.

Username *

☐ I'm not a robot 
reCAPTCHA
Privacy - Terms

CANCEL SUBMIT

[Help for login?](#)

[Imprint](#) · [Terms of use](#) · [Privacy](#)

FYI

1. Please enter your registered email address or your associated Global User ID.
2. After submission, you will receive an email with a link that allows to create a new password.

LOGIN

Request context 1/4

Choose market and insert the KVPS partner or importer key to search for the importer or dealership you are working for. If you want to request the context of an organization not listed in KVPS, please enter your organization's DUNS key.

Click "Search".

Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

Organization type *

Country Code *

BID / Partnerkey *

Brand *

SEARCH

Name	Status
No data available in table	

Showing 0 to 0 of 0 entries

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.48

KVPS and DUNS Information

1. A context is uniquely identified by its KVPS contract number. For more details about DUNS number, see page 5 please.
2. Context examples (format/ length):
Wholesale : <countrycode>+<BID>+<brandkey> = FRAXxxV Partner : <countrycode>+<BID>+<brandkey> = FRAXxxxxV

Choose market and insert the KVPS partner or importer key to search for the importer or dealership you are working for. If you want to request the context of an organization not listed in KVPS, please enter your organization's DUNS key.

Please answer the Captcha Query

Click "Search".

DEUGRPV - Group Retail Portal Importeur
System Settings
Admin Area

Home
Rollout Status
Help - Video Guides

Overview

Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

Organization type *
Partner

Country Code *
AFG

BID / Partnerkey *

Brand *
Volkswagen (V)

Please complete the captcha *

SEARCH

Name	Status
VW-GROUP - Volkswagen Group	✓
DEUOEMV - Volkswagen PC	✓
DEUGRPA - Group Retail Portal Importeur	⌚
DEUGRPC - Group Retail Portal Importeur	⌚
DEUGRPN - Group Retail Portal Importeur	⌚
DEUGRPS - Group Retail Portal Importeur	⌚

KVPS and DUNS Information

1. A context is uniquely identified by its KVPS contract number. For more details about DUNS number, see page 5 please.
2. Context examples (format/ length):
Wholesale : <countrycode>+<BID>+<brandkey> = FRAXXXV Partner : <countrycode>+<BID>+<brandkey> = FRAXXXXXV
3. Please note the context request is **limited to maximum eight** different working contexts.

LOGIN

Request context 2/4

Validate here whether you are requesting the correct context.

Click here to request the context.


The screenshot shows a web application interface for requesting a working context. The top navigation bar includes the Volkswagen logo, the text "No working context", and the user name "Andreas Cichon". The main navigation menu contains links for Home, User Management, Role Management, Applications Management, Organization Management, and Help - Video Guides. The "Overview" tab is selected, and the "Request a working context" section is active. A modal dialog box is open, asking "Do you want to request this working context?" with a close button (X). The dialog displays the text "Großbritannien; Volkswagen Group UK Ltd." and has "CANCEL" and "REQUEST" buttons. The background form includes fields for "Organization type *" (Importer), "Country" (GBR), "VAT number" (230), and "Brand *" (Volkswagen (V)). A "SEARCH" button is located below these fields. A table with columns "Name" and "Status" is shown, but it is empty, displaying "No data available in table" and "Showing 0 to 0 of 0 entries". The footer contains links for Imprint, Terms of use, Privacy, Help, Data Classification; Intern, and Contact, along with the version number "version: 3.9.3.3" and the Volkswagen logo with the text "VOLKSWAGEN REFINANCEGESELLSCHAFT".

LOGIN

Request context 3/4

You have a context overview which shows you associated and pending requests.

The status icon shows you if your request is pending or associated. You can also get a tooltip while hovering over the icon.

 DEUGRPV - Group Retail Portal Importeur

[Home](#) [Help - Video Guides](#)

Overview

Request a working context

Please enter the contract key for the organization (KVPS k either an importers BID (3 characters), or in case of a part number please insert the 9-digit D-U-N-S number.

Organization type *

Importer

Country Code *







AGO

BID / Partnerkey *

Brand *

Volkswagen (V)

SEARCH

Name	Status
DEU182V - Deutschland; Region Mitte	
DEUGRPA - Deutschland; Group Retail Portal	
DEUGRPC - Deutschland; Group Retail Portal	
DEUGRPN - Deutschland; Group Retail Portal	
DEUGRPS - Deutschland; Group Retail Portal	
DEUGRPV - Deutschland; Group Retail Portal	

Showing 1 to 6 of 6 entries


Context request: Process

After your administrator approved your request, please log out and login again to see the changes.

Note: Administrators receive a notification email that a user has requested a working context. The administrator needs to process the request.

The context request will remain pending until your administrator approves.

The administrator approved your request. You are now associated with your requested context.


DEUGRPV - Group Retail Portal Importeur
Andreas Cichon

Home
Help - Video Guides

Overview

Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

Organization type *
Importer

Country Code *
AGO

BID / Partnerkey *

Brand *
Volkswagen (V)

SEARCH

Name	
DEUGRPA - Deutschland; Group Retail Portal	Accepted.
DEUGRPC - Deutschland; Group Retail Portal	
DEUGRPN - Deutschland; Group Retail Portal	
DEUGRPS - Deutschland; Group Retail Portal	
DEUGRPV - Deutschland; Group Retail Portal	

Showing 1 to 5 of 5 entries

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START PAGE

Overview - Applicationsmanager 1/2

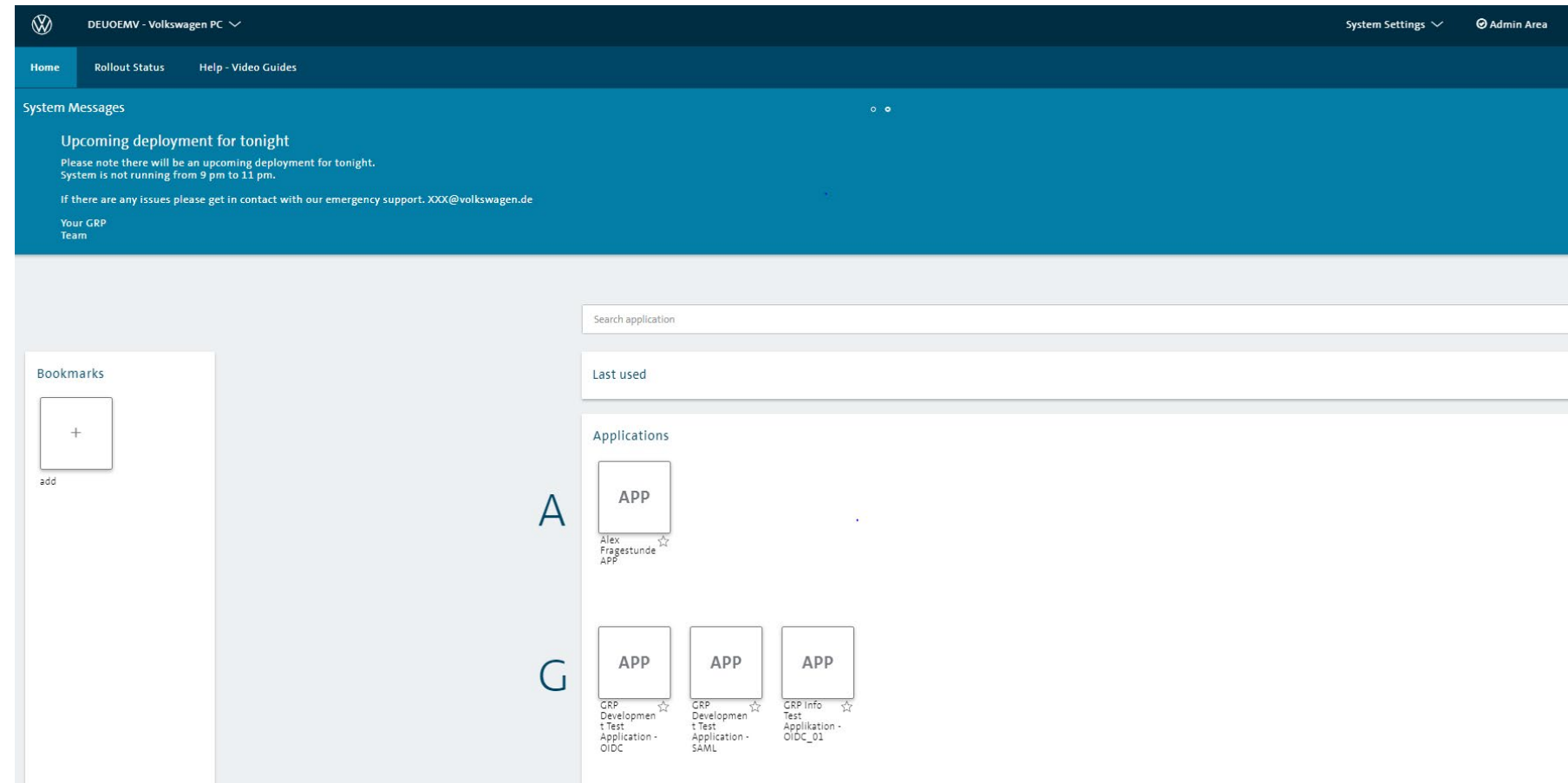
On the start page you can see on the top the latest GRP System News.

In the main area you will see all applications you have permission to work with.

You can easily bookmark the applications you will most work with.

Moreover there is an area for last used applications and an alphabetical order.

In case of having many applications you can use the search function.



On the startpage you also can see which applications are CPN only applications. The icon next to the App name shows your access.

If you have access, the icon is green.

If you don't have access, the icon is red and the application is greyed out.

The screenshot displays a grid of application tiles in the Applicationsmanager startpage. Each tile is labeled 'APP' and includes the application name and a star icon. The tiles are organized into rows and columns. A blue line points from the text on the left to the application tiles. A blue bracket labeled 'B' highlights a row of tiles, and a blue bracket labeled 'C' highlights a column of tiles. A tooltip box explains the CPN only icon.

Row	Column	Application Name	Access Icon
1	1	Audi CMS POC	Green
1	2	Audi CMS Tul1	Green
1	3	Audi Knowledge Tank DEV Test	Green
1	4	Audi Knowledge Tank Preview	Green
1	5	Audi Knowledge Tank Test	Green
1	6	Audi Knowledge Tank Test Staging	Green
1	7	Audi Portal	Green
2	1	Audi Repair Tool (PRE)	Green
2	2	Audi VMS Test	Green
2	3	appianpoc	Green
3	1	BentleyHub-Start	Green
3	2	BentleyHub-Start2016	Green
3	3	Berichtswesen Deutschland - PROD	Red
3	4	Berichtswesen Deutschland - QA	Green
3	5	Berichtswesen Deutschland - TEST	Green
3	6	Brand Standards System	Green
3	7	Bugatti-PCMS. [bynet]	Green
4	1	CROSS Cam / ServiceCube	Green
4	2	CROSS Cam / Service-Cube QA	Green
4	3	CROSS Cam Demo	Green
4	4	CROSS Werkstattplaner	Green
4	5	CSS	Green
4	6	CSS Dealer Dashboard	Green
4	7	CSS Operator	Green
5	1	Caprizia	Green
5	2	Car Con	Green
5	3	BentleyHub-Start	Green
5	4	BentleyHub-Start2016	Green
5	5	Berichtswesen Deutschland - PROD	Red
5	6	Berichtswesen Deutschland - QA	Green
5	7	Berichtswesen Deutschland - TEST	Green
5	8	Brand Standards System	Green
5	9	Bugatti-PCMS. [bynet]	Green
6	1	Connected Car Admin Tool2	Green
6	2	Crea port	Green
6	3	CROSS Cam / ServiceCube	Green
6	4	CROSS Cam / Service-Cube QA	Green
6	5	CROSS Cam Demo	Green
6	6	CROSS Werkstattplaner	Green
6	7	CSS	Green
6	8	CSS Dealer Dashboard	Green
6	9	CSS Operator	Green

START PAGE

Overview – Navigation bar

The context you are currently assigned to.

“My Profile” section offers the following options:

- My Account (edit your profile)
- Account Association
- My organization
- Request a working context
- Choose a language
- Change password
- Logout

DEUGRPV - Group Retail Portal Importeur

Andreas Cichon

Home Help - Video Guides

Search application

Last used

Applications

APP APP APP APP APP APP APP

APOS-NF APOS-NF Training Access Audi Aftersales Accessories Aftersales Workplace (ASWP) Aftersales workwear Aftersales Performance Programme

Appointment Scheduling Tool (Internet) Aqua Atomium@web Audi Bank - Werbemittel Shop Audi CMS Audi CMS POC Audi CMS Tu1

Imprint · Terms of use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.1

VOLKSWAGEN
AKTIENGESELLSCHAFT

START PAGE

Overview – Switch context (1/3)

Click to switch context.

The screenshot shows the 'DEUGRPV - Group Retail Portal Importeur' interface. At the top, there's a header with the VW logo and the user name 'Andreas Cichon'. Below the header is a 'Switch working context' section. This section contains a search bar and a list of available contexts. The contexts are organized by brand: VW AG, Volkswagen AG NFZ, AUDI AG, SKODA, and SEAT. Each brand has a list of contexts with their respective logos and names. A callout points to the VW AG logo in the context list.

Switch working context

Search:

✓ VW AG ✓ Volkswagen AG NFZ ✓ AUDI AG ✓ SKODA ✓ SEAT

VW AG
DEUGRPV - Group Retail Portal Importeur
NLD211V - Pon's Automobielhandel B.V.
DEU06789V - Group Retail Portal Dealer

VOLKSWAGEN AG NFZ
DEUGRPN - Group Retail Portal Importeur
888888881-DEUGRPN - 12345test

AUDI AG
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH
DEUGRPA - Group Retail Portal Importeur

SKODA
DEUGRPC - Group Retail Portal Importeur

SEAT
DEUGRPS - Group Retail Portal Importeur

APP
APOS-NF ☆
APOS-NF Training ☆
AST- QA ☆
AVP Portal – Digital Retail ☆
AccessAudi DEV ☆
Aftersales Workplace (ASWP) ☆
Audi CMS ☆
Audi CMS POC ☆
Audi CMS Tul1 ☆
Audi Knowledge Tank DEV Test ☆
Audi Knowledge Tank Preview ☆
Audi Knowledge Tank Preview Staging ☆
Audi Knowledge Tank Test ☆
Audi Knowledge Tank Test Staging ☆

Change context

If you want to work in another context/organization, you can click on the triangle in the upper left corner and choose another context. If you are only assigned to one context, the function is not available.

You can only work within the chosen context.

START PAGE

Overview – Switch context (2/3)

There are two ways to find the right context:

1. Using the marking field, so the other contexts will be hidden.

DEUGRPV - Group Retail Portal Importeur Andreas

Working context

Search

☐ VW AG ☐ Volkswagen AG NFZ ☒ AUDI AG ☐ SKODA ☐ SEAT

AUDI AG

DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH

DEUGRPA - Group Retail Portal Importeur

Applications

A

APP APP APP APP APP APP APP

APOS-NF ☆ APOS-NF Training ☆ AST- QA ☆ AVP Portal – Digital Retail ☆ AccessAudi DEV ☆ Aftersales Workplace (ASWP) ☆ Audi CMS

APP APP APP APP APP APP APP

Audi CMS POC ☆ Audi CMS Tu11 ☆ Audi Knowledge Tank DEV Test ☆ Audi Knowledge Tank Preview ☆ Audi Knowledge Tank Preview Staging ☆ Audi Knowledge Tank Test ☆ Audi Knowledge Tank Test Staging

APP APP APP APP

START PAGE

Overview – Switch context (3/3)

There are two ways to find the right context:

2. Enter a term in the search box.

DEUGRPV - Group Retail Portal Importeur Andreas Cichon

Switch working context

Retail ✓ VW AG ✓ Volkswagen AG NFZ ✓ AUDI AG ✓ SKODA ✓ SEAT

VW AG
DEUGRPV - Group Retail Portal Importeur
NLD211V - Pon's Automobielhandel B.V.
DEU06789V - Group Retail Portal Dealer

VOLKSWAGEN AG NFZ
DEUGRPN - Group Retail Portal Importeur
88888881-DEUGRPN - 12345test

AUDI AG
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH
DEUGRPA - Group Retail Portal Importeur

SKODA
DEUGRPC - Group Retail Portal Importeur

SEAT
DEUGRPS - Group Retail Portal Importeur

APP APOS-NF ☆ **APP** APOS-NF Training ☆ **APP** AST- QA ☆ **APP** AVP Portal - Digital Retail ☆ **APP** AccessAudi DEV ☆ **APP** Aftersales Workplace (ASWP) ☆ **APP** Audi CMS ☆

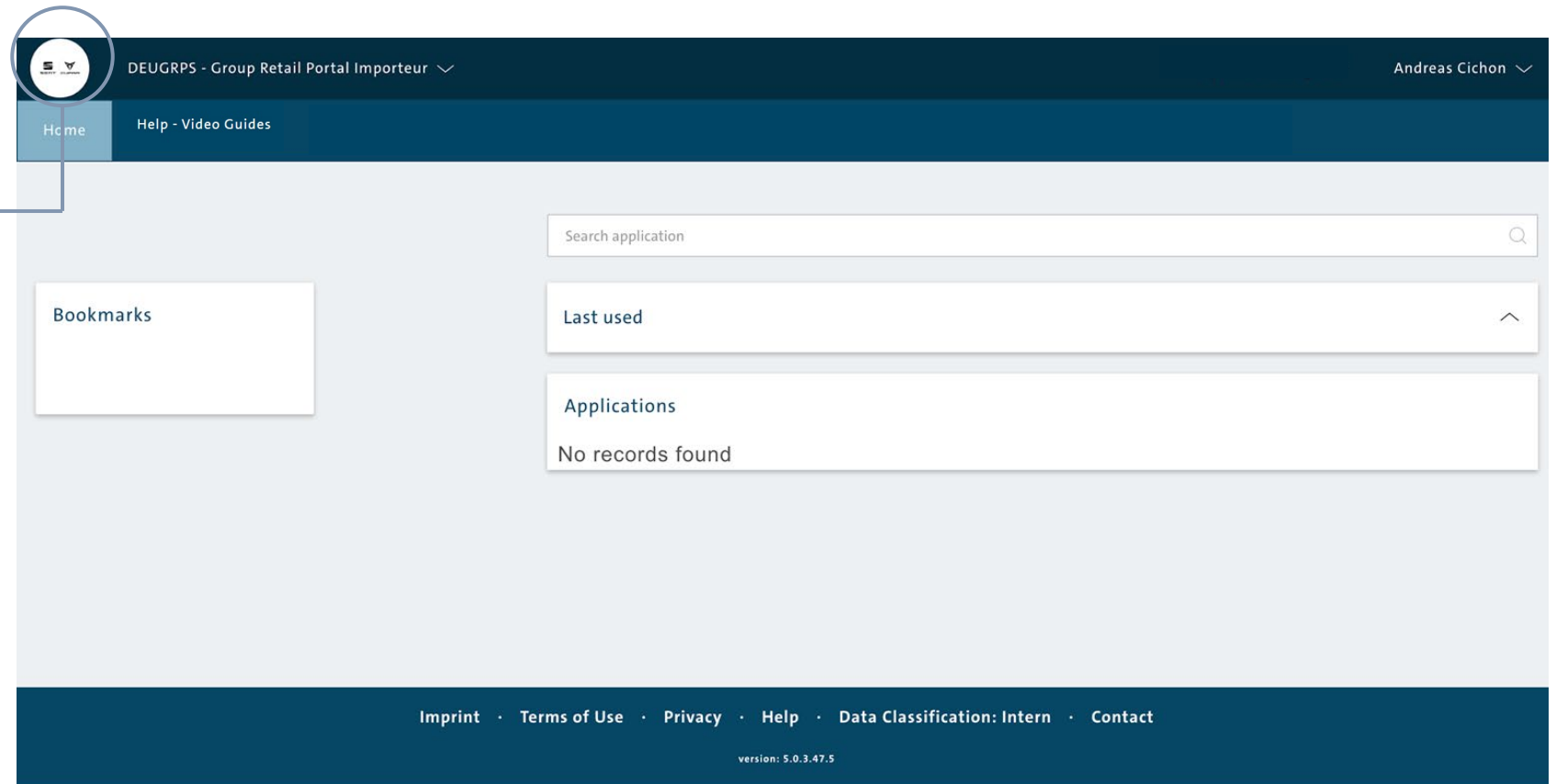
APP Audi CMS POC ☆ **APP** Audi CMS Tu1 ☆ **APP** Audi Knowledge Tank DEV Test ☆ **APP** Audi Knowledge Tank Preview ☆ **APP** Audi Knowledge Tank Preview Staging ☆ **APP** Audi Knowledge Tank Test ☆ **APP** Audi Knowledge Tank Test Staging ☆

APP **APP** **APP** **APP**

START PAGE

Overview – Seat Context

The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.



START PAGE

Overview – Skoda Context

The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.

The screenshot displays the 'DEUGRPC - Deutschland; Group Retail Portal' interface. At the top, a dark blue header bar contains a circular logo on the left, the text 'DEUGRPC - Deutschland; Group Retail Portal' with a dropdown arrow in the center, and the user name 'Andreas Cichon' with a dropdown arrow on the right. Below the header, a secondary dark blue bar features the 'Home' link (highlighted with a light blue background) and the 'Help - Video Guides' link. The main content area is light gray and contains a 'Search application' bar with a magnifying glass icon. Below this are two white boxes: 'Bookmarks' and 'Last used' (with an upward arrow icon). The 'Applications' section below shows 'No records found'. The footer is a dark blue bar with links for 'Imprint', 'Terms of use', 'Privacy', 'Help', 'Data Classification: Intern', and 'Contact', along with the version number 'version: 5.0.3.1'. The bottom of the page features the 'VOLKSWAGEN' logo and 'AKTIENGESELLSCHAFT' text.

START PAGE

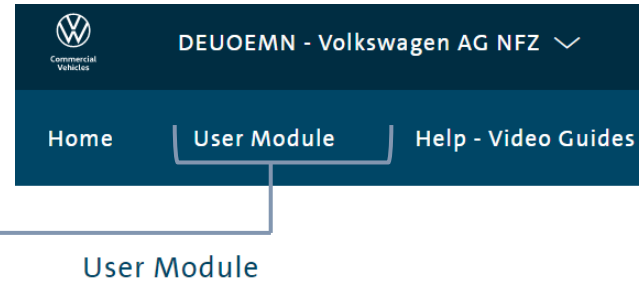
Overview – Audi Context

The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.

The screenshot displays the 'DEUGRPA - Deutschland; Group Retail Portal' interface. At the top, a dark blue header bar contains the Audi logo on the left, the text 'DEUGRPA - Deutschland; Group Retail Portal' with a dropdown arrow in the center, and the user name 'Andreas Cichon' with a dropdown arrow on the right. Below the header, a navigation bar shows 'Home' (highlighted) and 'Help - Video Guides'. The main content area is light gray and contains a search bar labeled 'Search application' with a magnifying glass icon. Below the search bar are two sections: 'Bookmarks' and 'Last used'. The 'Last used' section shows 'Applications' and 'No records found'. The footer is a dark blue bar with links: 'Imprint', 'Terms of use', 'Privacy', 'Help', 'Data Classification: Intern', and 'Contact'. Below the footer, the text 'version: 5.0.3.1' is visible. At the bottom, the 'VOLKSWAGEN' logo is displayed with 'AKTIENGESELLSCHAFT' underneath.

Übersicht Benutzermodul

If you have the role of FIRST LEVEL SUPPORT, you are able to use the user search under the menu item User Module.



Here you can search for the user by email address or the GUID in the GRP.

* Email or Global User ID field is mandatory

User Research

The user module allows you to search for users in the GRP regardless of your context. For this you need the email address of the user registered in the GRP or his GUID. In this way you can easily determine whether the user is already registered in the GRP, has a GUID and which contexts he is assigned.

Please note that you are only entitled to this function, if you have the role of First Level Support.

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
 - REGISTRATION
 - LOGIN
 - START PAGE
 - MY PROFILE
 - TOTP
- III TRAINING DOCUMENTS – ADMINISTRATOR
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION


MY PROFILE

My account - Edit profile 1/3

Click here to edit your profile.

These are the profile settings. Here you can adjust your personal data and you can see your Global User ID (GUID).

Save your changes.

 DEUGRPV - Group Retail Portal Importeur

Andreas Cichon

[Home](#) [Help](#) [Video Guides](#)

User Profile

Global User ID

First Name *

Andreas

Email *

CHANGE

Edit Profile

Surname *

Cichon

Time Zone *

Pacific/Apia (+14:00)

SAVE

Deactivate Account

By deactivating your account, you'll no longer be able to login to Group Retail Portal. All GRP services and related information won't be accessible anymore.

DEACTIVATE

* First Name field is mandatory

* Surname field is mandatory

* Email field is mandatory

* Time Zone field is mandatory

My Account

Account Association

My Organizations

Request Working Context

GRP Auth

Change Password

Change Language


Logout

MY PROFILE

My account - Edit profile 1/3

Here you are able to change your e-mail address.

Save your changes.

 DEUGRPV - Group Retail Portal Importeur

System Settings

Andreas Cichon

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Vid

My Account

Account Association

My Organizations

Request Working Context

GRP Auth

Change Password

Change Language

Logout

User Profile

Edit Profile

Global User ID

First Name *

Andreas

Surname *

C

Email *

CHANGE

Time Zone *

Pacific/Apia (+14:00)

SAVE

Deactivate Account

By deactivating your account, you'll no longer be able to login to Group Retail Portal. All GRP services and related information won't be accessible anymore.

* First Name field is mandatory

* Surname field is mandatory

* Email field is mandatory

* Time Zone field is mandatory

Note:

After changing your email address, you will be asked to confirm the process. Select whether you would like to receive a verification email to the old email address or a new email address to confirm the change.

If you send the confirmation link to your new e-mail address, this will be confirmed with a 2-factor authentication. You can then log into the GRP with the new e-mail. From then on you are in the user administration, you can add a context and assign administrative roles with your new e-mail address.

If you have successfully changed the e-mail address, you can no longer log in with the old e-mail address.

MY PROFILE

My account - Edit profile 3/3

Save your changes.

The screenshot shows the 'Edit Profile' page in the Volkswagen Group Retail Portal. The page has a dark blue header with the VW logo and navigation links: Home, User Management, Role Management, Applications Management, Organization Management, and Help - Video Guides. The user's name 'Andreas Cichon' is in the top right. The main content area is divided into two columns. The left column, titled 'User Profile', contains fields for Username, First Name (with a red asterisk), Email (with a red asterisk), and Time Zone (with a red asterisk). The right column, titled 'Edit Profile', contains a 'CHANGE' button and a 'SAVE' button. A 'Deactivate Account' section is at the bottom with a 'DEACTIVATE' button. A white 'Save Changes' dialog box is centered on the screen, asking 'Your are about to save user profile changes. Are you willing to proceed?' with an 'OK' button. A blue line points from the text 'Save your changes.' to the 'OK' button in the dialog box.

DEUGRPV - Deutschland; Group Retail Portal

Andreas Cichon

Home User Management Role Management Applications Management Organization Management Help - Video Guides

User Profile Edit Profile

Username

First Name *

Andreas

Email *

Time Zone *

Europe/Stockholm (+02:00)

CHANGE

SAVE

Deactivate Account



By deactivating your account, you'll no longer be able to login to Group Retail Portal. All GRP services and related information won't be accessible anymore.


DEACTIVATE

Imprint · Terms of use · Privacy · Help · Data Classification: Intern · Contact

version: 8.0.0.1

VOLKSWAGEN
AGT/INGENIEURSGESellschaft

 DEUGRPV - Group Retail Portal Importeur 

Andreas Cichon 

[Home](#) [Help - Video Guides](#)

User Profile

Edit Profile

Global User ID

First Name *

Andreas

Surname *

Email *

CHANGE

Time Zone *

Pacific/Apia (+14:00) 

SAVE

Deactivate Account

By deactivating your account, you'll no longer be able to login to Group Retail Portal. All GRP services and related information won't be accessible anymore.

DEACTIVATE

Click here if you want to deactivate your account.

- * First Name field is mandatory
- * Surname field is mandatory
- * Email field is mandatory
- * Time Zone field is mandatory

Note:

Your User data is automatically deleted entirely (except anonymous log data), as soon as you clicks on “Deactivate”. You’ll receive an email notification and will be redirected to the login page.

It’s possible to register again, after the deletion is complete.

MY PROFILE

My account – Deactivate Account 2/2

Confirm the deactivation.

The screenshot shows the 'My Profile' page of the Volkswagen Group Retail Portal. A modal dialog titled 'Deactivate your account' is open, asking for confirmation to deactivate the account. The dialog has a close button (X) and a 'YES' button. The background page shows the user's profile information, including email, first name, and time zone, with buttons for 'CHANGE' and 'SAVE'. Below the profile information, there is a 'Deactivate Account' section with a warning message and a 'DEACTIVATE' button. The footer contains links for Imprint, Terms of use, Privacy, Help, Data Classification: Intern, and Contact, along with the Volkswagen logo and version information.

DEUGRPV - Deutschland; Group Retail Portal

Andreas Cichon

Home User Management Organization Management Role Management Applications Applications Management

User Profile Edit Profile

U a.cichon@re-think consulting

First Name * Andreas

E a.cichon@re-think consulting

Time Zone * Europe/Busingen (+02:00)

CHANGE SAVE

Deactivate Account

By deactivating your account, you'll no longer be able to login to Group Retail Portal. All GRP services and related information won't be accessible anymore.

DEACTIVATE

Imprint · Terms of use · Privacy · Help · Data Classification: Intern · Contact

Version: 5.0.3.0-SNAPSHOT-build-65-3ca1a0231c0a5f08ab2d7f4e04a07f02a3e51a

VOLKSWAGEN
RETIENGESELLSCHAFT

MY PROFILE

My account - User accounts
- Add account 1/6

Click "Account Association".

DEUGRPV - Group Retail Portal Importeur

Home Help - Video Guides

Andreas Cichon

User Profile

Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL

Global User ID *

Password *

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				

10 < (1 of 1) >

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

Account association

To add a Dealer Portal link to the Group Retail Portal, you have to associate your accounts to the Group Retail Portal first. In the Dealer Portal you have one User ID for each context. In the GRP you only have one User ID for all contexts. To benefit from this feature you have to associate your Dealer Portal account with the corresponding context in the Group Retail Portal.

-- e.g.: Choose the **VW context in the Group Retail Portal to associate a Dealer Portal ID with VW context.**

After the successful association you can open Dealer Portal Applications by choosing them on the tab "Application" in the header of the Group Retail Portal.

FYI: To get access to this feature, you need to have a Global User ID. Contact your administrator for a request.

MY PROFILE

My account - User accounts
- Add account 2/6

To associate an account, first choose the corresponding context in Group Retail Portal to your Dealer Portal account.

Choose an account type (e.g. Dealer Portal).

Windows account- or SAD-association are also possible to choose.

Third Parties are also able to associate their accounts.

The screenshot shows the 'Add Account to User Group Retail Portal Importeur' page. A blue circle highlights the 'DEUGRPV - Group Retail Portal Importeur' dropdown menu in the top navigation bar. A line points from the text 'first choose the corresponding context in Group Retail Portal to your Dealer Portal account.' to the 'User Profile' tab. Another line points from 'Choose an account type (e.g. Dealer Portal).' to the 'Account Type' dropdown menu. A third line points from 'Windows account- or SAD-association are also possible to choose.' to the same 'Account Type' dropdown menu. The 'Account Type' dropdown is open, showing a search bar and a list of options: DEALERPORTAL (highlighted), B2BUMS, HRSERA, VWWINDOWSACCOUNT, and SALESPERSONNR. A blue button labeled 'ACCOUNT ASSOCIATION' is at the bottom right of the dropdown. Below the dropdown is a section titled 'Check User Account connections in all contexts' containing a table with columns: Global User ID, GRP Contexts, User Account Connections, Login, and Status. The table shows 'No records found.' and a pagination bar with '10', navigation arrows, and '(1 of 1)'. The footer contains links: Imprint, Terms of Use, Privacy, Help, Data Classification: Intern, Contact, and the version number 'version: 5.0.3.47.5'.

DEUGRPV - Group Retail Portal Importeur

Home Help - Video Guides

Andreas Cichon

User Profile Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL

DEALERPORTAL

B2BUMS

HRSERA

VWWINDOWSACCOUNT

SALESPERSONNR

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				



10 (1 of 1)


Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

MY PROFILE

My account - User accounts
- Add account 3/6

 DEUGRPV - Group Retail Portal Importeur 


Andreas Cichon 

[Home](#) [Help - Video Guides](#)

User Profile

Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL 





Global User ID *

Password *

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				

10   (1 of 1)  

Imprint · Terms of Use · Privacy

version: 5.0.3.47.5

Type in the belonging login data.

Click "Account Association".

Your account association is done. It will be checked by internal systems. The display will remain in this status.

Note:

If you choose the Dealer Portal as your Account Type, you can also type in the DP credentials instead of the Global User ID.

MY PROFILE

My account - User accounts
- Add account 4/6

If you choose VW Windowsaccount you can associate your Windows Account with your GRP account in order to Login with Secur ID.

The screenshot shows the 'User Profile' section of the 'DEUGRPV - Group Retail Portal Importeur' website. The user is logged in as 'Andreas Cichon'. The 'Add Account to User Group Retail Portal Importeur' section is active, displaying a list of account types: DEALERPORTAL, B2BUMS, HRSERA, VWWINDOWSACCOUNT, and SALESPERSONNR. The 'VWWINDOWSACCOUNT' option is highlighted. Below this list is a table titled 'Check User Account connections in all contexts' with columns 'Global User ID' and 'GRP Contexts'. The table shows 'No records found.' At the bottom of the page, there are links for 'Imprint' and 'Terms of Service'.

DEUGRPV - Group Retail Portal Importeur

Andreas Cichon

Home Help - Video Guides

User Profile

Add Account to User Group Retail Portal Importeur

Account Type

DEALERPORTAL

DEALERPORTAL

B2BUMS

HRSERA

VWWINDOWSACCOUNT

SALESPERSONNR

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts
No records found.	

Imprint · Terms of Service

Windows Account association and disassociation:

After you selected "VW Windows Account", you have to fill in your "Login" and "E-Mail" Data. Then click on "Associate Account".

You will receive an E-Mail notification with a confirmation link. The Link is valid for 24 hours. Click on the confirmation link. Back in the GRP click on the Login Button to get back to the Login Screen.

If your association was successful you can log in with the Windows account (and GRP Password). Your account association is displayed under the "associated accounts" table in the Status column. There is also a clickable function saying: disassociate.

If you click on "disassociate", there is a pop up showing "Do you want to proceed to disassociate the account". As soon as you confirm the account association and the entry in the table view are removed immediately. A displayed banner shows your access.

MY PROFILE

My account - User accounts
- Add account 5/6

If you choose Sales Person Number in GRP it will be transferred to applications, so that this information can be used by the application.

Account Type

DEALERPORTAL

DEALERPORTAL

B2BUMS

HRSERA

VWWINDOWSACCOUNT

SALESPERSONNR

ACCOUNT ASSOCIATION

Check User Account connections in all contexts

Global User ID	GRP Contexts	User Account Connections	Login	Status
No records found.				

10 < > (1 of 1)

Sales Number association:

First you associates a new account type by clicking "SALESPERSONNR". Then you opens an application that needs the Sales Person Number. Your Sales Person Number is transferred to this application.

Your Number is transferred to any SAML and any OPENID applications.

Imprint · Terms of Use

MY PROFILE

My account - User accounts
- Add account 6/6

After the successful association, you can open an Application by choosing it on the tab „Home“ in the header of the Group Retail Portal.

DEUGRPV - Group Retail Portal Importeur

Andreas Cichon

Home Help - Video Guides

Search application

Bookmarks

add

Last used

Applications

APP APOS-NF ☆	APP APOS-NF Training ☆	APP AST- QA ☆	APP AVP Portal - Digital Retail ☆	APP AccessAudi DEV ☆	APP Aftersales Workplace (ASWP) ☆	APP Audi CMS ☆
APP Audi CMS POC ☆	APP Audi CMS Tu1 ☆	APP Audi Knowledge Tank DEV Test ☆	APP Audi Knowledge Tank Preview ☆	APP Audi Knowledge Tank Preview Staging ☆	APP Audi Knowledge Tank Test ☆	APP Audi Knowledge Tank Test Staging ☆
APP Audi Portal ☆	APP Audi Repair Tool (PRE) ☆	APP Audi VMS Test ☆	APP appianpoc ☆			

MY PROFILE

My account – My Organizations 1/2

Click "My Organizations".

The screenshot displays the 'My Organizations' page. At the top, there is a dark blue header with the VW logo, the text 'DEUGRPV - Group Retail Portal Importeur', and the user's name 'Andreas Cichon'. Below the header, there is a navigation bar with 'Home' and 'Help - Video Guides'. The main content area is divided into two tabs: 'User Profile' and 'My Organizations'. The 'My Organizations' tab is active, showing a list of organizations. The first organization is 'DEUGRPV - Group Retail Portal Importeur'. Below this, there is a checkbox labeled 'Set as Default Organization' which is checked. To the right of this checkbox is a button labeled 'REMOVE FROM SELECTION'. Below this, there is a section titled 'Set Default Application/Page' with a dropdown menu showing 'No default app'. Further down, there is a section titled 'Detailed Information' with a table of organization details. The table has two columns: 'Organization Name' and 'Assigned Roles'. The rows are: 'Group Retail Portal Importeur' (Wholesale Administrator), 'Importer' (Importer), 'DEUGRPV' (DEUGRPV), 'Address' (empty), 'Postal Code' (empty), 'City' (Langenhagen), and 'Country' (Germany). At the bottom, there is a section titled 'Local Administrator Users' with a table of users. The table has two columns: 'Full Name' and 'Email address'. The rows are: 'Marco Weiland' and 'Alexander Naumann'.

Organization Name	Assigned Roles
Group Retail Portal Importeur	Wholesale Administrator
Importer	Importer
DEUGRPV	DEUGRPV
Address	
Postal Code	
City	Langenhagen
Country	Germany

Full Name	Email address
Marco Weiland	
Alexander Naumann	

MY PROFILE

My account – My Organizations 2/2

Choose your organization from this menu to get access to further information and settings.

Click here, to remove yourself from the selected organization.

You can set a organization as default, to always start your work with this organization already selected.

To make your work in the GRP even more efficient, you can also select a Application or Page to start with.

Here you can see detailed information about your organization, like the adress or the roles you are assigned with in this context.

DEUGRPV - Group Retail Portal Importeur

Andreas Cichon

Home

Help - Video Guides

User Profile

My Organizations

My Organizations

DEUGRPV - Group Retail Portal Importeur

☒ Set as Default Organization

REMOVE FROM SELECTED CONTEXT

Set Default Application/Page

No default app

Detailed Information

Organization Name	Group Retail Portal Importeur
Assigned Roles	Wholesale Administrator
Organization type	Importer
Organization Key	DEUGRPV
Address	
Postal Code	
City	
Country	

Local Administrator Users

Full Name	Email address
Marco Weiland	
Alexander Naumann	

MY PROFILE

Request a context 1/4

Click "Request a working context".

Choose first between Importer / Dealer (KVPS) or Third Party Organization (DUNS Number). Then type in the required KVPS or DUNS Partnerkey to search for the context, you want to work with.

In this context overview you find all your contexts and the belonging status.

The screenshot displays the 'DEUGRPV - Group Retail Portal Importeur' interface. The top navigation bar includes the VW logo, the page title, and a user profile for 'Andreas Cichon'. Below the navigation bar, there are links for 'Home' and 'Help - Video Guides'. The main content area is divided into two sections: 'Overview' and 'Request a working context'.



The 'Request a working context' section contains a form with the following fields:


- Organization type ***: A dropdown menu with 'Importer' selected.
- Country Code ***: A dropdown menu with 'AGO' selected.
- BID / Partnerkey ***: An empty text input field.
- Brand ***: A dropdown menu with 'Volkswagen (V)' selected.

Below the form is a table titled 'Context Overview' with the following data:

Name	Status
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH	✓
DEUGRPA - Group Retail Portal Importeur	✓
DEUGRPC - Group Retail Portal Importeur	✓
DEUGRPN - Group Retail Portal Importeur	✓
DEUGRPS - Group Retail Portal Importeur	✓
DEUGRPV - Group Retail Portal Importeur	✓
NLD211V - Pon's Automobielhandel B.V.	✓
SWE222V - Volkswagen Group Sverige AB	✓

A blue box in the bottom right corner contains the text: 'Request new context' followed by two numbered steps: '1. This page shows your current working contexts and offers you the possibility to search for new contexts.' and '2. By requesting a new context, the context administrator will receive the request via email.'

 DEUGRPV - Group Retail Portal Importeur 

Andreas Cichon 


[Home](#) [Help - Video Guides](#)

Overview


Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.


Organization type *

Importer


Country Code *

AGO


BID / Partnerkey *











Brand *

Volkswagen (V)

Click "Search".



Name	Status
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH	
DEUGRPA - Group Retail Portal Importeur	
DEUGRPC - Group Retail Portal Importeur	
DEUGRPN - Group Retail Portal Importeur	
DEUGRPS - Group Retail Portal Importeur	
DEUGRPV - Group Retail Portal Importeur	
NLD211V - Pon's Automobielhandel B.V.	
SWE222V - Volkswagen Group Sverige AB	

27.09.2023

Department: K-AVV-X/R

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MY PROFILE

Request a context 3/4

Check here, if this is the KVPS / DUNS context you want to request.

Click "Request working context" to submit.

The screenshot shows the 'Request a working context' dialog box in the Volkswagen Group Retail Portal. The dialog box is titled 'Do you want to request this working context?' and contains the text 'Großbritannien; Volkswagen Group UK Ltd.' Below the text are two buttons: 'CANCEL' and 'REQUEST'. The background shows the 'Request a working context' form with fields for 'Organization type *', 'Brand *', and a 'SEARCH' button. Below the form is a table with columns 'Name' and 'Status'.

Name	Status
DEUGRPA - Deutschland; Group Retail Portal	✓
DEUGRPC - Deutschland; Group Retail Portal	✓
DEUGRPN - Deutschland; Group Retail Portal	✓
DEUGRPS - Deutschland; Group Retail Portal	✓
DEUGRPV - Deutschland; Group Retail Portal	✓
NLD211V - Niederlande; Pon's	
DEU06789V - Group Retail Portal Dealer	
888888881-DEUGRPN - 12345test	

Showing 1 to 8 of 8 entries

Request Context

You can only work within the requested context, when your request was accepted by an administrator of the context. You will be informed via email about the confirmation.

When your request was accepted by an administrator of the context you can see the status change from pending to successful.

DEUGRPV - Group Retail Portal Importeur

System Settings

Andreas Cichon

Help - Video Guides

Home

User management

Role management

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Rollout map

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Overview

Request a working context

Please enter the contract key for the organization (KVPS key or D-U-N-S number), you want to be assigned to. The contract key can be either an importers BID (3 characters), or in case of a partnership context the partner Partnerkey (5 characters). In case of a D-U-N-S number please insert the 9-digit D-U-N-S number.

Organization type *

Country Code *

BID / Partnerkey *

Brand *

Importer

AGO

Volkswagen (V)

SEARCH

Name	
DEU182A - AUDI Vertriebsbetreuungs Gesellschaft mbH	Accepted.
DEUGRPA - Group Retail Portal Importeur	Accepted.
DEUGRPC - Group Retail Portal Importeur	Accepted.
DEUGRPN - Group Retail Portal Importeur	Accepted.
DEUGRPS - Group Retail Portal Importeur	Accepted.
DEUGRPV - Group Retail Portal Importeur	Accepted.
GBR210V - Volkswagen Group United Kingdom Ltd.	Pending.
NLD211V - Pon's Automobielhandel B.V.	Accepted.



MY PROFILE

Change password 1/2


Change your password, according to the password policies.

You can hide or show your chosen password.

Click "Change password".

 DEUGRPV - Group Retail Portal Importeur 

[Home](#) [Help - Video Guides](#)

Andreas Cichon 

Change password

Edit Password

The password contains at least 10 characters and contains at least one character of the following categories: **lower case letter** (a-z,ß,ü,ö,ä), **upper case letter** (A-Z,Ü,Ö,Ä), **number** (0-9), **special character** (@%+√/!#\$%^&*.(){}[]~"-_.,) and contains **at most three successive identical characters**. Password among of the previous 5 passwords.

Current Password *


.....

New Password *

.....

Confirm new Password *

.....



CHANGE PASSWORD

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version: 5.0.3.47.5

VOLKSWAGEN
AKTIENGESELLSCHAFT

MY PROFILE

Change password 2/2

You will receive a confirmation that the process was successful.

Password successfully changed!

Home

Help - Video Guides

Change password

Edit Password

The password contains at least 10 characters and contains at least one character of the following categories: **lower case letter** (a-z,ß,ü,ö,ä), **upper case letter** (A-Z,Ü,Ö,Ä), **number** (0-9), **special character** (@%+\'!#\$%^&.*{}[]~`-_.) and contains **at most three successive identical characters**. Password is not among of the previous 5 passwords.

Current Password *

New Password *

Confirm new Password *

CHANGE PASSWORD

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version: 5.0.3.1

VOLKSWAGEN

AKTIENGESELLSCHAFT

27.09.2023

Department: K-AVV-X/R

65

MY PROFILE

Change language 1/2

Click "Change language".

DEUGRPV - Group Retail Portal Importeur

Home Help - Video Guides

User Profile

Change Language

Language

English - (en)

My Account

Account Association

My Organizations

Request Working Context

GRP Auth

Change Password

Change Language

Logout

Andreas Cichon

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version: 5.0.3.47.5

VOLKSWAGEN
AKTIENGESELLSCHAFT

MY PROFILE

Change language 2/2

Choose your preferred language.



DEUGRPV - Group Retail Portal Importeur ▾

Andreas Cichon ▾

Home

Help - Video Guides

User Profile

Change Language

Language

English - (en)

Chinese (Taiwan) - (zh)

Portuguese (Brazil) - (pt)

English - (en)

Italian - (it)

Spanish - (es)

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version: 5.0.3.47.5

VOLKSWAGEN

AKTIENGESELLSCHAFT

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- II TRAINING DOCUMENTS – USER
 - REGISTRATION
 - LOGIN
 - START PAGE
 - MY PROFILE
 - TOTP
- III TRAINING DOCUMENTS – ADMINISTRATOR
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION

TOTP

Activation of the function
(One-time process) 1/4

After the administrator has triggered the process for you as the user, you receive this e-mail (here only an excerpt). Please follow the steps described in the e-mail to activate the TOTP for you.

Note: The link is only valid for a limited period of four hours.

Request to enable TOTP.



Dear Laura Korf,

Welcome to the activation of your TOTP process. The following step-by-step instructions will help you to qualify for strong authentication in GRP rapidly. Please follow these instructions for enabling TOTP:

Step 1:

Please follow this link to download the **TOTP webinar** and watch the video:

<https://grp.global.volkswagenag.com/isam/sps/static/grp/resources/totpwebinar/index.html>

Step 2:

Please **only** follow one of the link below:

<https://grp.global.volkswagenag.com/public/startotp.html>

Please do not use another or saved link to access GRP because you will not be able to follow the next steps!

Step 3:

Please log into Group Retail Portal using your username (email address) and password.

Step 4:

After you have successfully logged into GRP, you will be forwarded to a screen that asks for the last 6 digits of a passcode. This passcode will be emailed to you during this stage. Please copy the last 6 digits from the passcode and insert them into this field.

Step 5:

After you have entered the 6 digits from the passcode, you will be redirected to the QR code screen.

1. When you are using a laptop/computer

- a. Please ask your administrator if the authenticator is already installed on your computer.
- b. If not, please download **GRP Auth** with this link:

<https://grp.volkswagenag.com/isam/sps/static/grp/resources/GRPAu>

Activation of TOTP function:

- This feature is necessary so that users without a PKI card or SecurID can strongly authenticate themselves to gain access to applications that require strong authentication as a security standard
- Please note that the links you find in your email refer to the instance (PRELIVE / PROD) where the process was triggered
- Please note that this is only an excerpt of your email.

TOTP

Activation of the function
(One-time process) 2/4

After you clicked on the link
under “Step 1” in your email
to activate TOTP, use your
email address and
password to login to GRP.

Click here to proceed.

VOLKSWAGEN
AKTIENGESellschaft

Group Retail Portal

Willkommen im Group Retail Portal

Passwort

Zertifikat

SecurID

Berufliche Email/Nutzername ⓘ

Passwort

LOGIN

Neuen Nutzer registrieren (QA)

Passwort vergessen? (QA)

Neuen Nutzer registrieren (Test)

Passwort vergessen? (Test)

Neuen Nutzer registrieren (PreLive)

Passwort vergessen? (PreLive)

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TOTP

Activation of the function
(One-time process) 3/4

Type in the 6-digit code you
find in the email, you
received.

Click “submit”.

You can generate a new
one-time password.

Group Retail Portal

TOTP One-Time Password Login

Enter the one-time password you received via E-Mail c.schmidt@mundus.digital

One-Time Password: 3308-

SUBMIT

Click on the Regenerate button to get a new one-time password value delivered.

REGENERATE

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Installation of TOTP function:

- You will receive a second email. Within the email you will find a 6-digit code which you have to type in here. This code is valid for 25 minutes.
- If you have lost the first email, you can regenerate the one-time password by clicking on “Regenerate”. You will receive another email with a new code included.

TOTP

Activation of the function
(One-time process) 4/4

Please scan the QR code with your Authenticator application (Google Authenticator or Microsoft Authenticator) with your Smartphone/Tablet or enter the code you see on the left side in GRP Auth if you are using your PC/Laptop.

One-Time Password (OTP) QR Code

When you are using a **smartphone/tablet**, please download an authenticator application in your Play Store/App Store (Google Authenticator or Microsoft Authenticator) and scan the QR code you find below.

When you are using a **laptop/computer**, please download an authenticator software (like GRP Auth, you will find the download link in the initial e-mail) and type in the QR code manually (capital letters).

After scanning/typing in the QR code, a 6-digits code will be generated by your authenticator app (the code refreshes every 30 seconds automatically).

Please use this code for the TOTP login.

SHOW QR-CODE

Before clicking on continue, please be sure to download an appropriate authenticator.

RESET OTP

CONTINUE

Please click on Show QR-Code to display the QR code.

VOLKSWAGEN
DATENSCHUTZ

Group Retail Portal

One-Time Password (OTP) QR Code

When you are using a **smartphone/tablet**, please download an authenticator application in your Play Store/App Store (Google Authenticator or Microsoft Authenticator) and scan the QR code you find below.

When you are using a **laptop/computer**, please download an authenticator software (like GRP Auth, you will find the download link in the initial e-mail) and type in the QR code manually (capital letters).

After scanning/typing in the QR code, a 6-digits code will be generated by your authenticator app (the code refreshes every 30 seconds automatically).

Please use this code for the TOTP login.



XYAMRPGYYQ26PYCQ

Before clicking on continue, please be sure to download an appropriate authenticator.

RESET OTP

CONTINUE

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Click "Continue" for the next step.

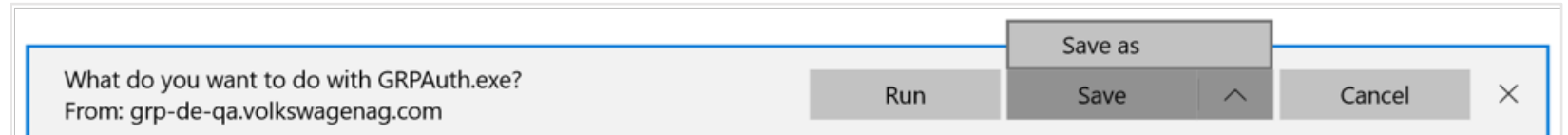
TOTP

Installation of the Authenticator application using GRP Auth as an example

To install the authenticator please visit the page from the link in your initial E-mail

Download your authenticator application/software, here GRP Auth, by clicking on the link.

This window opens. Click on "save as" to save the exe.-file



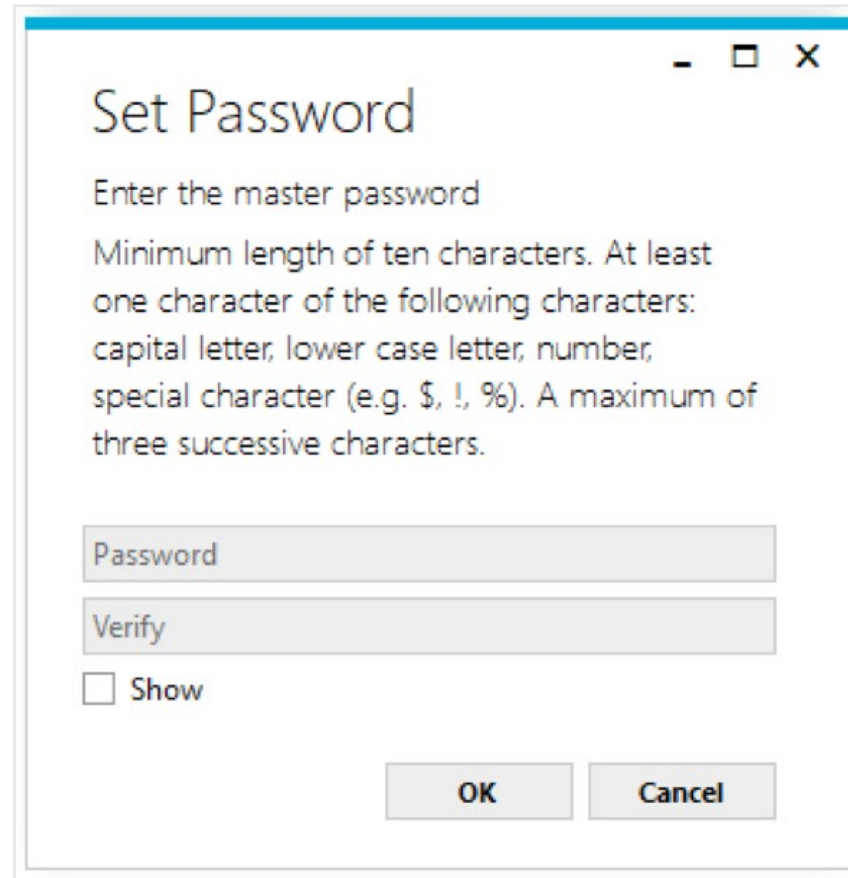
Bring the GTPAuth.exe-file to a path that is most convenient for you



After the GRP Auth has been installed for the first time, a master password must be set.

The conditions for setting a password must be observed here: Minimum password length of ten characters, one character consisting of upper case letters, lower case letters, numbers and special characters and a maximum of three consecutive characters.

Password confirmation and verification.



Set Password

Enter the master password

Minimum length of ten characters. At least one character of the following characters: capital letter, lower case letter, number, special character (e.g. \$, !, %). A maximum of three successive characters.

Password

Verify

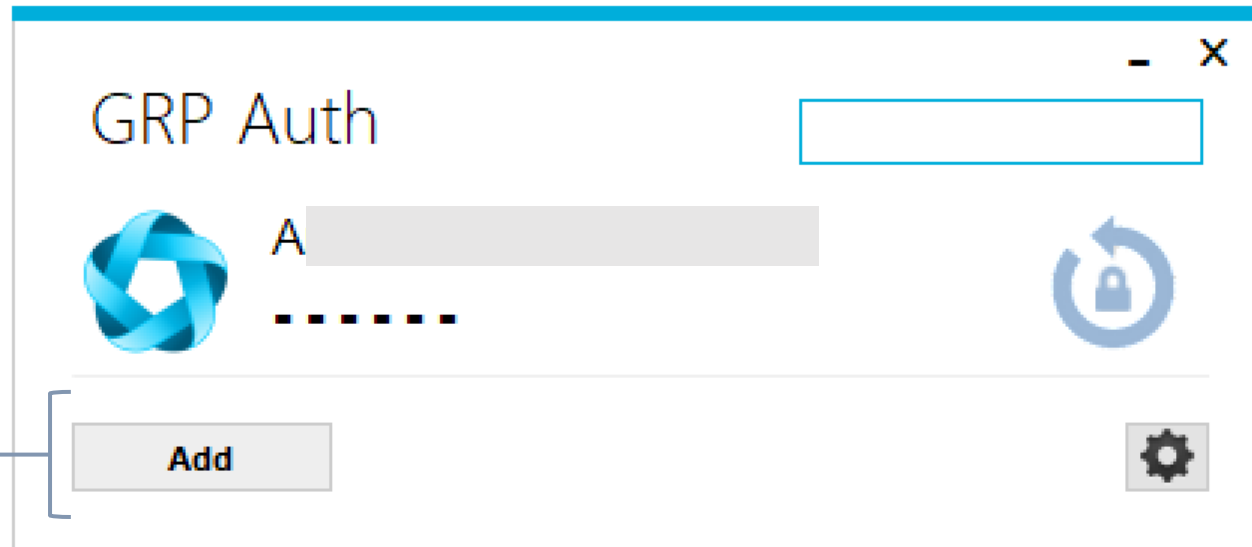
☐ Show

OK Cancel

TOTP

Initialization of the TOTP
Authenticator with the secret/ seed
(1/5)

After you have saved the
application on your desktop,
please open GRP Auth by a
mouse click. "Click on the
"Add" button.



Automatic deactivation TOTP:

After 6 months of inactivity, the user becomes invisible. In order to prevent this, the USER must register for his OTP once every six months.

TOTP

Initialization of the TOTP
Authenticator with the secret/ seed
(2/5)

After you have selected the
Authenticator, the following
window will open.

Please enter your first and
last name (e.g. Paul Smith)
first.

Please copy the 16-digit
alphanumeric code into this
field (see step 4/4).

Enter any password and
confirm it by re-entering it.

Confirm by clicking OK to
proceed to the next step.

The screenshot shows a window titled "Add Account" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains the following elements:

- A "Name" label followed by a text input field.
- A numbered instruction "1. Enter the secret code" followed by a text input field.
- A numbered instruction "2. Enter a password. (Minimum length of 10 characters, At least one character of the following characters: capital letter, lower case letter, number, special character e.g. \$, !, %. A maximum of three successive characters.)" followed by two stacked text input fields labeled "Password" and "Confirm".
- At the bottom right, two buttons labeled "OK" and "Cancel".

Blue lines with brackets on the left side of the window connect the instructional text blocks to their corresponding UI elements:

- A line from "After you have selected the Authenticator, the following window will open." points to the "Add Account" title bar.
- A line from "Please enter your first and last name (e.g. Paul Smith) first." points to the "Name" input field.
- A line from "Please copy the 16-digit alphanumeric code into this field (see step 4/4)." points to the "1. Enter the secret code" input field.
- A line from "Enter any password and confirm it by re-entering it." points to the "Password" and "Confirm" input fields.
- A line from "Confirm by clicking OK to proceed to the next step." points to the "OK" button.

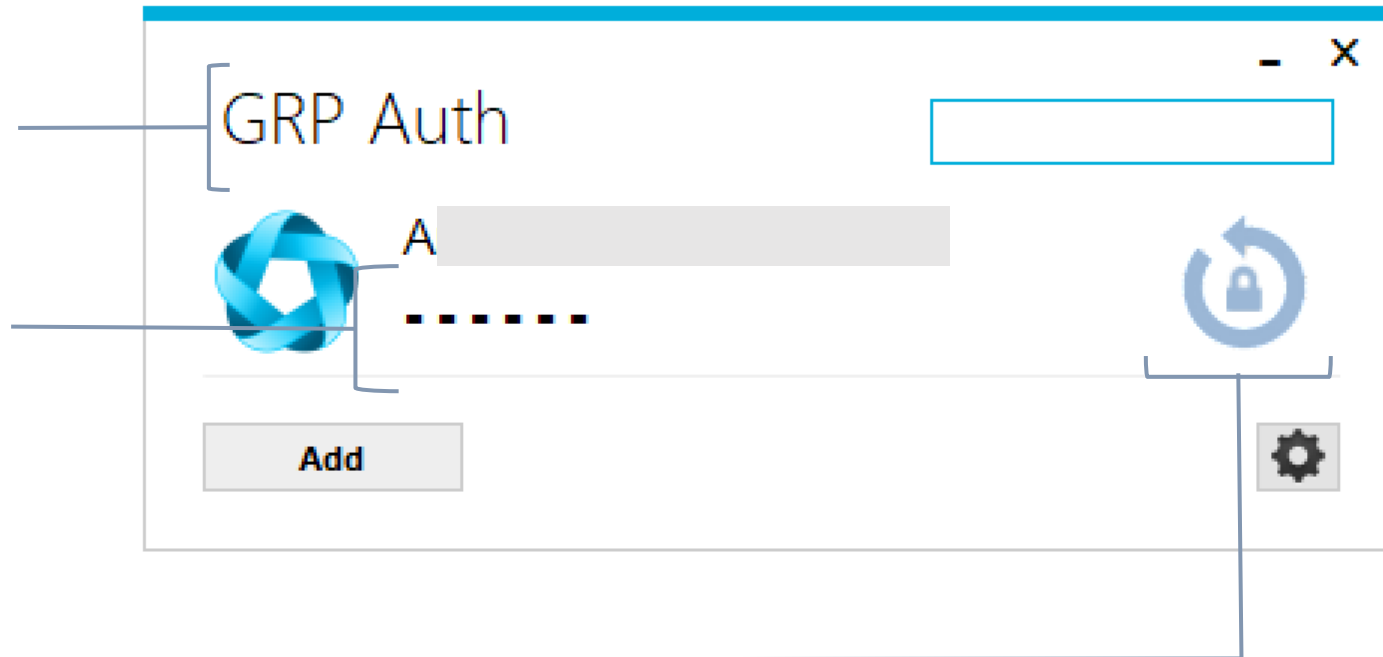
TOTP

Initialization of the TOTP
Authenticator with the secret/ seed
(3/5)

If you share the
Authenticator with other
users, you can find your
encrypted one-time
password by entering it in
the search field

Due to the encryption of
your seed, your one-
time password will only
be displayed with these
six hyphens (-----).

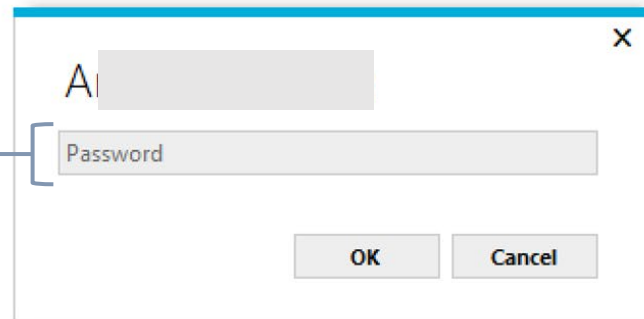
Please click the Refresh
button to enter the
password.



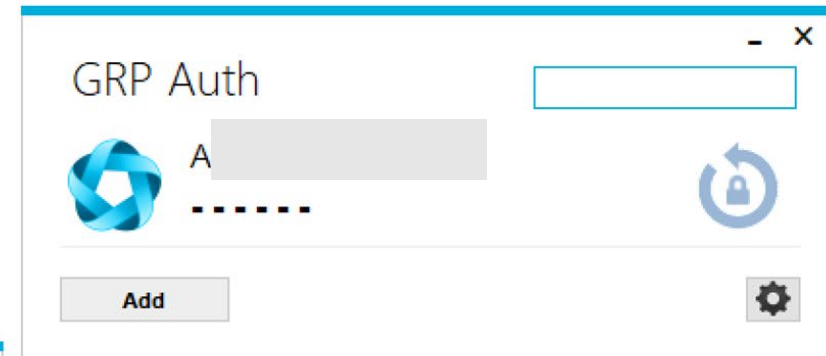
TOTP

Initialization of the TOTP
Authenticator with the secret/ seed
(4/5)

Enter the password
you just set here.



A screenshot of a small dialog box with a blue title bar. It contains a label 'A' followed by a greyed-out text field. Below this is a larger text input field with the placeholder text 'Password'. At the bottom are two buttons: 'OK' and 'Cancel'. A blue line points from the text 'Enter the password you just set here.' to the 'Password' input field.

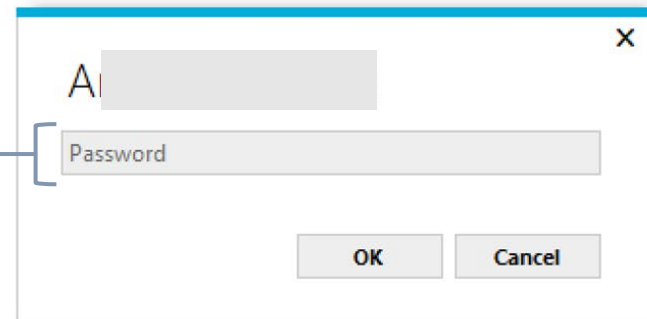


A screenshot of a window titled 'GRP Auth'. It features a blue logo on the left, a label 'A' followed by a greyed-out text field, and a dashed line below it. On the right side, there is a refresh icon (a circular arrow with a lock) and a settings icon (a gear). At the bottom left is an 'Add' button. There is also an empty text input field in the top right corner.

TOTP

Initialization of the TOTP
Authenticator with the secret/ seed
(5/5)

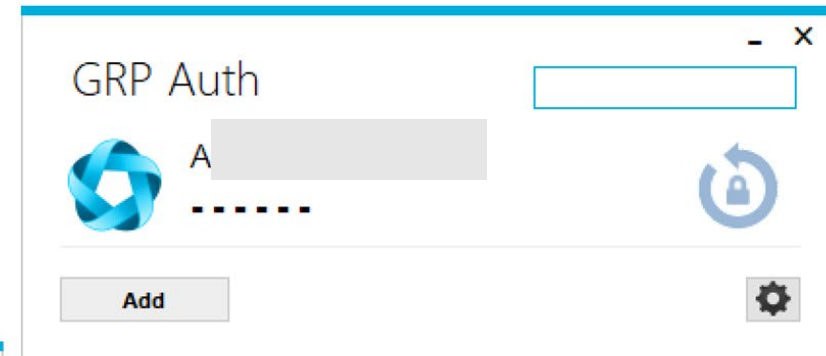
You will receive a 6-
digit code, your one-
time password.



A

Password

OK Cancel



GRP Auth

A

Refresh

Add

Settings

TOTP

Confirmation of TOTP onboarding

After you have clicked on "Next" in the GRP after receiving the QR code, you will be redirected to this page.

Please enter the current one-time password displayed in the Authenticator application/software and click "Verify".

You will be redirected to the GRP home page and are strongly authenticated. A green success banner appears: "TOTP process successful". You have now successfully activated the TOTP function.

In the future, you will only have to authenticate yourself once by entering the six-digit code for the duration of the GRP session.

Group Retail Portal

TOTP One-Time Password Login

Enter the one-time password (OTP).

One-Time Password:

VERIFY

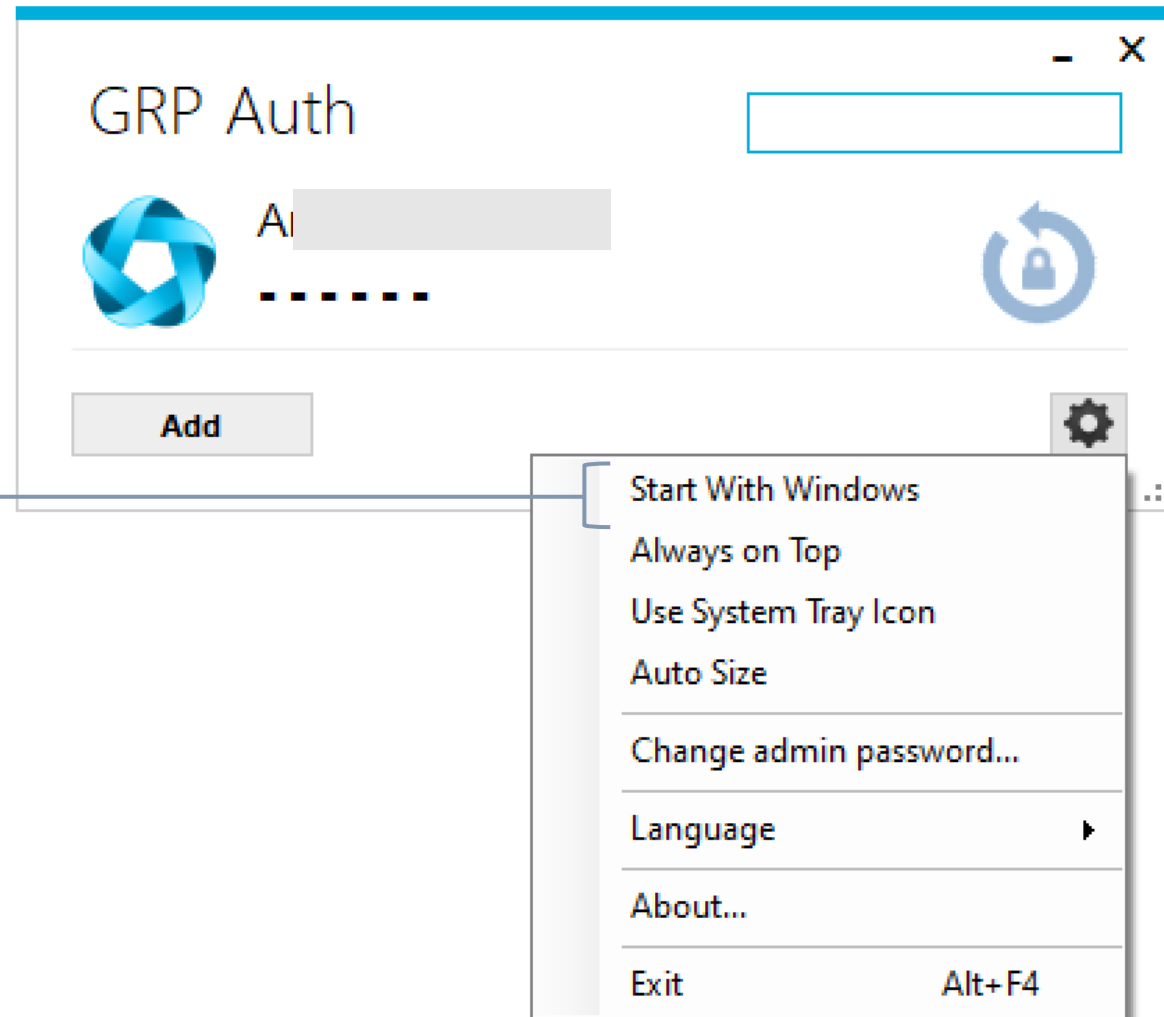
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Password entry

If the password is entered incorrectly five times, the account will be blocked for 10 minutes. The password can then be entered again.

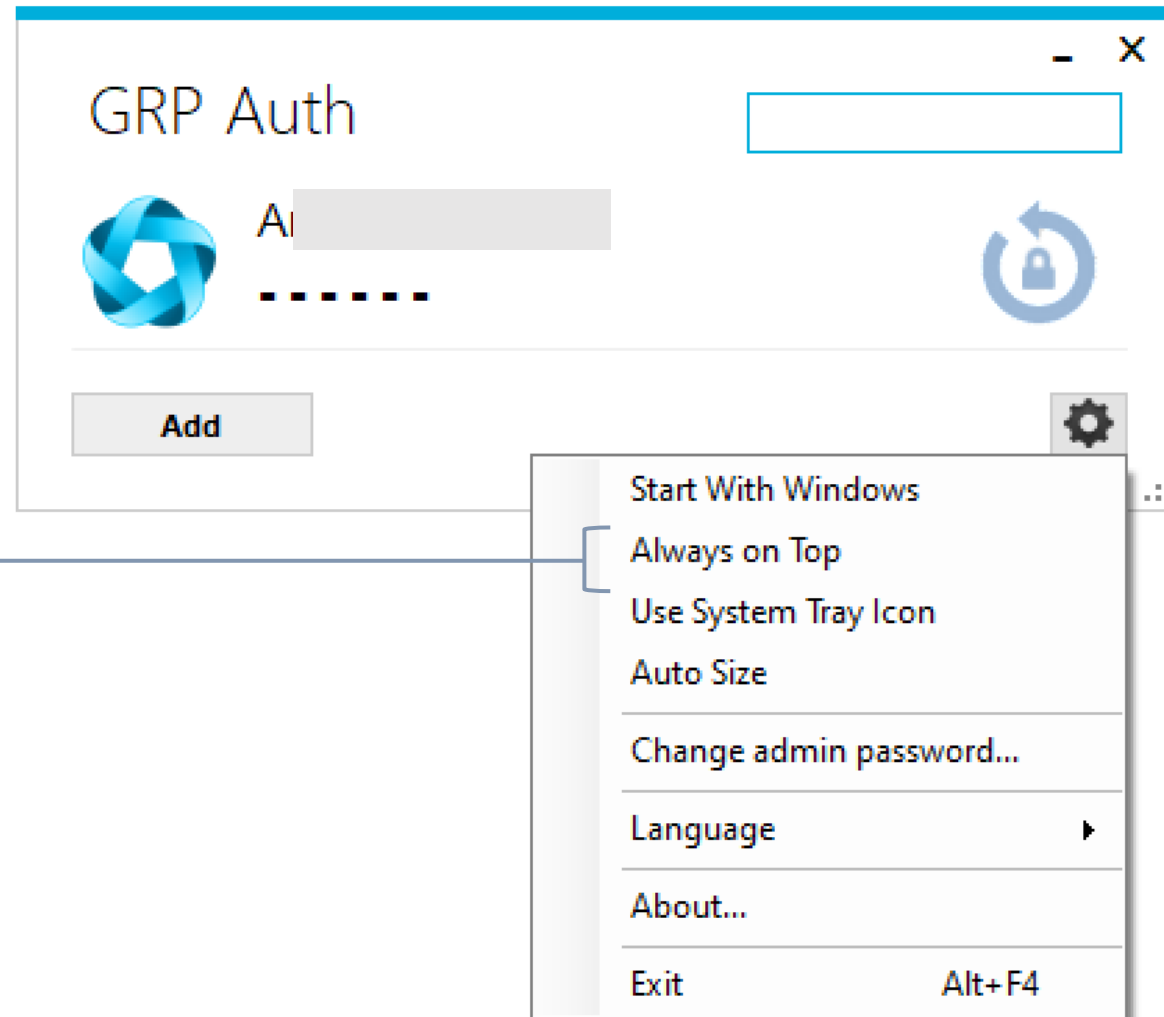
First click on the gear, which opens the menu window.

By selecting "Start with Windows", the authenticator is now automatically opened the next time the computer is started.



First click on the gear, which opens the menu window.

By selecting "Always in the foreground", the authenticator is always displayed before all programs. Accordingly, it can no longer be covered by other windows.

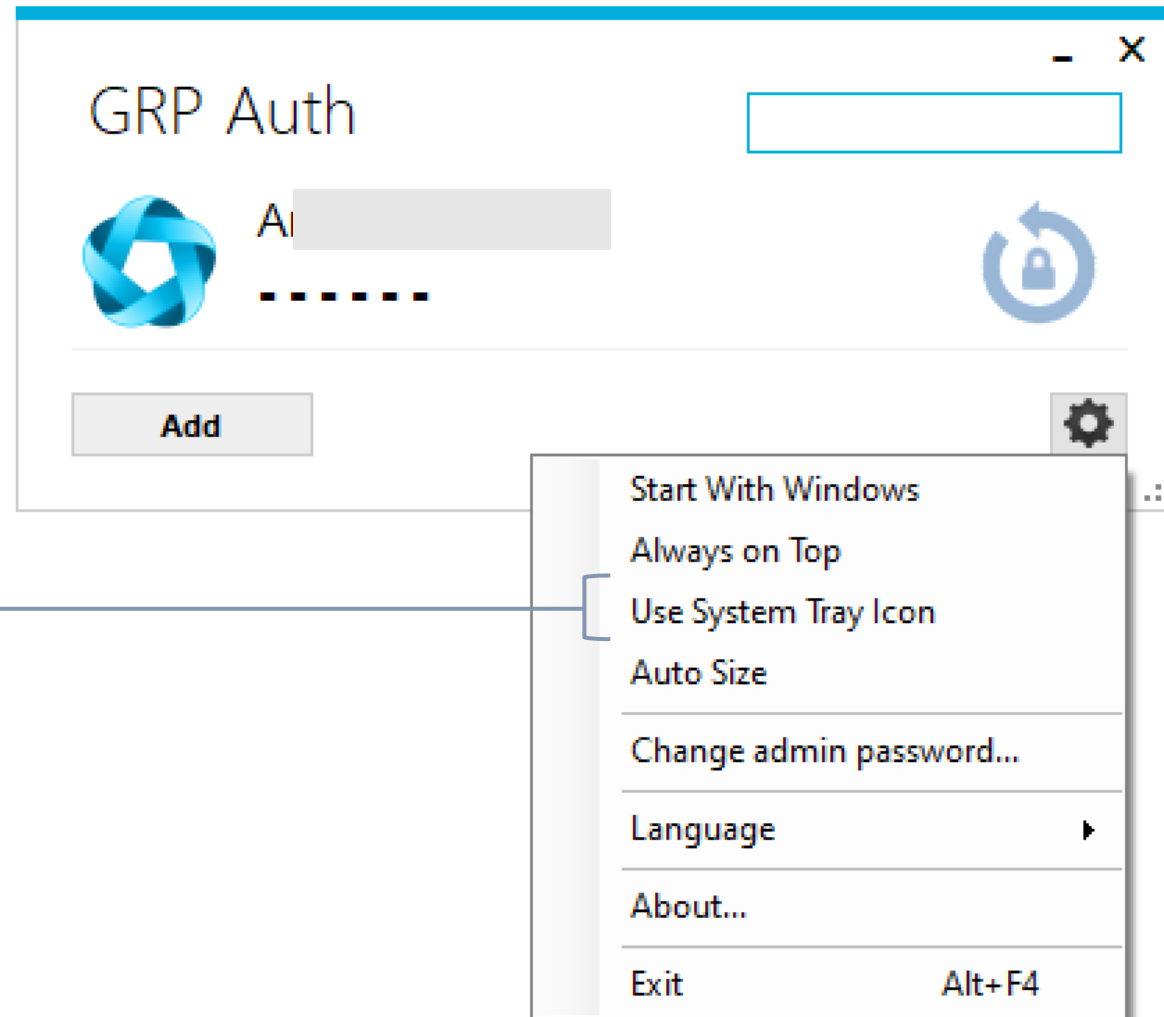


GRP Auth

Use System Tray Icon (1/4)

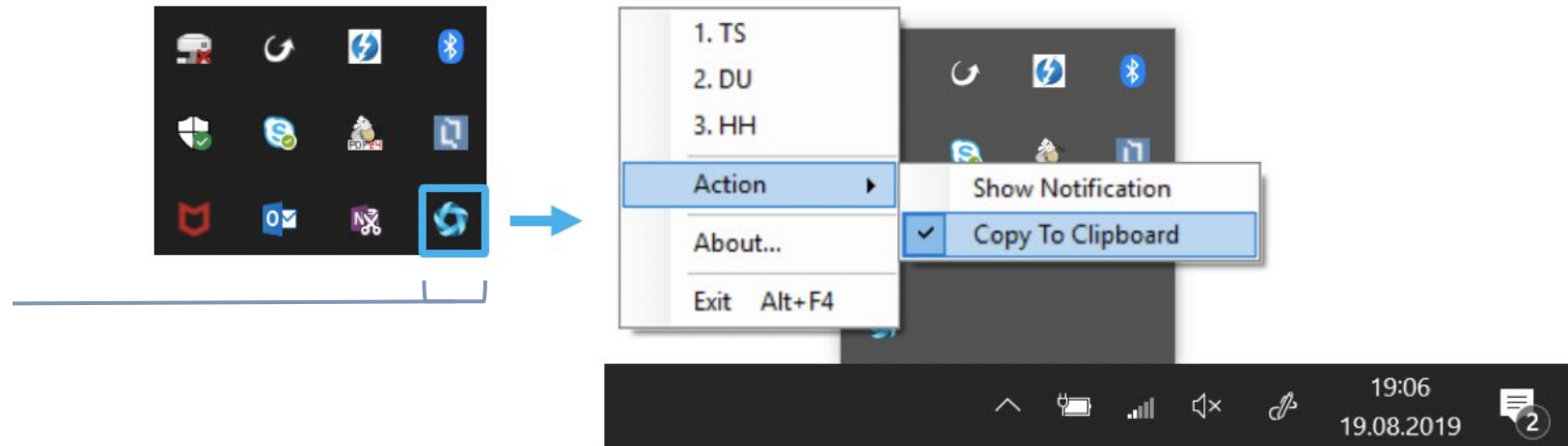
First the gear is clicked, which opens the menu window.

Then the area "Use the taskbar icon" can be clicked.

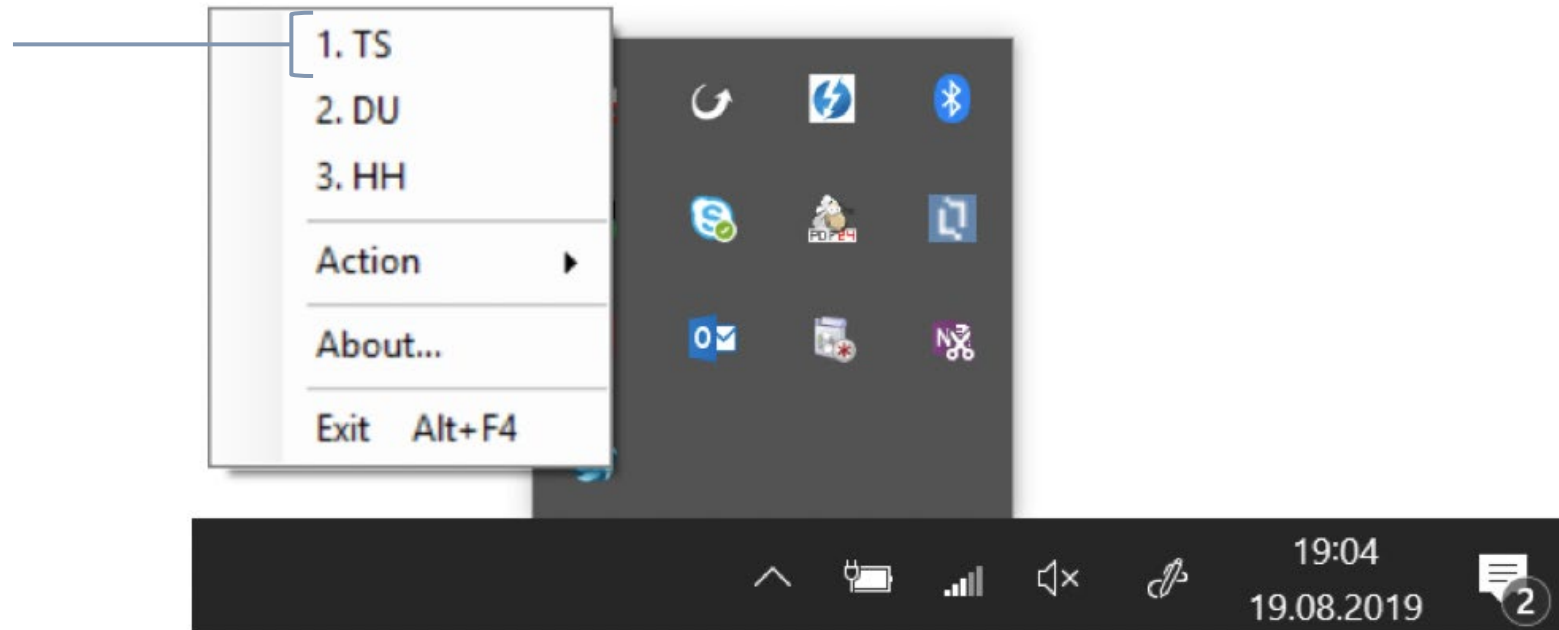


The authenticator can now be found in the taskbar in the lower right corner of the screen.

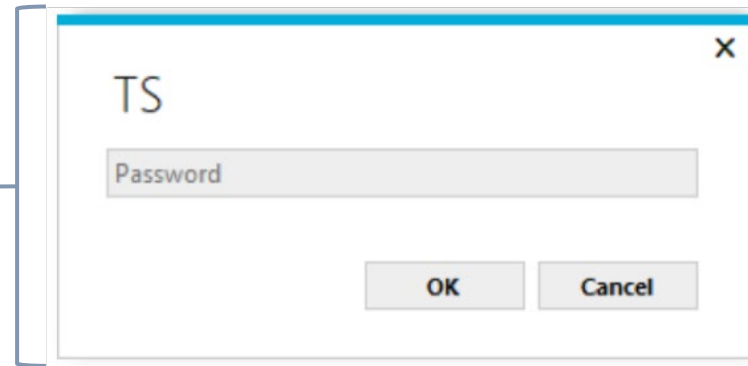
By clicking "Action", then "Copy to clipboard", the unique password will be copied to the clipboard in the future.



Then the desired user can be selected.



First the corresponding password of the personal seed must be entered and confirmed with "Ok".



A small dialog box titled "TS" with a close button (X) in the top right corner. It contains a text input field labeled "Password" and two buttons at the bottom: "OK" and "Cancel".

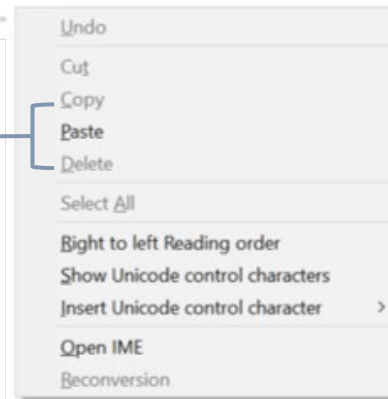
TOTP One-Time Password Login

Enter the one-time password (OTP).

One-Time Password:

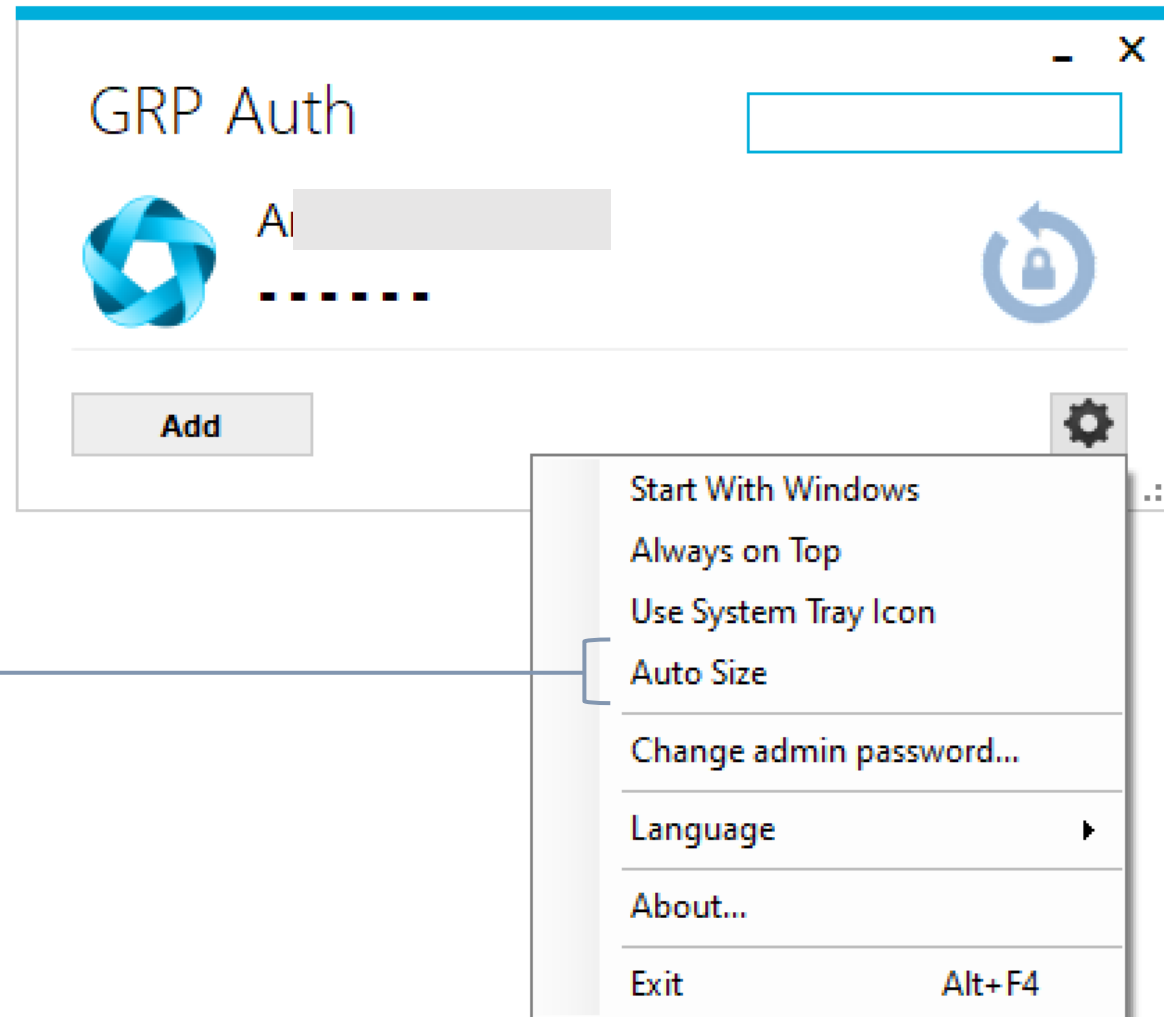
VERIFY

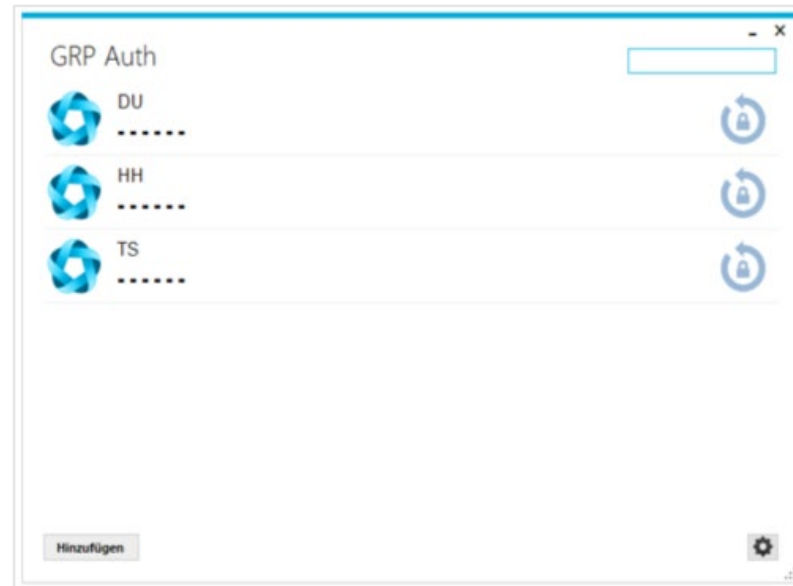
The code can be pasted from the clipboard by clicking the right mouse button in the One-Time Password field.



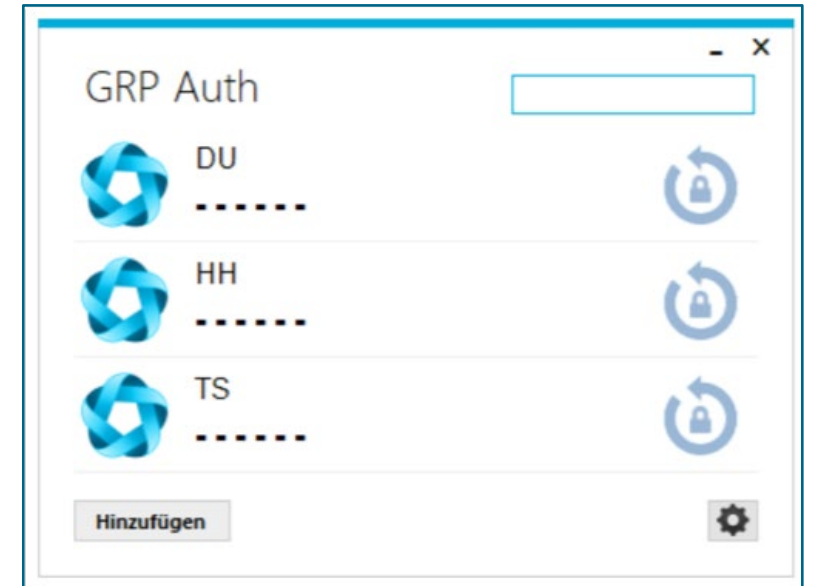
First click on the gear, which opens the menu window.

The "Auto Size" area can then be used to automatically adjust the authenticator for the optimal size of the window





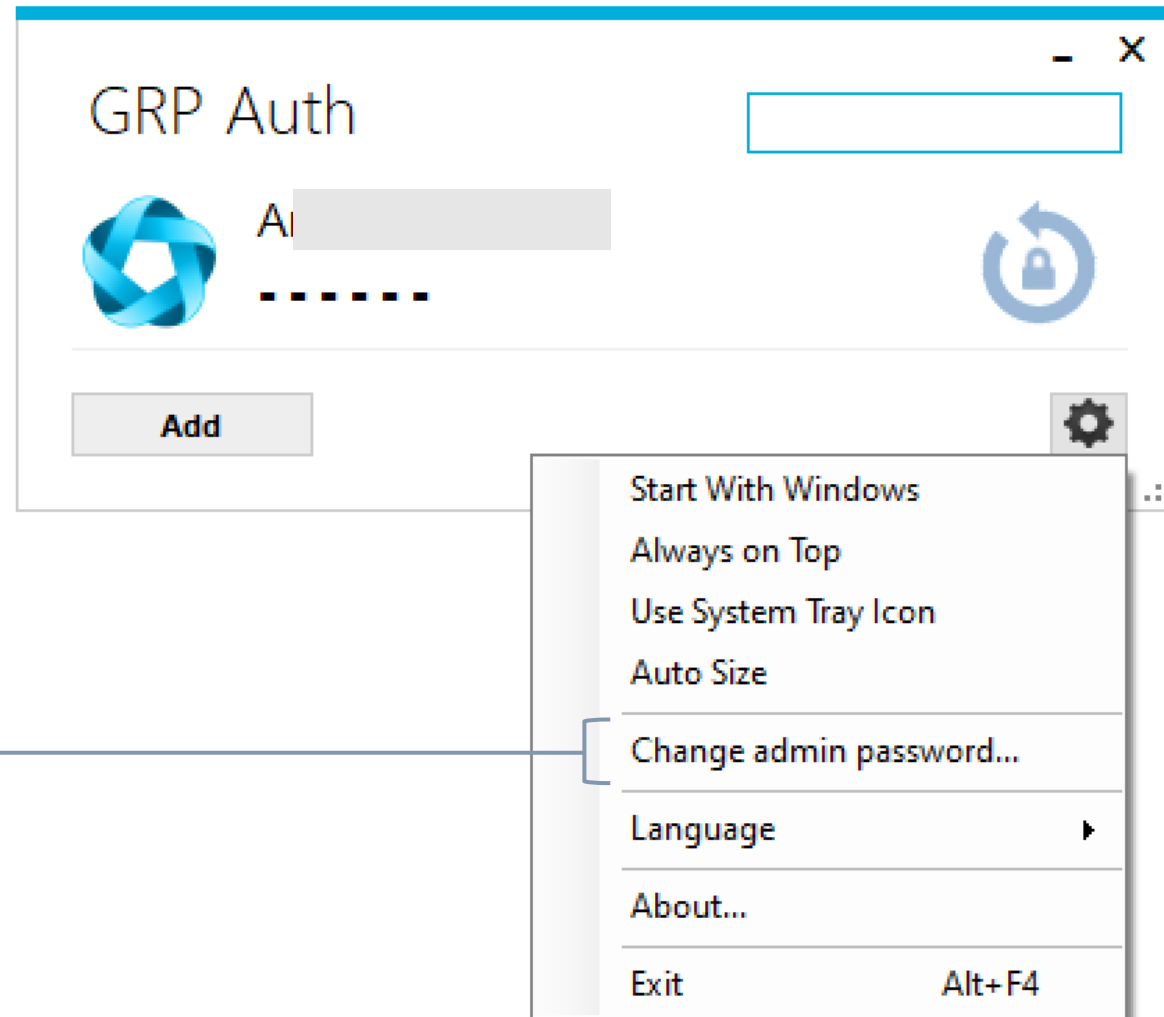
Without Auto-Size



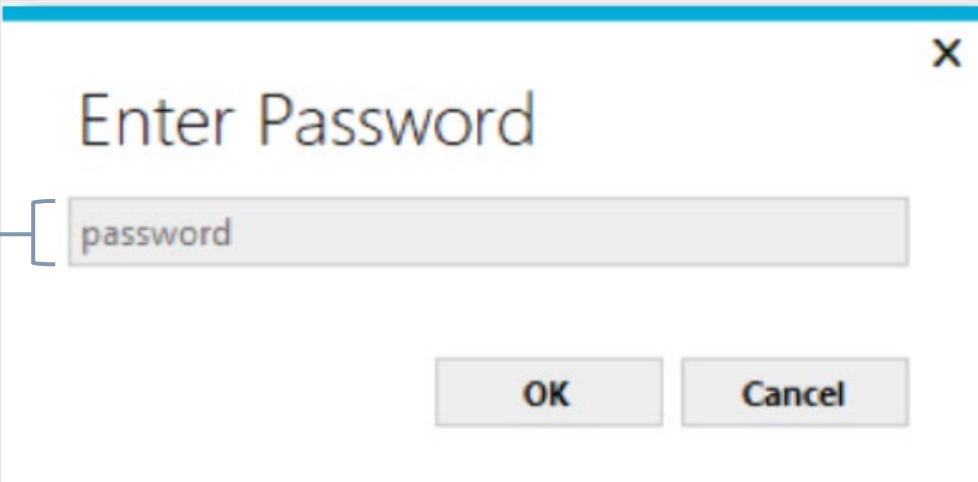
With Auto-Size

To change the admin password, first click on the cogwheel, which opens another menu.

Then the admin password can be changed by clicking "Change admin password...".



First the old admin password must be entered.



A screenshot of a Windows-style dialog box titled "Enter Password". The dialog box has a blue title bar with a close button (X) in the top right corner. Inside the dialog, the text "Enter Password" is displayed in a large, bold, black font. Below the text is a single-line text input field with a light gray background and a thin border. The word "password" is entered into this field. At the bottom of the dialog, there are two buttons: "OK" and "Cancel", both with a light gray background and a thin border. A blue line with a bracket points from the text "First the old admin password must be entered." to the input field.

As with the creation of an admin password, a password must be set in accordance with the GRP password requirements.

The conditions for setting a password must be observed here: Minimum password length of ten characters, one character consisting of upper case letters, lower case letters, numbers and special characters and a maximum of three consecutive identical characters.

Set Password

Enter the master password

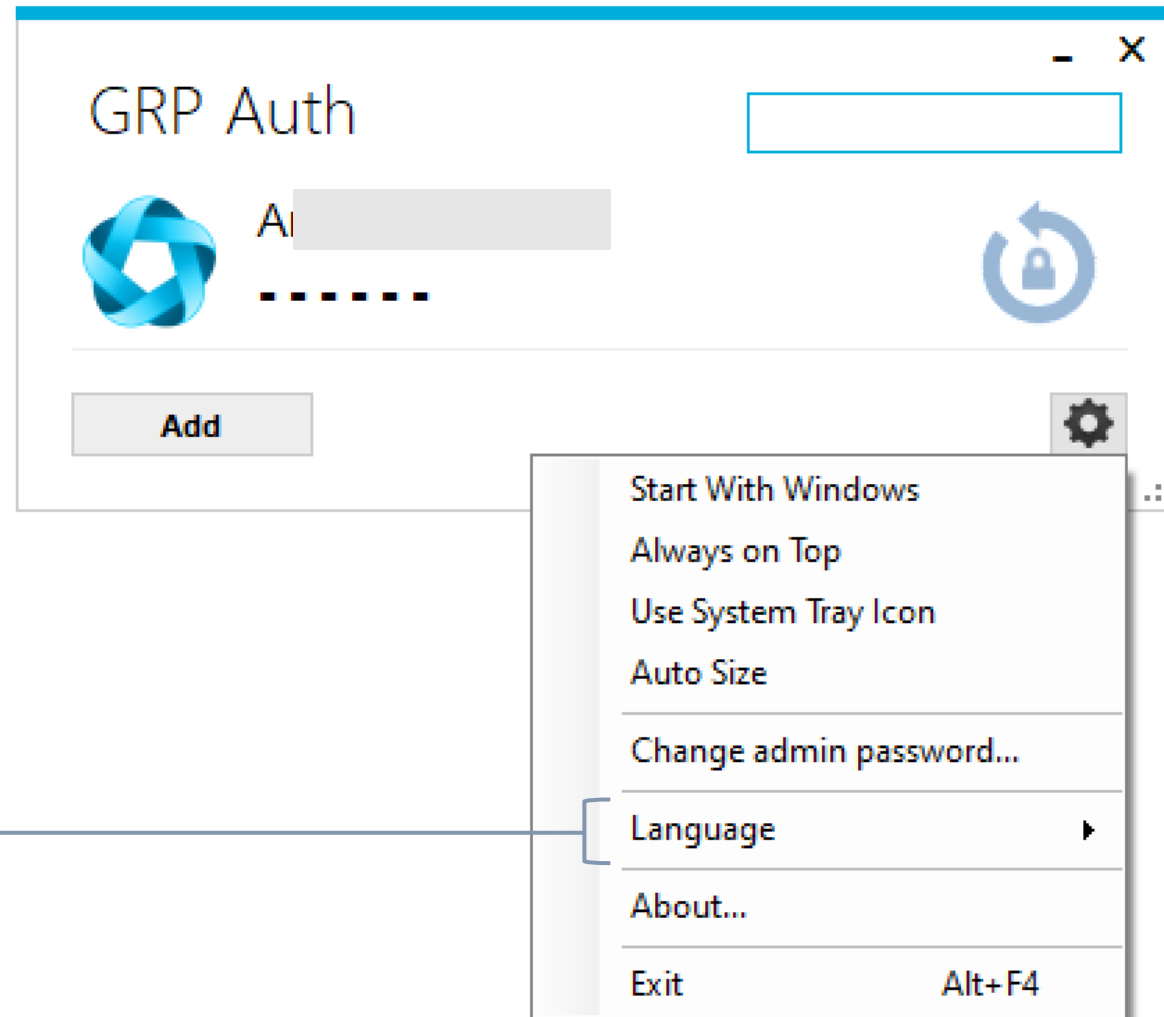
Minimum length of ten characters. At least one character of the following characters: capital letter, lower case letter, number, special character (e.g. \$, !, %). A maximum of three successive characters.

Password

Verify

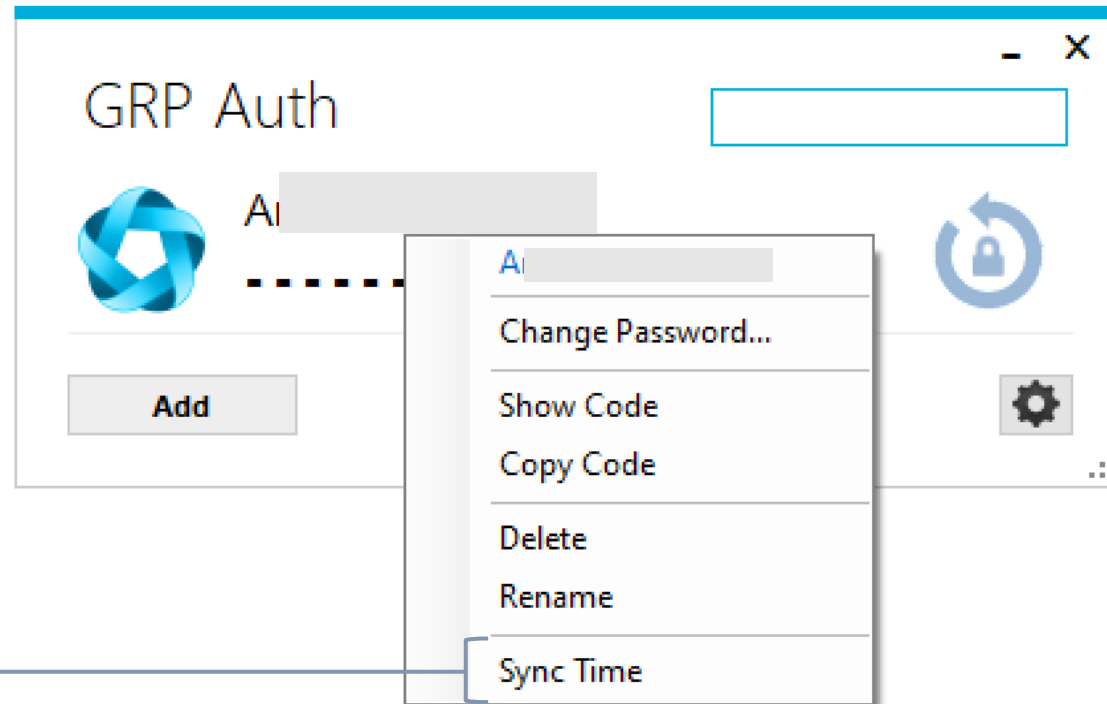
☐ Show

OK Cancel



First click on the gear, which opens the menu window.

The desired language can then be selected via the Set language area. In the course of time more and more languages will be added.



With a right click on your name, you get to further settings.

If two authenticator tools are used, the current time from google.com is used with this button. This ensures that an incorrect time on the PC does not lead to an incorrect OTP.

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**
 - OVERVIEW
 - USER MANAGEMENT - Admins (all level)
 - ROLE MANAGEMENT - Wholesale Admin
 - APPLICATION MANAGEMENT - Wholesale Admin
 - ORGANIZATION MANAGEMENT - Wholesale Admin
 - LEGAL DOCUMENTS - Wholesale Admin
 - ROLLOUT MAP - Wholesale Admin / Managing Director
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION



Wholesale Admin Ben

Wholesale Admin Ben owns all top admin rights. He can define roles, manage applications and customize the whole market and the Group Retail Portal.

The Wholesale Admin Ben can work in the User Management, Role Management, Organization Management and Application Management.



Local Admin Importer Level Sarah

As a Local Admin Importer Level, Sarah can use User Management to assign or decline users to their respective context. Sarah can add users from the Group Retail Portal to their current context and give them a role. In addition, she can create the Global User ID and give a user Admin Rights for being a Local Admin Importer Level.



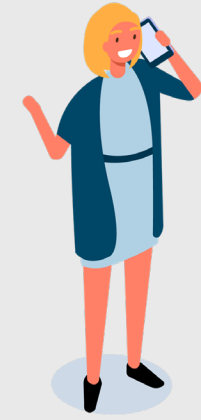
Managing Director Partner Level & Third Party Level

As Managing Director, Anja and Lukas have Local Admin rights. As a Managing Director Partner Level Anja has rights in Sales and After Sales. Anja can assign Local Admin Partner Level rights in Sales and After Sales. Lukas has Third Party rights. Anja and Lukas can use the User Management.



Sales Local Admin Partner Level Paul

Paul is a Local Admin Partner Level for Sales and can use User Management. Since Paul is a Local Admin Partner Level for Sales, he can assign or decline Sales roles in User Management and Admin Rights for Sales.



After Sales Local Admin Partner Level Laura

As a Local Admin Partner Level in After Sales, Laura can use the User Management. Since Laura is Local Admin Partner Level for the After Sales area, she can assign or decline After Sales roles in User Management and Admin Rights for the After Sales area.



User Management

Every admin can work with the User Management. As an admin, you can accept or decline pending user requests for your context. You can also actively add a user to your current working context. You can assign roles to users, create their Global User IDs, give them Admin Rights and activate TOTP. As a Sales Local Admin on Partner Level, you can assign users to Sales roles and Sales Admin Rights. As an After Sales Local Admin on Partner Level, you can assign users to an After Sales role and After Sales Admin Rights. As a Managing Director you can assign users to Sales and After Sales roles and Admin Rights.



Role Management

Only Wholesale Admins can access the Role Management. In Role Management you assign applications to roles because we have role-based access rights in GRP. You can also create local roles for your local applications. Changes will be taken for all Partners and Organizations connected to your Importer.



Application Management

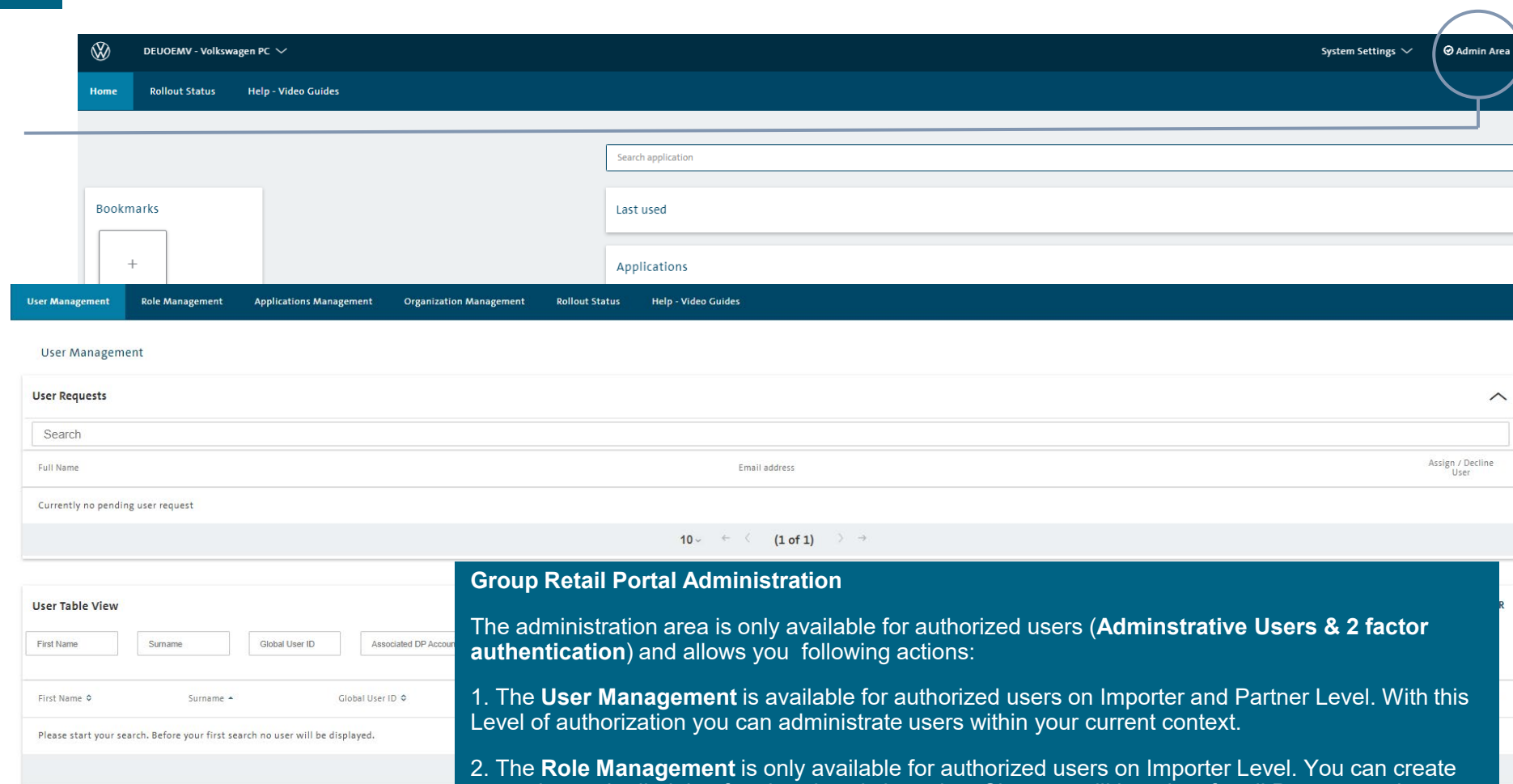
Only Wholesale Admins can access the Application Management. The Wholesale Admin is able to activate and deactivate applications for all connected Partners and Organizations.



Organization Management

Only Wholesale Admins can access the Organization Management. The Wholesale Admin can assign or delete a Managing Director for a Partner or Third Party Organization. The Wholesale Admin is able to create and administrate Third Party Organizations.

Click here to go to the administration area. As a wholesale admin you have access to User Management, Role Management, Application Management and Organization Management. All other admins will see their Application Manager and the User Management.



Group Retail Portal Administration

The administration area is only available for authorized users (**Administrative Users & 2 factor authentication**) and allows you following actions:

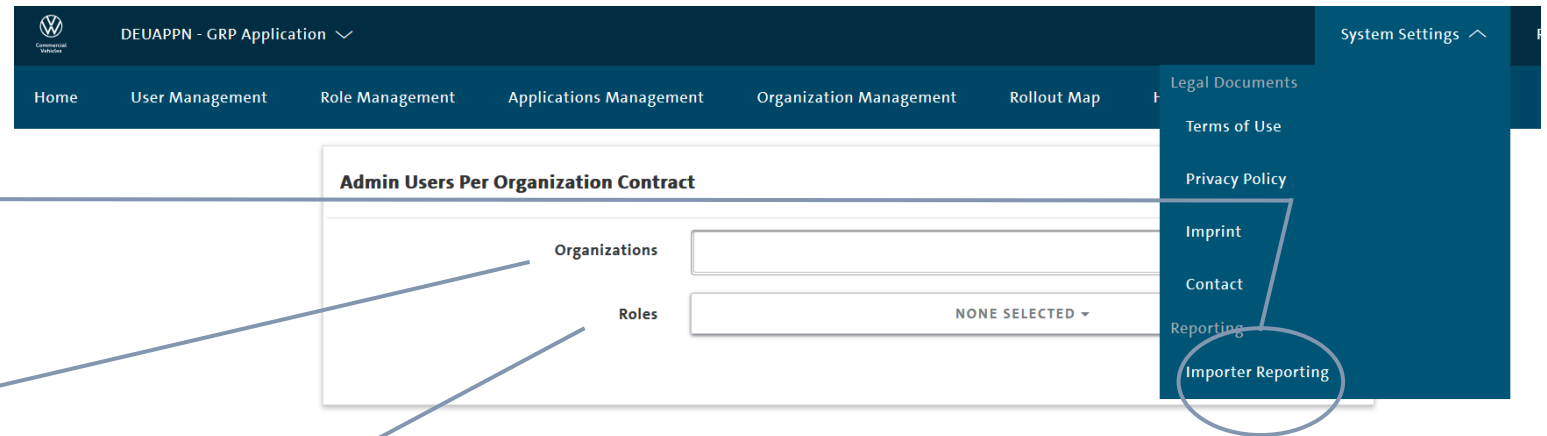
1. The **User Management** is available for authorized users on Importer and Partner Level. With this Level of authorization you can administrate users within your current context.
2. The **Role Management** is only available for authorized users on Importer Level. You can create new roles and edit rights for already existing roles. Changes will be taken for all Partners and Organizations connected to the Importer.
3. The **Application Management** is only available for authorized users on Importer Level. You can administrate applications for all connected Partners and Organizations.
4. The **Organization Management** is only available for authorized users on Importer Level. You can assign a Managing Director for a dealership or create and administrate Third Party Organizations. If required, you can assign more than one **Managing Directors** per organization (no limit).

Click on System Settings to get to the Importer Reporting.

In order to query the administrative roles, the Wholesale Admin has to select his own importer organization (eg. DEUGRPV) or any of the child organizations (Partner / Third Party Organization) that belong to his importer.

The Wholesale Admin selects the role/s he wants to query. Multiple roles can be selected by mouseover.

The system displays all users with the selected role in the selected BID or PartnerID / DUNS Number. If the Wholesale Admin selects a BID, the excel includes all child organizations and the users with the selected administrative roles as well.



Importer Query:

The importer reporting functionality gives the Wholesale Admin the option to generate an excel file with the administrative users and their roles for the importer context of the Wholesale Admin and/or the Partner and Third Party Organizations that belong to the importer. The query can only be executed for the currently selected importer context.

Commercial Vehicle

DEUAPPN - GRP Application

System Settings

Home User Management Role Management Applications Management Organization Management Rollout Map Help - Video Guides

Admin Users Per Organization Contract

Organizations 000000001-DEUAPPN x

Roles WHOLESALE ADMINISTRATOR v

Click here to export the Excel sheet.

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Displayed Data:

If the user runs the query, the GRP creates an excel export with the following results:

First Column: BID / PartnerNo/ DUNS No

Second column: Brand of contract

Third column: name of contract

Fourth column: Name of User

Fifth column: Surname of user

Sixth column: email address of the user

Seventh column: Role name (Wholesale, Local Admin, Sales Local Admin or After Sale Local Admin)

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**
 - OVERVIEW
 - USER MANAGEMENT - Admins (all level)
 - ROLE MANAGEMENT - Wholesale Admin
 - APPLICATION MANAGEMENT - Wholesale Admin
 - ORGANIZATION MANAGEMENT - Wholesale Admin
 - LEGAL DOCUMENTS - Wholesale Admin
 - ROLLOUT MAP - Wholesale Admin / Managing Director
- IV HELP VIDEO GUIDES
- V USER & ROLE RECERTIFICATION

USER MANAGEMENT

Overview

Click here to access User Management.

Users Table View

1. In the Users Table View, you manage users, remove users from your context, assign roles and generate a Global User ID.
2. The filter function tool on the left side of the screen will be very useful when you have a lot of users assigned to one context.

Please start the user search to get an overview of the users of the context.

Depending on the entering, you will receive a list with all users with the same name, the user with the specific full name or, in the case of an empty search an overview with all users of the context.

The screenshot displays the 'User Management' section of a web application. At the top, a dark blue navigation bar contains links for 'Home', 'User Management' (which is highlighted), 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. Below this, a sub-header 'User Management' is visible. The main content area is divided into two sections. The top section, 'User Requests', features a search bar. The bottom section, 'User Table View', includes a filter tool with input fields for 'First Name', 'Surname', 'Global User ID', 'Associated DP Account', and 'Email', along with a 'Select roles' dropdown and a 'SEARCH' button. Below the filter tool is a table with columns: 'First Name', 'Surname', 'Global User ID', 'Assi', 'User Role', 'Request Global User ID', 'TOTP', and 'Edit Role'. A message below the table states: 'Please start your search. Before your first search no user will be displayed.' At the bottom right of the table, there is a pagination control showing '10' and '(1 of 1)'.

User Management

Each context has his own User Management. This means that you can only administrate users within this context (e.g. Dealer 12345V). This also applies to wholesalers. A Wholesale Administrator is not able to administer users on Partner Level (Expectation: Assign Managing Director).

User Management Functions:

- Administer users of this context (Assign roles, Recertification, Global User ID)
- Add user / Answer user requests for this context

USER MANAGEMENT

Overview

User Management		User Requests				
User Table View		ADD USER				
First Name ↕	Surname ↕	Global User ID ↕	Associated DP Account	Request Global User ID	TOTP	Edit Role
				Do	✓	↕
aa				Do	?	↕
Merouan				Do	?	↕
All levels				Do	?	↕
Arnos local dealer				Do	?	↕
Vladimir			Administrator	Do	✓	↕
Vladimir				Do	✓	↕
Ejaz				Do	✓	↕
Joppich			Wholesale Administrator	Do	✓	↕
Möller				Do	?	↕

Results for Users Table View by starting the search function without entering a specific name, email or GUID.

USER MANAGEMENT

User Requests 1/4
example Sales Partner Level



User Request

The user Tim requests a working context.



Pending Requests

Sales Local Admin Partner Level Paul receives an Email. He has to open the User Management to see all pending requests in his current context.



Manage User Request

Admin Paul can assign or decline Tim to his current context.

USER MANAGEMENT

User Requests 2/4
example Sales Partner Level

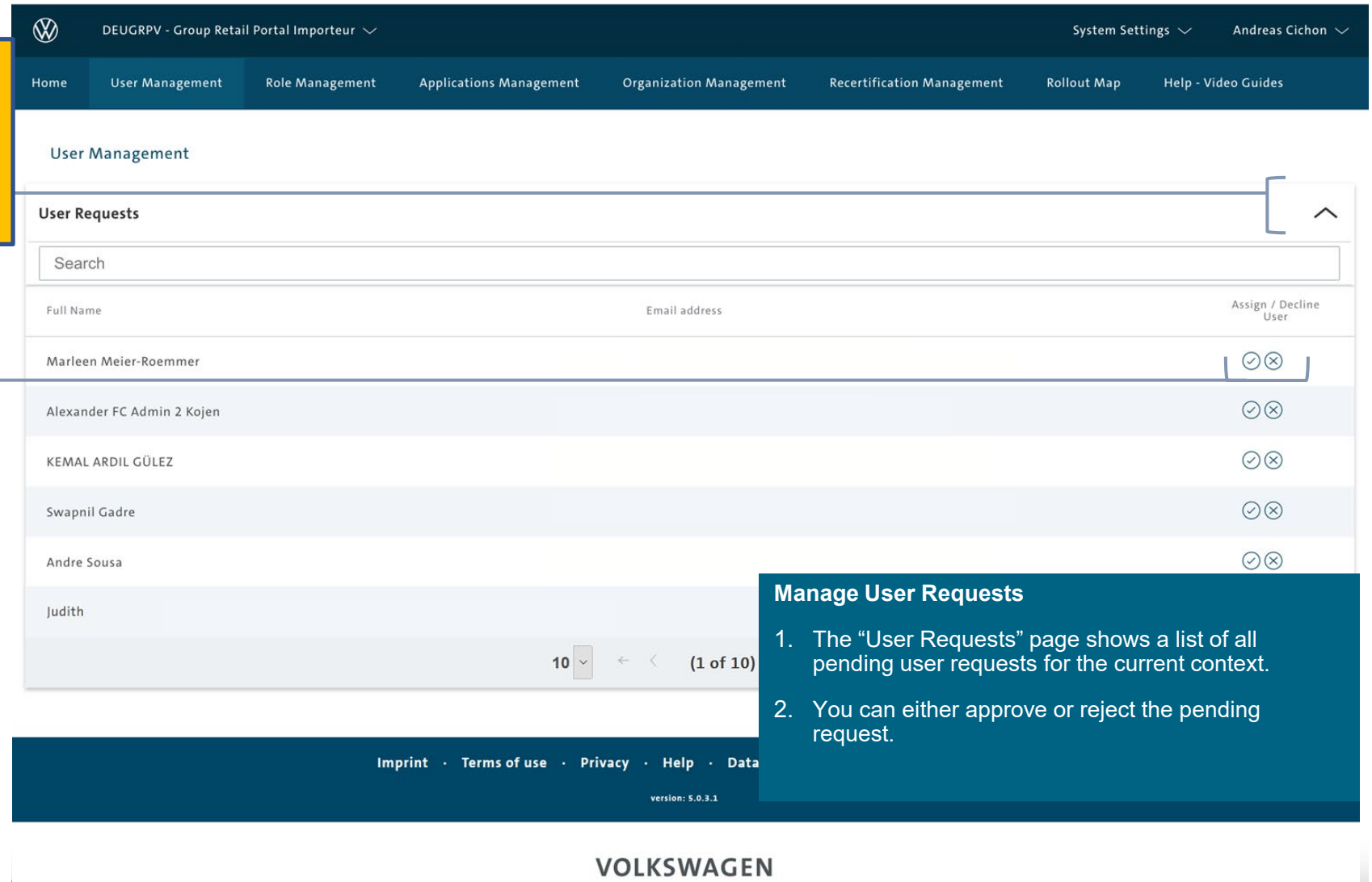
Click here to see all
user requests.

Click the check mark to add
the user to the context.

Click the cross to exclude the
user from the context.

The assignment of roles is
mandatory.

Users who have registered
after the new registration
procedure will be automatically
deleted from the GRP in case
of rejection.



DEUGRPV - Group Retail Portal Importeur

System Settings Andreas Cichon

Home User Management Role Management Applications Management Organization Management Recertification Management Rollout Map Help - Video Guides

User Management

User Requests

Search

Full Name	Email address	Assign / Decline User
Marleen Meier-Roemmer		✓ ✕
Alexander FC Admin 2 Kojen		✓ ✕
KEMAL ARDIL GÜLEZ		✓ ✕
Swapnil Gadre		✓ ✕
Andre Sousa		✓ ✕
Judith		

10 (1 of 10)

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Manage User Requests

1. The "User Requests" page shows a list of all pending user requests for the current context.
2. You can either approve or reject the pending request.

USER MANAGEMENT

User Requests 3/4
example Sales Partner Level



User role

User Tim is Service Manager. Admin Paul has to assign the Service Manager role to user Tim.



Admin Rights

If necessary Admin Paul can assign Tim to Admin Rights.



Global User ID

User Tim needs a Global User ID, Admin Paul can create one for him.

USER MANAGEMENT

User Requests 4/4
example Sales Partner Level

After approving a user request, the user will be notified about the approval via email.

Choose a role for the new user and assign administration rights if necessary. You can also create a Global User ID in that step.

If the field is grayed out, you don't have the authority to assign this role.

Click „Save“ to save the roles and rights for the user.

The screenshot displays the 'User Management' interface for 'DEUGRPV - Group Retail Portal Importeur'. The top navigation bar includes 'Home', 'User Management' (active), 'Role Management', 'Applications Management', 'Organization Management', 'Recertification Management', 'Rollout Map', and 'Help - Video Guides'. The user 'Andreas Cichon' is logged in, and 'System Settings' is available.

The 'User Management' section shows a 'User Requests' dropdown. Below it, the 'User Table View' is visible, with columns for 'First Name', 'Surname', 'Global User ID', 'Associated DP Account', 'Email', 'User Role', 'Request Global User ID', 'Re-certification', 'TOTP', and 'Edit Role'. A table entry for 'Merouan' is partially visible.

A modal window is open for role assignment, divided into two panes:

- Assign/Un-assign Admin roles to user:** Contains checkboxes for 'Wholesale Administrator', 'Managing Director', and 'Local Administrator' (which is checked).
- Assign/Un-assign Non Admin roles to user:** Contains a list of roles: 'Account Manager', 'After Sales Manager', 'After Sales Service Person', 'Author', and 'Brand Manager'. Arrows indicate the ability to add or remove roles.

On the right side of the modal, there is a 'Remove User' section with a checkbox 'Remove this user from context'. At the bottom right of the modal are 'CANCEL' and 'SAVE' buttons. A red question mark icon is visible in the bottom right corner of the table area.

USER MANAGEMENT

Users Table View 2/3

Click the filter icon to see the roles.

Choose a role / roles to filter users by role.

The screenshot displays the 'User Management' section of a system. At the top, a navigation bar includes a logo, the text 'DEUGRPV - Group Retail Portal Importeur', and links for 'System Settings' and 'Andreas Cichon'. Below this, a secondary navigation bar lists 'Home', 'User Management' (highlighted), 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. The main content area is titled 'User Management' and contains a 'User Requests' section with a dropdown arrow. Below this is the 'User Table View' section, which features a search icon, a filter icon, and an 'ADD USER' button. A role filter overlay is visible, listing roles with checkboxes: 'Wholesale Administrator', 'Account Manager', 'Brand Manager', 'Complaint Manager', 'Fleet Manager', and 'Marketing Manager'. A 'more' link is at the bottom of the list. Blue lines with arrows point from the text annotations to the filter icon and the role list.



Users Table View



1. In the Users Table View, you manage users, remove users from your context, assign roles and generate a Global User ID.
2. The filter function tool on the right side of the screen will be very useful when you have a lot of users assigned to one context.

USER MANAGEMENT

Users Table View §/3

Search users or roles by using the search function.

DEU100V - Volkswagen Vertriebs- betreuungsgesellschaft mbH Q... 

System Settings Andreas Cichon 

Home

User Management

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Organization Management



Rollout Map



Help - Video Guides

User Management

User Requests

User Table View

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
Andreas	Cichon			a.cichon@re-think.consulting	Wholesale Administrator			

Assign/Un-assign Admin roles to user

☒ Wholesale Administrator

☐ Managing Director

☐ Local Administrator

Assign/Un-assign Non Admin roles to user

Account Manager

After Sales Manager

After Sales Service Person

Author

Brand Manager

Business Analyst

Remove User

☐ Remove this user from context

CANCEL

SAVE

USER MANAGEMENT

Remove user 1/3
example Sales Partner Level



Remove user

Service Manager Tim wants to be removed from the current context.



Admin Paul

Admin Paul can remove Tim from the context while working in the Users Table View editing Tims role.



Confirmation

Paul has to confirm removing Tim from the current context.

USER MANAGEMENT

Remove user 2/3

DEU100V - Volkswagen Vertriebs- betreuungsgesellschaft mbH Q...

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User Management

User Requests

User Table View

Q

▼

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
deje	meme			dejeb89873@johnderasia.com	Local Administrator, Wholesale Administrator			
fo	Nare				Local Administrator			

Assign/Un-assign Admin roles to user

☐ Wholesale Administrator

☐ Managing Director

☒ Local Administrator

Assign/Un-assign Non Admin roles to user

Account Manager

After Sales Manager

After Sales Service Person

Author

Brand Manager

Business Analyst

Remove User

☒ Remove this user from context

CANCEL

SAVE

To remove user from current context, edit the user in User Table View and click on “Remove user from Context”.

Users Table View

Users that actually have the role Wholesale admin, cannot remove themselves or other users with the role Wholesale Admin under "remove user form this context".

27.09.2023

Department: K-AVV-X/R

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USER MANAGEMENT

Remove user 3/3

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User Management

User Requests

User Table View

Q

Y

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
deje	meme			dejeb89873@johnderasia.com	Local Administrator, Wholesale Administrator			
fo	Nare				Local Administrator			

Assign/Un-assign Admin roles to user

☐ Wholesale Administrator

☐ Managing Director

☒ Local Administrator

Assign/Un-assign Non Admin roles to user

Account Manager

After Sales Manager

After Sales Service Person

Author

Brand Manager

Business Analyst

Remove User

☒ Remove this user from context

CANCEL

SAVE

Click „Save“ to confirm.

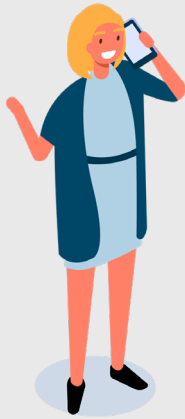
27.09.2023

Department: K-AVV-X/R

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USER MANAGEMENT

Add user 1/4
example After Sales Partner Level



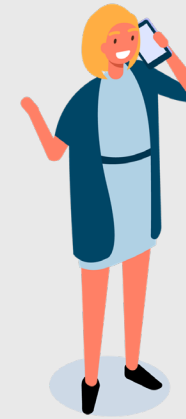
Add user

After Sales Local Admin Partner Level Laura wants to add the user Markus actively, who is Logistic Manager to her current context.



User Markus

User Markus already is registered in Group Retail Portal.



User role

Laura has to assign Markus to his role as Logistic Manager. She also creates his Global User ID and could assign him to Admin Rights.

USER MANAGEMENT

Add user 2/4

The screenshot displays the 'User Management' section of a system. At the top, a dark blue header contains the VW logo, the text 'DEUGRPV - Group Retail Portal Importeur', and links for 'System Settings' and 'Andreas Cichon'. Below this is a navigation bar with links: 'Home', 'User Management' (highlighted), 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. The main content area is titled 'User Management' and features a 'User Requests' dropdown menu. Below this is a 'User Table View' section with a search icon, a filter icon, and an 'ADD USER' button. A process flow diagram shows three steps: '1 Enter User Name', 'Select Role', and 'Success'. The 'Enter User Name' step is active, showing a form with a 'Username *' label, a text input field, a 'NEXT' button, and a 'BACK' button. A red asterisk note at the bottom states '* Username field is mandatory'.

User Management

User Requests

User Table View

1 Enter User Name

Select Role

Success

Username *

NEXT

BACK

* Username field is mandatory

Click here to add a user to your current context.

Fill in the Username and click "next".

Add Users actively

1. The administrator can add users actively without a context request from a user. For that the user must be registered in Group Retail Portal already.
2. To add a user to one of your other contexts you need to change the context first.

USER MANAGEMENT

Add user 3/4

Choose a role for the new user and assign Administration Rights if necessary. Then click “Save”.

GUID is automatically generated in the system for each user, triggered by the context acceptance.


GUID creation/ GUID is missing

- If the user does not have a GUID, the GUID creation is automatically triggered.
- If a GUID exists for the user, no further processes are triggered within the GRP
- If the GUID creation is not successful, the User with access to Organization Management eg. Group Admin, OEM Org Admin or Wholesale Admin can re-trigger the process in Organization Management via a "Generate GUID" button.

USER MANAGEMENT

Add user 4/4

The user has been added successfully to the current context.



DEUGRPV - Group Retail Portal Importeur

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User Management

User Requests

User Table View

ADD USER

Enter User Name

Select Role

Success

BACK

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USER MANAGEMENT

Activating the TOTP process

You can activate the TOTP process for the user by clicking on the OTP button for the respective user. GUID generation is required first. The user then receives an email with further instructions.

W

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User Management

User Requests

User Table View

Q

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
				d.tran@re-think.consulting				
aa	aa	dpk5lcg		@yopmail.com	Wholesale Administrator			
...	Abou Abdo	dp4azpg		o@volkswagen.de	Group Manager, Wholesale Administrator			
All levels	Admin	dpfpwc3		gmail.com	Wholesale Administrator			
	GRP4			@hartmannprivat.com	Account Manager, Brand Manager, Fleet Manager, and 4 more			
	Afonichev	dpsa5fx		@re-think.consulting	After Sales Manager, Local Administrator, Wholesale			
	Afonichev	dpv6763						
	Ahamed	dpbeloo						
	Alexander	dpwnynm						
	Alexandra							

Note:

If a user has not yet continued the TOTP process, the OTP button will turn red again after four hours so that it can be triggered again.

If a green button turns orange, it will turn green again after four hours.

If the user has changed his mobile device, he has to restart the TOTP process again.

TOTP for Admins is automatically triggered.

USER MANAGEMENT

Re-Initiate TOTP Process

You can re-initiate the TOTP process after 4 hours by clicking on the TOTP button for the respective user.

DEUGRPV - Group Retail Portal Importeur

System Settings Andreas Cichon

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User Management

User Requests

User Table View

ADD USER

First Name	Surname	Global User ID	Associated DP Account	Email	User Role	Request Global User ID	TOTP	Edit Role
aa								
Merouan					Group Manager, Wholesale			
All levels								
Arnos local dealer					Account Manager, Brand			
Vladimir								
Vladimir					Wholesale, Advertiser			
Ejaz					Trade Area Supply, User			
Joppich								
Möller								

Notification:

If a user has not yet proceeded with the TOTP process, the OTP button turns red again after four hours so that it can be re-triggered.

If a green TOTP button turns orange, it turns green again after four hours.

USER MANAGEMENT

Deactivation/Activation of E-mail notification regarding context request

Regarding your Admin role you always get the notification mails of the user request of contexts.

You are able to *deactivate* or *activate* this mail support in the main menu „MY account“ at any time.

DEUOEMV - Volkswagen PC

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User Profile

Edit Profile

Global User ID

First Name *

Surname *

Email *

Time Zone *

Europe/Berlin (+02:00)

CHANGE

Activate/deactivate context request notification mails

☒ Enable

☐ Disable

SAVE

Delete Account

By deleting your account all of your data will be permanently gone, you will not be able to log in anymore

DELETE

* First Name field is mandatory

* Surname field is mandatory

* Email field is mandatory

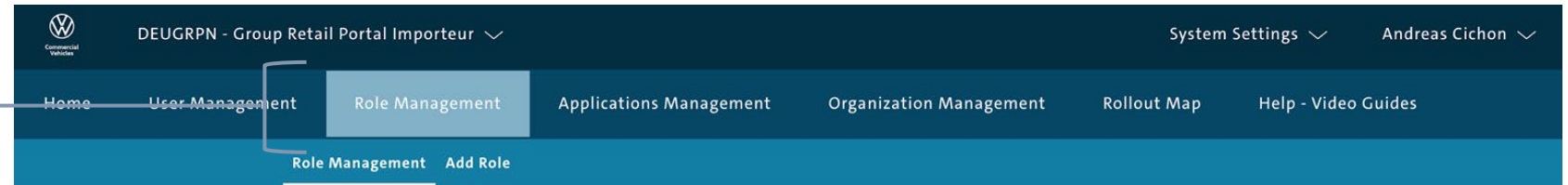
* Time Zone field is mandatory

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 - ROLLOUT MAP - Wholesale Admin / Managing Director
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ROLE MANAGEMENT

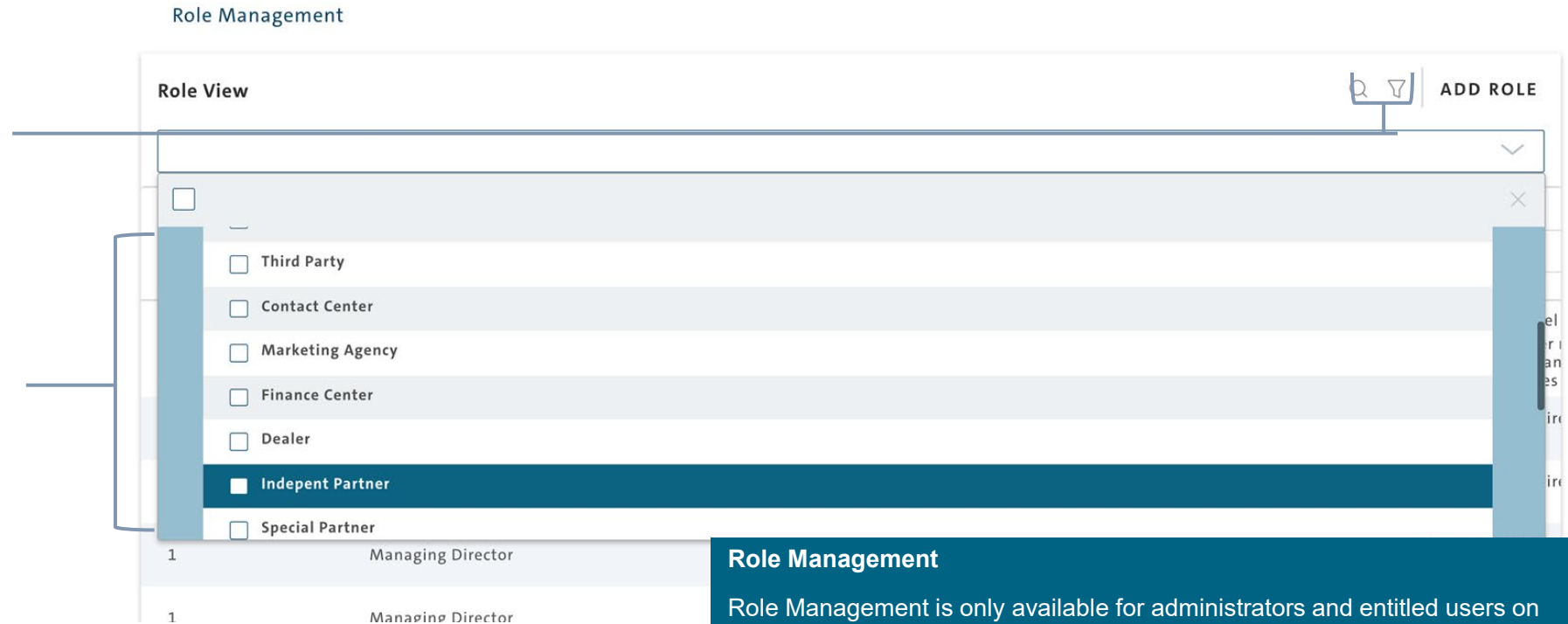
Choose an Organization

Click here to access Role Management.



Click the filter icon to see the roles.

Choose an Organization you want to edit roles for.



Role Management

Role Management is only available for administrators and entitled users on Importer Level. They have to manage roles for all contexts, which are connected to the Wholesale Organization.

Role Management Functions:

- Assign applications to roles
- Add local roles

ROLE MANAGEMENT

Edit roles 1/2

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Role Management

Add Role

Role Management

Role View

Business Role ID

Name

Organization

0	First Level Support	Importe
1	Managing Director	Importe
2	Wholesale Administrator	Importer

Role Permissions

Applications

☒ AccessAudi DEV

☒ Aftersales Workplace (ASWP)

☒ APOS-NF

☒ APOS-NF Training

☒ appianpoc

☒ AST- QA

☒ Audi CMS

Role Details

Business Role ID

2

Name

Wholesale Administrator

Organization type

Importer

Role Group

Common

Description

Admin Role

CANCEL

SAVE

Role Management / Application Management

In the Group Retail Portal it is not possible to assign a specific application to a specific user!

1. In the Group Retail Portal you can decide which roles can access which applications.

2. You can adjust the access rights to applications for each role individually. These rights will only be valid for Dealerships / Third Party Organizations associated with your Organization.

3. To authorize a user for a certain application you have to assign the right role to his User ID.

Select the applications that should be accessible for the chosen role.

You can only select the applications that are supposed to grant access to the application. This settings are made on Group level.

Click here to save your settings.

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Role Management

Role Management

Role View

Business Role ID

Name

Organization type

Partner Types / Organization Subtypes

Role Group

Description

Edit Role

0	First Level Support	Importer		Common	<div><div></div><div>The first level support has access to the user module and can search for users and see working contexts and roles the user</div></div>	▼
1	Managing Director	Partner	Dealer	Common	<div><div></div><div>A managing director is the highest authority at the business. He presides over both the sales and service departments in the company.</div></div>	▼
1	Managing Director	Third Party	Contact Center	Common	<div><div></div><div>A managing director is the highest authority at the business. He presides over both the sales and service departments in the company.</div></div>	▼
1	Managing Director	Third Party	Marketing Agency	Common	<div><div></div><div>A managing director is the highest authority at the business. He presides over both the sales and</div></div>	▼

You can have a look on more information by using the tooltip.

Editing Roles

1.Your are only able to see applications that are available for your region.

2.You can adjust the access rights to applications for each role individually.

FYI: These rights will only be valid for Partnerships / Third Party Organizations associated with your Organization.

FYI: For some applications you also have to select the permissions within the application.

ROLE MANAGEMENT

Application View 1/2

You will find the new submenu "Application View" in the role management.

The Admin clicks on the "Application View" menu subitem.

Here, the roles of the applications can be assigned in a separate Application View in Role Management to facilitate role management.

In the "Application View", the Admin can see the list of all activated applications for his context.

Home

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Recertification Management

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Role Management

Application View

Role Management

Application View

Role View

Business Role ID

Name

Organization type

Partner Types / Organization Subtypes

Role Group

Description

Edit Role

0	First Level Support	Importer		Common	<div><div></div>The first level support has access to the user module and can search for users and see working contexts and roles of the user.</div>	▼
0	First Level Support	Importer	Production Operating	Common	<div><div></div>The first level support has access to the user module and can search for users and see working contexts and roles of the user.</div>	▼
1	Managing Director	Partner	Dealer	Common	<div><div></div>A managing director is the highest authority at the business. He presides over both the sales and service departments in the company.</div>	▼
1	Managing Director	Third Party	Contact Center	Common	<div><div></div>A managing director is the highest authority at the business. He presides over both the sales and service departments in the company.</div>	▼

ROLE MANAGEMENT

Application View 2/2

The Admin with authorization for role management selects an application and can mark the roles for which the application should be visible.

HomeUser ManagementRole ManagementApplications ManagementOrganization ManagementRecertification ManagementRollout StatusHelp - Video Guides

Role ManagementApplication View

Application View

Application View for each Role ⓘ

Search application

AFRL

Aftersales Accessories

Aftersales workwear

Alex Fragestunde APP

AlexApp2021

Appointment Scheduling Tool (Internet)

Activate/Deactivate Application permission for Roles

Deactivated Roles

Channel Manager (12, Importer, Common)

Local Administrator (22, Importer, Common)

Mechanic (14, Partner, Dealer, After Sales)

Managing Director (1, Partner, Converter Partner, Common)

Qualification Officer (11, Partner, Dealer, Common)

Activated Roles

→

←

↔

↔

SAVE

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APPLICATION MANAGEMENT

Overview

The screenshot displays the DEUGRPN - Group Retail Portal Importeur interface. The top navigation bar includes the Volkswagen logo, the title 'DEUGRPN - Group Retail Portal Importeur', and links for 'System Settings' and 'Admin Area'. Below this, a secondary navigation bar contains links for 'User Management', 'Role Management', 'Applications Management' (highlighted with a red circle), 'Organization Management', 'Recertification Management', 'Rollout Status', and 'Help - Video Guides'. A third bar shows 'Applications Management' and 'Using Type Management'. The main content area is titled 'Applications Management' and features a modal window 'Activate/Deactivate Applications'. This modal has two columns: 'Deactivated Applications' and 'Activated Applications'. The 'Deactivated Applications' column lists: CROSS Parts Mobile, CROSS Werkstattplaner, Customized Solution Portal Dev, DISS Monitor, DISS Monitor QS2, and FisaPro QS1 Administration. The 'Activated Applications' column lists: Audi Portal, Dealer Portal, Dealer Portal CPN, Digital Training Center, Elsa2Go, and FisaPro. Between the columns are four buttons: a right arrow, a left arrow, a double right arrow, and a double left arrow. A 'SAVE' button is located at the bottom right of the modal. The footer contains links for 'Imprint', 'Terms of Use', 'Privacy Policy', 'Help', 'FAQ', 'Data Classification: Intern', 'Contact', 'Cookie Policy', and 'Third Party License Notices', along with the version number 'version: 5.48.3'.

DEUGRPN - Group Retail Portal Importeur

User Management Role Management **Applications Management** Organization Management Recertification Management Rollout Status Help - Video Guides

Applications Management Using Type Management

Applications Management

Click here to access Application Management.

Activate/Deactivate Applications

Deactivated Applications

- CROSS Parts Mobile
- CROSS Werkstattplaner
- Customized Solution Portal Dev
- DISS Monitor
- DISS Monitor QS2
- FisaPro QS1 Administration

Activated Applications

- Audi Portal
- Dealer Portal
- Dealer Portal CPN
- Digital Training Center
- Elsa2Go
- FisaPro

SAVE

Imprint - Terms of Use - Privacy Policy - Help - FAQ - Data Classification: Intern - Contact - Cookie Policy - Third Party License Notices

version: 5.48.3

Group Retail Portal Importeur

Application Management is only available for administrators and entitled users on Importer Level. They have to manage applications for all contexts, which are connected to the Wholesale Organization.

APPLICATION MANAGEMENT

Add / Remove application

DEUGRPN - Group Retail Portal Importeur

System Settings Admin Area

User Management Role Management **Applications Management** Organization Management Recertification Management Rollout Status Help - Video Guides

Applications Management Using Type Management

Applications Management

Activate/Deactivate Applications

Deactivated Applications

- CROSS Parts Mobile
- CROSS Werkstattplaner
- Customized Solution Portal Dev
- DISS Monitor
- DISS Monitor QS2
- FisaPro GSI Administration

Activated Applications

- Audi Portal
- Dealer Portal
- Dealer Portal CPN
- Digital Training Center
- Elsa2Go
- FisaPro

SAVE

Imprint - Terms of Use - Privacy Policy - Help - FAQ - Data Classification: Intern - Contact - Cookie Policy - Third Party License Notices

version: 5.48.3

You activate or deactivate applications by clicking on the arrows.

After activating or deactivating applications you have to save your changes.

Group Retail Portal Importeur

Application Management is only available for administrators and entitled users on Importer Level. They have to manage applications for all contexts, which are connected to the Wholesale Organization.

APPLICATION MANAGEMENT

Using Type Management

DEUGRPN - Group Retail Portal Importeur

User Management Role Management Applications Management Organization Management Recertification Management Rollout Status Help - Video Guides

Applications Management Using Type Management

Using Type Management

Select Using Type *

Partner Management

Partner Application Management

Search application

Audi Portal

Dealer Portal

Dealer Portal CPN

Digital Training Center

Elsa2Go

ElsaPro

Activate/Deactivate Organizations

Activate Application for new Organizations automatically

NO - NEW ORGANIZATIONS WILL NOT BE ACTIVATED AUTOMATICALLY

Deactivated Organizations

DEU06789N - Group Retail Portal Dealer

DEU06781N - GRP Application Test

DEU05432N - Group Retail Portal S Dealer

Activated Organizations

SAVE

Select the application you want to administrate here.

Button that allows to automatically activate all new organizations for certain application.

Select certain Partners and click on the arrow to the left/right deactivate/activate the selected application for them.

Using Type Management is only available for administrators and entitled users on Importer Level. They are able to assign access rights to certain Partners for selected applications.

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ORGANIZATION MANAGEMENT

Organization table View/ Search function

Click here to access Organization Management. „Search mask“ is displayed.

Now you can (but does not have to) define following search parameters to limit the amount of organizations displayed:

- Organization key
- Organization type
- Partner types / Organization Subtypes
- Name

User click on "Search".
Search results are displayed

The screenshot shows the 'Organization Management' section of a web application. The top navigation bar includes links for Home, User Management, Role Management, Applications Management, Organization Management (highlighted with a red circle), Rollout Map, and Help - Video Guides. Below this, a sub-navigation bar contains 'Organization Management', 'Assign Administrative Roles', and 'Create Third Party Organization'. The main content area is titled 'Organization Management' and contains the 'Organization Table View'. This view includes a search mask with fields for 'Organization Key', 'SELECT ORGANIZATION TYPES', 'SELECT ORGANIZATION SUBTYPES', and 'Name', along with a 'SEARCH' button and an 'EXPORT' button. Below the search mask is a table with columns: 'Organization Key', 'Organization type', 'Partner Types / Organization Subtypes', 'Name', and 'Parent Organization Key'. The table currently displays a message: 'Please start your search. Before your first search no organization will be displayed.' At the bottom of the page, there is a footer with links for Imprint, Terms of Use, Privacy Policy, Help, Data Classification: Intern, Contact, and Cookie-Policy.

Organization Management



Organization Management is only available for administrators and entitled users on Importer Level. They have to manage Organizations for all contexts, which are connected to the Wholesale Organization.



Organization Management Functions:

- Assign Managing Director / Local Administrator for a Dealership
- Manage Third Party Organizations
- Create Third Party Organizations

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 1/6

 DEUGRPV - Group Retail Portal Importeur 

System Settings  Andreas Cichon 

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Organization Management

Assign Administrative Roles

Create Third Party Organization

Organization Management

Organization Table View

 EXPORT

10   (1 of 54)  

Double click here to edit an organization. A new window will open.

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 2/6



Edit Organization



You can assign new administrators here.

Organization Name

Organization Key *

Organization Types *

Third Party

Organization Subtypes *

Finance Center

Market

Germany

Assigned Administrative Roles

ASSIGN ADMINISTRATIVE ROLES

Name	Role	Email	delete
Malin	Local Administrator / Managing Director	g1@volkswagen.de	⊗
Luka	Managing Director	!@re-think.consulting	⊗
Ingo	Local Administrator	!@volkswagen.de	⊗
feste user	Local Administrator	@byom.de	⊗
Anne	Local Administrator	ster@volkswagen.de	⊗

Click here, to remove an administrator from the organization.

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 3/6

Click here to assign a new administrator to an organization.

DEUGRPV - Group Retail Portal Importeur

System Settings Andreas Cichon

Home User Management Role Management Applications Management **Organization Management** Rollout Map Help - Video Guides

Organization Management Assign Administrative Roles Create Third Party Organization

Identify organization

Organization type * Country Code * BID / Partnerkey * Brand *

Partner DEU Volkswagen (V)

NEXT

BACK

* Organization type field is mandatory
* Organization Key field is mandatory

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

VOLKSWAGEN
AKTIENGESELLSCHAFT

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 4/6

Fill in the KVPS Partnerkey or the DUNS number of the Third Party Organization you want the Managing Director assign for.

Click "Next".

The screenshot shows the 'Identify organization' form within the 'Organization Management' section of the 'DEUGRPV - Group Retail Portal Importeur' system. The form includes the following fields:

- Organization type ***: A dropdown menu with 'Partner' selected.
- Country Code ***: A dropdown menu with 'DEU' selected.
- BID / Partnerkey ***: An empty text input field.
- Brand ***: A dropdown menu with 'Volkswagen (V)' selected.

Navigation buttons include 'NEXT' (dark blue) and 'BACK' (light grey).

* Organization type field is mandatory

* Organization Key field is mandatory

Initialize contexts (Dealerships)

Before any enduser can request a context, there must be a Managing Director assigned to that context.

[Imprint](#) · [Terms of Use](#) · [Privacy](#) · [Help](#) · [Data Classification: Intern](#) · [Contact](#)

version: 5.0.3.47.5

VOLKSWAGEN
AKTIENGESELLSCHAFT

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 5/6

Please double check, if you have selected the correct KVPS key / Third Party Organization.

Fill in the Username of the user you would like to assign as Managing Director to the selected context.
Click „NEXT“.

The screenshot displays the 'Organization Management' section of the DEUGRPV - Group Retail Portal. The navigation bar includes links for Home, User Management, Role Management, Applications Management, Organization Management (active), Rollout Map, and Help - Video Guides. Below the navigation bar, there are three tabs: Organization Management, Assign Administrative Roles, and Create Third Party Organization.

The main content area is titled 'Identify organization'. It features a table with the following data:

Organization Key	Organization Name	Address
DEU06789V	Group Retail Portal Dealer	

Below the table, there is a 'Username *' field with the value '@vw-autohaus.de'. A 'NEXT' button is located to the right of the field, and a 'BACK' button is located below it.

Annotations include a bracket labeled 'Identify organization' pointing to the table, and a bracket pointing to the 'Username *' field with the text 'Fill in the Username of the user you would like to assign as Managing Director to the selected context. Click „NEXT“.'

A red asterisk note at the bottom states: '* Username field is mandatory'.

The footer contains links for Imprint, Terms of Use, Privacy, Help, Data Classification: Intern, and Contact. The version number is 5.0.3.47.5. The Volkswagen logo and 'AKTIENGESellschaft' are also present.

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator 6/6

 DEUGRPV - Group Retail Portal Importeur

System Settings Andreas Cichon

[Home](#) [User Management](#) [Role Management](#) [Applications Management](#) [Organization Management](#) [Rollout Map](#) [Help - Video Guides](#)

[Organization Management](#) [Assign Administrative Roles](#) [Create Third Party Organization](#)

Confirm

Organization Key	Organization Name	Address
DEU06789V	Group Retail Portal Dealer	

Username *

NEXT

First Name *

Surname *

ASSIGN LOCAL ADMINISTRATOR

ASSIGN SALES LOCAL ADMINISTRATOR

ASSIGN AFTERSALES LOCAL ADMINISTRATOR

ASSIGN MANAGING DIRECTOR

* First Name field is mandatory

* Surname field is mandatory

BACK

Click here to assign the Managing Director or a Local Administrator to the chosen context.

Assign Managing Director

You are only allowed to assign two Managing Directors to each Partner context. If there are already two Managing Directors, it is not possible to assign one more.

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APPLICATION MANAGEMENT - Wholesale Admin

ORGANIZATION MANAGEMENT – Assigning roles without registration

LEGAL DOCUMENTS - Wholesale Admin

ROLLOUT MAP - Wholesale Admin / Managing Director

IV HELP VIDEO GUIDES

V USER & ROLE RECERTIFICATION

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 1/4

The screenshot shows the top navigation bar of the DEUOEMV - Volkswagen PC system. The VW logo is on the left, followed by the text "DEUOEMV - Volkswagen PC" and a dropdown arrow. On the right, there are links for "System Settings" and "Admin Area". Below this is a main menu with "User Management", "Role Management", "Applications Management", "Organization Management" (highlighted), "Rollout Status", and "Help - Video Guides". A secondary menu below "Organization Management" includes "Organization Management", "Assign Administrative Roles", and "Manage Third Party Subtypes".

Identify organization

Organization Key	Organization Name	Address
DEL	Group Retail Portal Importeur	Alemannenhof 2 , Langenhagen, Germany

Enter the email address of the admin/managing director you want to assign to the context.

Email *

NEXT

BACK

The message appears that the user does not yet exist in the GRP. Click Create.

The dialog box has a title bar "You are about to add a new User" with a close button (X). The main text reads: "The User doesn't exist. Do you want to create a new User?". At the bottom, there are two buttons: "CANCEL" and "CREATE".

ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 2/4

User Management	Role Management	Applications Management	Organization Management	Rollout Status	Help - Video Guides
Organization Management Assign Administrative Roles Manage Third Party Subtypes					

Identify organization

Organization Key	Organization Name	Address
DEUGRPV	Group Retail Portal Importeur	Alemannenhof 2 , Langenhagen, Germany

Create the user with name and last name.

Email *
j@byom.de

First Name *
I

Surname *

Dialing Code *
Germany +49

Mobile Phone Number *

Confirm Mobile Phone Number *

Here please enter the user's mobile phone number. This receives an initial password by SMS. He will also receive an e-mail with a confirmation link. If he follows this, he will be asked for the initial password in the SMS.

A maximum of three SMS can be sent per user.

ASSIGN WHOLESALE ADMINISTRATOR

ASSIGN MANAGING DIRECTOR

BACK

SMS dispatch depending on country

If your country does NOT support sending SMS, you will automatically receive the initial password in the confirmation e-mail.

Assign Managing Director / Local
Administrator without registration 3/4

A confirmation banner is
displayed that the user has
successfully added.
The user has to be confirm the
registration within 9 days.

Confirmation link with initial password has been sent to the added user. Please note, that the confirmation has to be done by the user within 9 days.

User Management

Role Management

Applications Management

Organization Management

Rollout Status

Help - Video Guides

Organization Management

Assign Administrative Roles

Manage Third Party Subtypes

Organization Management

Organization Table View

EXPORT

Organization Key

SELECT LEVEL TYPES

SELECT ORGANIZATION TYPES

SELECT ORGANIZATION SUBTYPES

Name

SEARCH

Organization Key	Level Type	Organization type	Partner Types / Organization Subtypes	Name	Parent Organization Key
Please start your search. Before your first search no organization will be displayed.					

10

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ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 4/4

Example of the confirmation mail incl. the validation link. Copy the link in the mail into your browser, the password change function will open. Please note, the link is only available for total of 3 times of trying to access.

As soon as the user has confirmed the registration by e-mail and/or SMS, he will be asked to change the initial password.

Sender: groupretailportal-qa@global.volkswagenag.com

HTML  Text 

Dear Tester Test,

An Admin started the Group Retail Portal registration process for you. After clicking the confirmation link, you will receive a SMS with the initial password.

The SMS can be retriggered by clicking the link again (two times maximum).

Please verify your email address by clicking the link below:

<https://grp-qa.global.volkswagenag.com/web/public/2faConfirmationLink?token=a4a5e122-9863-4f71-8a86-69661ec8cc89>

You must verify your email address within 9 days, otherwise the registration will not be finished.

If you can not click on the link, please copy the link-address and paste it manually into your browser.

Please be aware that the link is only available for total 3 times of trying to access. Your user data will be deleted from GRP after the fourth time clicking the confirmation link. If you do not receive your initial password after 3 times via SMS. We suggest to delete your account by clicking the link again (fourth time) so your responsible admin can be notified and start your registration process within GRP again.

Your Group Retail Portal team

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Group Retail Portal

Change password

Edit Password

The password contains at least 12 characters and contains at least one character of the following categories: lower case letter (a-z,ß,ü,ö,ä), upper case letter (A-Z,Ü,Ö,Ä), number (0-9), special character (@%+/'!#5^?:.0[]{}~"-_.,) and contains at most three successive identical characters. Password is not among of the previous 5 passwords.

Current Password *

New Password *

Confirm new Password *

CHANGE PASSWORD

ORGANIZATION MANAGEMENT

Edit an organization / Local
Administrator 1/2

Double click here to edit an
organization. A new window will
open.

DEUGRPV - Group Retail Portal Importeur

System Settings

Andreas Cichon

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Organization Management

Assign Administrative Roles

Create Third Party Organization

Organization Management

Organization Table View

EXPORT

Organization Key	Organization type	Partner Types / Organization Subtypes	Name	Parent Organization Key
DEU06789V	Partner	Dealer	Group Retail Portal Dealer	DEUGRPV
00000000-DEUGRPV	Third Party	Finance Center	VW Welt_Test	DEUGRPV
001346899-DEUGRPV	Third Party	Marketing Agency	KT Петик	DEUGRPV
006179601-DEUGRPV	Third Party	Marketing Agency	지훈 전자	DEUGRPV
006236299-DEUGRPV	Third Party	Contact Center	許 Group	DEUGRPV
009976567-DEUGRPV	Third Party	Finance Center	新井情報株式会社	DEUGRPV
010010001-DEUGRPV	Third Party	Contact Center	FACT OEM	DEUGRPV
010010002-DEUGRPV	Third Party	Admin Context VSC/1	BWD OEM	DEUGRPV
010010005-DEUGRPV	Third Party	Contact Center	CASIS OEM	DEUGRPV
010203045-DEUGRPV	Third Party	Admin Context Elsa DCP	1100	DEUGRPV

10

(1 of 54)

ORGANIZATION MANAGEMENT

Edit an organization / Local Administrator 2/2

In this section you can add important contact information for an organization.

Click “save” to save your changes.

Partner

Organization Subtypes *

Dealer

Market

Germany

Contact Type

PHONE

Contact Info *

+49

Address Type

MAIN

Street/Number *

Postal Code *

City *

State

Country

Germany

CLOSE

SAVE

 Alexander	Managing Director / Local Administrator		
 Lars	Managing Director		
 Yannick	After-sales Local Administrator / Local Administrator		
 Lorenzen	Local Administrator		
 Niklas	After-sales Local Administrator / Local Administrator		
 Martyna	Local Administrator		
 Andreas	Local Administrator		
 Rafael	After-sales Local Administrator / Sales Local Administrator / Local Administrator		
 Marco	Local Administrator		
 Team Falcon	After-sales Local Administrator / Sales Local Administrator		
 Ejaz	Sales Local Administrator / Local Administrator		
 Stefan	Local Administrator		
 Anne	Local Administrator		
 Odo Tes	Sales Local Administrator		
 Alexander	Local Administrator		
 Lukas	Local Administrator		
 All levels Admin	Local Administrator		

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RECERTIFICATION PROCESS

Recertification Management

In this section you have to recertificate user. By entering the Recertification Management you get an Overview of Users which need to recertfiicate.

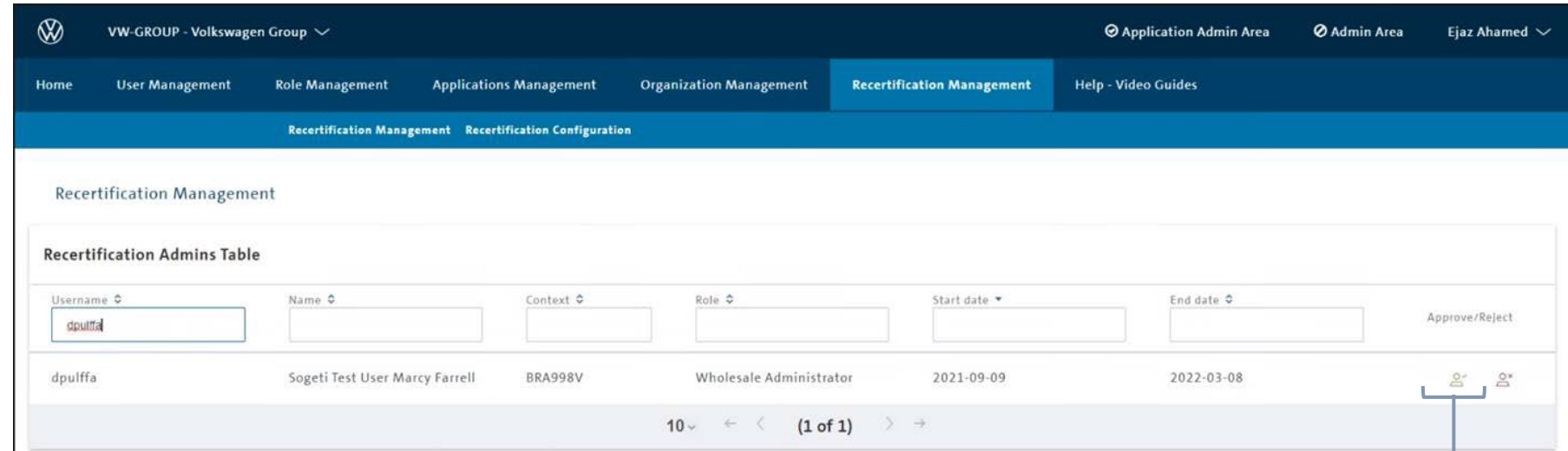
The Table view will keep you informed about the deadline of this job.



Recertification Management						
Recertification Admins Table						
Username	Name	Context	Role	Start date	End date	Approve/Reject
		DEUGRPV	Managing Director	2022-02-20	2022-08-19	
dprij4u	VW AG PKW User GRP Test	DEUPVWV	Wholesale Administrator	2022-02-20	2022-08-19	
		ARE819A	Managing Director	2022-02-20	2022-08-19	
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	
doevtkc	TA Admin	GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	
		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	
grptauser1+grp-1948_2005112108@gmail.com	亮太 鈴木	GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	
m		GBR210A	Wholesale Administrator	2022-02-20	2022-08-19	

RECERTIFICATION PROCESS

Recertification Approval

If you have approved the user, please click on the green icon. User will still remain in the working context.



Username	Name	Context	Role	Start date	End date	Approve/Reject
dpulffa	Sogeti Test User Marcy Farrell	BRA998V	Wholesale Administrator	2021-09-09	2022-03-08	 

After approval you will get the confirmation of a successful recertification.

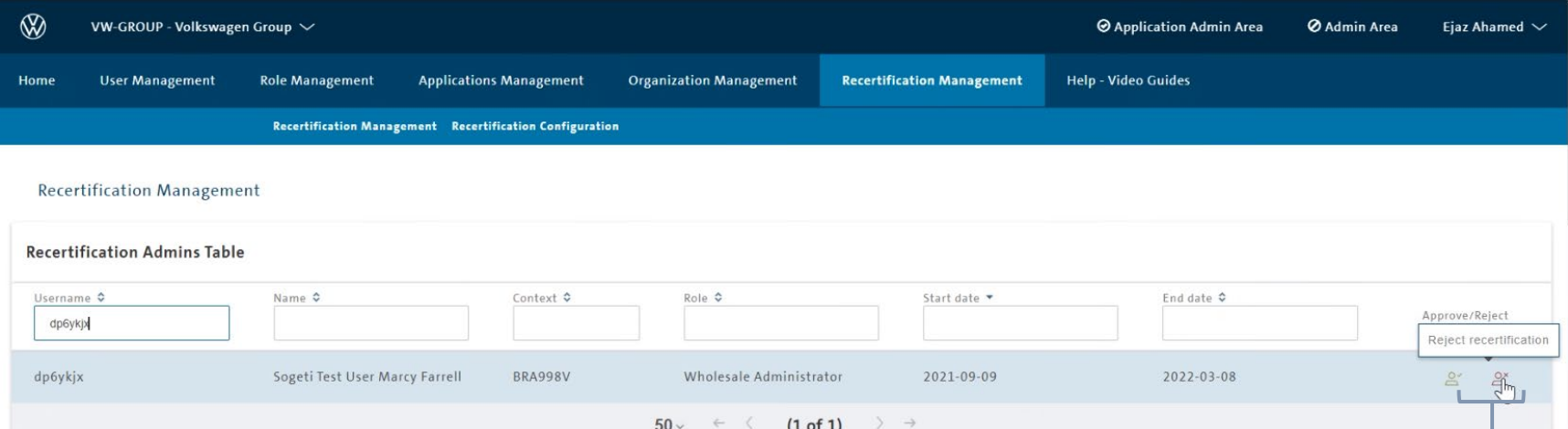


20	CreateReport	dpulffa	Akojen Test User Two	Application Owner	2022-02-20	2022-08-19	 
467	Applikation - OIDC_01	dpulffa	Application Owner2	Application Owner	2022-02-20	2022-08-19	 

RECERTIFICATION PROCESS

Recertification Rejection

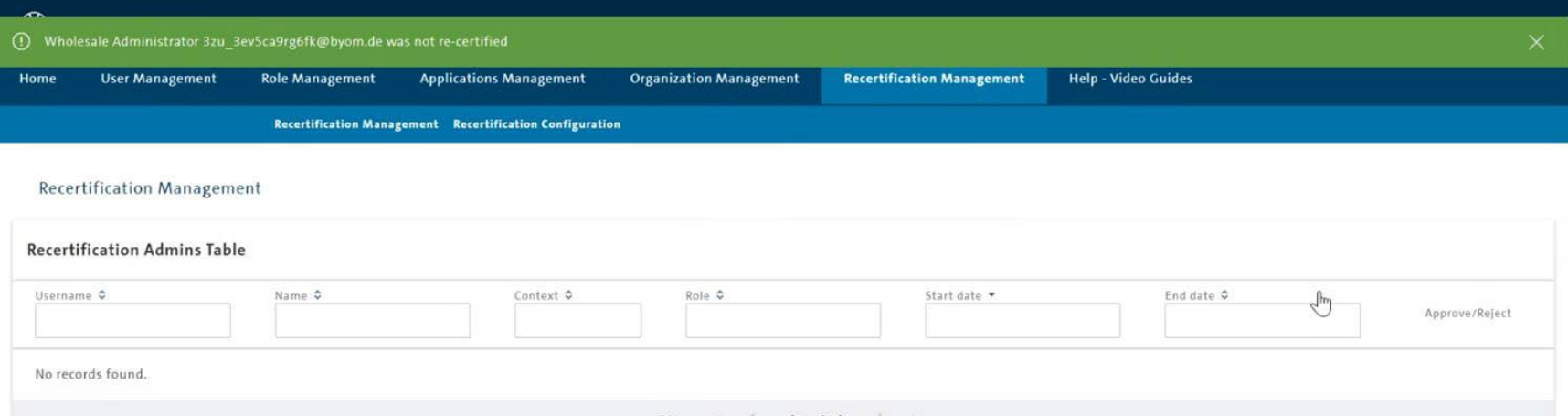
If you won't give approval for a user, choose the red icon to reject the recertification.



The screenshot shows the 'Recertification Management' interface. At the top, there's a navigation bar with 'VW-GROUP - Volkswagen Group' and user 'Ejaz Ahamed'. Below it, a menu bar includes 'Home', 'User Management', 'Role Management', 'Applications Management', 'Organization Management', 'Recertification Management' (active), and 'Help - Video Guides'. A sub-menu bar shows 'Recertification Management' and 'Recertification Configuration'. The main content area is titled 'Recertification Management' and contains a 'Recertification Admins Table'. The table has columns: Username, Name, Context, Role, Start date, End date, and Approve/Reject. A single record is shown for 'dp6ykjx', 'Sogeti Test User Marcy Farrell', 'BRA998V', 'Wholesale Administrator', '2021-09-09', and '2022-03-08'. The 'Approve/Reject' column has a red icon (a person with a red X) which is highlighted by a mouse cursor. A tooltip for this icon shows 'Approve/Reject' and 'Reject recertification'.

Username	Name	Context	Role	Start date	End date	Approve/Reject
dp6ykjx	Sogeti Test User Marcy Farrell	BRA998V	Wholesale Administrator	2021-09-09	2022-03-08	

After rejection you will get the confirmation of a successful rejection. User is not re-certified.



The screenshot shows the 'Recertification Management' interface after a rejection. A green notification banner at the top states: 'Wholesale Administrator 3zu_3ev5ca9rg6fk@byom.de was not re-certified'. The navigation and menu bars are the same as in the previous screenshot. The 'Recertification Admins Table' is now empty, showing 'No records found.' in the table body.

Username	Name	Context	Role	Start date	End date	Approve/Reject
No records found.						

RECERTIFICATION PROCESS

Recertification Rejection

After rejection, user will be deleted from GRP. Please click the Button "Delete user from GRP to finalize the rejection process.



Rejection of a User

The rejection is just for the mentioned context. If the User is a member of different working contexts, he will stay in GRP for those ones. Each context has its own recertification process.

RECERTIFICATION PROCESS

Recertification Rejection

After successful rejection, user won't be able to login again.

Welcome to Group Retail Portal

Password

Certificate

SecurID

Username ⓘ

Password

Authentication failed: Your username or password was invalid.

LOGIN

Create a new Account (QA)

Forgot Password? (QA)

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Click here to open the System Settings for adding legal documents.

Choose one of the options:

- Terms of Use
- Data Privacy Policy
- Imprint
- Contact

The screenshot shows the DEUGRPV - Group Retail Portal Importeur interface. The top navigation bar includes the VW logo, the title 'DEUGRPV - Group Retail Portal Importeur', and a 'System Settings' dropdown menu. The 'System Settings' menu is open, showing options: 'Legal Documents', 'Terms of Use', 'Data Privacy Policy', 'Imprint', and 'Contact'. A red circle highlights the 'System Settings' dropdown. Below the navigation bar, there is a search bar labeled 'Search application'. The main content area is divided into two sections: 'Bookmarks' on the left and 'Applications' on the right. The 'Bookmarks' section has a single button with a plus sign and the text 'add'. The 'Applications' section displays a grid of application cards, each labeled 'APP' and followed by a star icon. The applications listed are: APOS-NF, APOS-NF Training, AST- QA, AVP Portal - Digital Retail, AccessAudi DEV, Aftersales Workplace (ASWP), Audi CMS, Audi CMS POC, Audi CMS Tu1, Audi Knowl-edge Tank DEV Test, Audi Knowl-edge Tank Preview, Audi Knowl-edge Tank Preview Staging, Audi Knowl-edge Tank Test, and Audi Knowl-edge Tank Test Staging. A large blue box at the bottom right contains the following text:

Local Legal Docs

Wholesale Admins and Managing Directors can upload the Local Legal Docs for their contexts. If there is no local legal document uploaded by the Wholesale Admin or Managing Director, the documents of the parent organization are displayed.


If a user opens a legal document under the respective footer section, the GRP displays the legal document in the language of the user.

If the displayed document is not available in the profile language, the GRP displays the parent document in English.

LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 1/9

Click „ADD“ to create a new document.



DEUGRPV - Group Retail Portal Importeur

System Settings

Andreas Cichon

Home

User Management

Role Management

Applications Management

Organization Management

Rollout Map

Help - Video Guides

Terms of Use

ADD

Name	Language	Country Market
toU	en-US	GBL

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.47.5

VOLKSWAGEN

AKTIENGESellschaft

LEGAL DOCUMENTS

System Settings / Legal Documents
for Administrator 2/9

Choose the language your document is written in.

Enter the correct title of your legal document.

Optional: leave a comment, if necessary.

Indicate from when the document is valid.

Indicates whether the approval to the selected document is mandatory or not. The ToU are always mandatory.

The relevant document/ text can be filled in and edited in the Content .

Click „ADD“ to save your information and upload your document.

Applications Management

Organization Management

Recertification Management

Rollout Status

Help - Video Guides

Add new legal document

Choose Language

be

Title

Comments

Valid date

05/11/2023

Mandatory Approval

☐ Is Mandatory Approval

Content

Sans SerifNormalBBIU x₂ x² H₁ H₂ ” “ ¶ ☰ ☲ ☳ ☴ ☵ ☶ ☷ ⌂ f_x \int

CANCEL

ADD

LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 3/9

Your document appears in the
following column.

If you need to upload a new
version, click here.

New legal document saved successfully.

New legal document saved successfully.

Terms of Use

ADD

Name	Language
English DPP test	en

Imprint · Terms of Use · Privacy · Help · Data Classification: Intern · Contact

version: 5.0.3.44.5

VOLKSWAGEN

Footer

The documents become available in the footer on the day of the selected valid date.

LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 5/9

Go back to „System Settings“ and
choose the next legal document to
upload your file.

The screenshot shows the Volkswagen Group Retail Portal Importeur interface. The top navigation bar includes 'Home', 'User Management', 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', 'Help - Video', 'System Settings', and 'Andreas Cichon'. The 'System Settings' dropdown menu is open, showing 'Legal Documents' with sub-items: 'Terms of Use', 'Data Privacy Policy', 'Imprint', and 'Contact'. A blue letter 'A' is overlaid on the left side of the main content area. The main content area has a 'Bookmarks' section with an 'add' button and a 'Last used' section. Below these is an 'Applications' section displaying a grid of application tiles, each labeled 'APP' and followed by a name and a star icon. The application names include: APOS-NF, APOS-NF Training, AST-QA, AVP Portal - Digital Retail, AccessAudi DEV, Aftersales Workplace (ASWP), Audi CMS, Audi CMS POC, Audi CMS Tu1, Audi Knowledge Tank DEV Test, Audi Knowledge Tank Preview, Audi Knowledge Tank Preview Staging, Audi Knowledge Tank Test, Audi Knowledge Tank Test Staging, Audi Portal, Audi Repair Tool (PRE), Audi VMS Test, and appianpoc. The URL at the bottom is 'https://grp-prelive.global.volkswagenag.com/web/module/home#'.

System Settings Legal Documents

Repeat this steps for all legal documents:
Terms of Use, Data Privacy Policy, Imprint
and Contact.

LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 6/9

After every new upload of the Terms of Use or Data Privacy, the users of your market have to accept the new Terms of Use and confirm to have seen the new Privacy Policy. Otherwise they won't be able to access that context.

The screenshot displays the Volkswagen Group Retail Portal interface. At the top, the 'VOLKSWAGEN' logo is visible. Below it, the 'Group Retail Portal' header is present. The main content area features a modal window with a title bar and four horizontal lines representing text. At the bottom of the modal, there are two buttons: 'DECLINE' and 'ACCEPT'. A line points from the text on the left to the 'DECLINE' button. The footer of the portal includes links for 'Imprint', 'Terms of Use', 'Privacy', 'Help', 'Data Classification: Public', 'Contact', and 'Cookies', along with the version number 'version: 5.0.3.44.5'.

LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 7/9

After you have uploaded a new version, the GRP provides a version history to the authorized user (Wholesale Admin / MD of the Importer) for each sub-navigation option.

To see the version history, go to the last modified document under „System Settings“ and click on the arrow.

The screenshot shows the Volkswagen system settings interface. The top navigation bar includes the Volkswagen logo, the company name 'DEU100V - Volkswagen Vertriebs- betreuungsgesellschaft mbH Qualitätsm...', and the user 'Andreas Cichon'. Below this is a secondary navigation bar with links: Home, User Management, Role Management, Applications Management, Organization Management, Rollout Map, and Help - Video Guides. The main content area is titled 'Terms of Use' and features an 'ADD' button. A table lists the terms of use with columns for Name, Language, and Country Market. The first row is 'English DPP test' with language 'en' and country market 'GBL'. A blue arrow points from the text 'click on the arrow' to a downward arrow icon in the right side of this row. The footer contains links for Imprint, Terms of Use, Privacy, Help, Data Classification: Intern, and Contact, along with the version number 'version: 5.0.3.47.2' and the Volkswagen logo with 'AKTIENGESellschaft'.

Name	Language	Country Market
English DPP test	en	GBL

LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 8/9

The screenshot displays the 'Legal Documents' section of a system. At the top, a navigation bar includes 'Home', 'User Management', 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', 'Help - Video Guides', 'Legal Documents', 'System Settings', and 'Andreas Cichon'. The 'Legal Documents' dropdown menu is open, showing 'Terms of Use', 'Data Privacy Policy', 'Imprint', and 'Contact'. Below this, a table titled 'Terms of Use' lists documents with columns for Name, Language, and Country Market. Two documents are shown: 'English DPP test' (en, GBL) and 'Test Term of use' (en-GB, GBL). An 'ADD' button is in the top right of the table. A 'Document History' modal is open, showing a table with columns for Title, Language, and Valid date. It lists 'Test Term of use - Editor' (en-GB, Thu May 11 02:00:00 CEST 2023). An 'EDIT' button is in the top right of the modal. A 'New version' modal is also open, showing fields for Title, Comments, Valid date, and a 'Mandatory Approval' checkbox. The 'Content' field contains the text 'The Terms of use' and 'The GRP test term of use.' 'CANCEL' and 'ADD' buttons are at the bottom of the modal.

Name	Language	Country Market
English DPP test	en	GBL
Test Term of use	en-GB	GBL

Title	Language	Valid date
Test Term of use - Editor	en-GB	Thu May 11 02:00:00 CEST 2023

Title	Comments	Valid date	Mandatory Approval
Test Term of use		05/11/2023	<input type="checkbox"/> Is Mandatory Approval

The version history includes the title, language, upload date, start date, user ID of the uploading user and document version.

Versioning of Legal Documents

The versioning must be unique for each content.

The upload date and document version are system-generated.

Documents can be edited afterwards.

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR**

OVERVIEW

USER MANAGEMENT - Admins (All Level)

ROLE MANAGEMENT - Wholesale Admin

APPLICATION MANAGEMENT - Wholesale Admin

ORGANIZATION MANAGEMENT - Wholesale Admin

LEGAL DOCUMENTS - Wholesale Admin / Managing Director

ROLLOUT Status - Wholesale Admin / Managing Director

- IV HELP VIDEO GUIDES

- V USER & ROLE RECERTIFICATION

Rollout Status

Rollout Status at Administrator 1/2

Click on the field Rollout Status. The market status is shown for different brand contextes. The Market status is grouped by BID.

You can also export an Excel file.
Export includes Dealer, Number of active users, number of account associations, TOTP and Admins.

HomeRollout StatusHelp - Video Guides

EXPORT

Importer Key	Active Partners	Valid Partners	Percentage
DEU			
DEU182N	61	1156	61 / 1156 (5%)

Imprint · Terms of Use · Privacy Policy · Help · FAQ · Data Classification: Intern · Contact · Cookie-Policy

version: 5.23.17

Volkswagen AG Region Mitte

Rollout Status

The Dealers are grouped by active (has active users) and valid (has no active users). For each dealer the following KPI is shown:

The total amount of users

Amount of people with Account Association

Amount of people with TOTP

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR
- IV HELP VIDEO GUIDES & FAQ**
- V USER & ROLE RECERTIFICATION

HELP – Video Guides

Video Guide Page for Users and Administrators 1/3

Here, click Help - Video Manuals for the videos. Before you log in for the first time, you will receive an initial introduction and help with registration.

Group Retail Portal

WELCOME TO GROUP RETAIL PORTAL

Password Certificate SecurID

Username ⓘ

Password

LOGIN

Create a new Account Forgot Password?

Imprint · Terms of Use · Privacy · Help · **Help - Video Guides** · Data Classification

Hilfe - Videohandbücher

Benutzervideos

Einführung >

Benutzer Einführung

Das Group Retail Portal

Der Zugang zu vertraulichen Daten muss laut

The video manuals will introduce you to the GRP in an interactive way.

These are divided into different areas. Each of these sections deals with other functionalities of the GRP, as well as the specific roles.

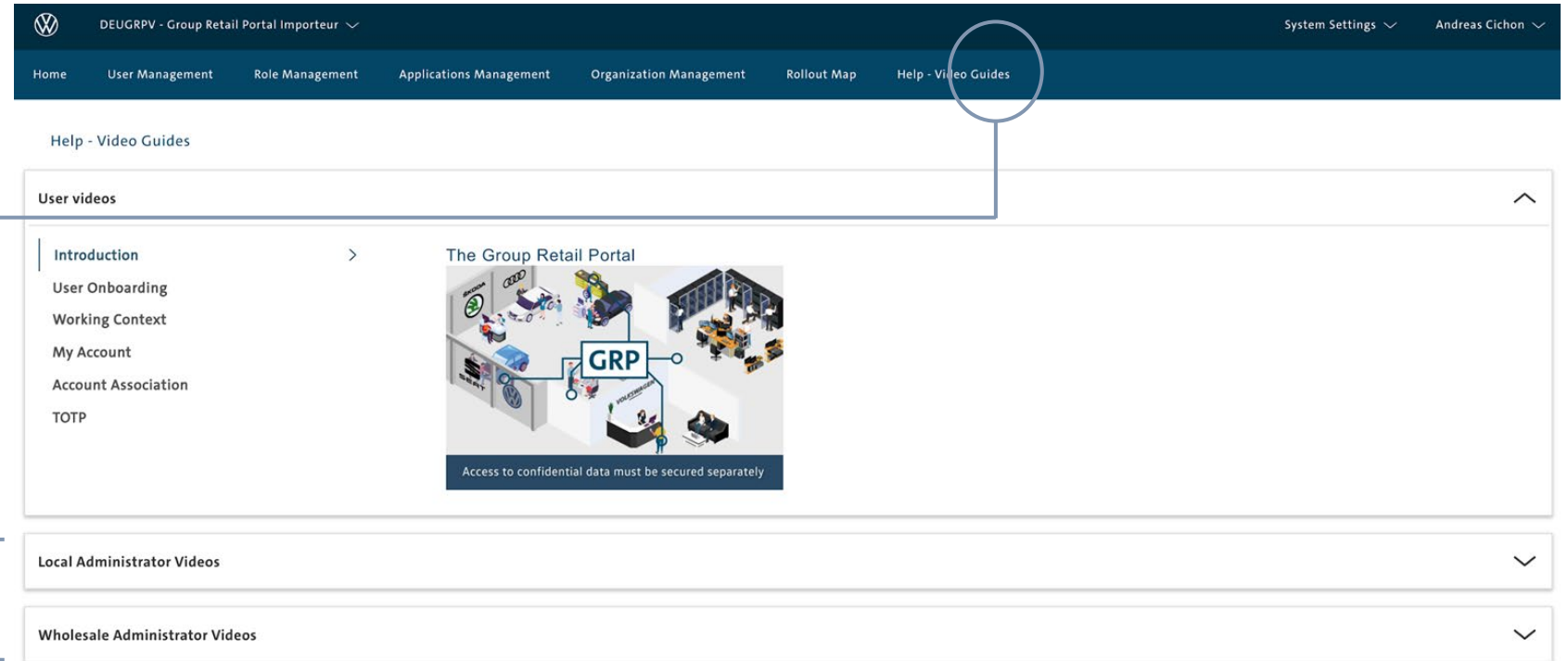
In combination with this training manual, the video manual will support you in using the GRP 5 and provide you with valuable information.

HELP – Video Guides

Video Guide Page for Users and Administrators 2/3

To access the videos, click Help - Video Guides on the menu

As Managing Director / Local Admin on dealer level and Third Party Level, you will also see the "local administrator videos" and "Wholesale Administrator Videos" in addition to the user videos. Click on the arrow to open the respective menu.



The Help – Video Guides will help you understand the GRP in an interactive way

The Video Guides are divided in different sections.

Each path covers different functionalities and explains the GRP for the particular user-type.

In combination with the Trainings Manual it will provide you with all the information you will need to master the GRP 5.

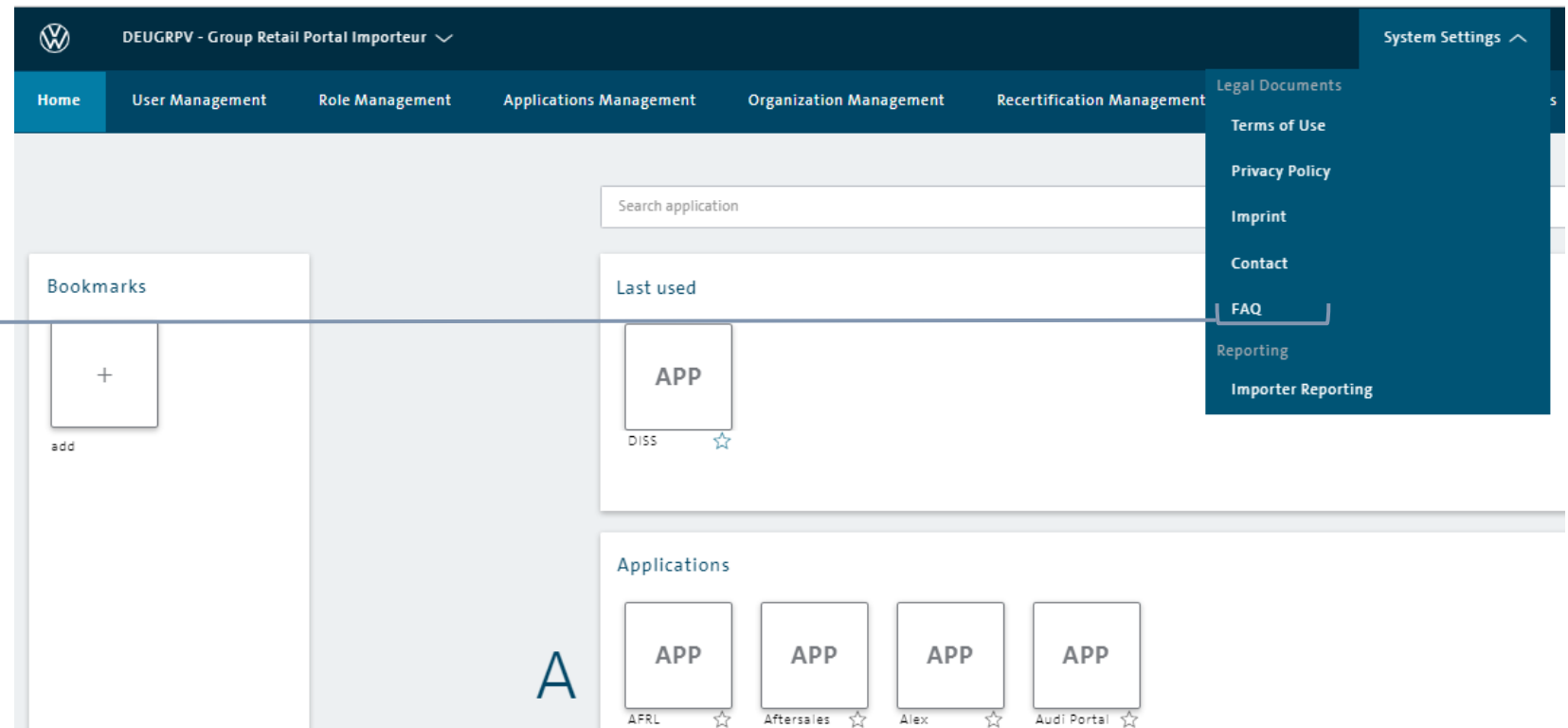
HELP – Video Guides

Video Guide Page for Users and Administrators 3/3

Click the play button
to start a video.

The screenshot displays the 'Help - Video Guides' page of the DEUGRPV - Group Retail Portal Importeur. The page features a dark blue header with the VW logo, the title 'DEUGRPV - Group Retail Portal Importeur', and navigation links for 'System Settings' and 'Andreas Cichon'. Below the header is a navigation bar with links: 'Home', 'User Management', 'Role Management', 'Applications Management', 'Organization Management', 'Rollout Map', and 'Help - Video Guides'. The main content area is titled 'Help - Video Guides' and contains a sidebar with 'User videos' (Introduction, User Onboarding, Working Context, My Account, Account Association, TOTP) and 'Local Administrator Videos'. The central video player shows a thumbnail for 'The Group Retail Portal' by 'rethink Innovations GmbH', featuring a diagram of the 'GRP' (Group Retail Portal) system with car brands like SEAT and VOLKSWAGEN. The video player includes a play button, a progress bar, and a 'vimeo' logo. The footer contains links for 'Imprint', 'Terms of Use', 'Privacy', 'Help', 'Data Classification: Intern', and 'Contact', along with the version number 'version: 5.0.3.48.11'.

As an admin click on the FAQ menu sub-item to be able to upload the FAQ file.



Voraussetzung für das Hochladen der FAQ-Dateien, ist die Berechtigung für den Upload "Lokale Rechtsdokumente".

The admin with local permission for legal documents clicks on the "add" button (image 1) and the upload pop-up window appears (image 2)

HomeUser ManagementRole ManagementApplications ManagementOrganization ManagementRecertification ManagementRollout StatusHelp - Video Guides

FAQADD

Name	Language	Country Market	
291121_DEUGRPV_FAQ_Title	en	GBL	▼

Upload new DocumentX

Choose Language

en▼

Title

Comments

Valid date

+ Choose File

ADD

The FAQ's are now visible and accessible for all users of this organization in the footer.
Click on this button to open the FAQ file.

Imprint

·

Terms of Use

·

Privacy Policy

·

Help

·

FAQ

·

Data Classification: Intern

·

Contact

·

Cookie-Policy

version: 5.22.3

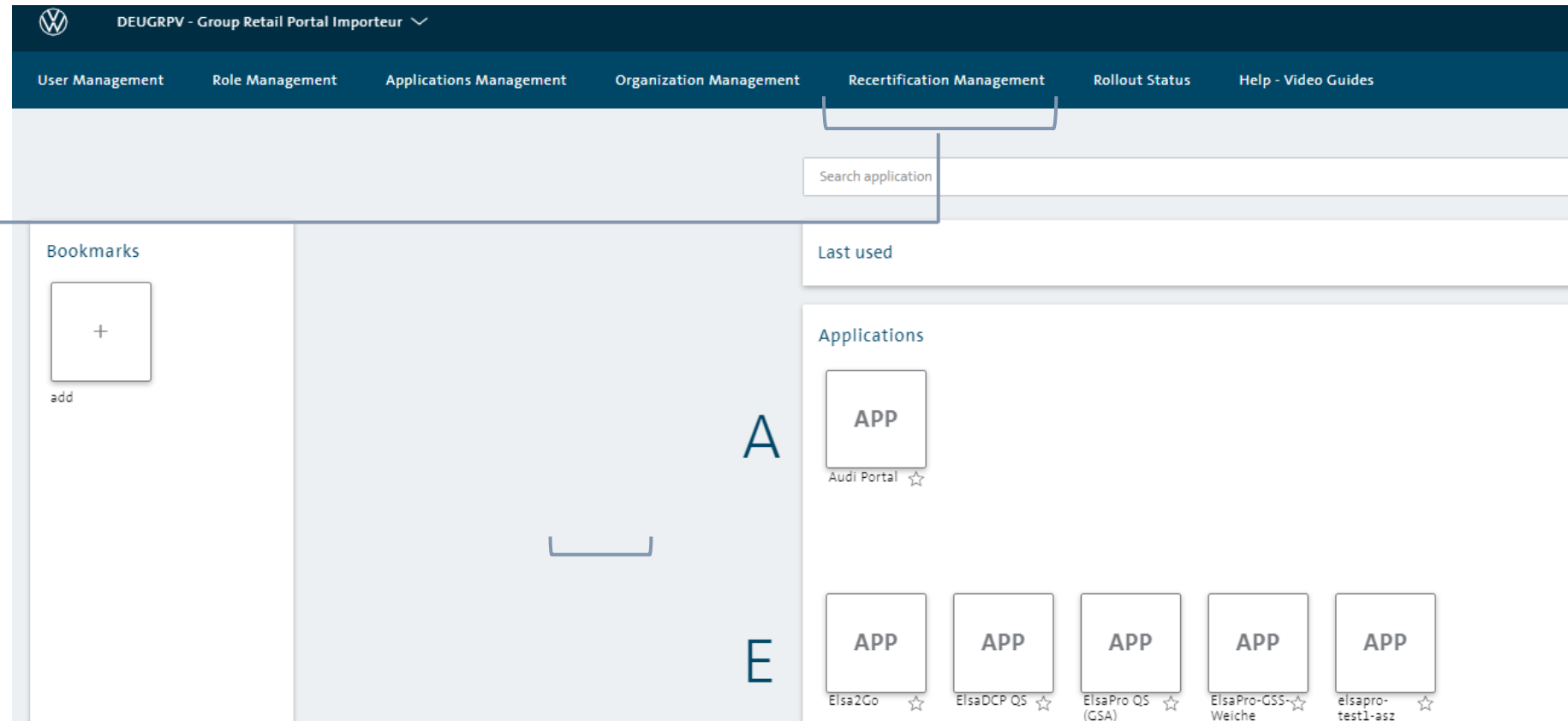
Group Retail Portal Importeur

- I INTRODUCTION
- II TRAINING DOCUMENTS – USER
- III TRAINING DOCUMENTS – ADMINISTRATOR
- V USER & ROLE RECERTIFICATION**

User & Role Recertification

Recertification Menue

You find the column for recertification in your amdin area to access the recertification management.



Recertification Management

All admins and non-admin users have to be recertified by their responsible admin. This depends on each level. .
For admins each role has to be recertified separately, non-admin roles of a user can be recertified as a whole via recertifying the user.

What happens if end of recertification period is reached?





















If the end of the recertification period is reached and the user or admin has not been recertified, the user will be removed from this context. In the case that the admin or user does not have another role in any other context, the user will be deleted completely from the GRP.

User & Role Recertification

Recertification

Click here
to initiate the approval or
rejection of the role or
user recertification request.

Your action will be
confirmed by a success
banner.

User Management	Role Management	Applications Management	Organization Management	Recertification Management	Rollout Status	Help - Video Guides
Recertification Management						
Recertification Admins Table						
Username ↕	Name ↕	Context ↕	Role ↕	Start date ▾	End date ↕	Approve/Reject
dpunt69	oth test9	DEUGRPV	Lokaler Administrator	2021-08-09	2022-08-09	 
dp270dl	oth test10	DEUGRPV	Lokaler Administrator	2021-08-02	2022-08-02	 
dp6d4k4	Sogeti Recert Test Ferne Barrows	DEU06789V	Lokaler Administrator	2021-08-01	2022-08-01	 
dp7mtsj	Sogeti Testuser Olivine Zieme	112233441-DEUGRPV	Lokaler Administrator	2021-08-01	2022-08-01	 
dpairfc	Sogeti Testuser Olivine Zieme	DEU06790V	Lokaler Administrator Sales	2021-08-01	2022-08-01	 
dp33ta5	Sogeti Recert Test Ferne Barrows	DEU06790V	Lokaler Administrator Sales	2021-08-01	2022-08-01	 
dpfbx5r	Sogeti Recert Test Ferne Barrows	DEU06789V	Lokaler Administrator After Sales	2021-08-01	2022-08-01	 
dpkx9lm	Sogeti Recert Test Ferne Barrows	112233441-DEUGRPV	Lokaler Administrator	2021-07-30	2022-07-30	 
dpzsad1	Sogeti Testuser Olivine Zieme	DEUGRPV	Lokaler Administrator	2021-07-29	2022-07-29	 
dp7ytbs	oth test11	DEUGRPV	Lokaler Administrator	2021-07-26	2022-07-26	 
10 ▾ ⏪ ⏩ (1 of 2) ⏴ ⏵						

What needs to be done?

On Wholesale Level:

The Wholesale Admin has to recertify the Local Admin of his importer --> The Local Admin is responsible for the recertification of the non-admin users on Importer Level.

The Wholesale Admin has also to recertify the Managing Directors of the Partners within his BID. Furthermore he would be able to recertify the Local Admins on Partner Level, if the Managing Director is not assigned in a Partner context.

The Wholesale Admin is not able to recertify admins or users if he's not recertified by the Group Contract Admin.

On Partner Level:

The Managing Director has to recertify the Local Admins (incl. Sales Local Admin and Aftersales Local Admin) of his partner. The Local Admins are responsible for the recertification of the non-admin users of his organization.