VOLKSWAGEN

AKTIENGESELLSCHAFT

Group Retail Portal Training

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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.

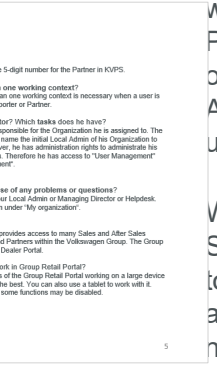
OVERVIEW

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 Oganization**?
  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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USER & ADMIN TYPES

Importer

Tanja
Brand Admin

Ben
Wholesale Admin

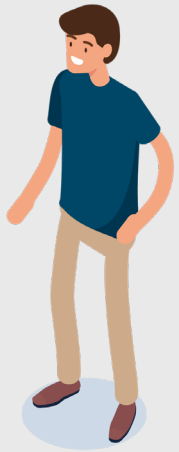
Sarah
Local Admin
Importer Level

Anja
Managing Director
Partner Level

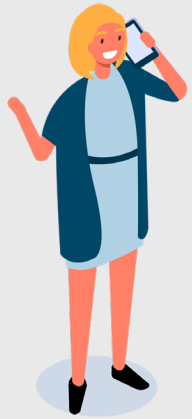
USER & ADMIN TYPES

Partner & Third Party

Lukas
Third Party Managing Director



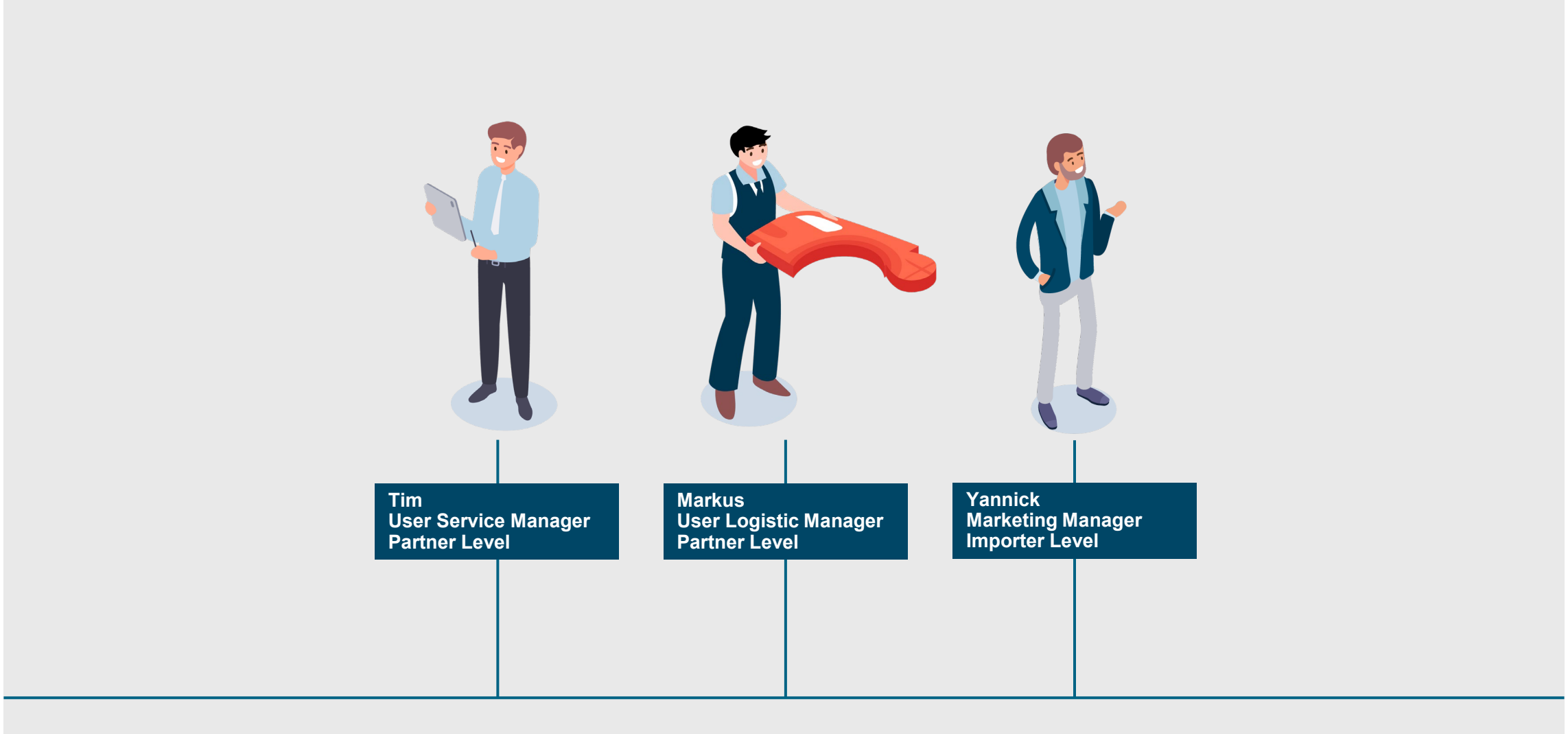
Paul
Sales Local Admin Partner Level



Laura
After Sales Local Admin Partner Level

USER & ADMIN TYPES

User



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User 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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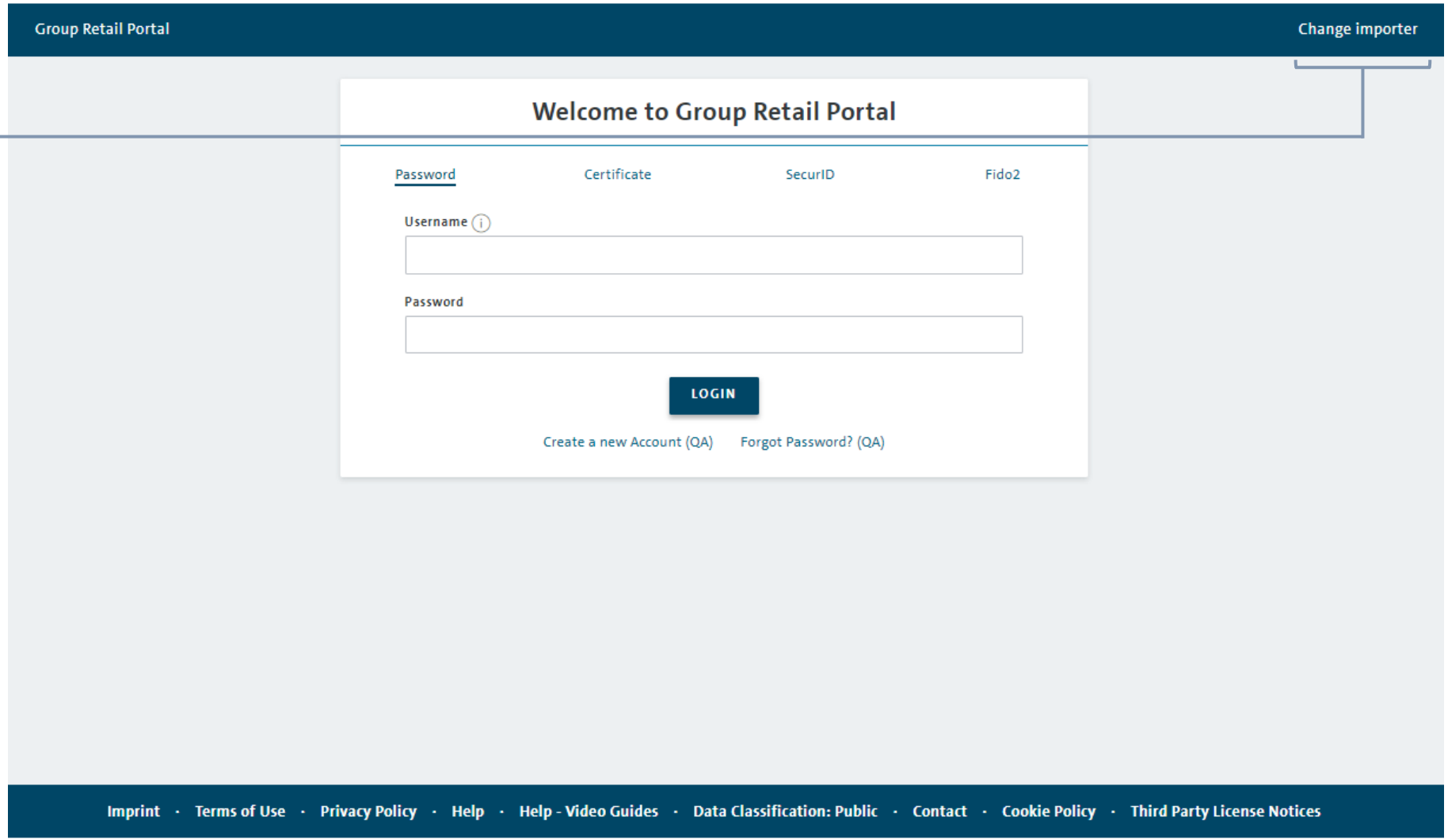
Landing page

Header Elements

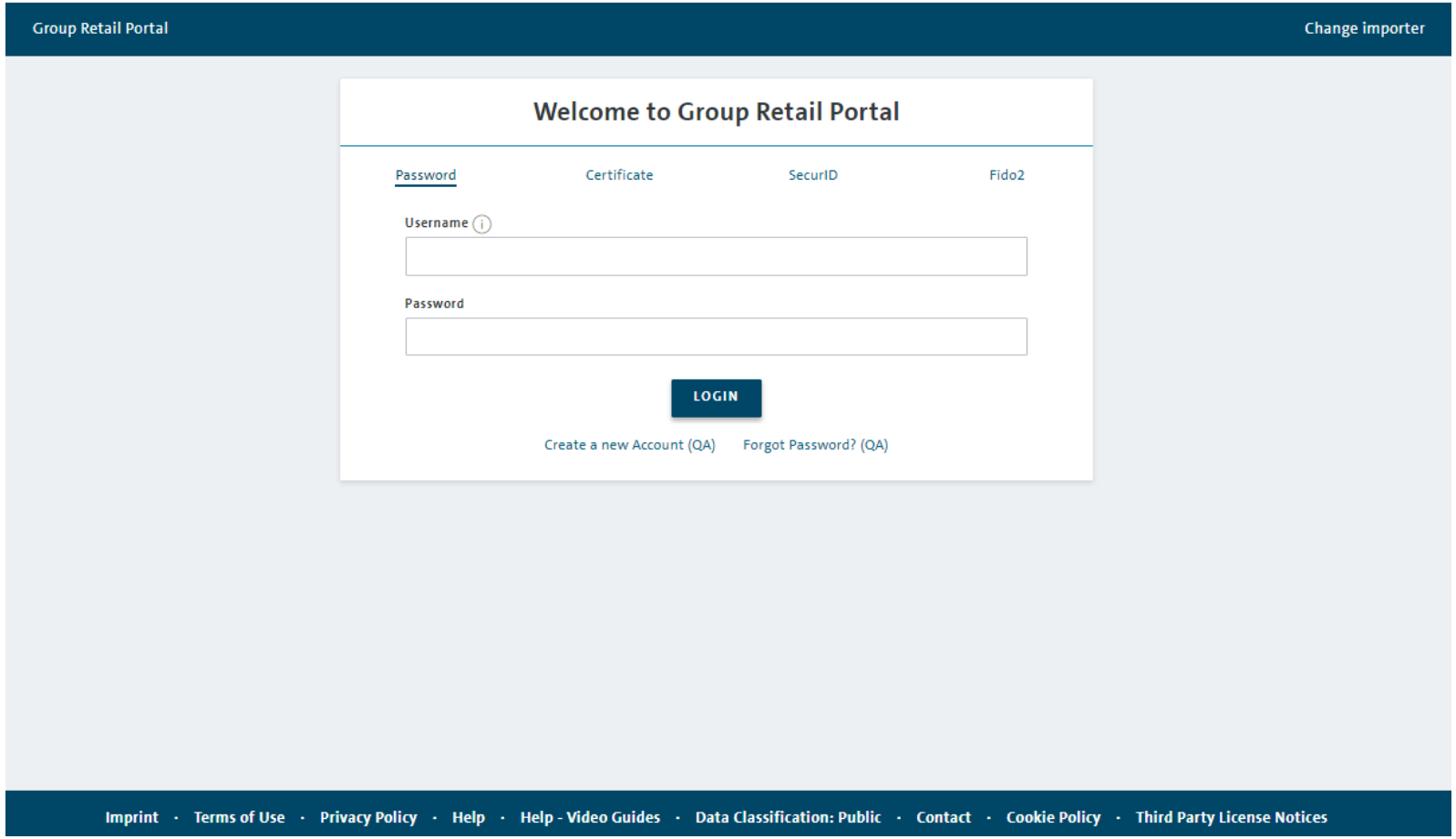
Here you have the possibility to select your local importer access for the GRP before logging in.

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



FOOTER

Footer elements



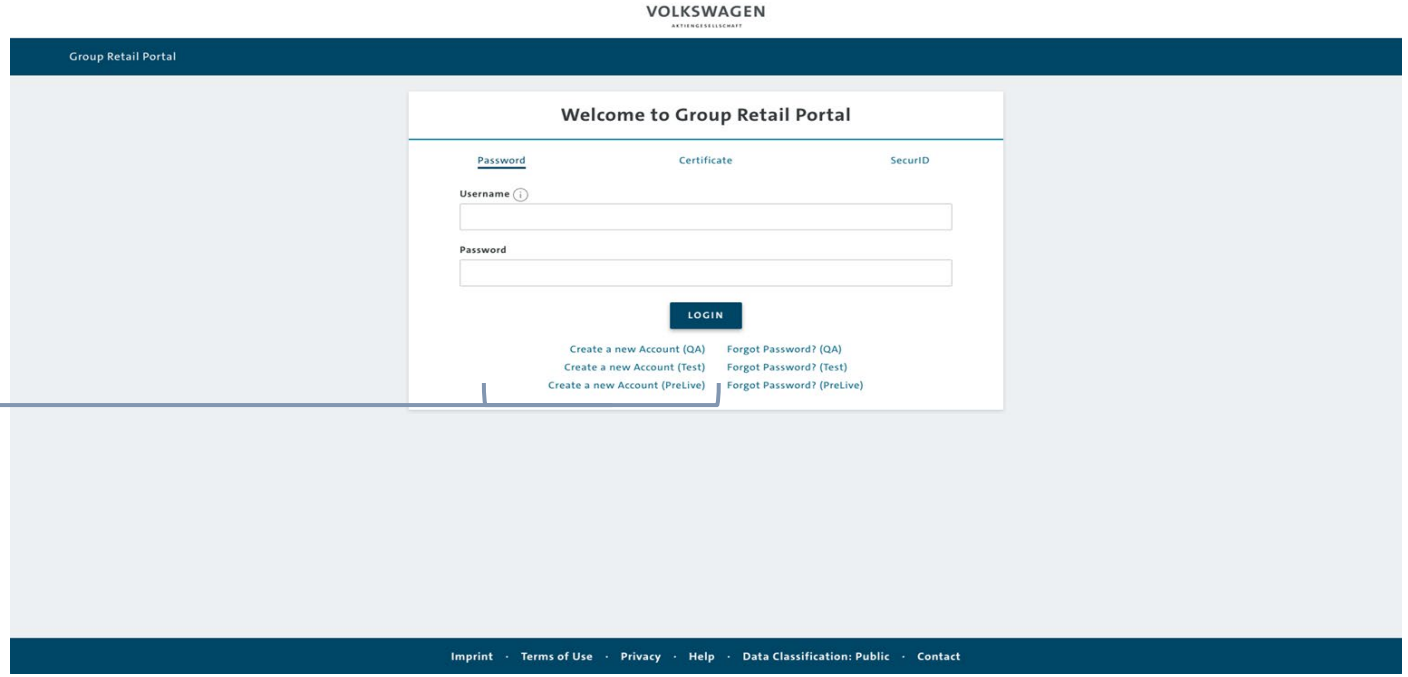
You can find the Imprint, Terms of Use, Privacy, the Help and Contact in the footer.

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

REGISTRATION

Via email address (1/5)

Click here to start the registration.



Open Group Retail Portal

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

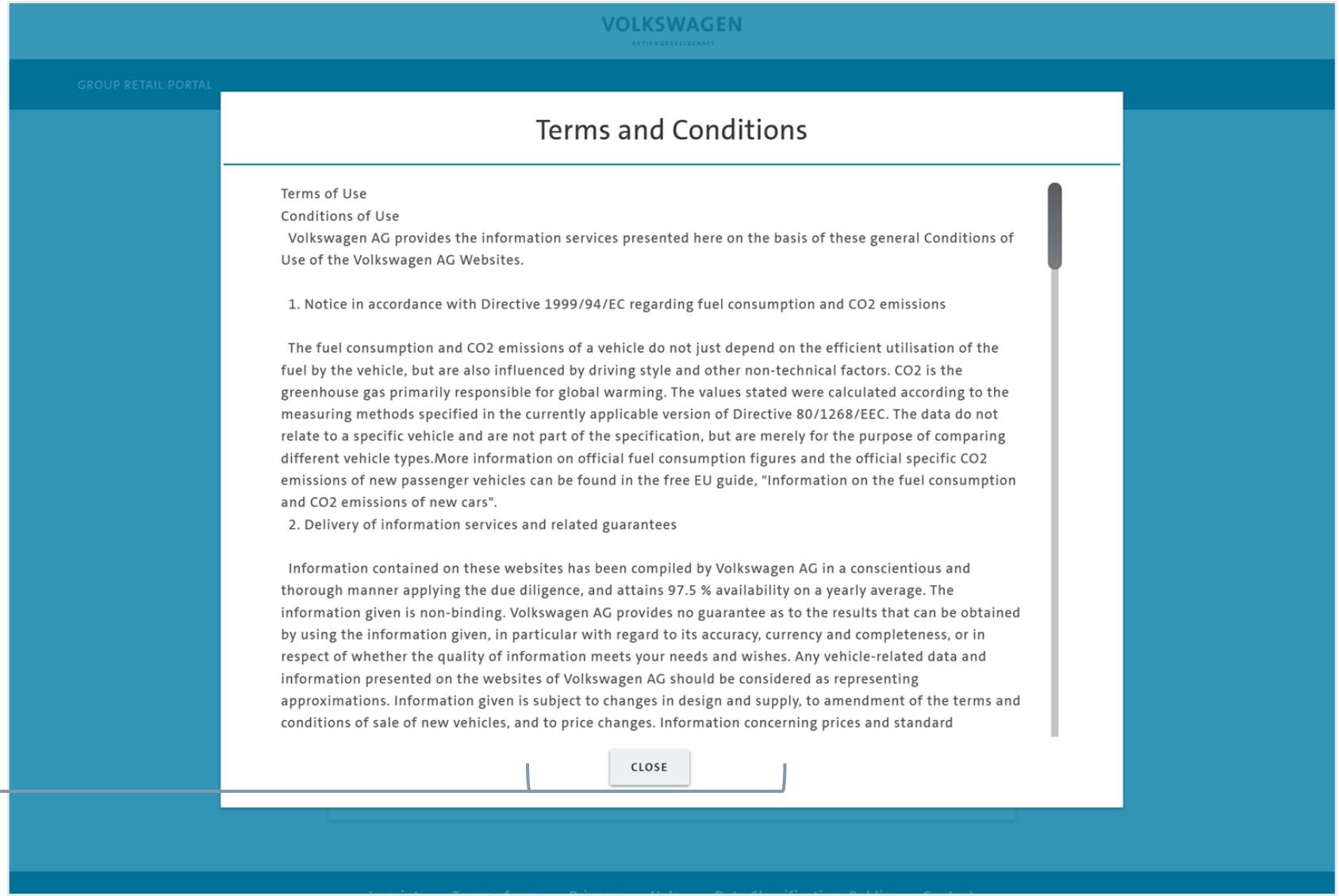
Internet PreLive: https://grp-prelive.global.volkswagenag.com

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.

Via email address (3/5)



Click „Close“.

Via email address (2/5)

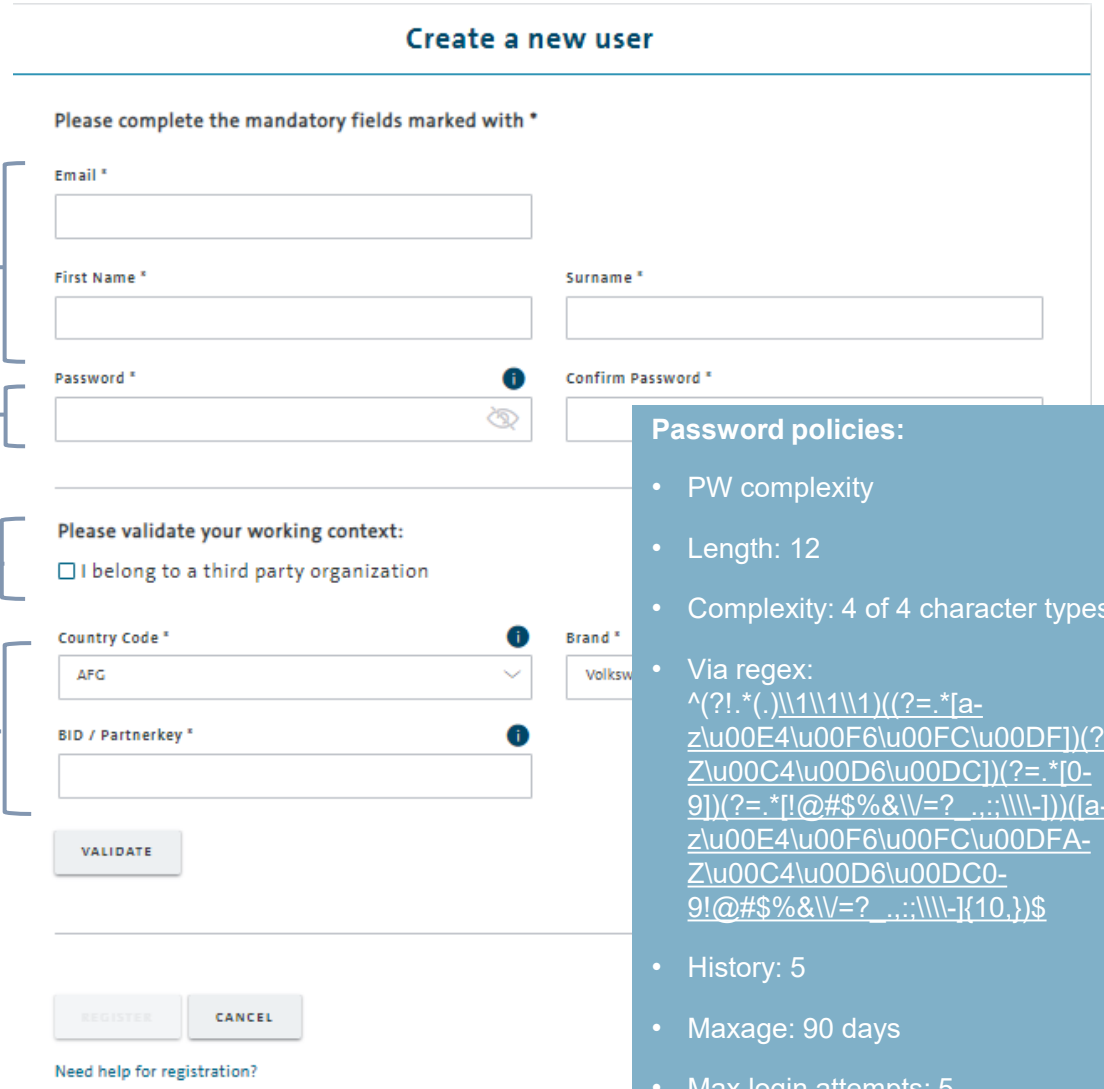
Type in your contact data. All fields are mandatory. If you are owning a **PKI-Card** and want to use the **Certificate Login** (see page 30), please enter the same email address, you are registered on the PKI-Card.

Set your password, according to the password policies.

Fill in the fields according to your organization. The user must specify a working context (importer, partner, or third-party vendor) during registration. Please start the initial request just for one working context. Please note these data are mandatory.

Please read and confirm the terms and conditions.

Registration approval depends on your local administrator. The users context request **must** be accepted in User Management.

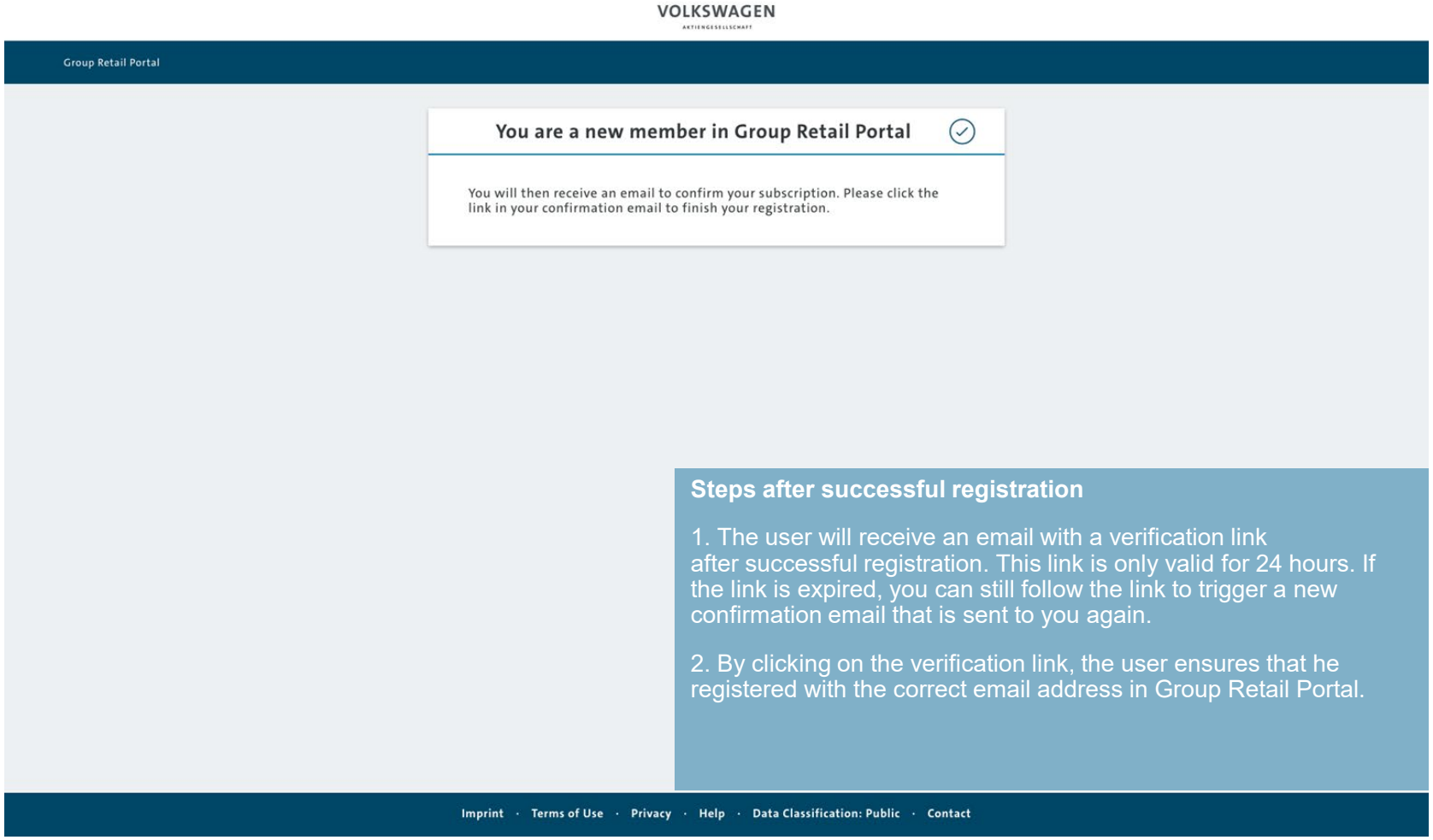


Password policies:

- PW complexity
- Length: 12
- Complexity: 4 of 4 character types
- Via regex: ^(?!.*(.)\\1\\1\\1)((?=.*[a-z\u00E4\u00F6\u00FC\u00DF])(?=.*[A-Z\u00C4\u00D6\u00DC])(?=.*[0-9])(?=.*[!@#$%&\\/=?_.,:;\\\\-]))([a-z\u00E4\u00F6\u00FC\u00DFA-Z\u00C4\u00D6\u00DC0-9!@#$%&\\/=?_.,:;\\\\-]{10,})$
- History: 5
- Maxage: 90 days
- Max login attempts: 5

REGISTRATION

Via email address (4/5)



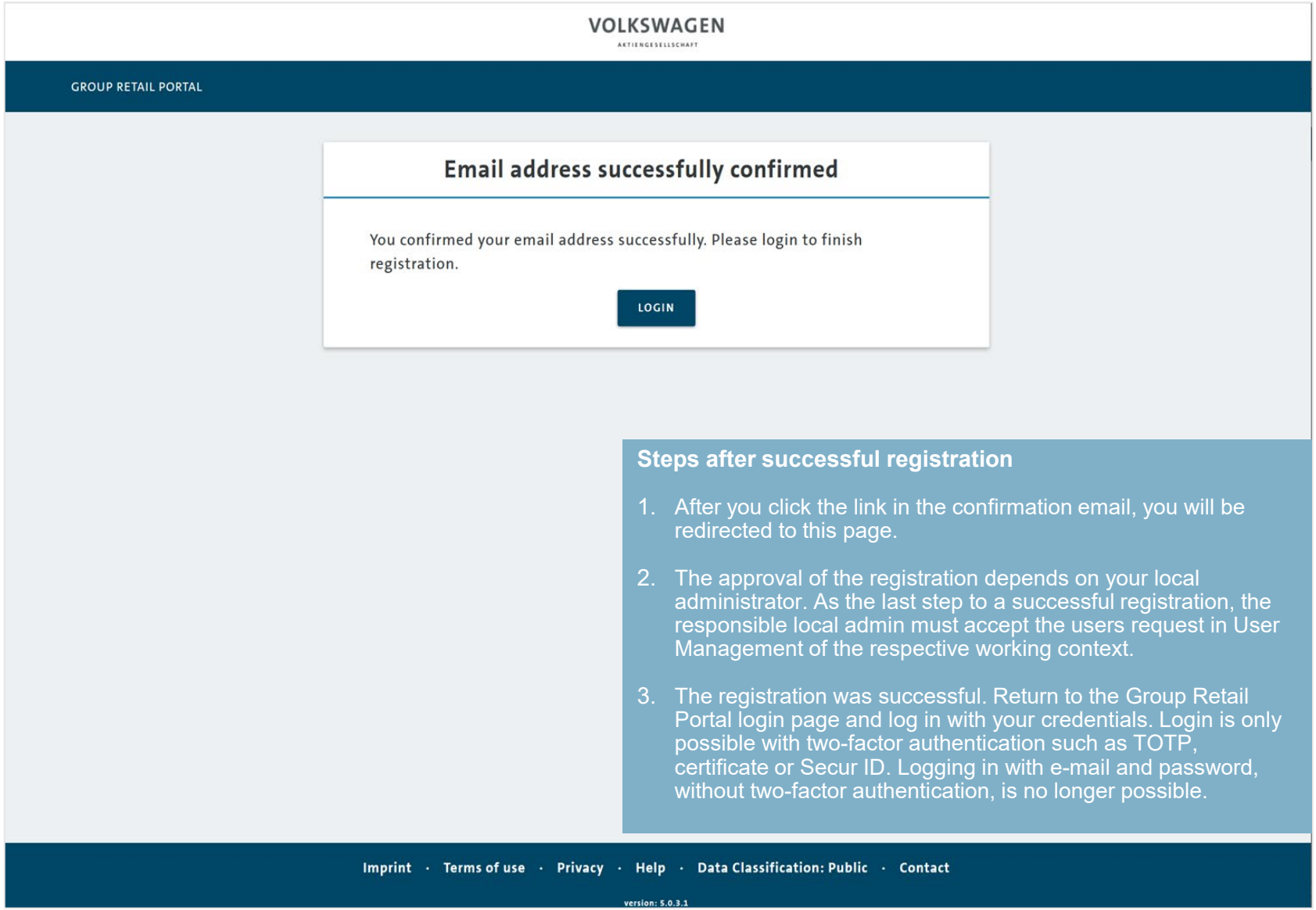
Steps after successful registration

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.

REGISTRATION

Via email address (5/5)



Steps after successful registration

1. After you click the link in the confirmation email, you will be redirected to this page.
2. The approval of the registration depends on your local administrator. As the last step to a successful registration, the responsible local admin must accept the users request in User Management of the respective working context.
3. The registration was successful. Return to the Group Retail Portal login page and log in with your credentials. Login is only possible with two-factor authentication such as TOTP, certificate or Secur ID. Logging in with e-mail and password, without two-factor authentication, is no longer possible.

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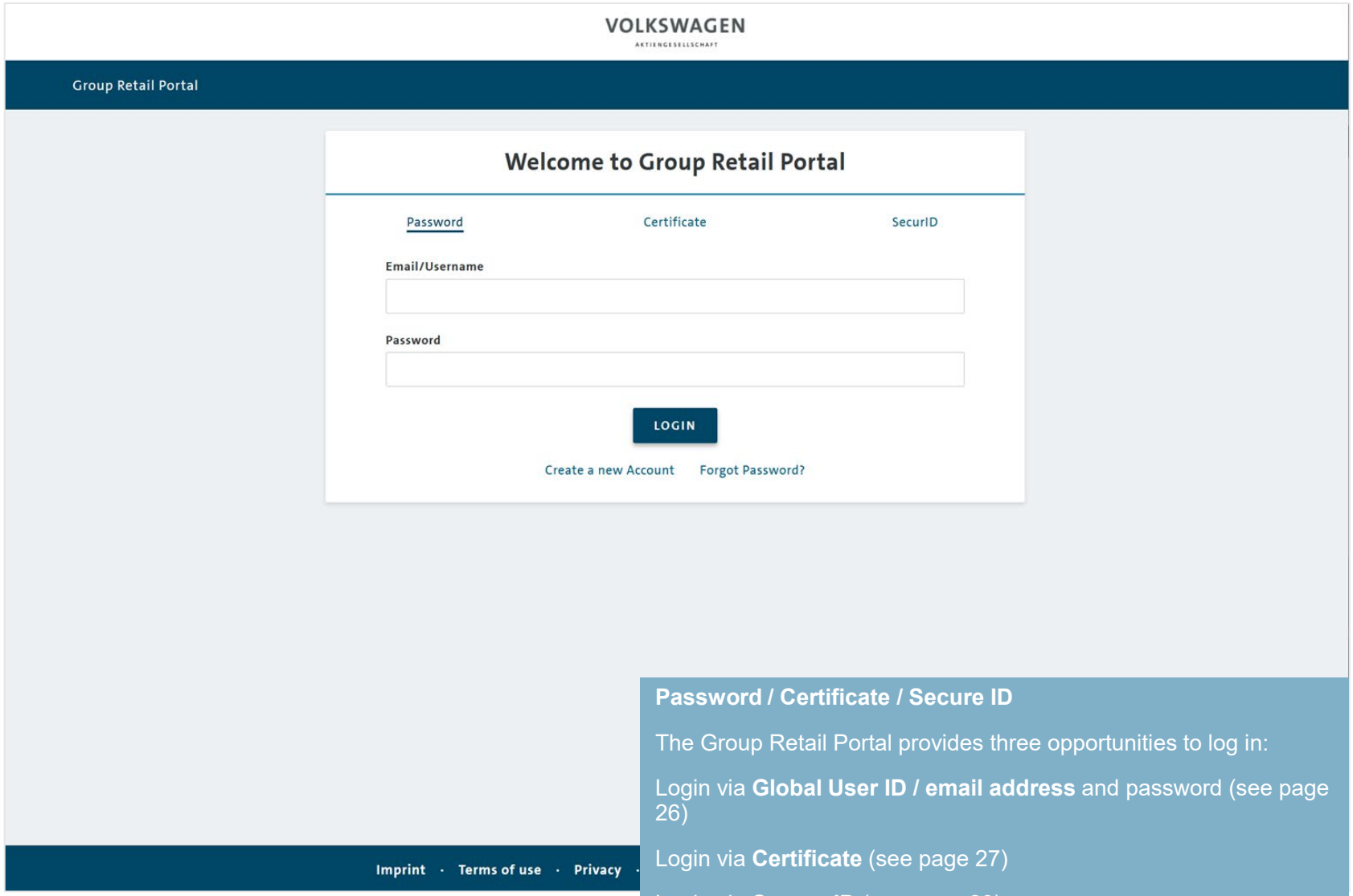
LOGIN

Login page



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)

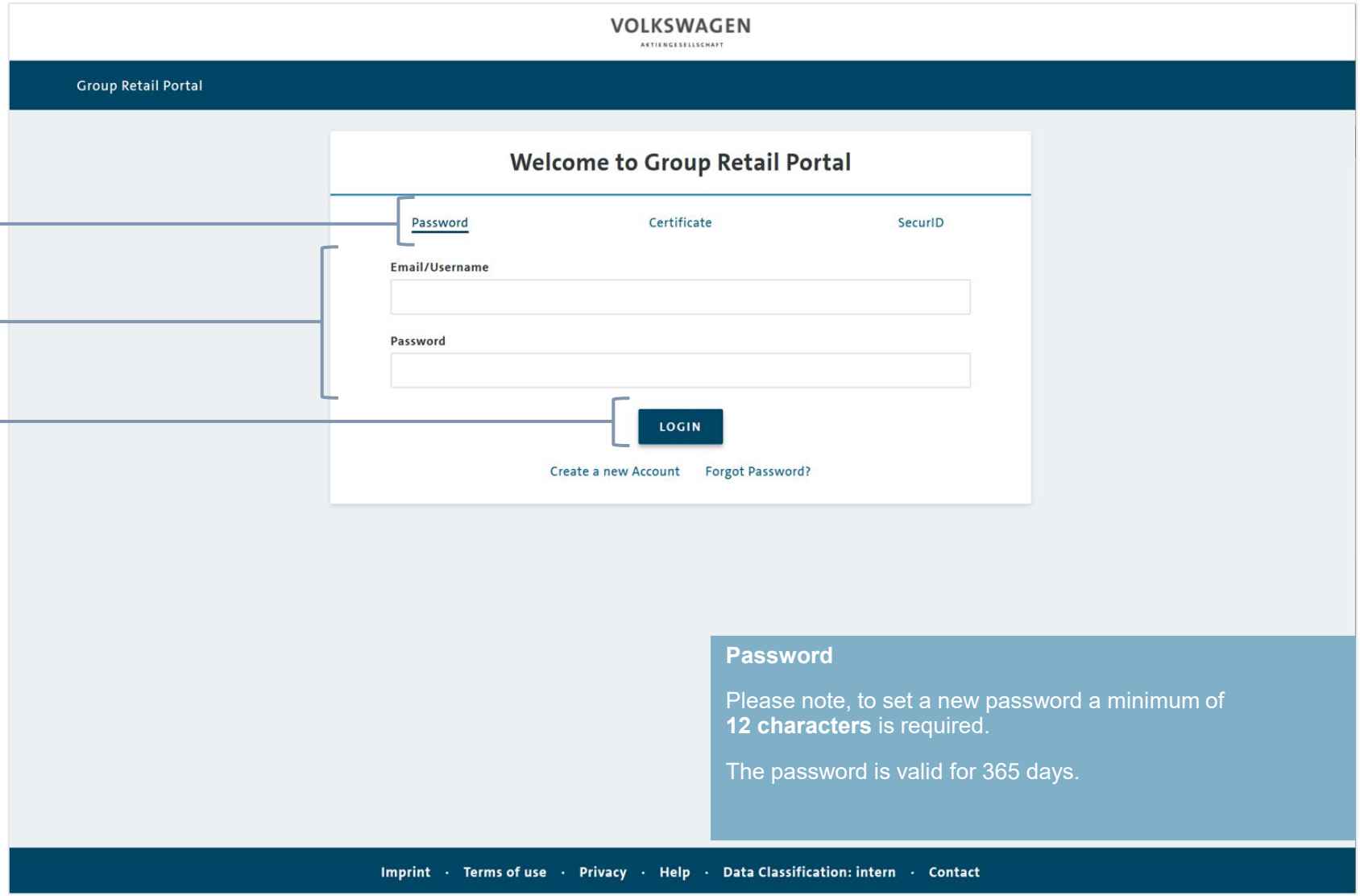
LOGIN

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.



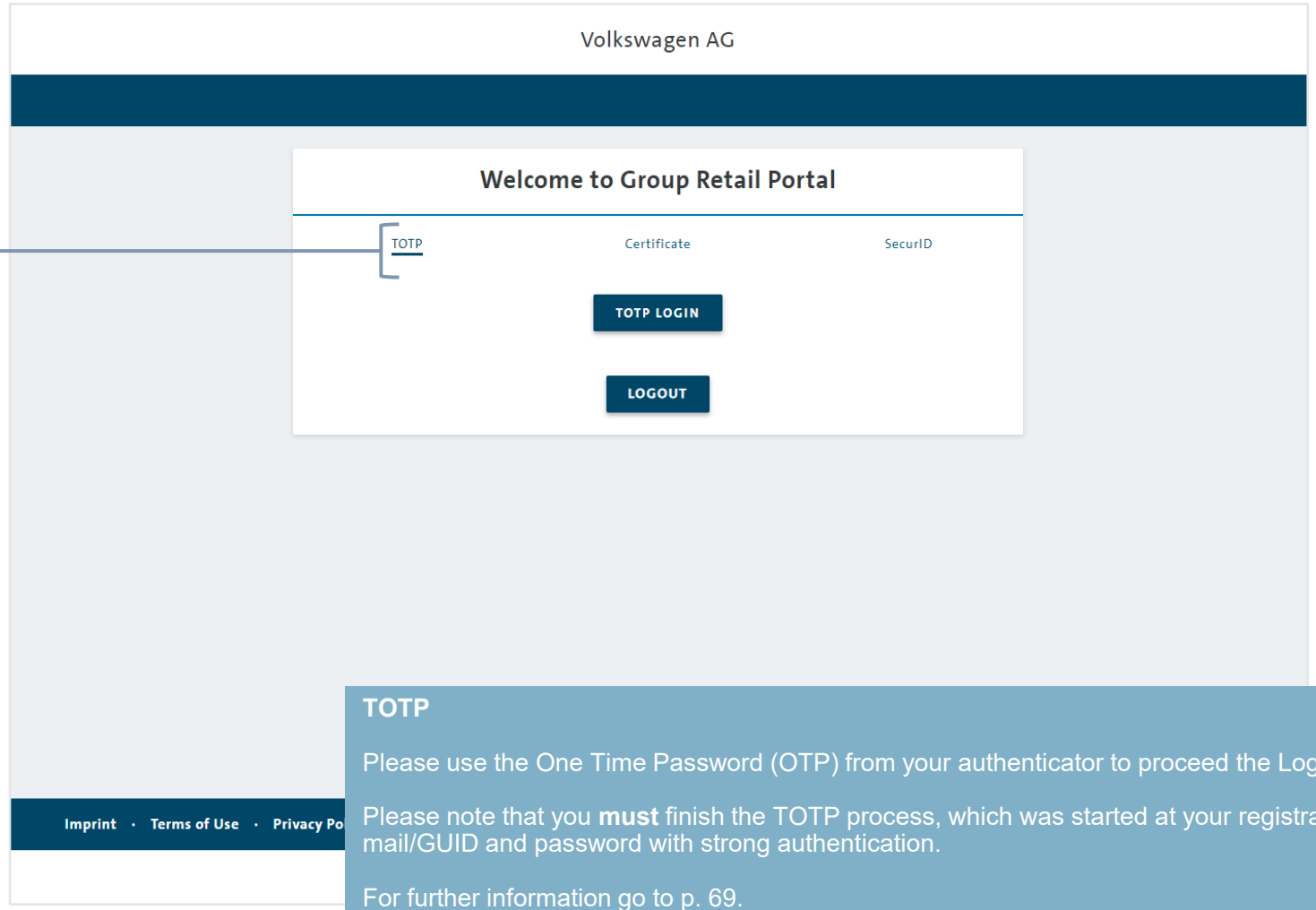
LOGIN

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.



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.

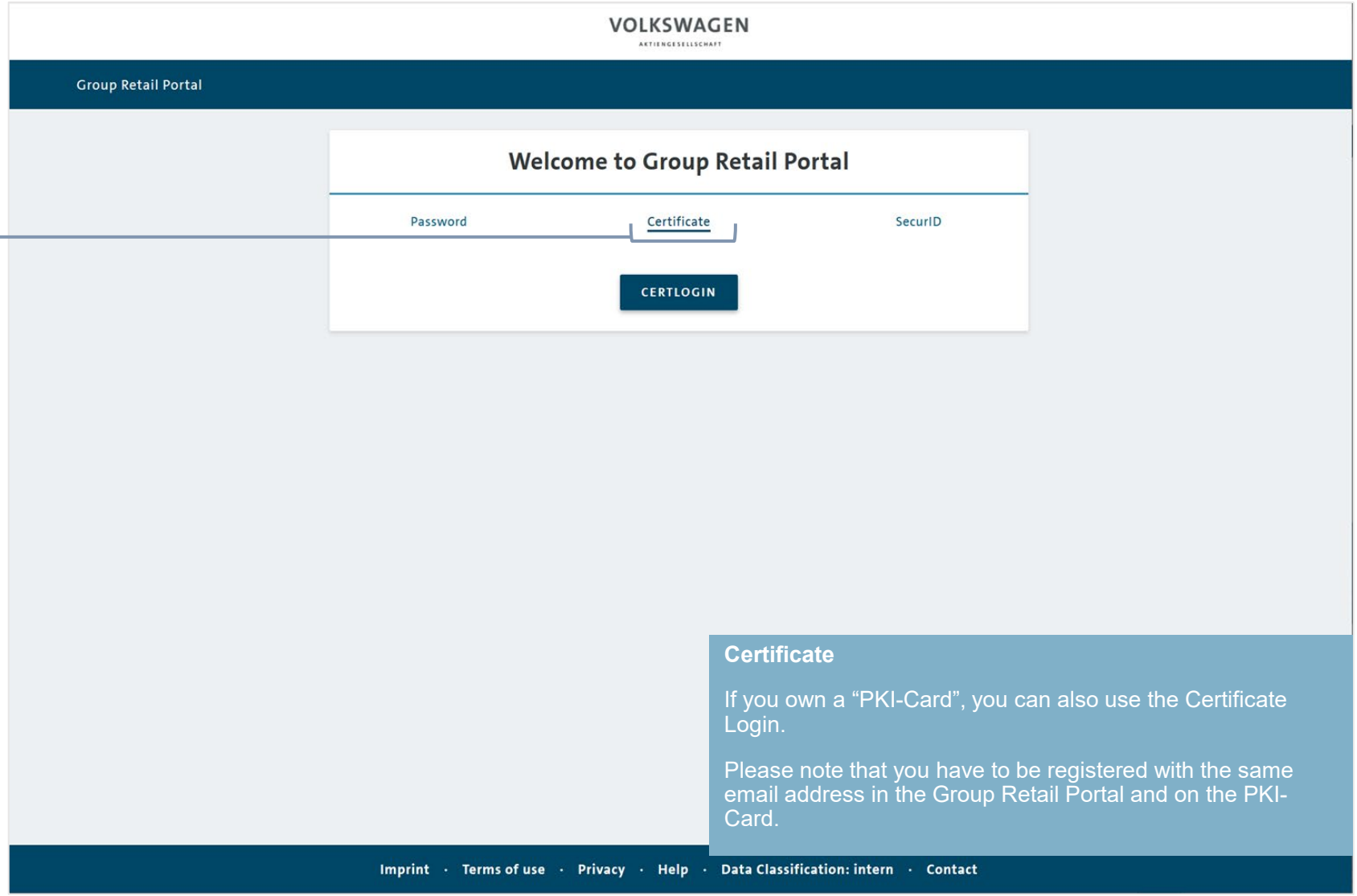
For further information go to p. 69.

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“.



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.

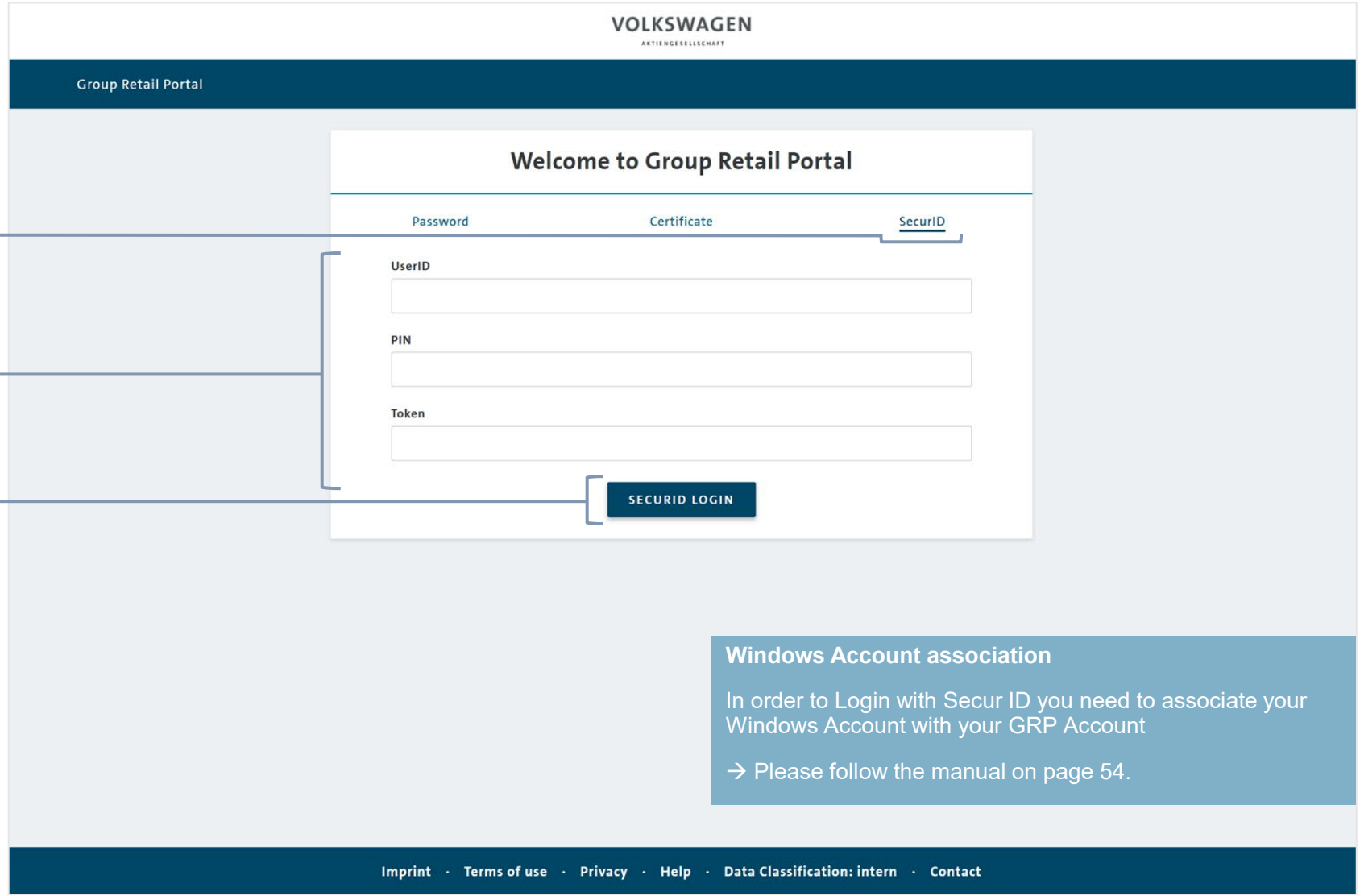
LOGIN

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.



Windows Account association

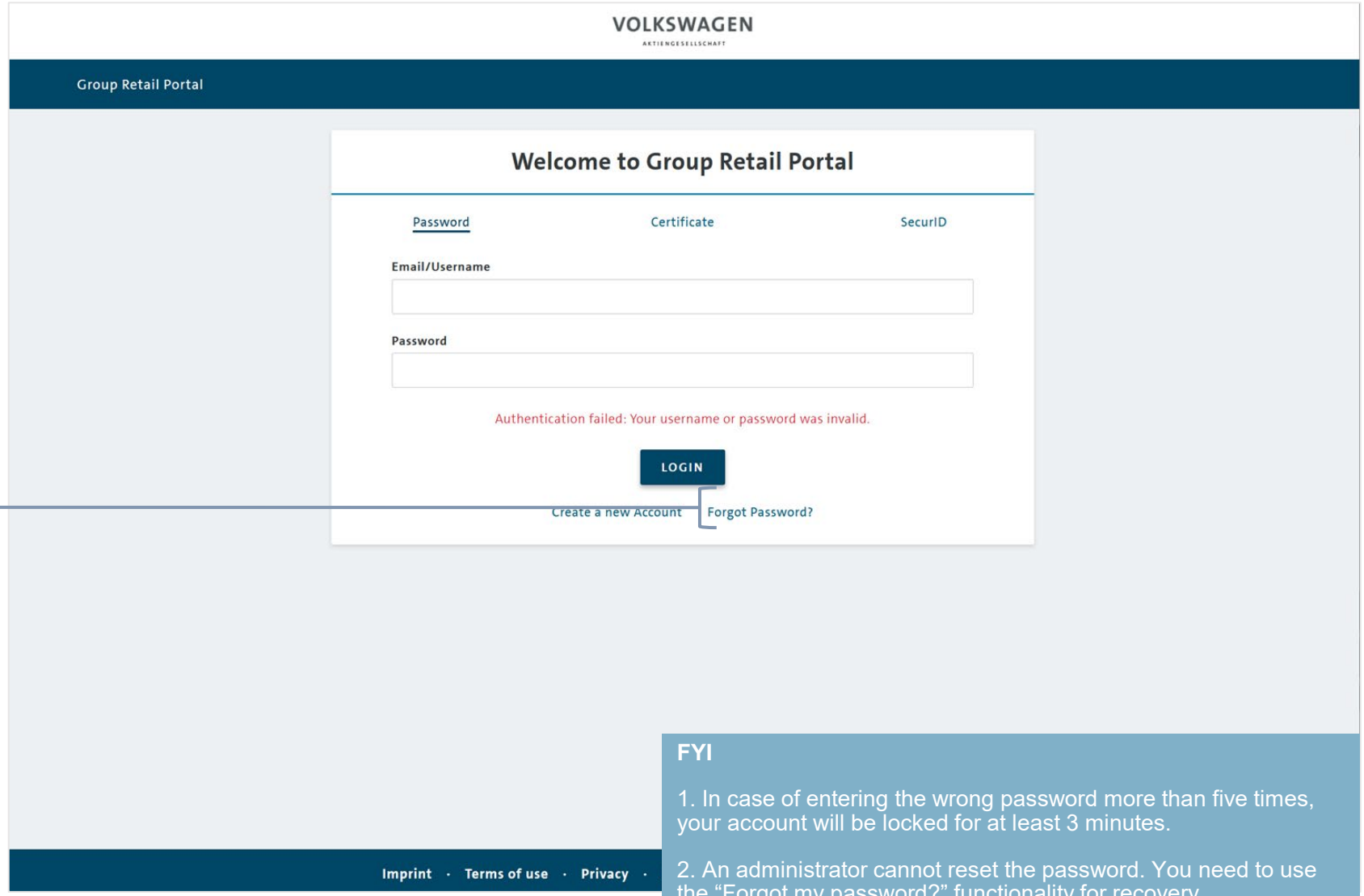
In order to Login with Secur ID you need to associate your Windows Account with your GRP Account

→ Please follow the manual on page 54.

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.



FYI

1. In case of entering the wrong password more than five times, your account will be locked for at least 3 minutes.

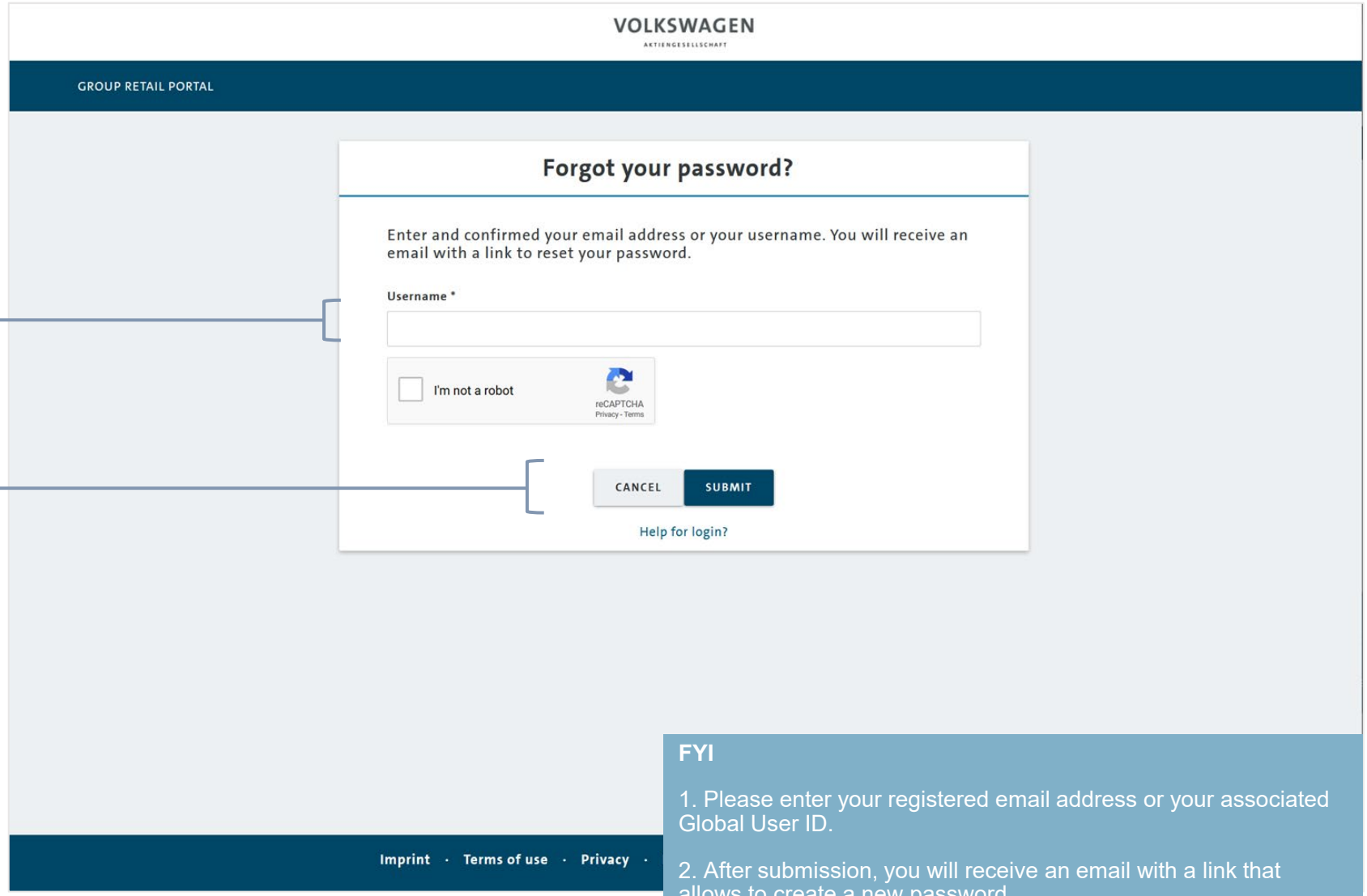
2. An administrator cannot reset the password. You need to use the “Forgot my password?” functionality for recovery.

LOGIN

Forgot or wrong password 2/2

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

Click here to cancel or submit.



FYI

1. Please enter your registered email address or your associated Global User ID.

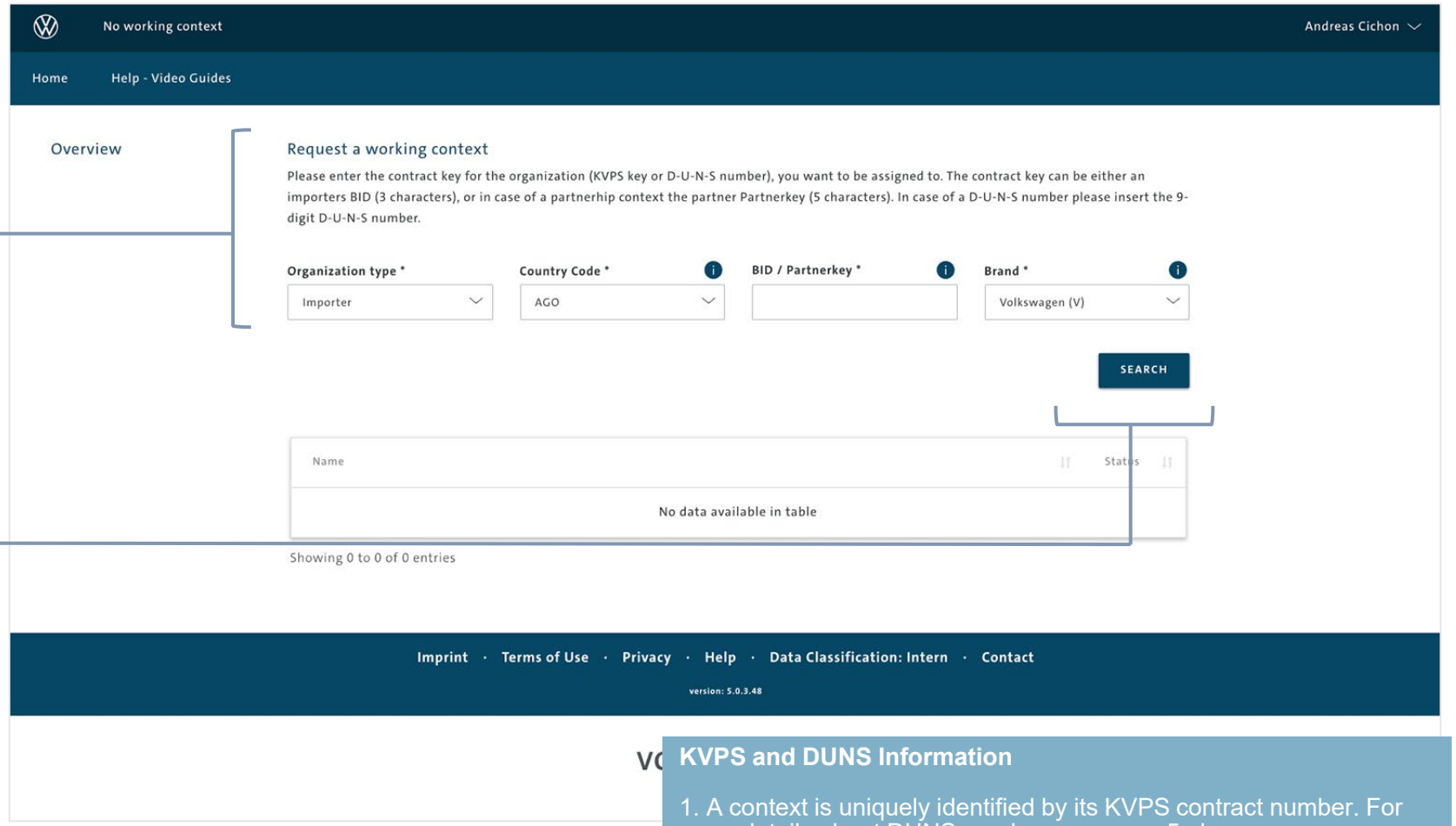
2. After submission, you will receive an email with a link that allows to create a new password.

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".



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

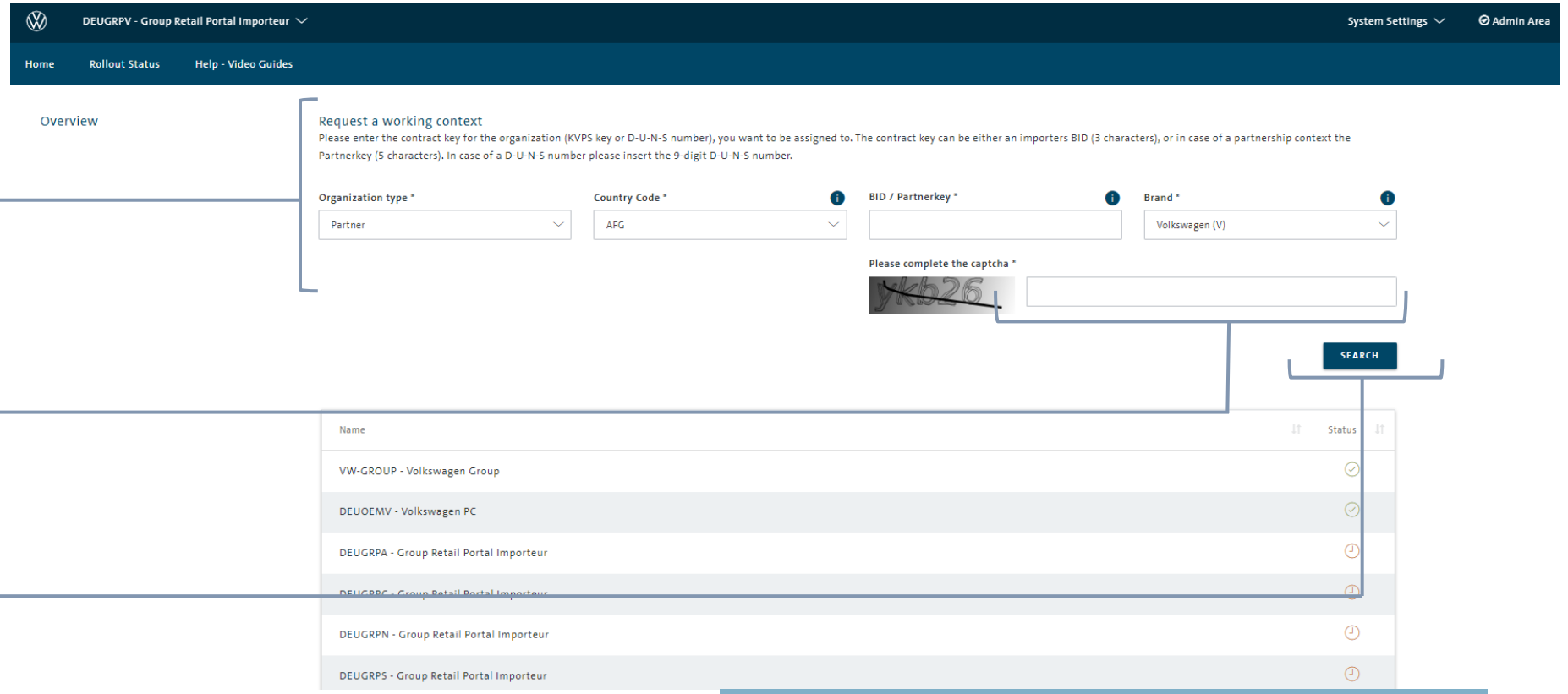
LOGIN

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.

Please answer the Captcha Query

Click "Search".



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.

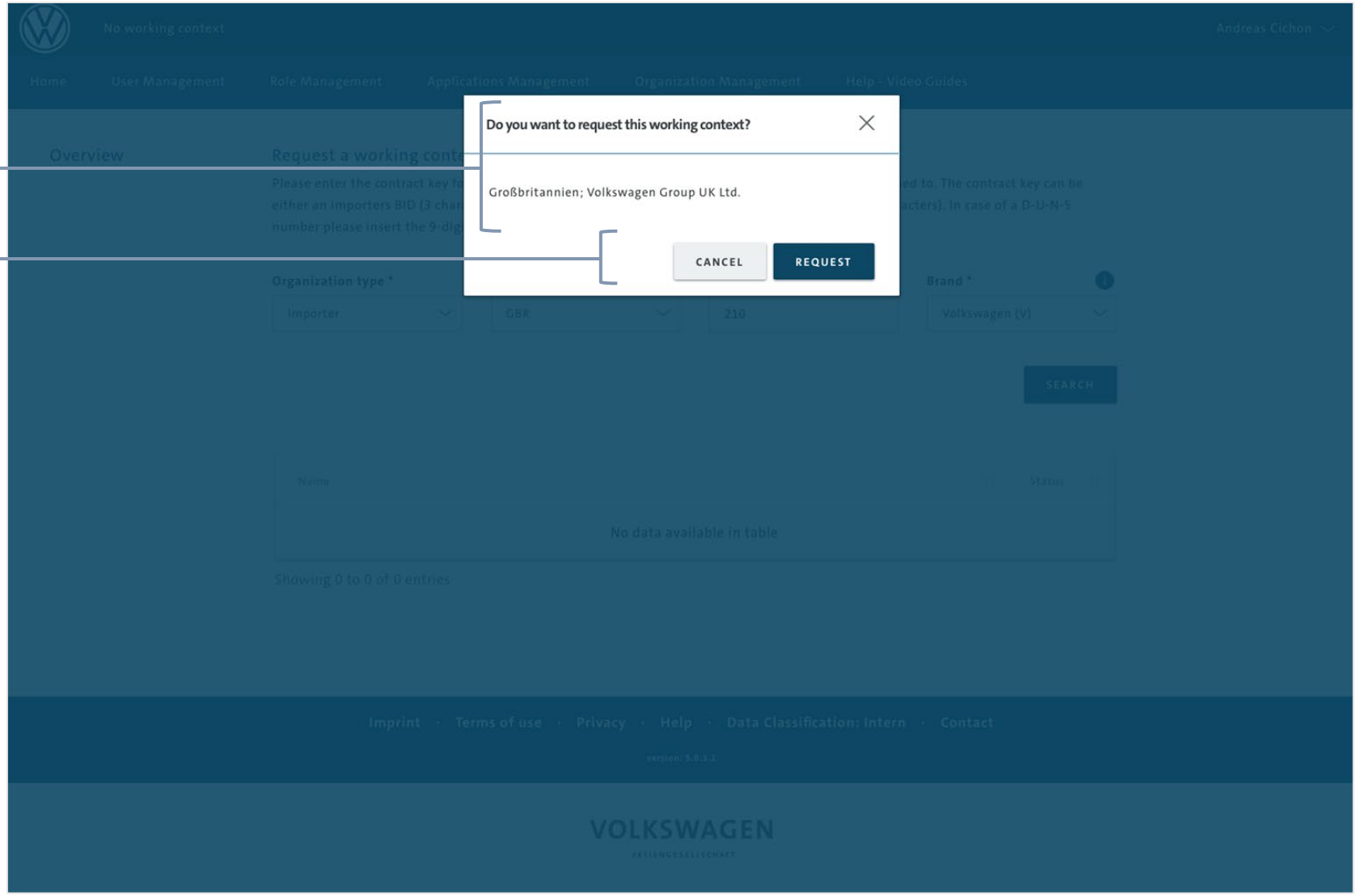
2. Context examples (format/ length):
Wholesale : <countrycode>+<BID>+<brandkey> = FRAxxxV Partner : <countrycode>+<BID>+<brandkey> = FRAxxxxxV

3. Please note the context request is **limited to maximum eight** different working contexts.

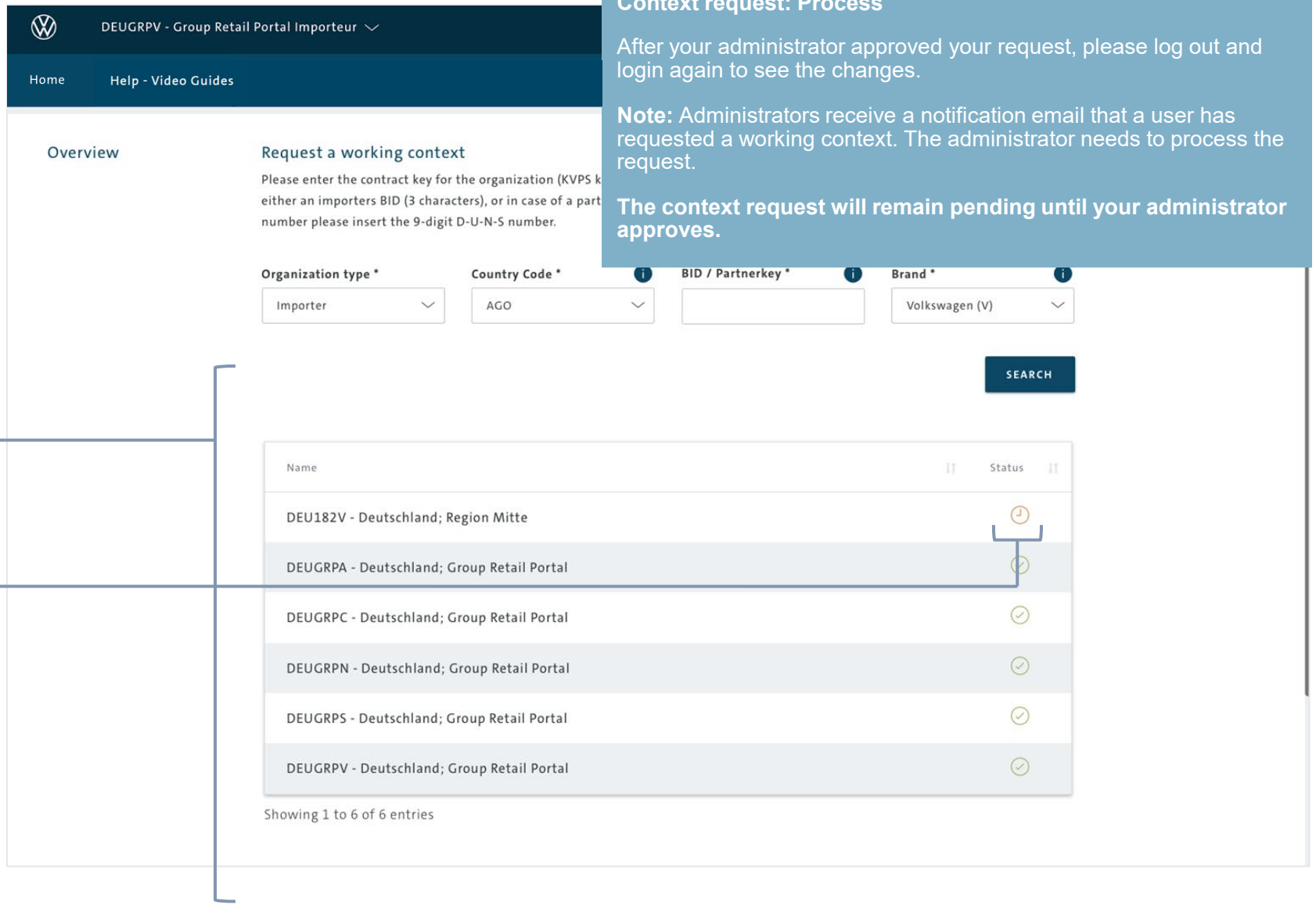
Request context 2/4

Validate here whether you are requesting the correct context.

Click here to request the context.



Request context 3/4



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.

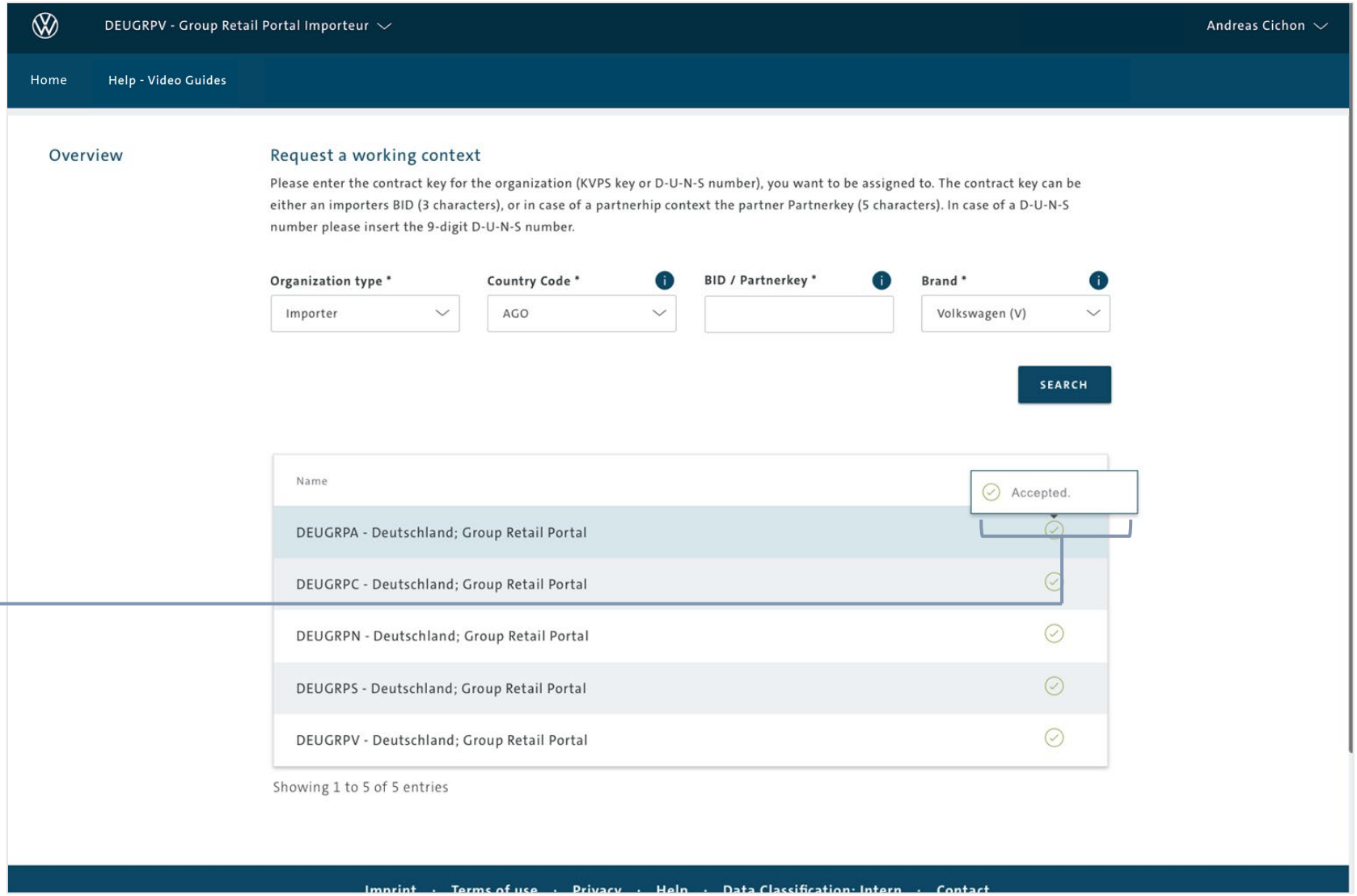
The context request will remain pending until your administrator approves.

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.

Request context 4/4

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



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START PAGE

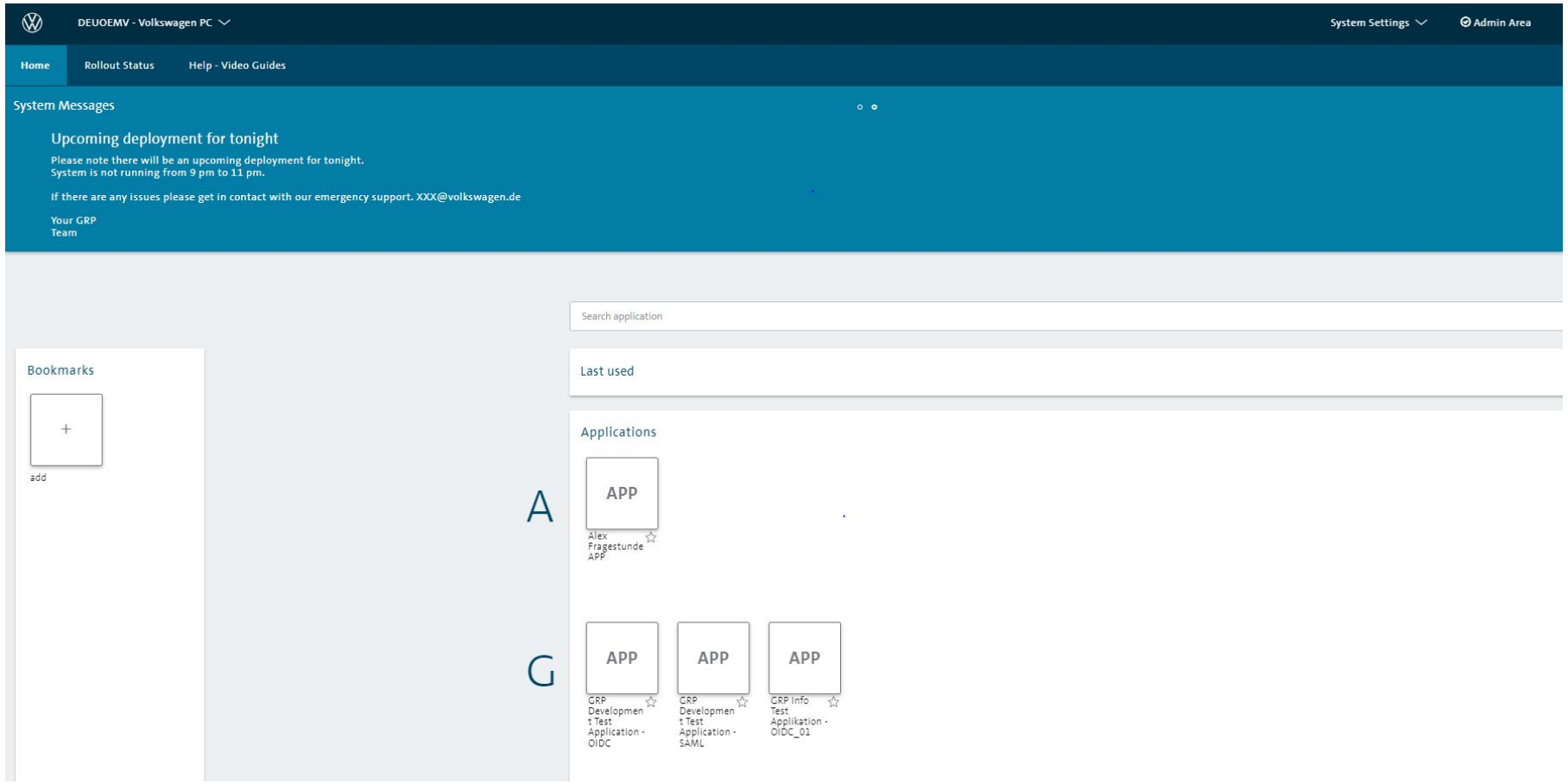
Overview - Applicationsmanager 1/2

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.

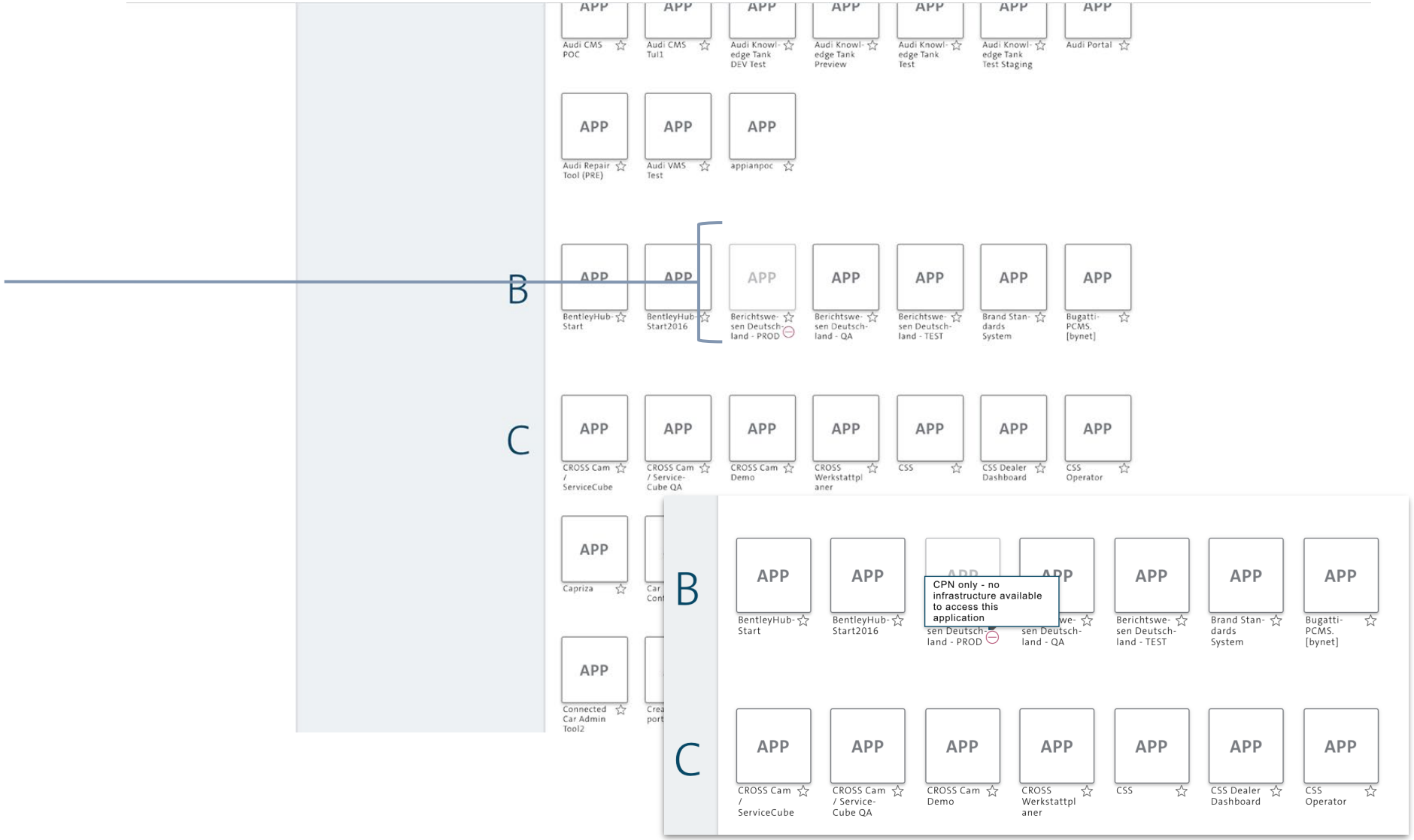


Overview - Applicationsmanager 2/2

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.

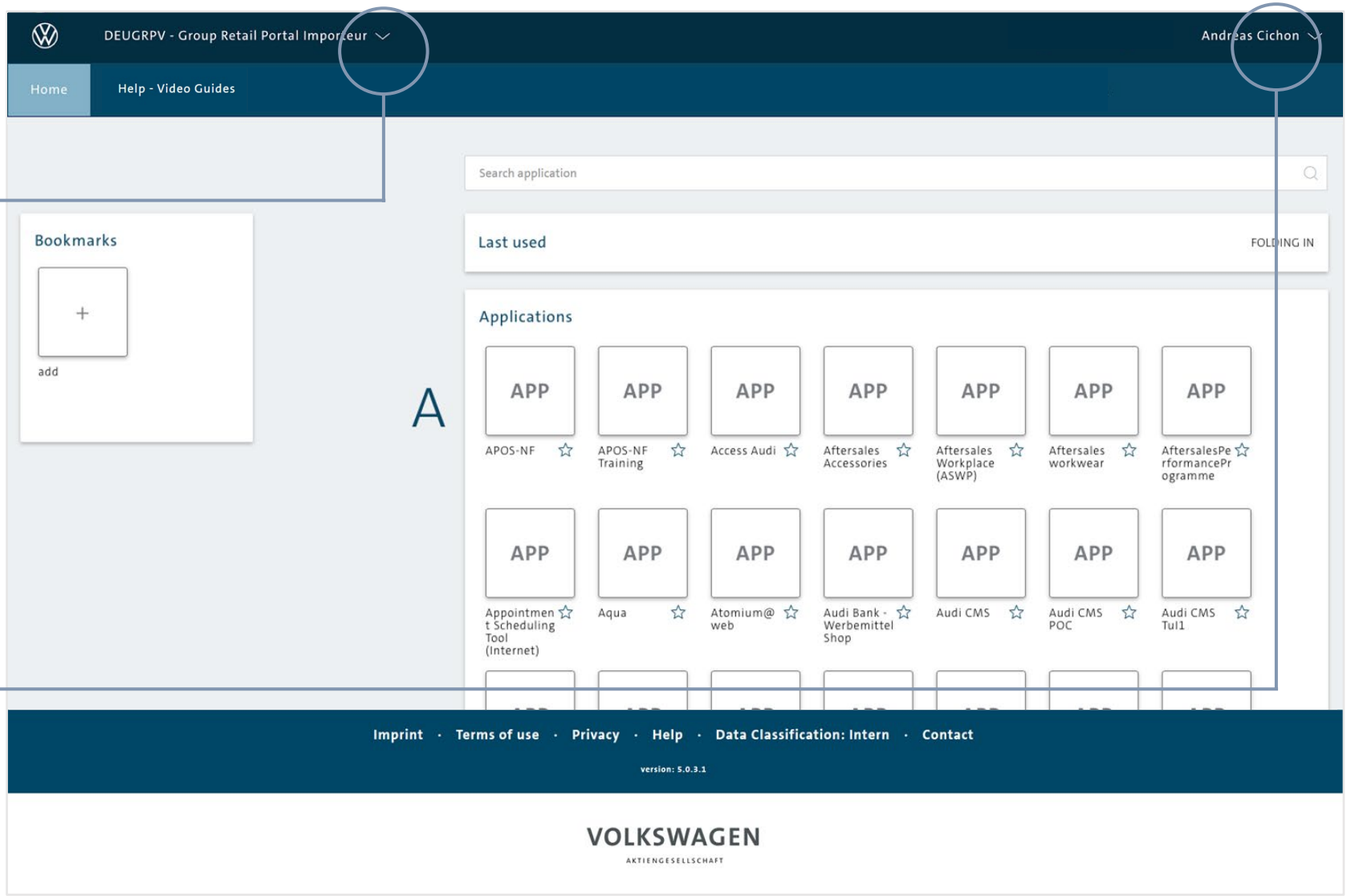


START PAGE

Overview – Navigation bar

The context you are currently assigned to.

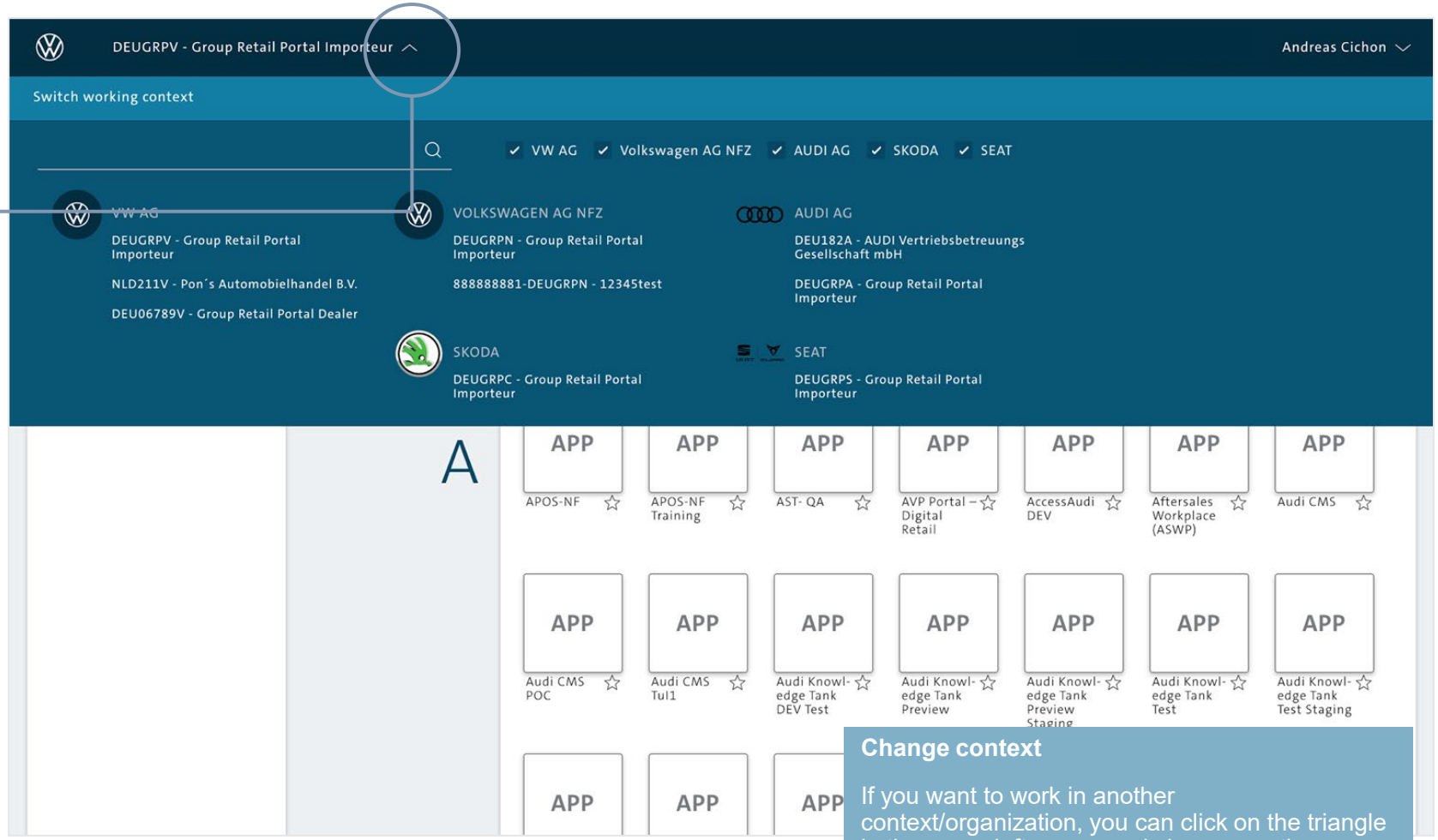
“My Profile” section offers the following options:
•My Account (edit your profile)
•Account Association
•My organization
•Request a working context
•Choose a language
•Change password
•Logout



START PAGE

Overview – Switch context (1/3)

Click to switch context.



Change context

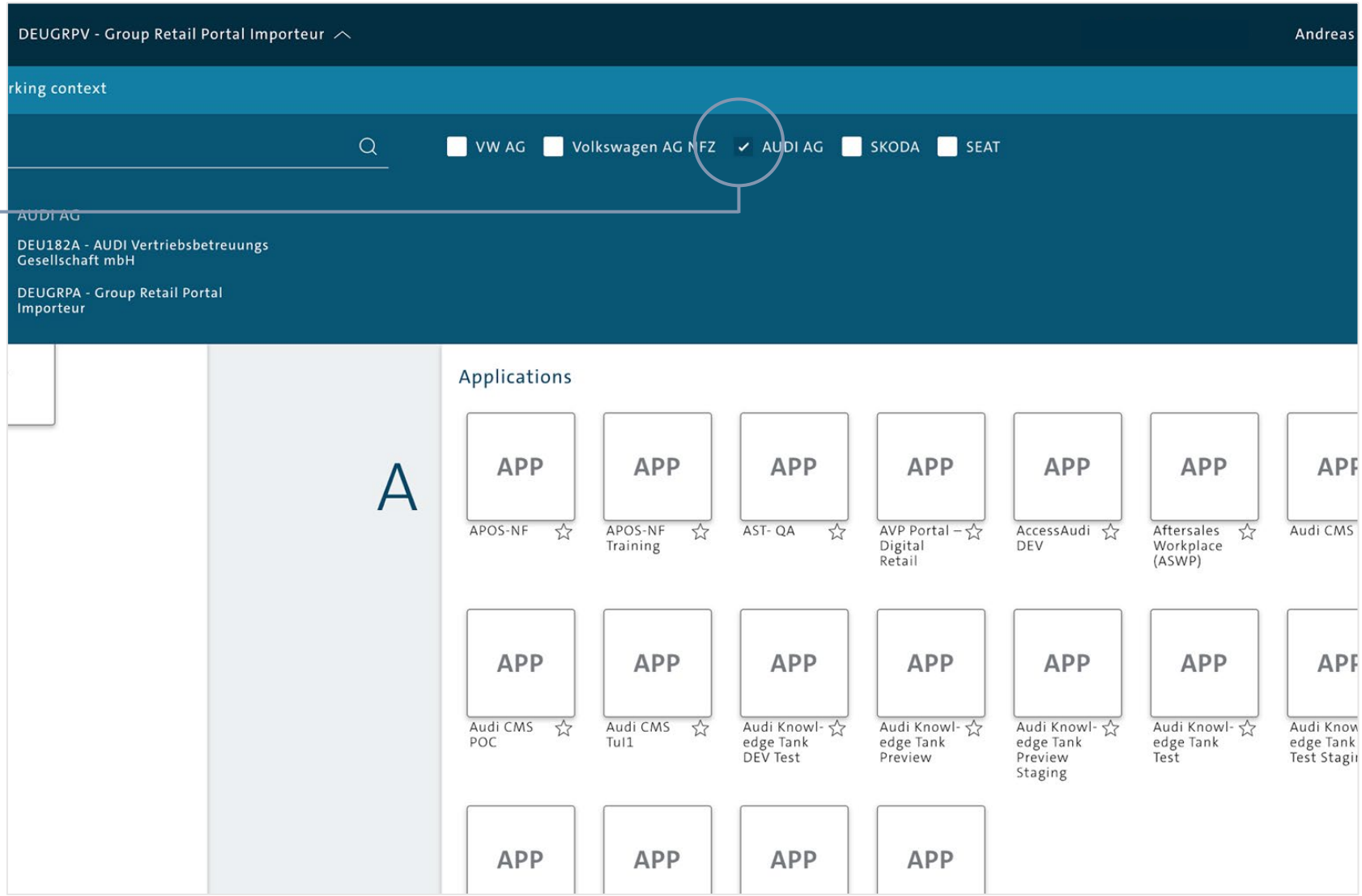
If you want to work in another context/organization, you can click on the triangle in the upper left corner and choose another context. If you are only assigned to one context, the function is not available.

You can only work within the chosen context.

Overview – Switch context (2/3)

There are two ways to find the right context:

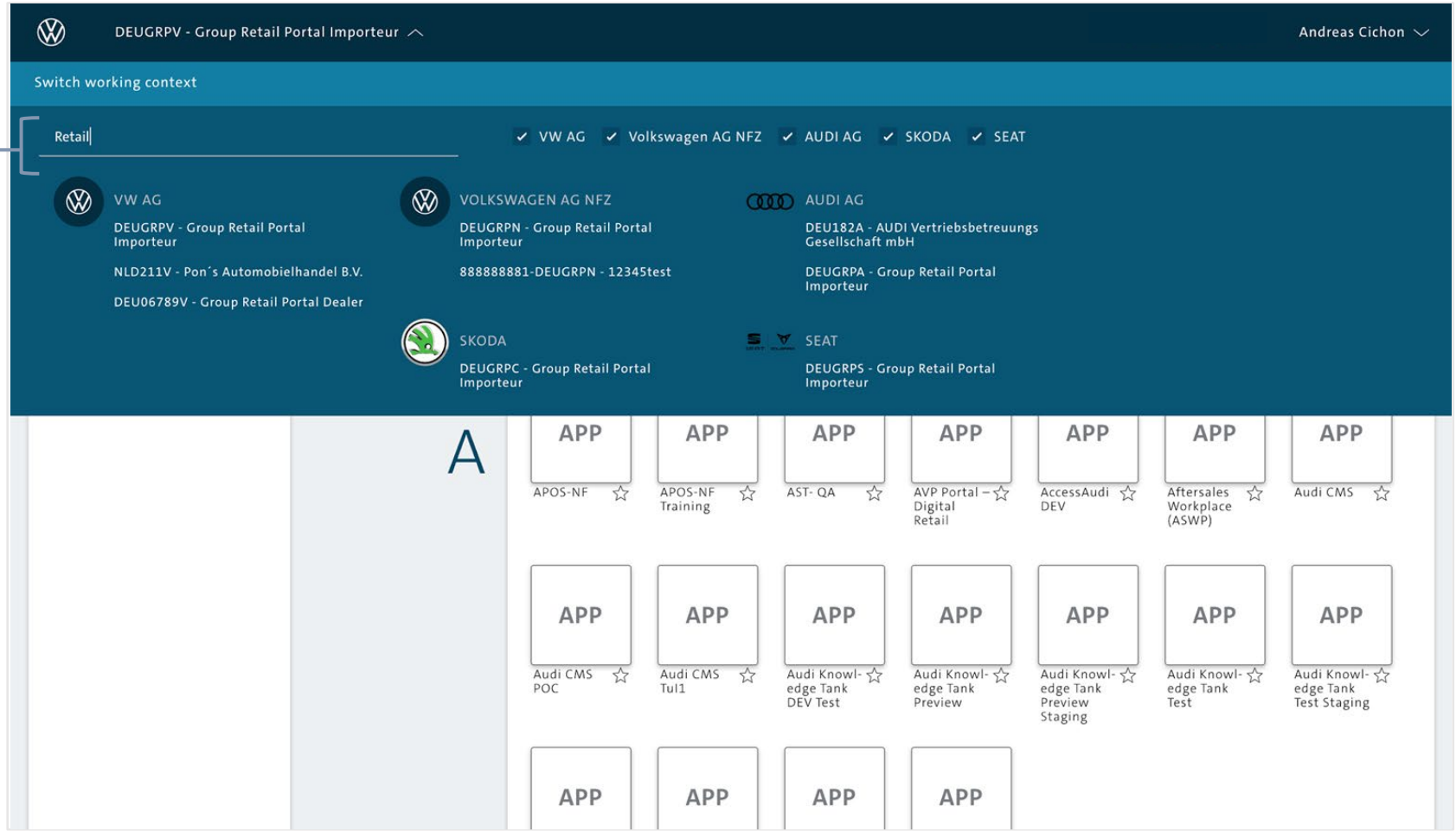
1. Using the marking field, so the other contexts will be hide.



Overview – Switch context (3/3)

There are two ways to find the right context:

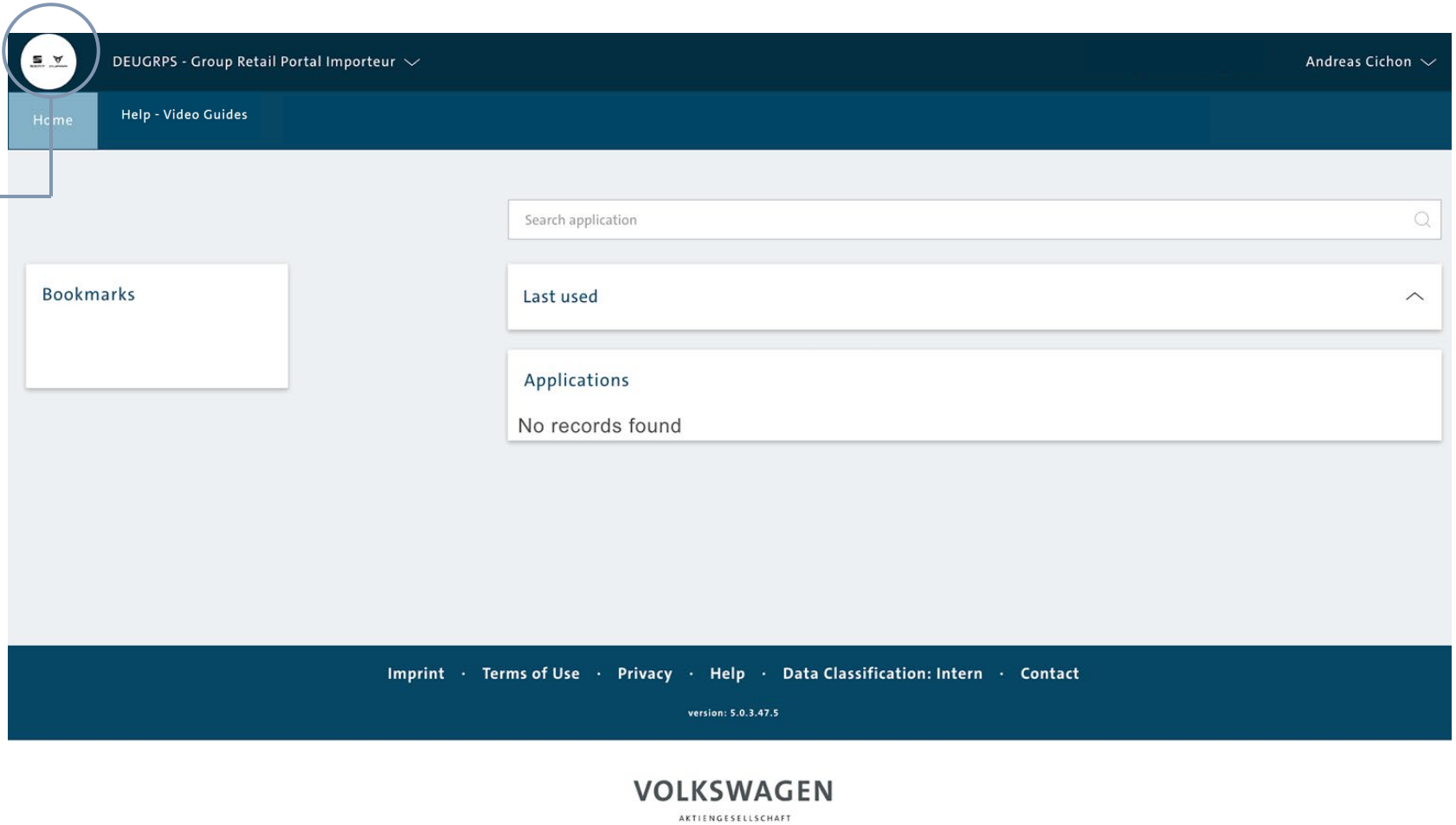
2. Enter a term in the search box.



START PAGE

Overview – Seat Context

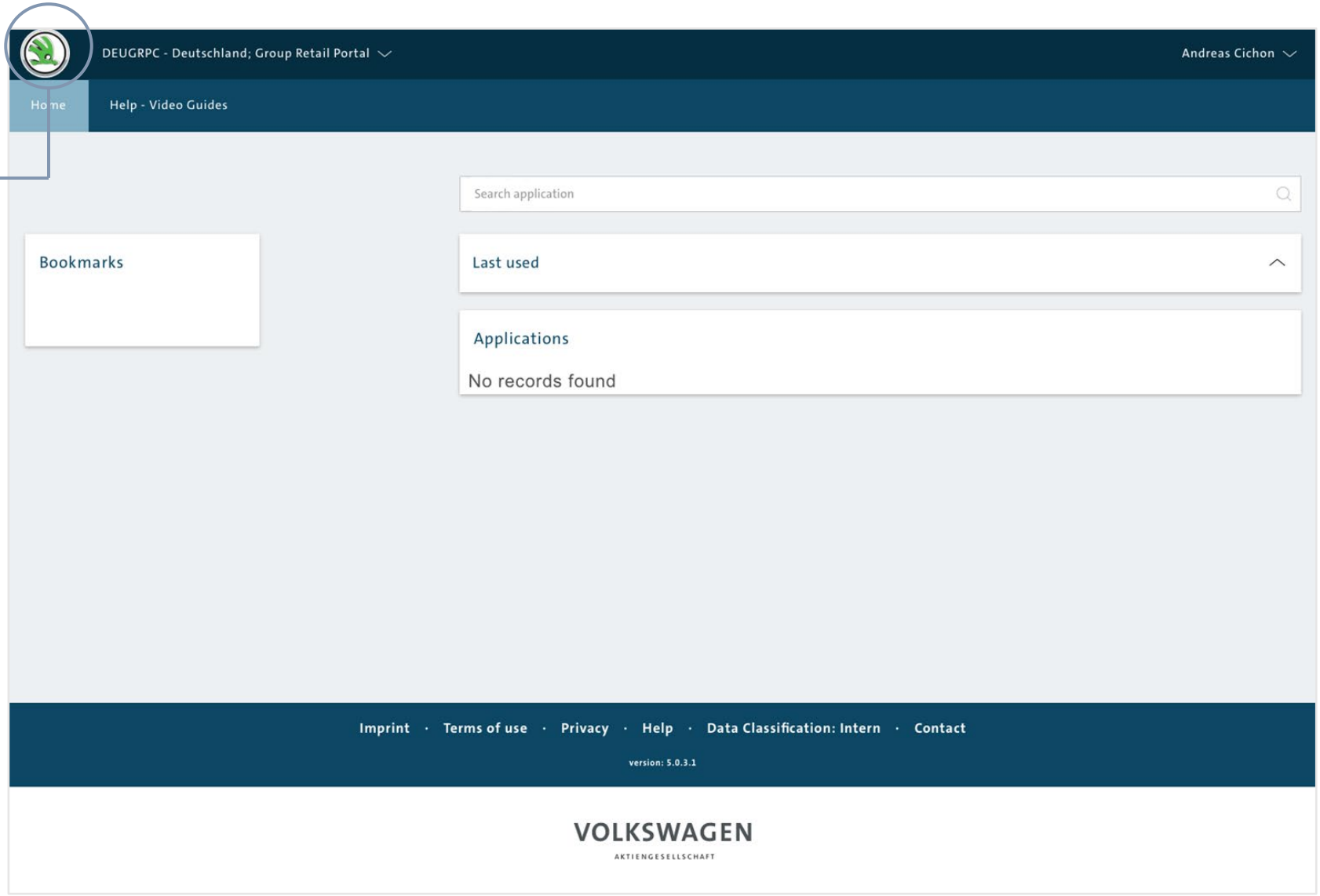
The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.



START PAGE

Overview – Skoda Context

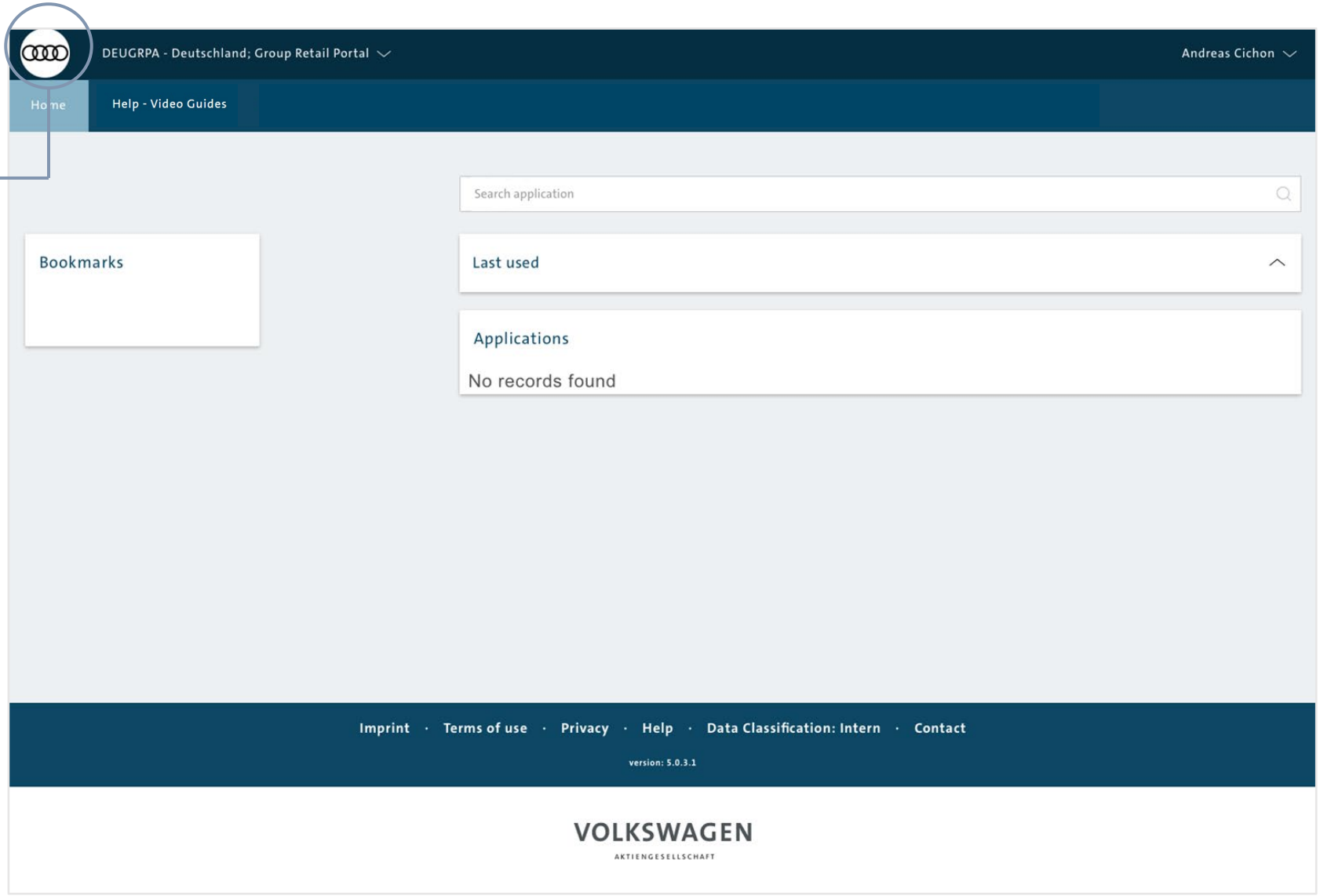
The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.



START PAGE

Overview – Audi Context

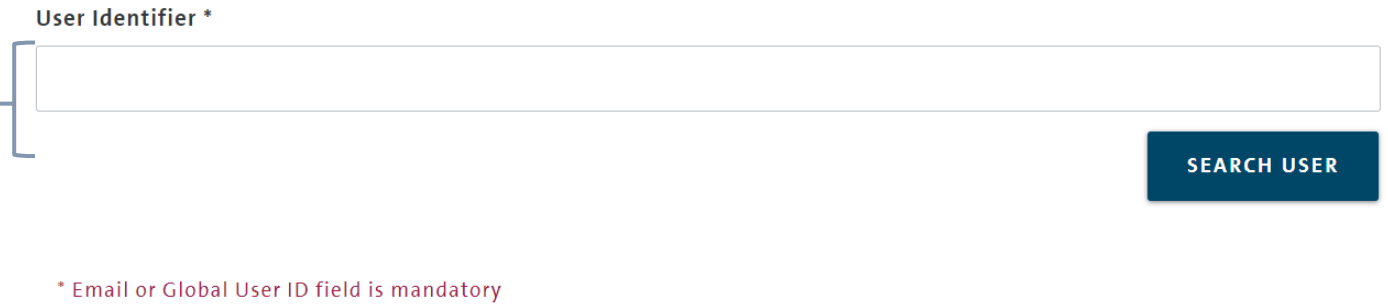
The context you are currently assigned to. You can have a quick look in which context you are, because every brand uses their own logo and colours.



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.



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.

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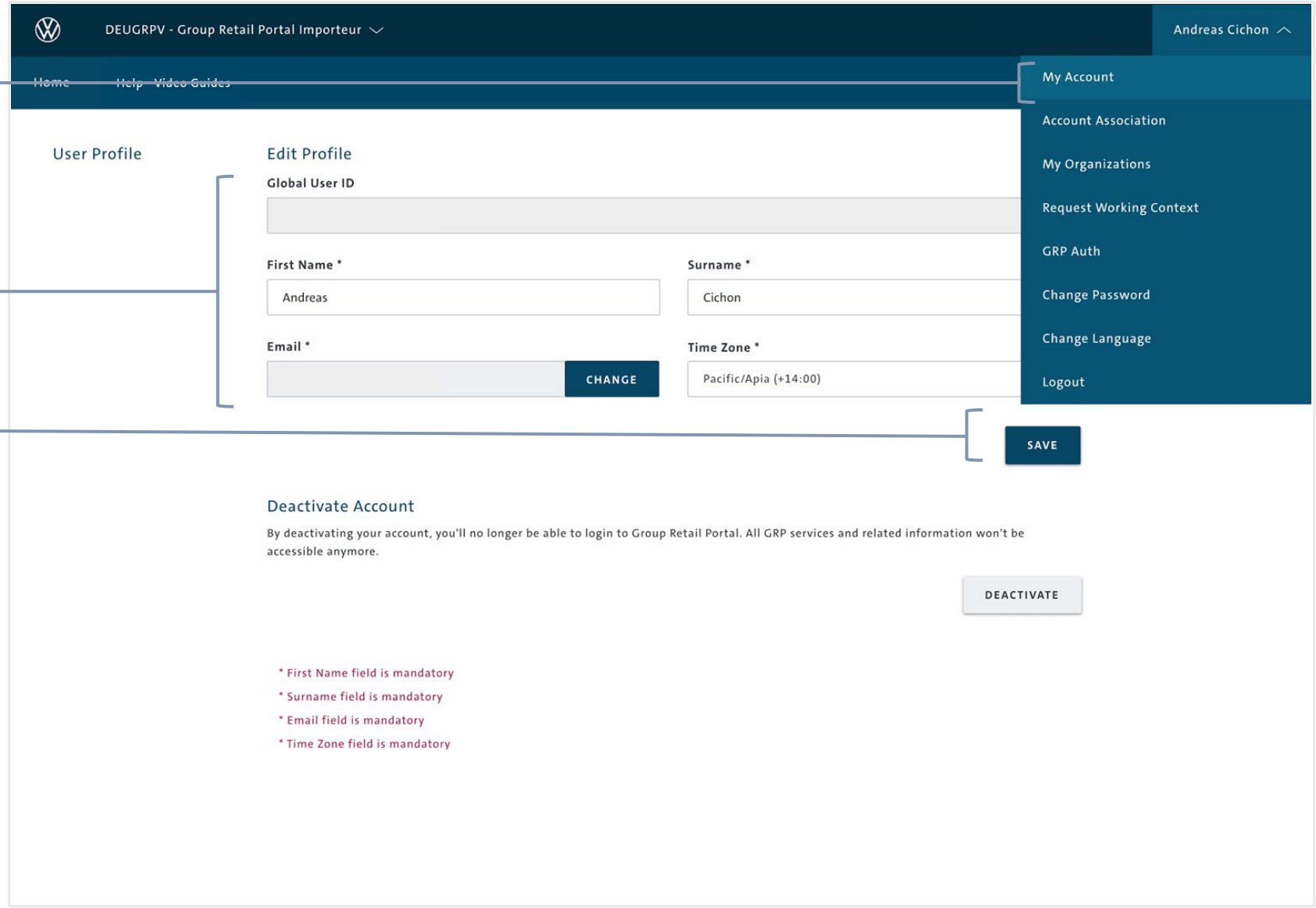
MY PROFILE

My account - Edit profile 1/3

Click here to edit your profile.

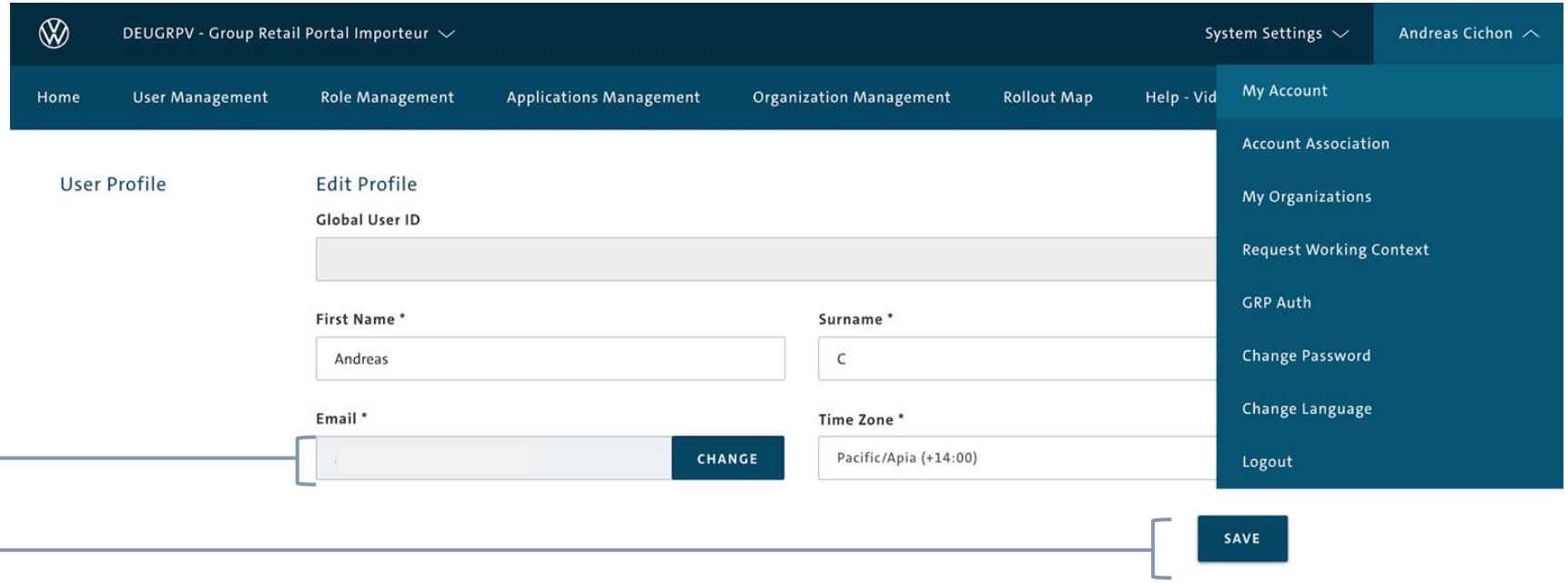
These are the profile settings. Here you can adjust your personal data and you can see your Global User ID (GUID).

Save your changes.



MY PROFILE

My account - Edit profile 1/3



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

Save your changes.

Note:

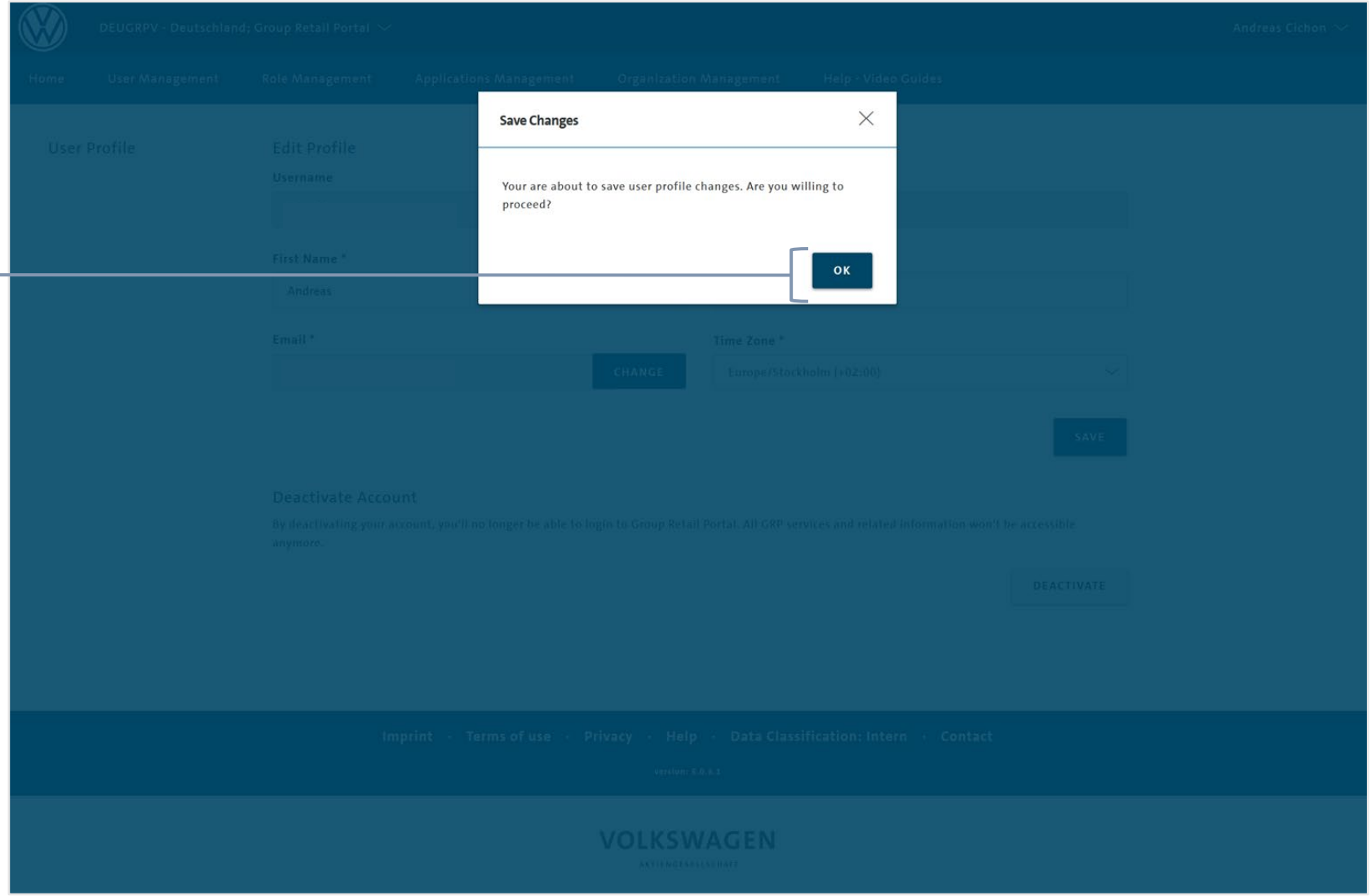
After changing your email address, you will be asked to confirm the process. Select whether you would like to receive a verification email to the old email address or a new email address to confirm the change.

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.

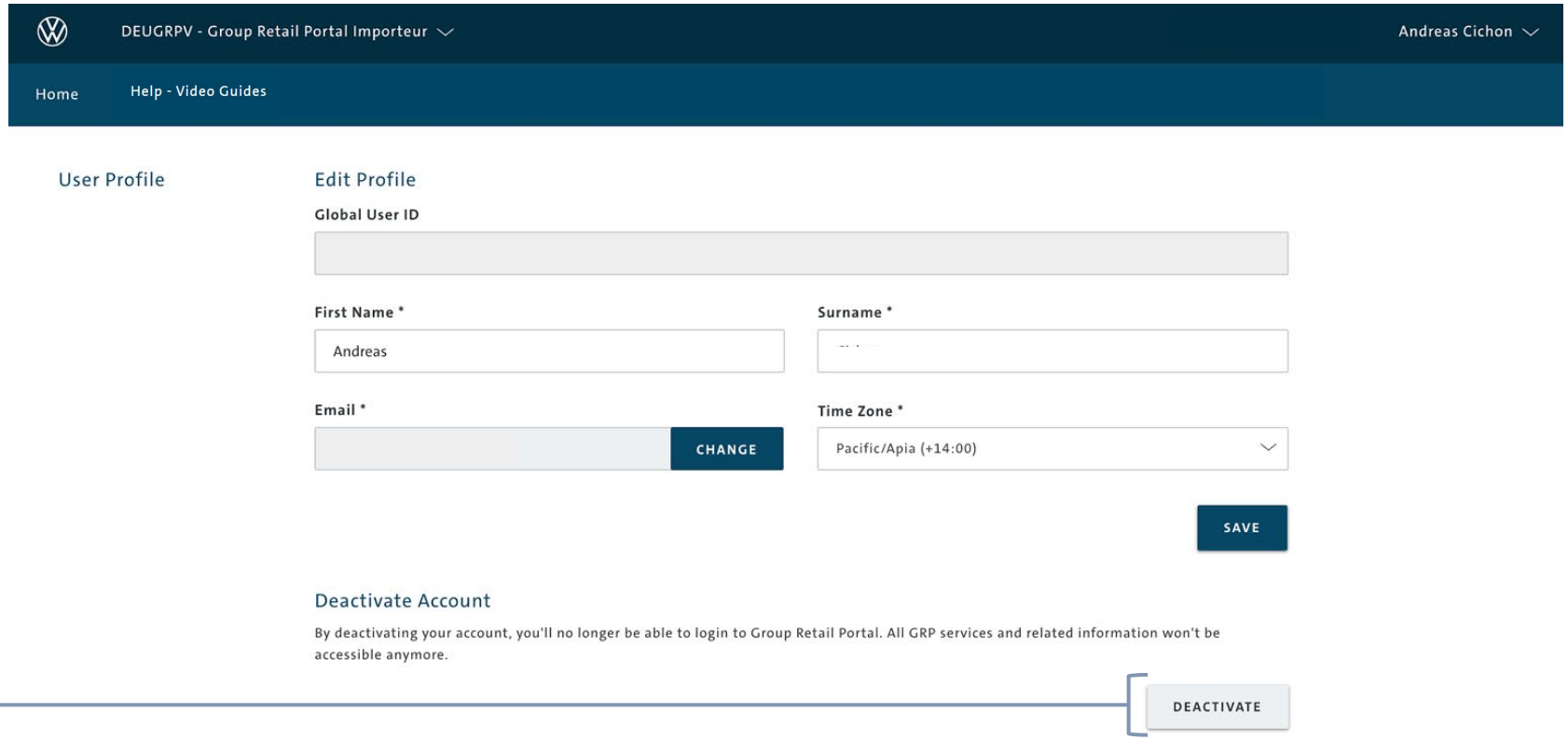
If you have successfully changed the e-mail address, you can no longer log in with the old e-mail address.

My account - Edit profile 3/3

Save your changes.



My account – Deactivate Account 1/2



Click here if you want to deactivate your account.

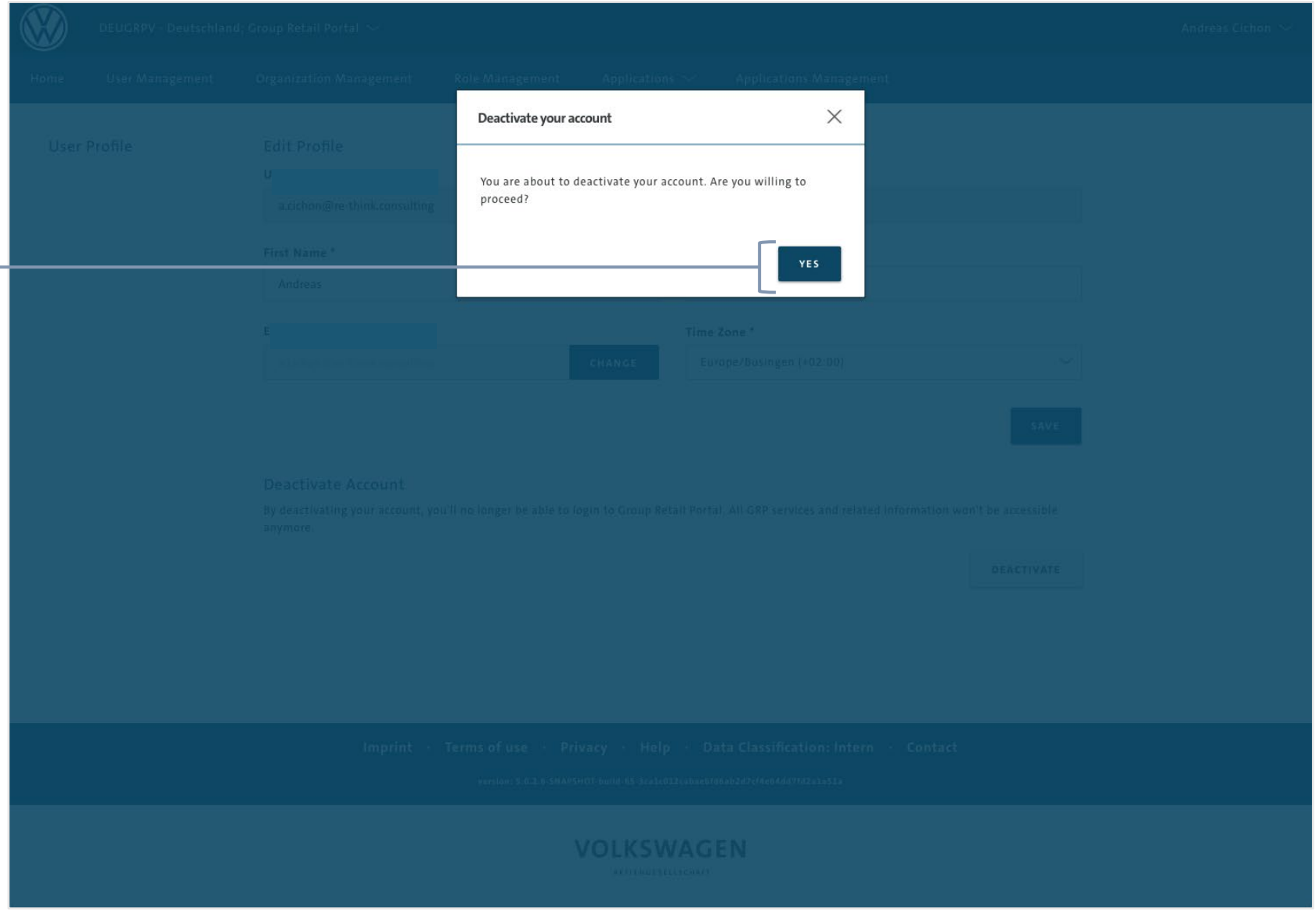
Note:

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.

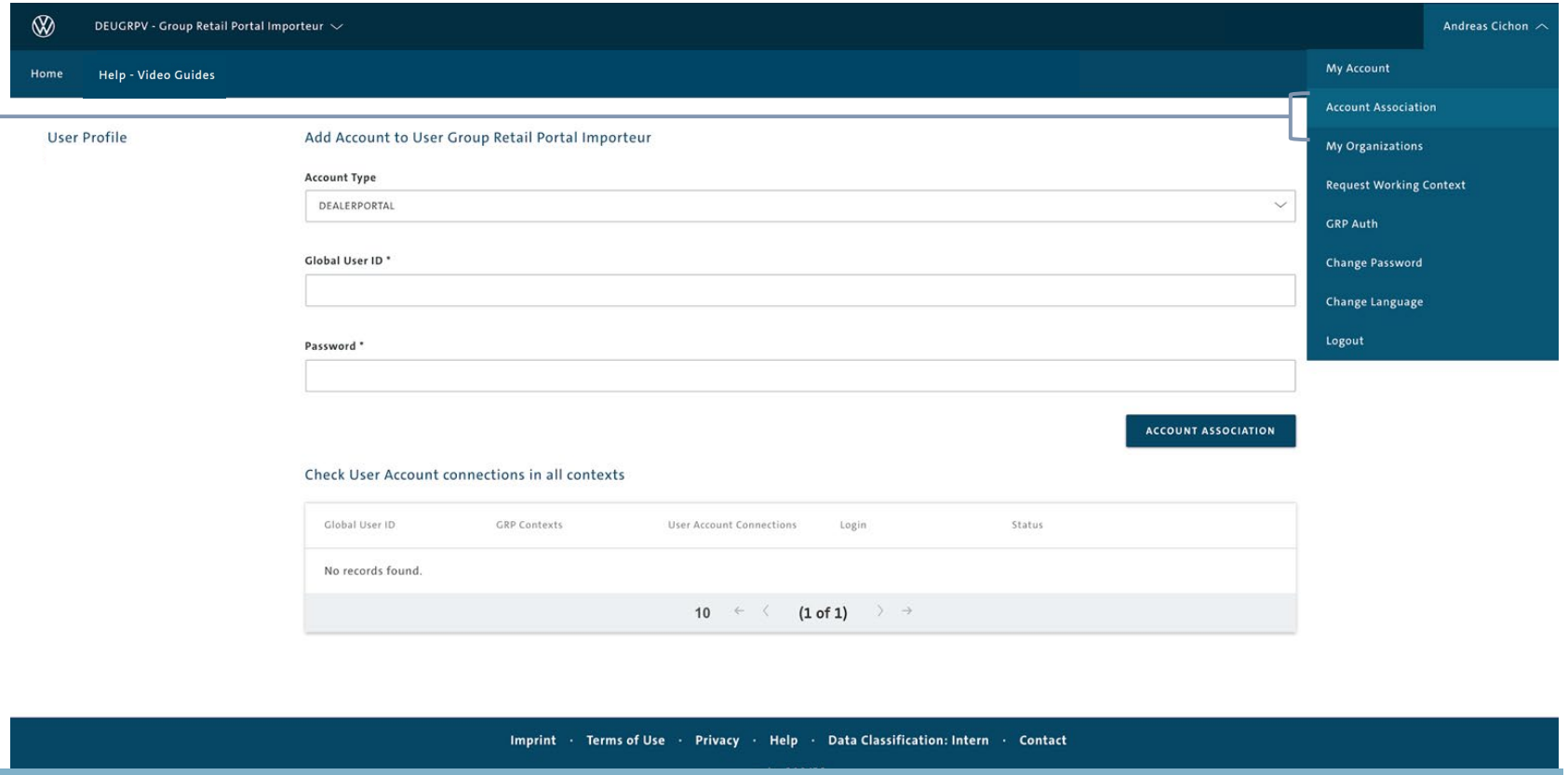
My account – Deactivate Account 2/2

Confirm the deactivation.



My account - User accounts
- Add account 1/6

Click ”Account Association”.



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.

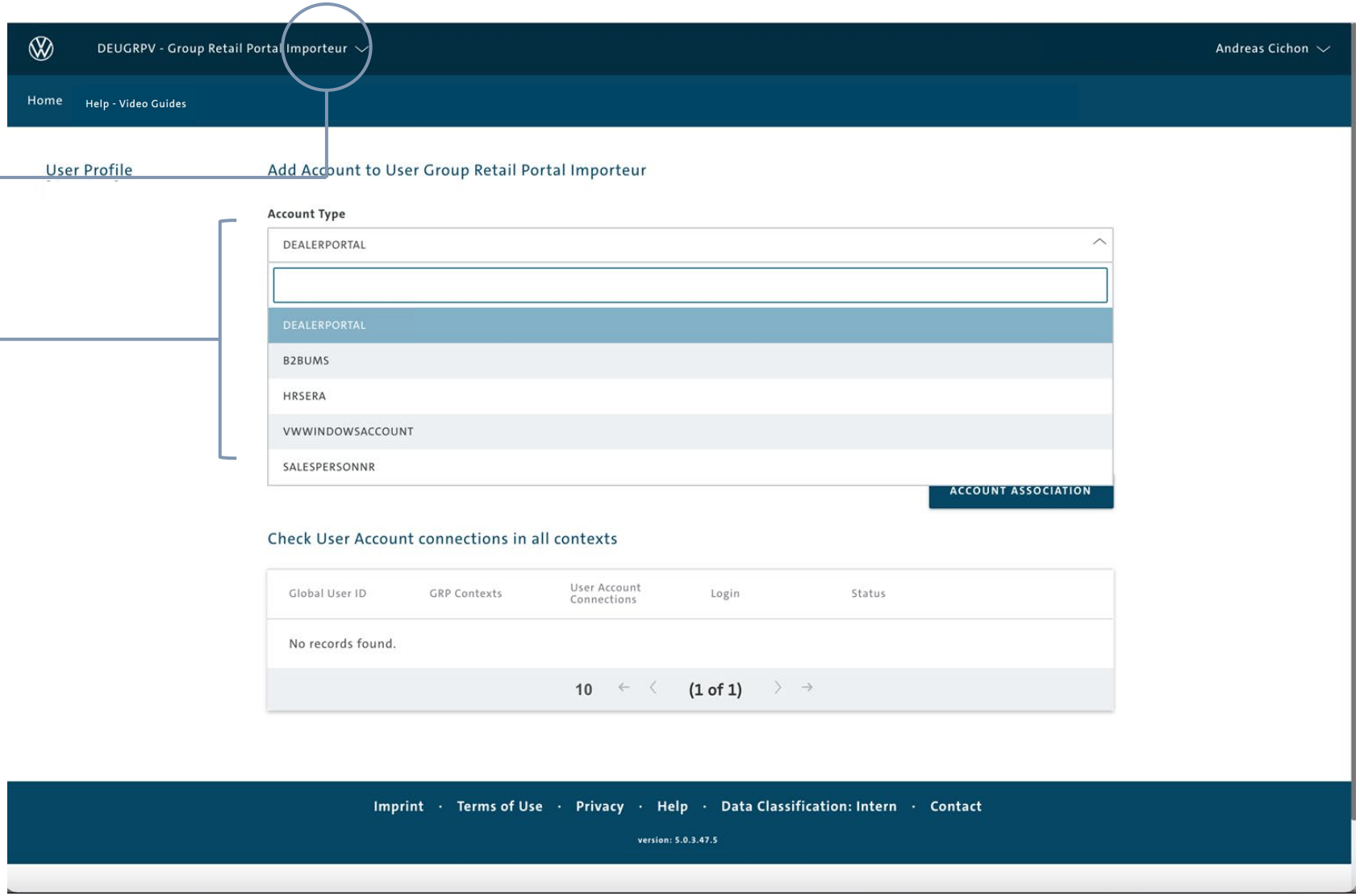
My account - User accounts - Add account 2/6

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.

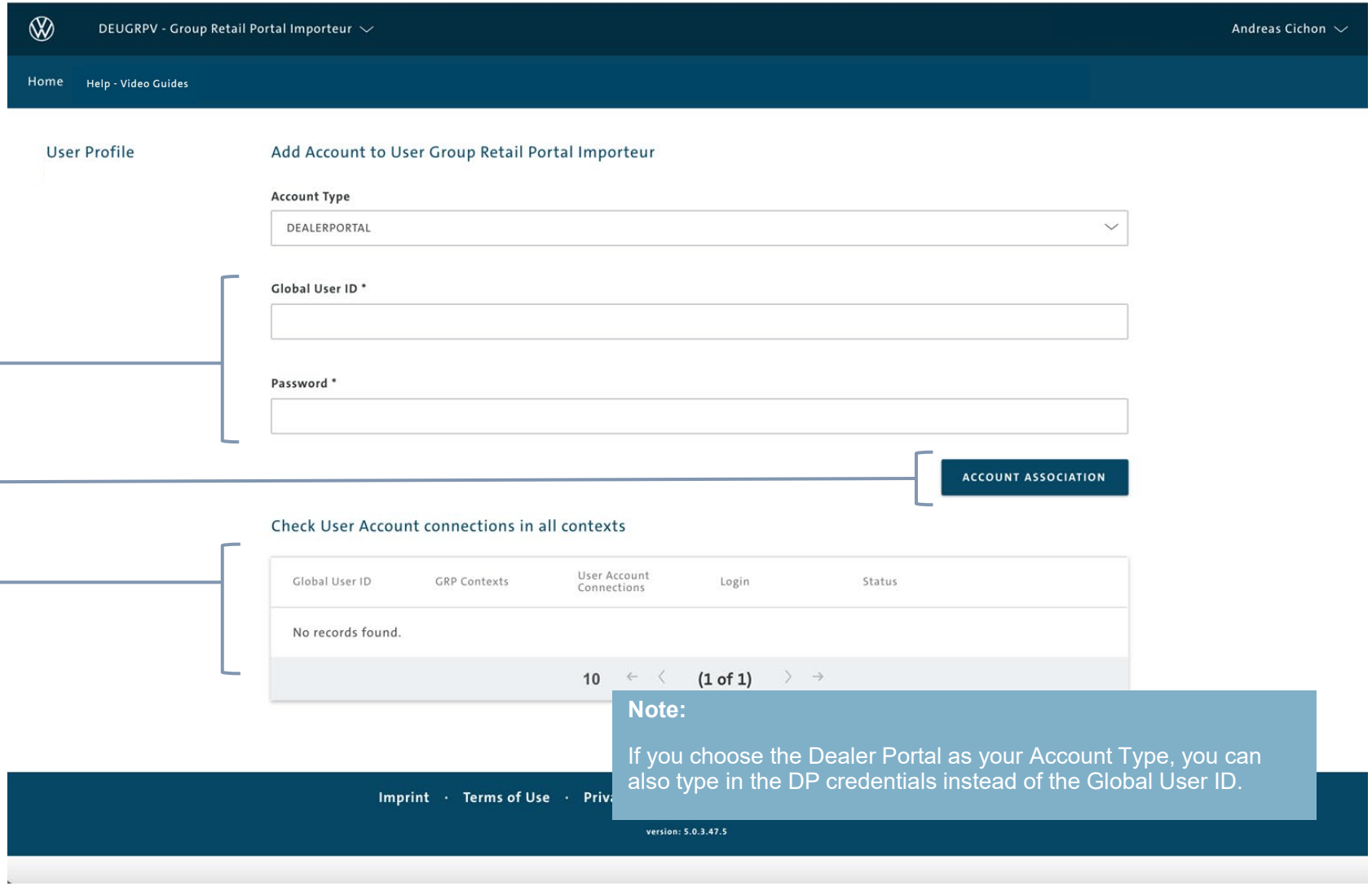


My account - User accounts
- Add account 3/6

Type in the belonging login data.

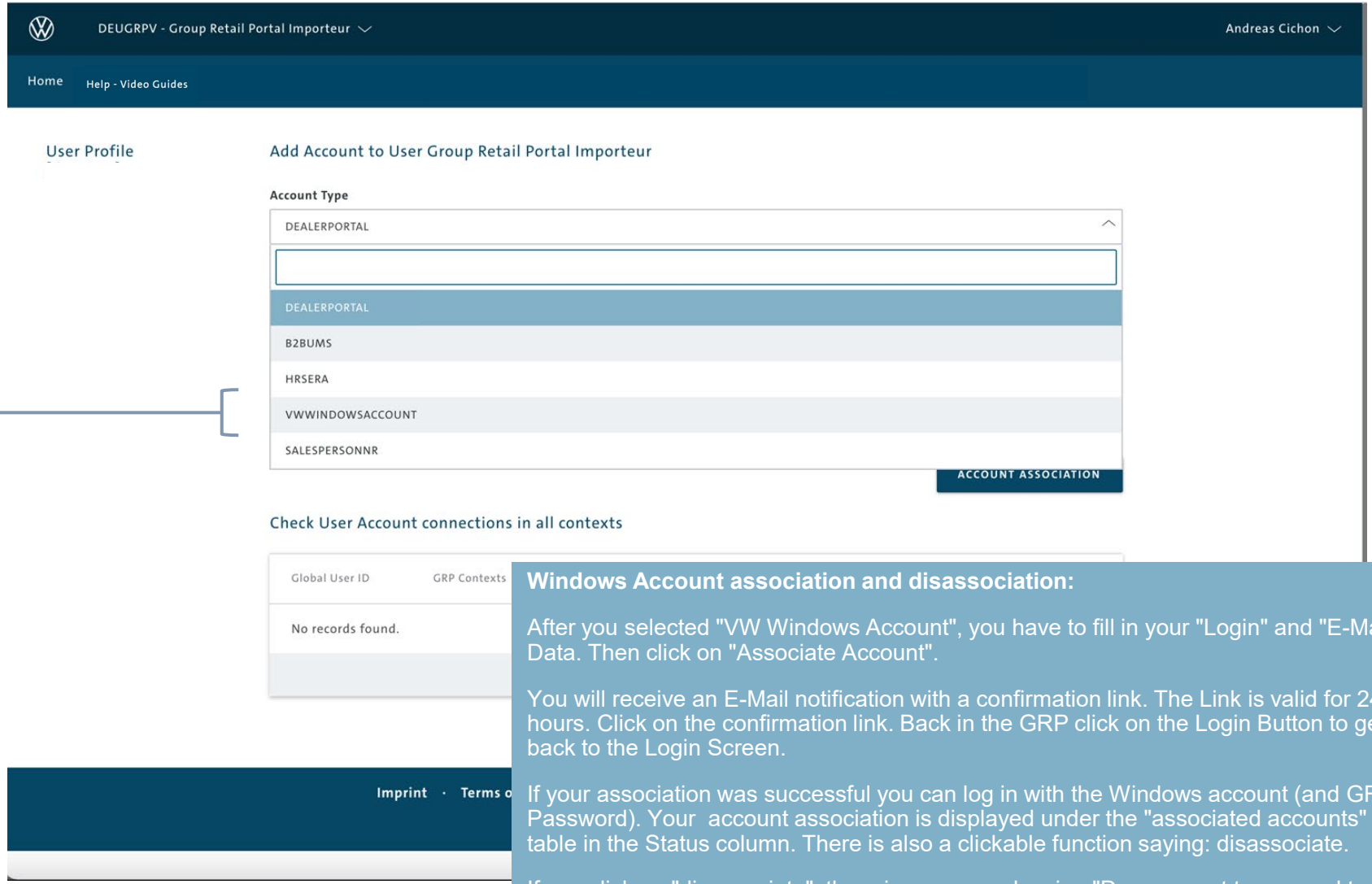
Click “Account Association”.

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



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.



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".

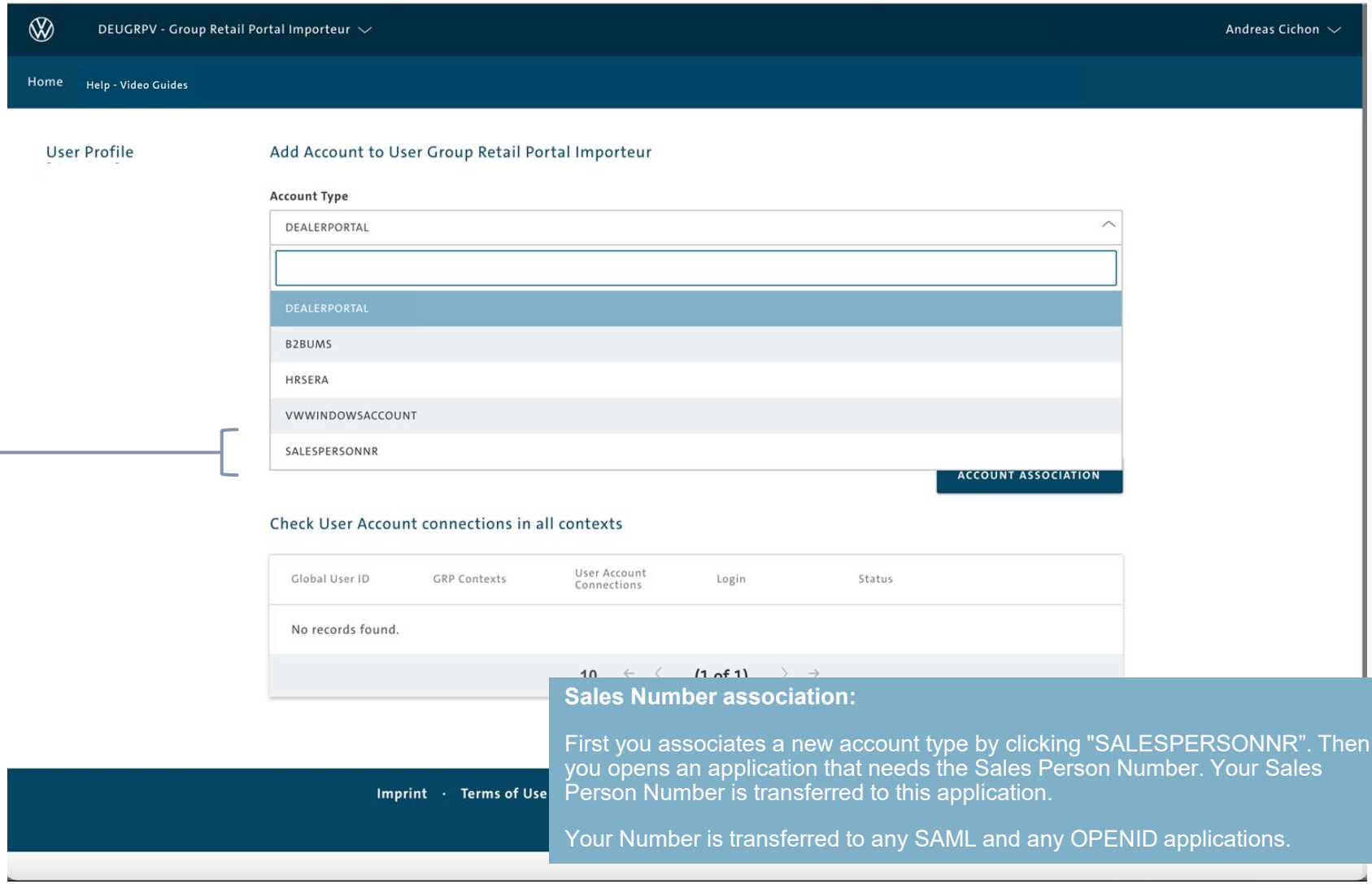
You will receive an E-Mail notification with a confirmation link. The Link is valid for 24 hours. Click on the confirmation link. Back in the GRP click on the Login Button to get back to the Login Screen.

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 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.



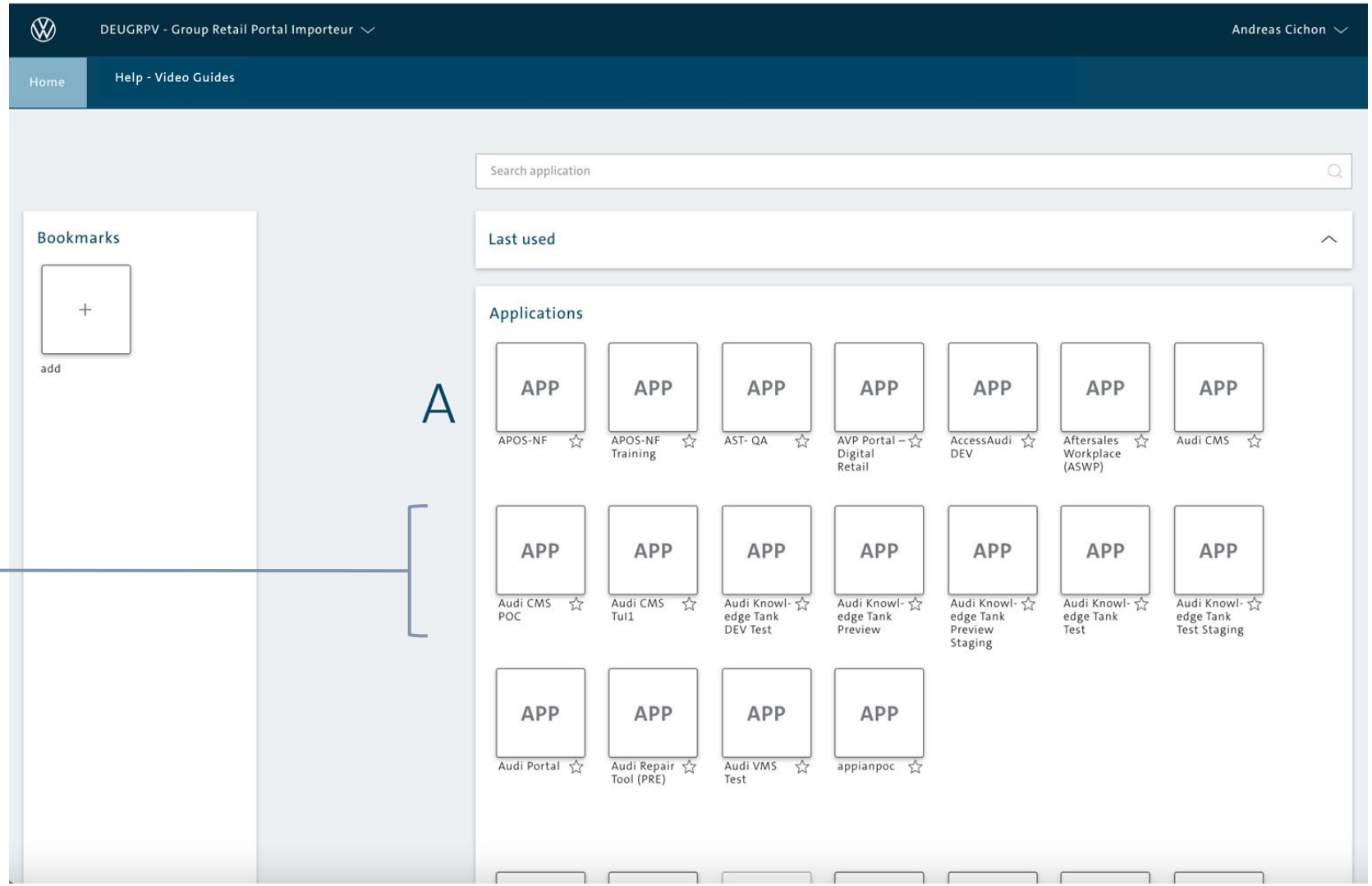
Sales Number association:

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.

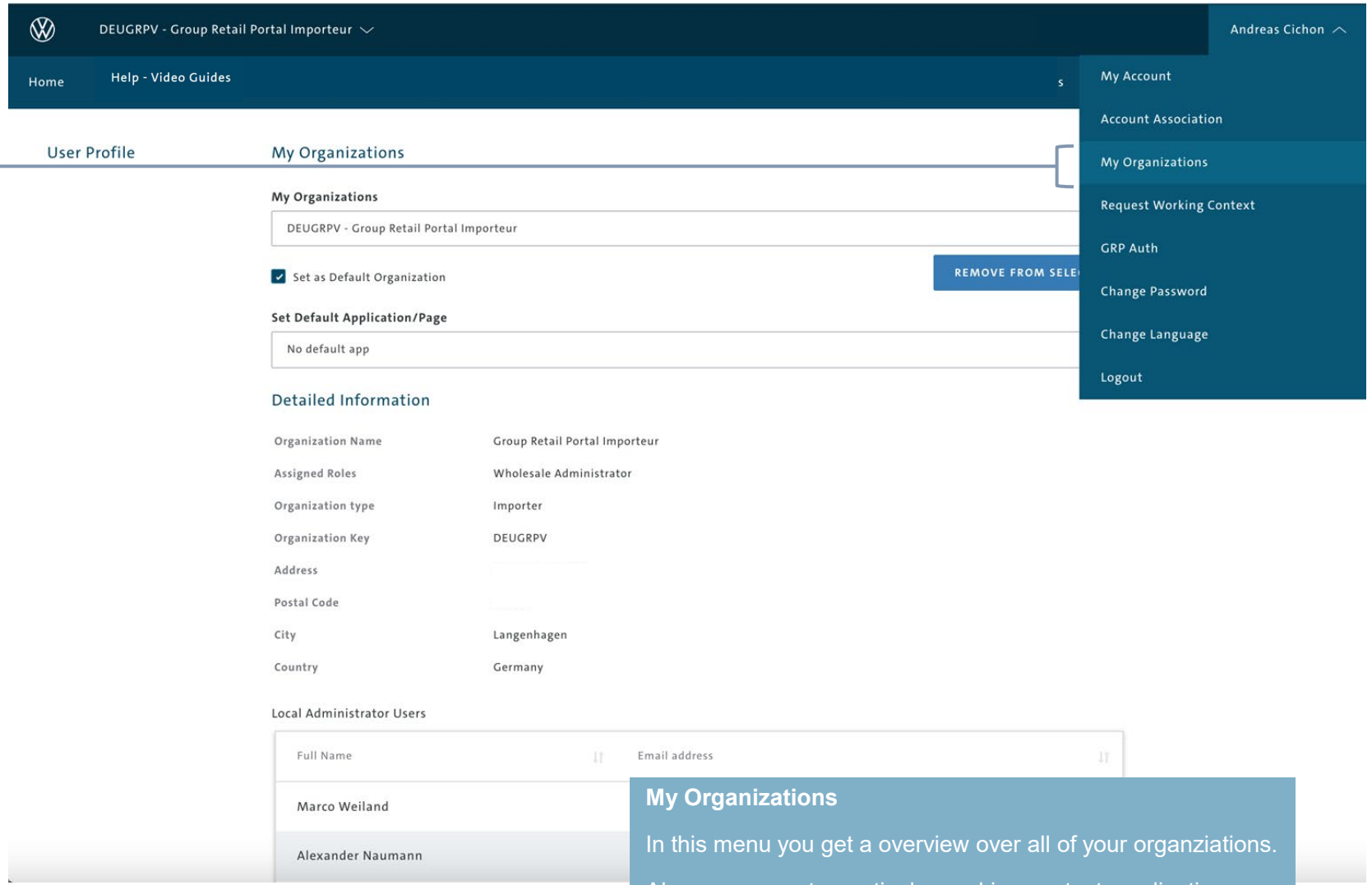
My account - User accounts
- Add account 6/6

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



My account – My Organizations 1/2

Click ”My Organizations”.



My Organizations

In this menu you get a overview over all of your organziations.

Also you can set a particular working context, application or page of the GRP as default.

MY PROFILE

My account – My Organizations 2/2

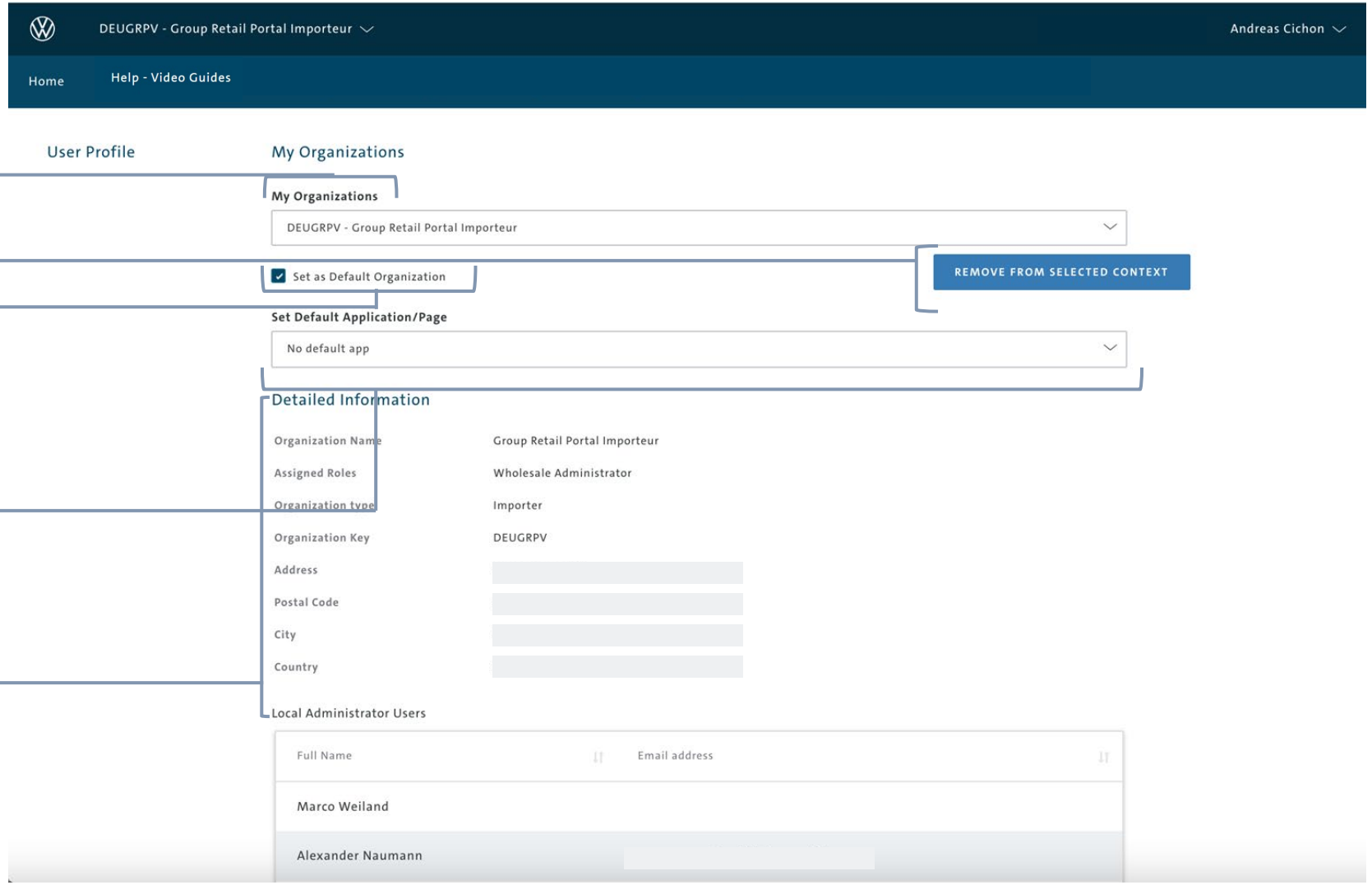
Choose your organization from this menu to get access to further information and settings.

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.

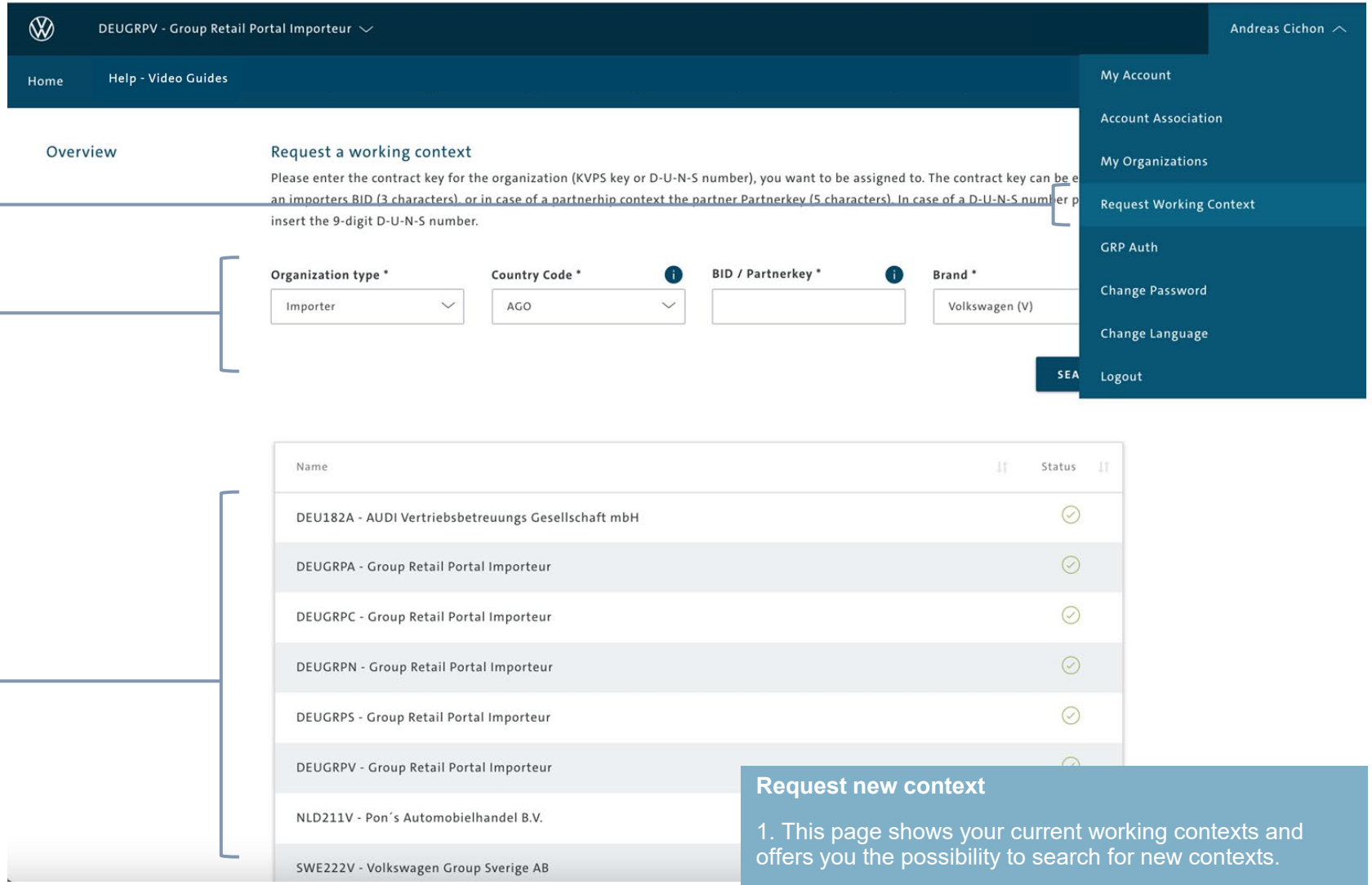


Request a context 1/4

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.



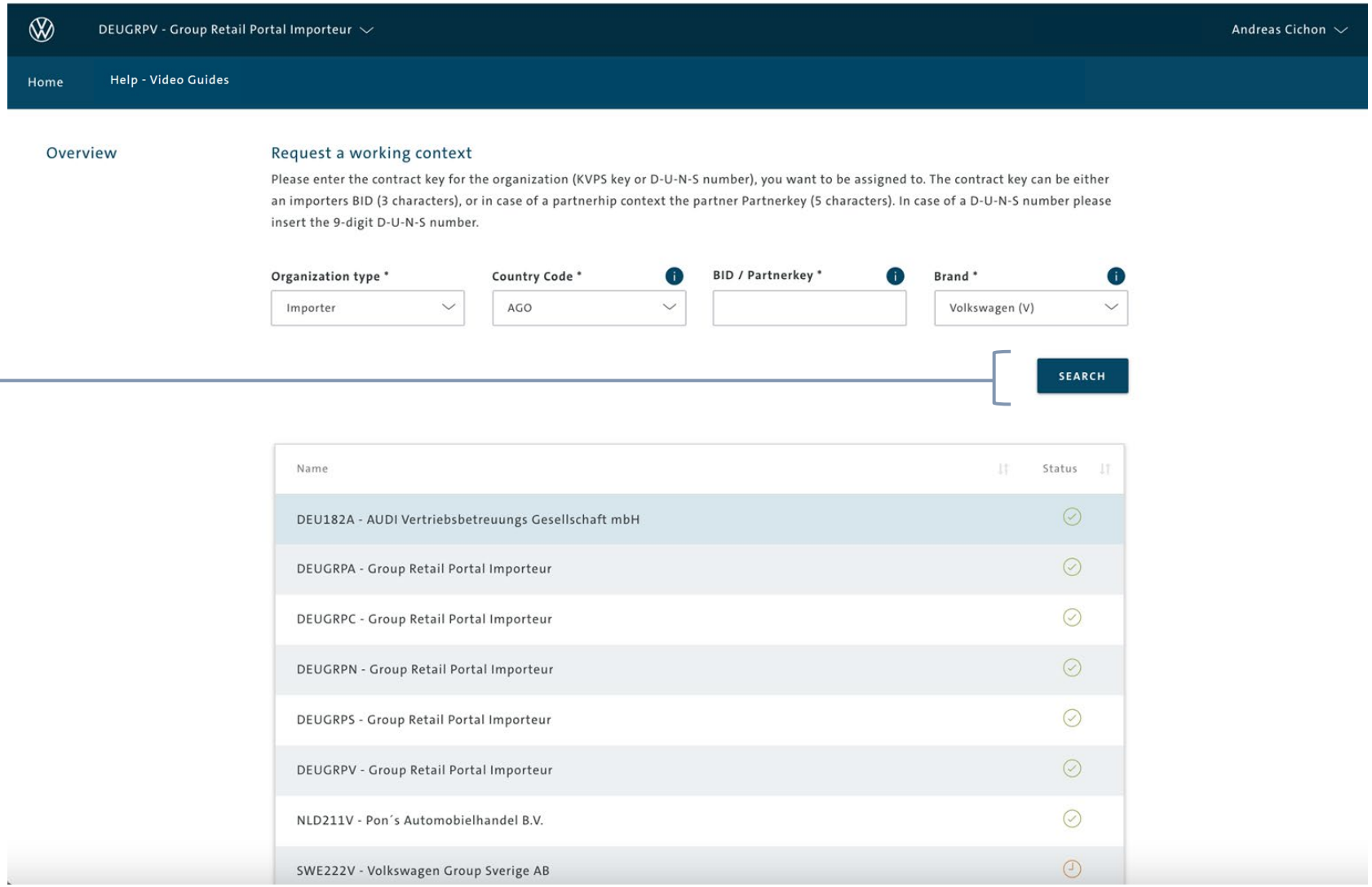
Request new context

1. This page shows your current working contexts and offers you the possibility to search for new contexts.

2. By requesting a new context, the context administrator will receive the request via email.

Request a context 2/4

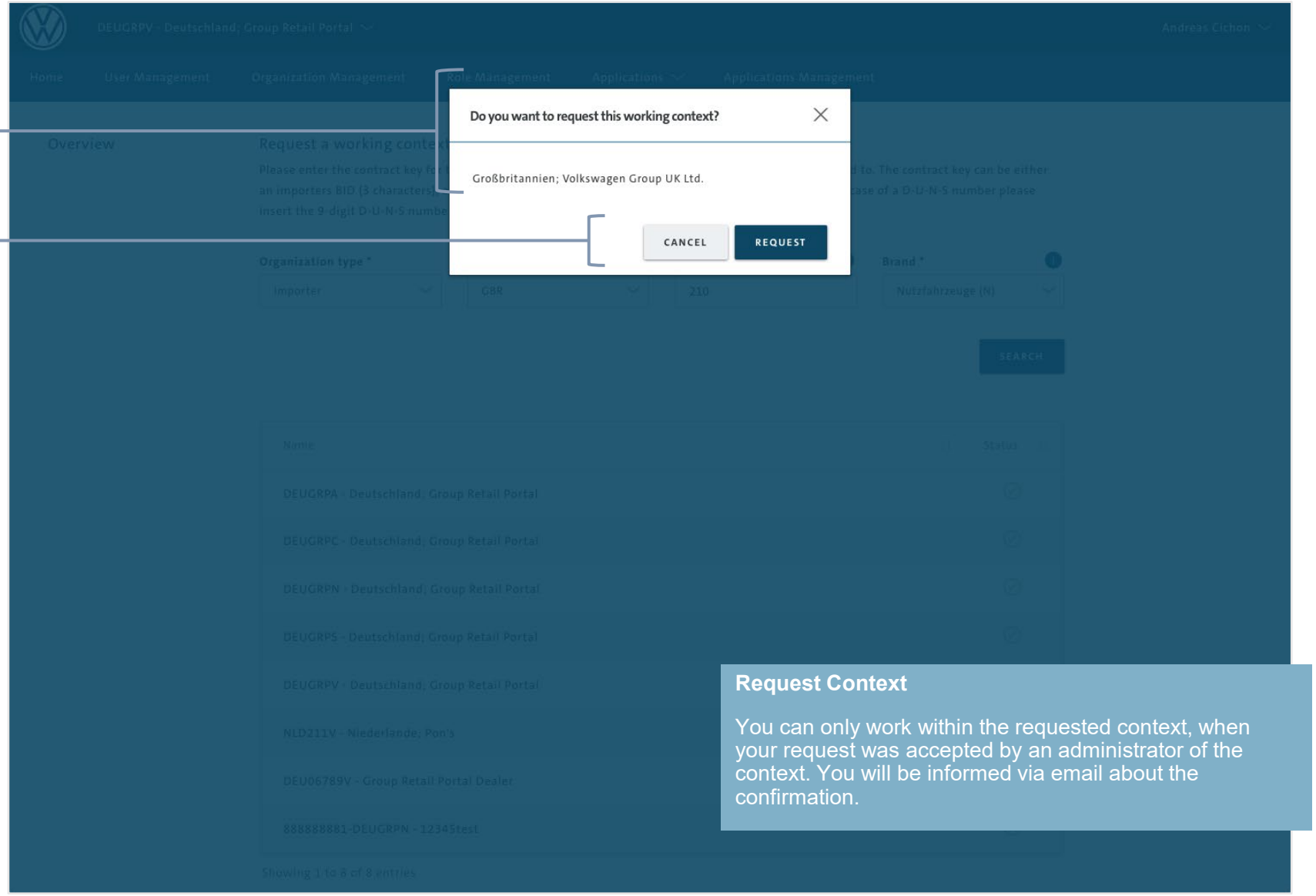
Click “Search”.



Request a context 3/4

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

Click “Request working context” to submit.

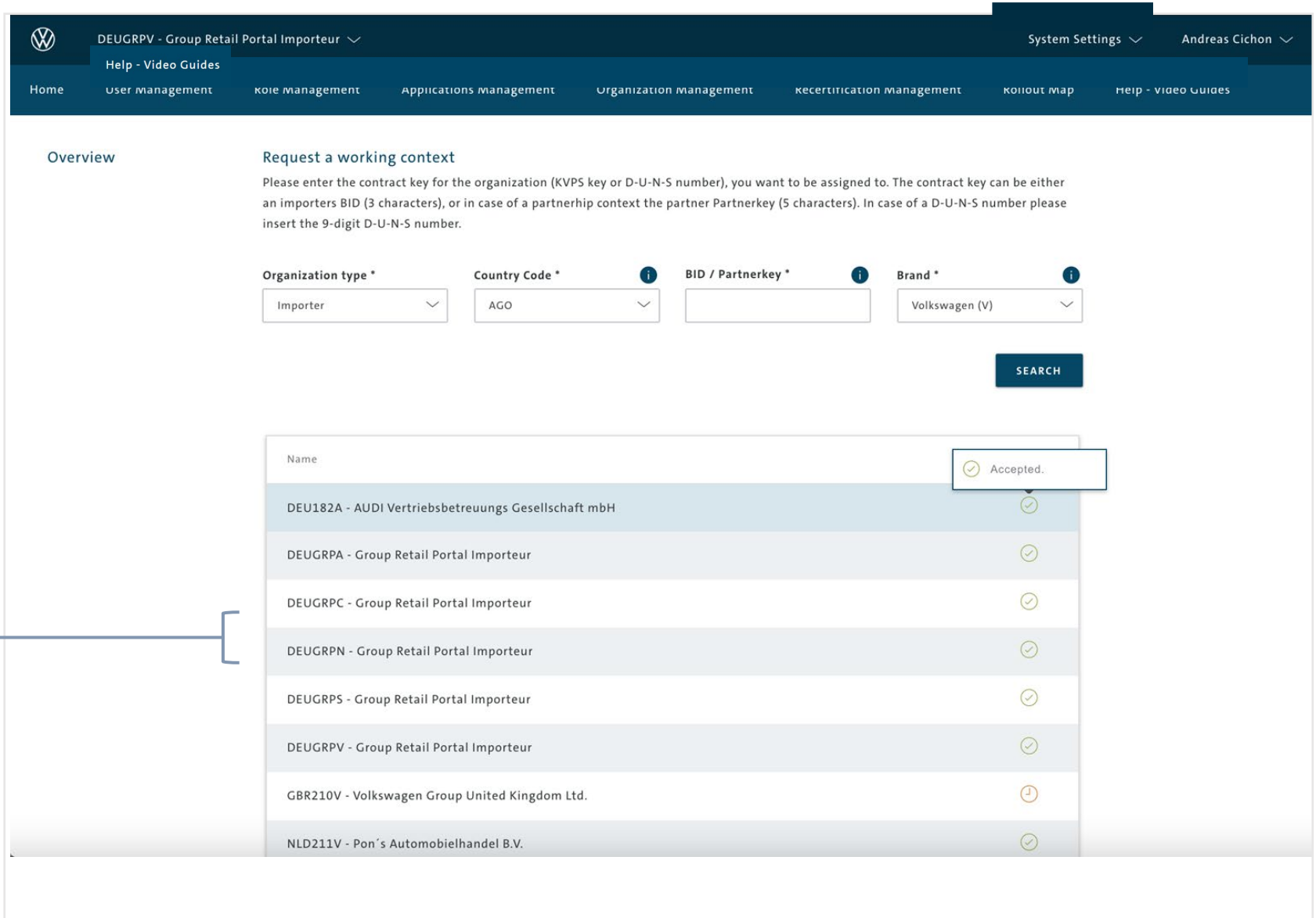


Request Context

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.

Request a context 4/4

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



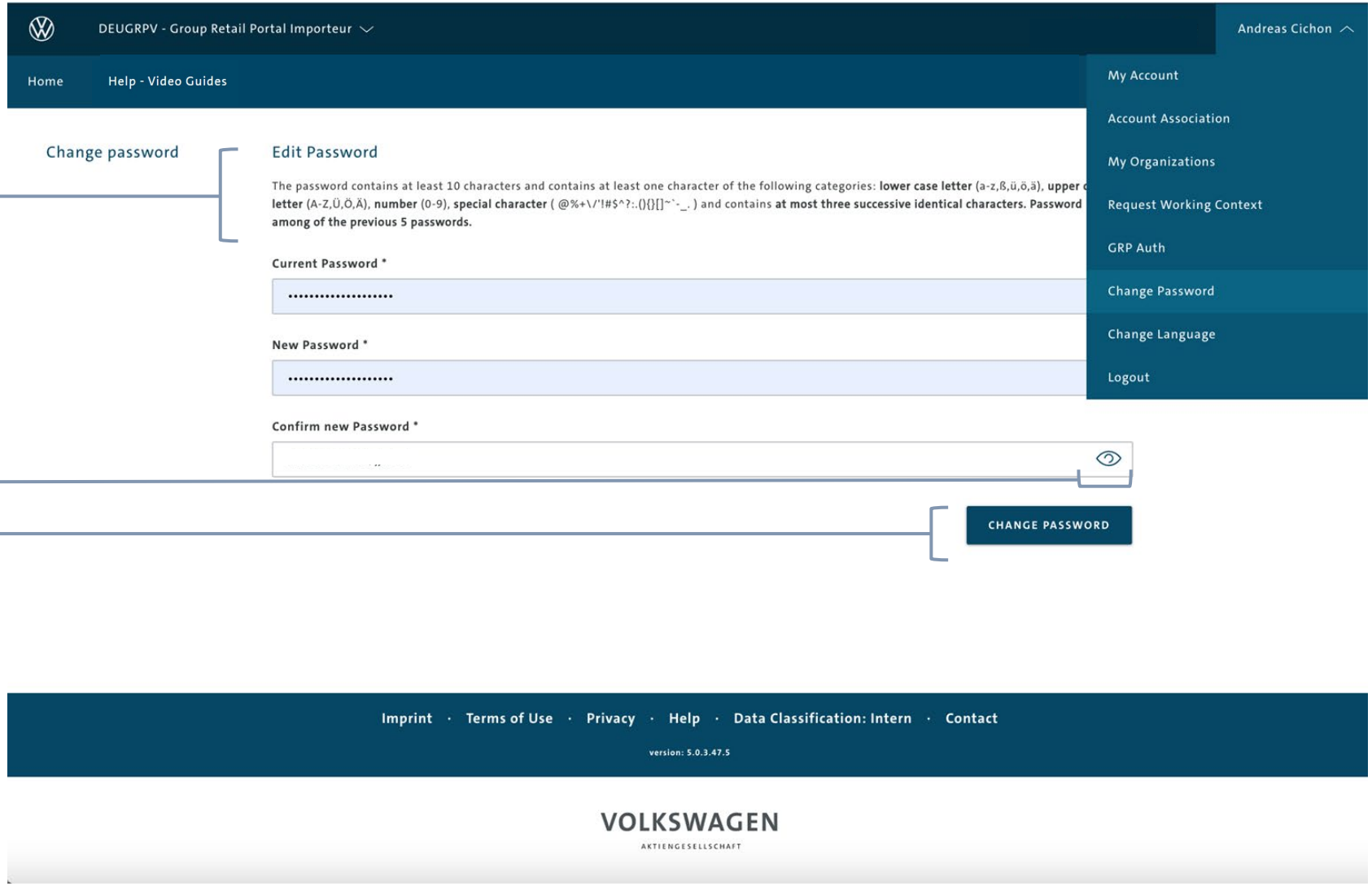
MY PROFILE

Change password 1/2

Change your password, according to the password policies.

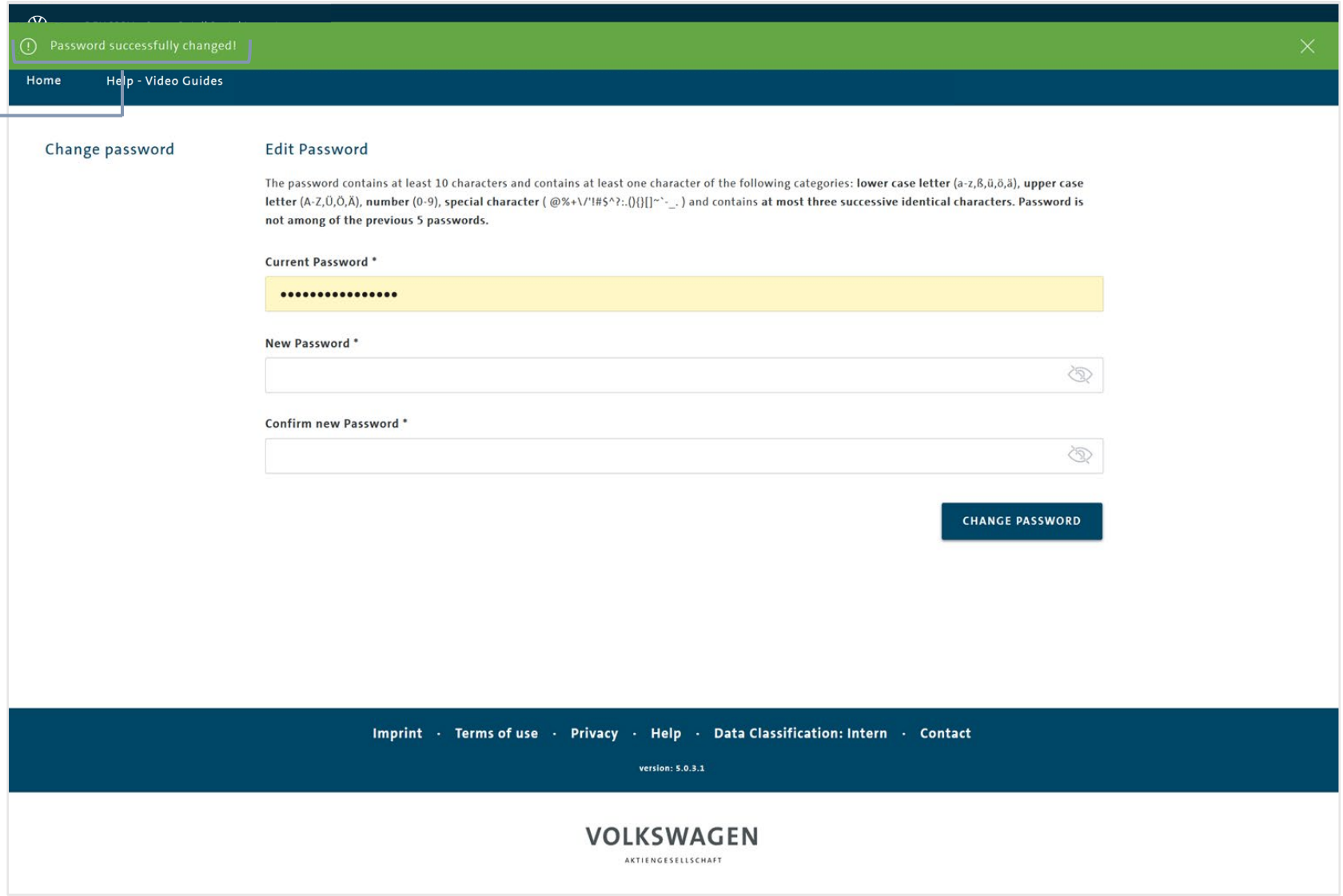
You can hide or show your choosen password.

Click “Change password”.



Change password 2/2

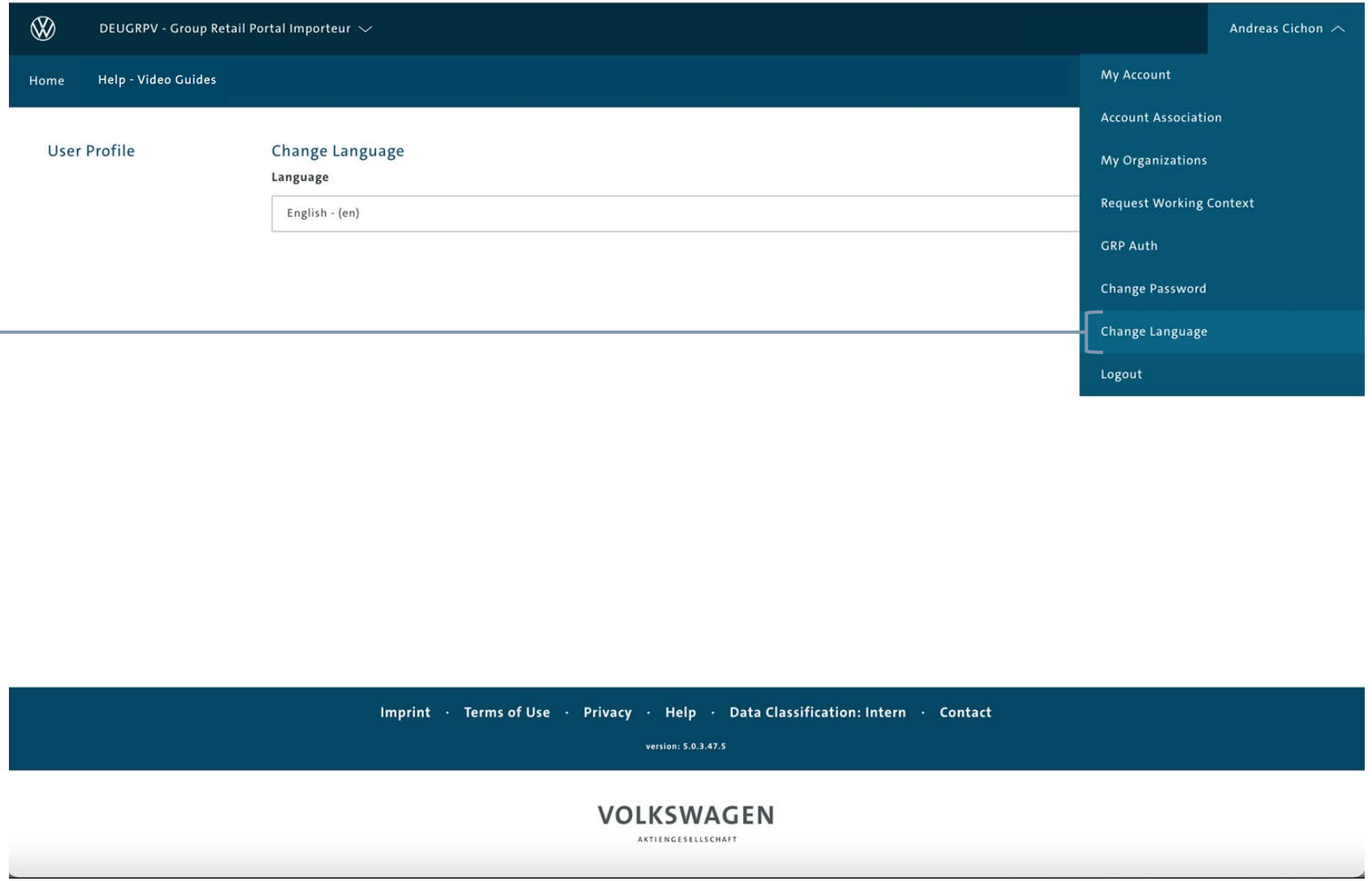
You will receive a confirmation that the process was successful.



MY PROFILE

Change language 1/2

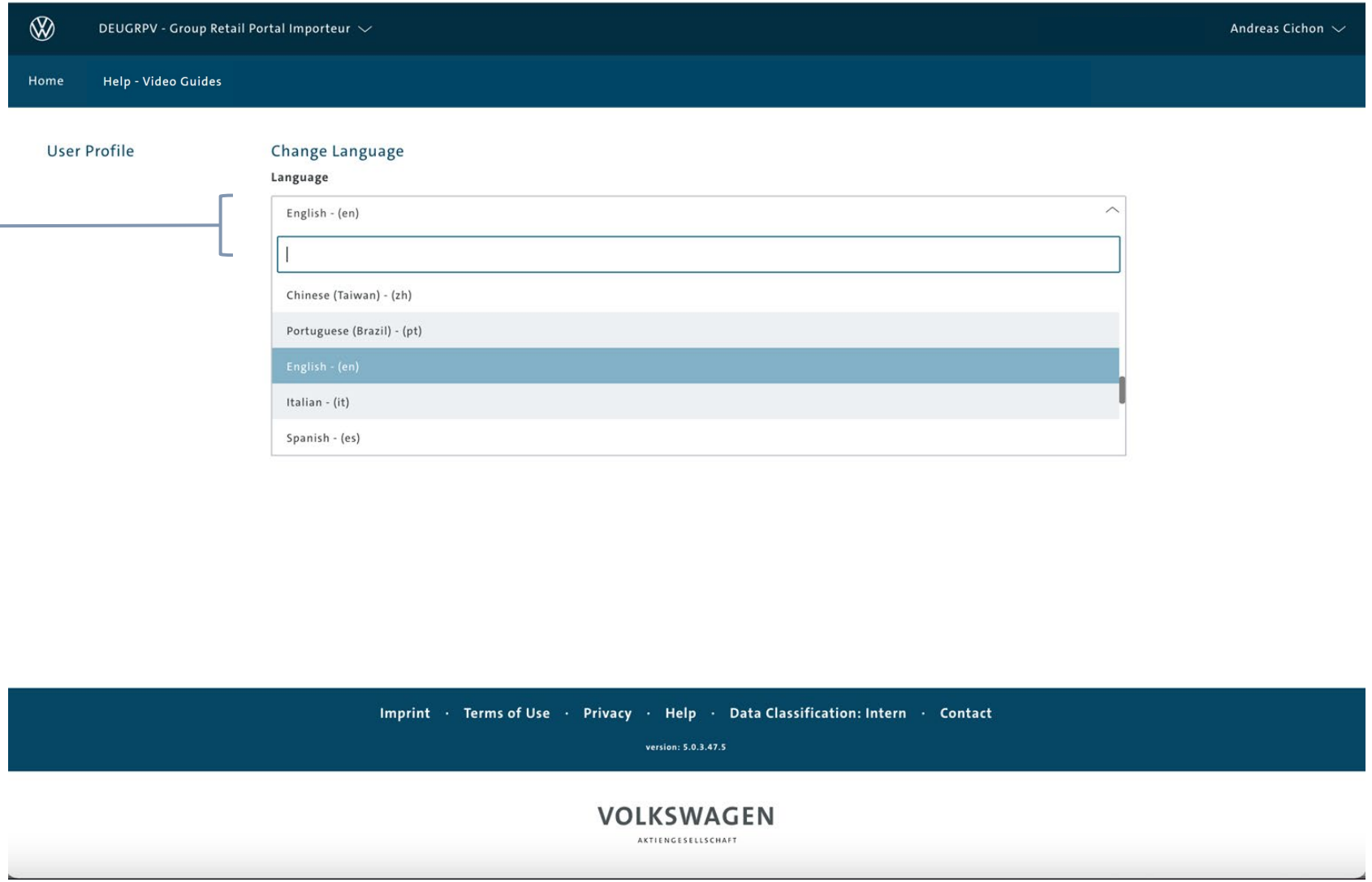
Click ”Change language”.



MY PROFILE

Change language 2/2

Choose your preferred language.



AGENDA USER

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TOTP

III TRAINING DOCUMENTS – ADMINISTRATOR

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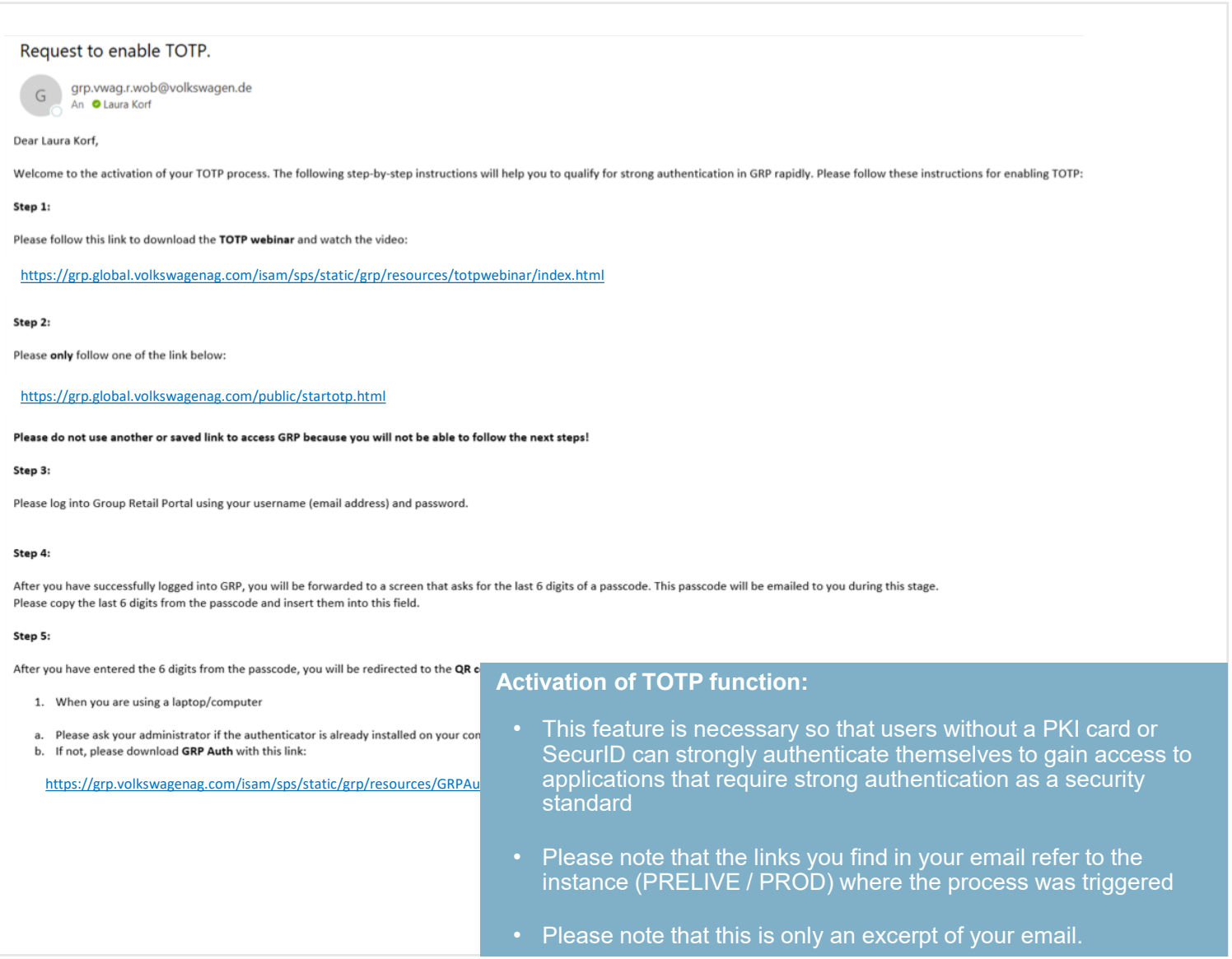
V USER & ROLE RECERTIFICATION

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.

G grp.vwag.r.wob@volkswagen.de
An Laura Korf

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 c**

1. When you are using a laptop/computer

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

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

Activation of TOTP function:

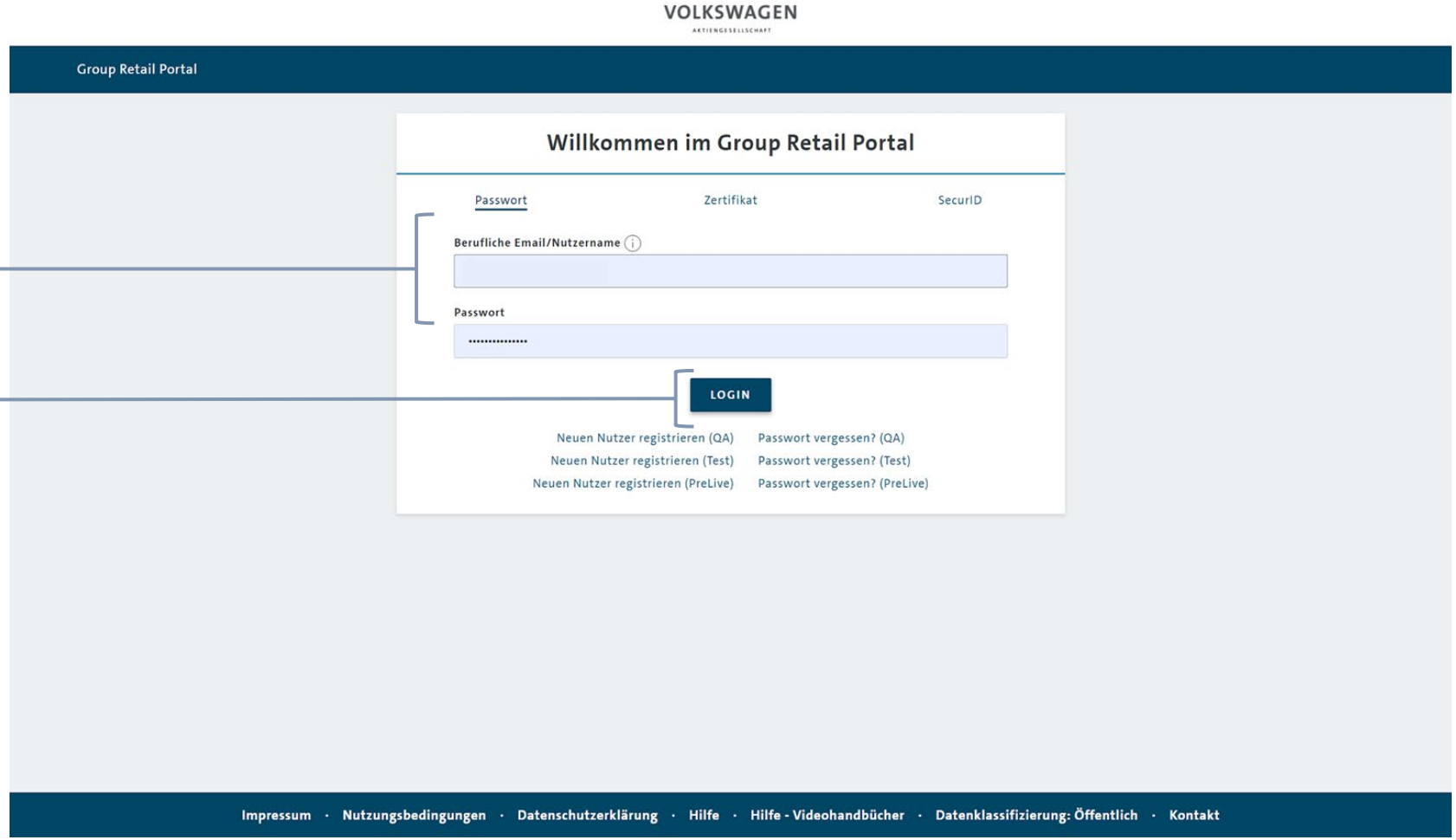
- This feature is necessary so that users without a PKI card or SecurID can strongly authenticate themselves to gain access to applications that require strong authentication as a security standard
- Please note that the links you find in your email refer to the instance (PRELIVE / PROD) where the process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



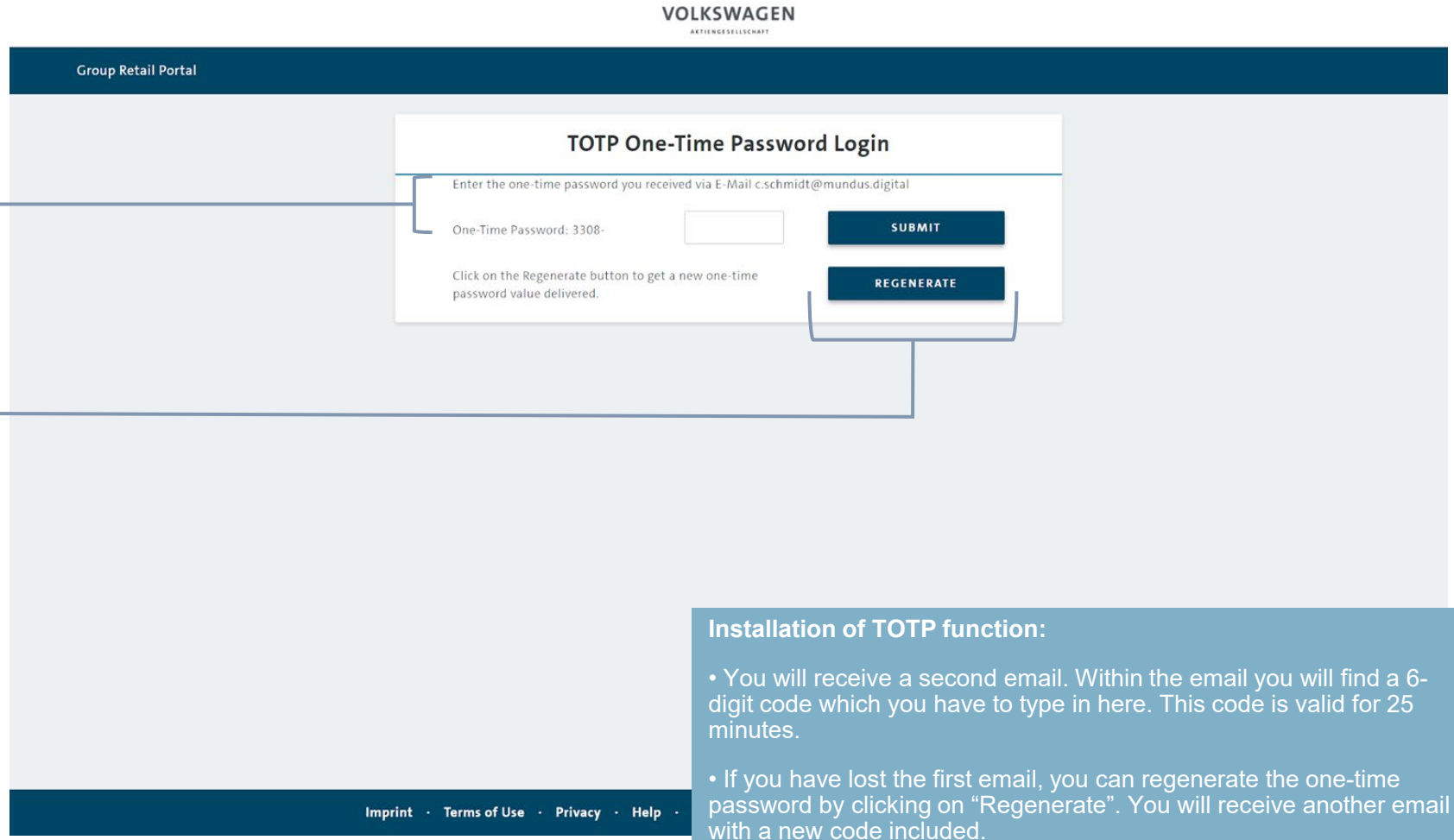
TOTP

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.



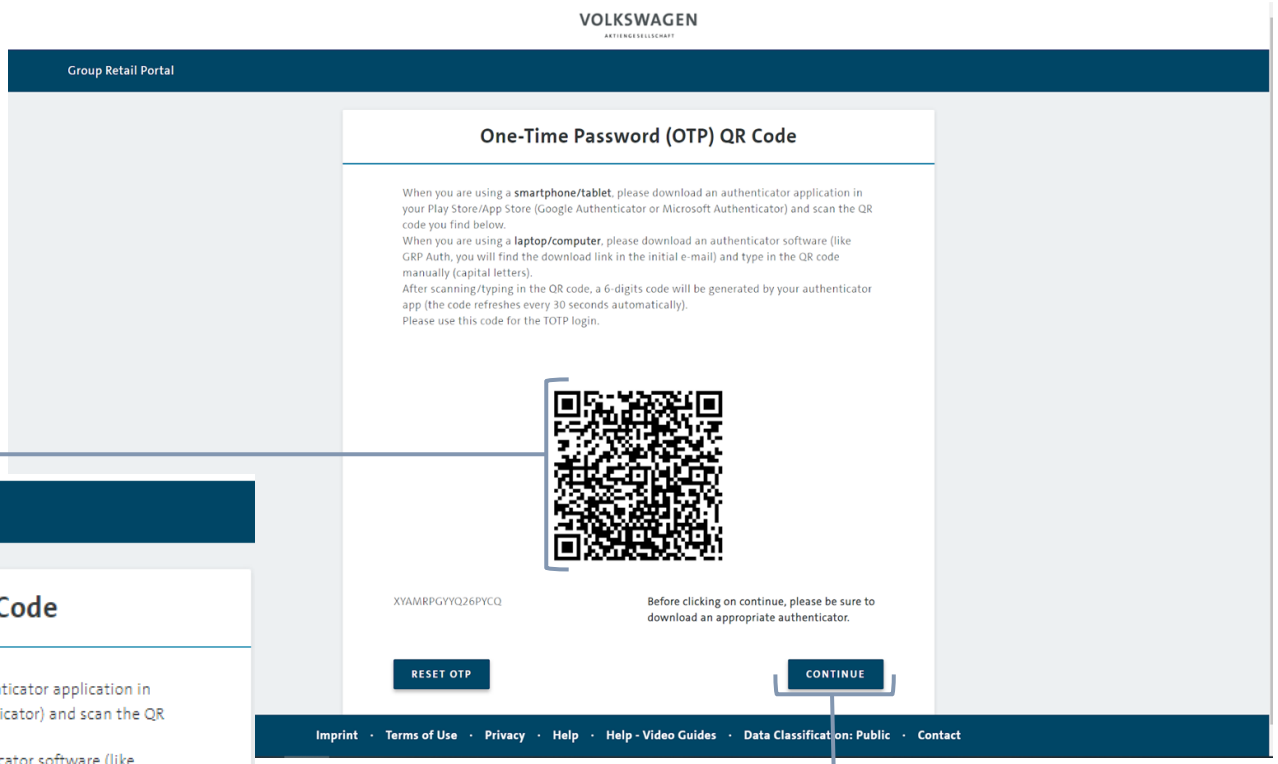
Installation of TOTP function:

- 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

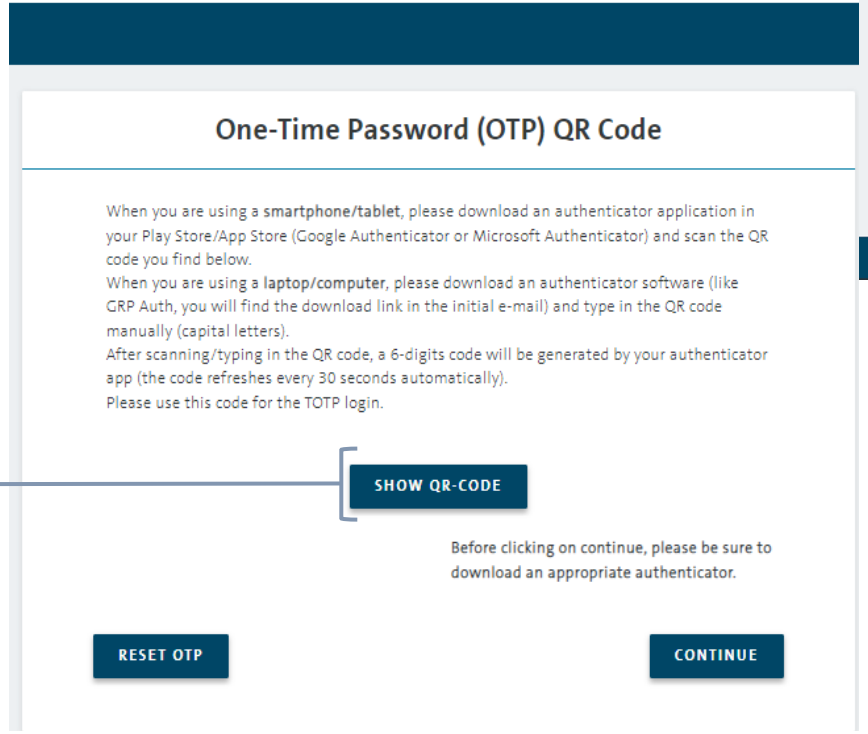
Activation of the function
(One-time process) 4/4

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.



Click “Continue” for the next step.

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



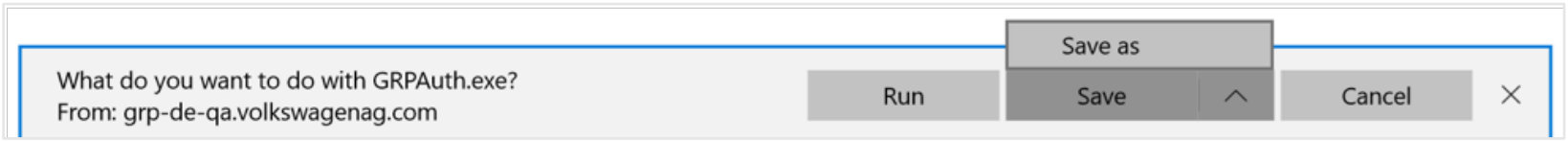
TOTP

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



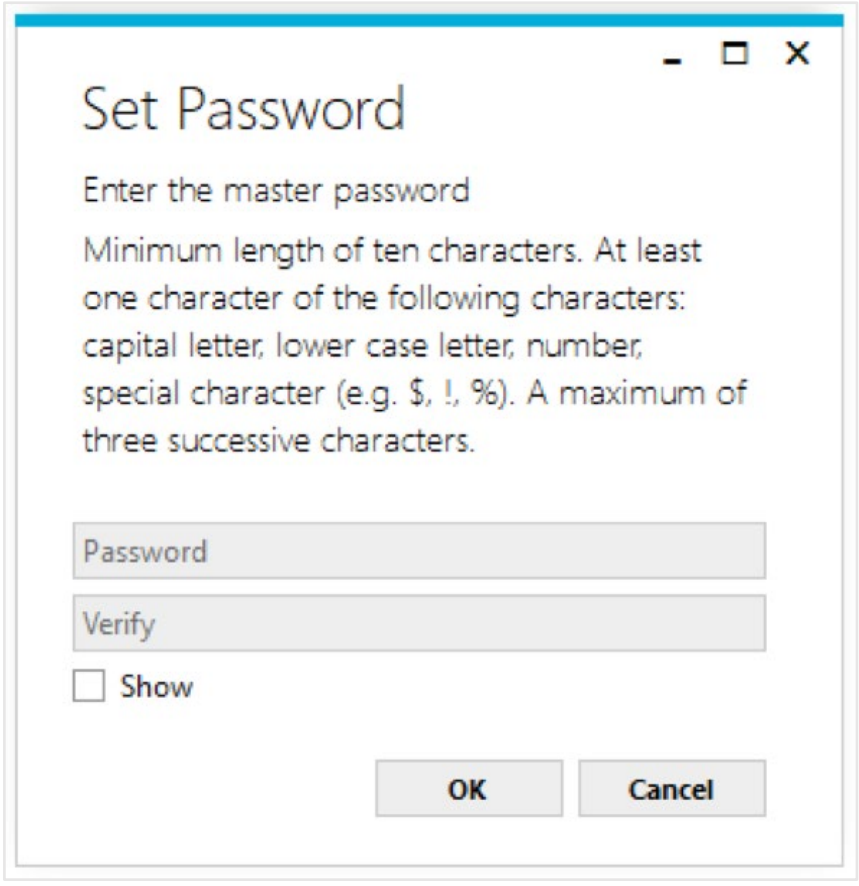
Bring the GTPAuth.exe-file to a path that is most convenient for you

Creating an Admin Password

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.

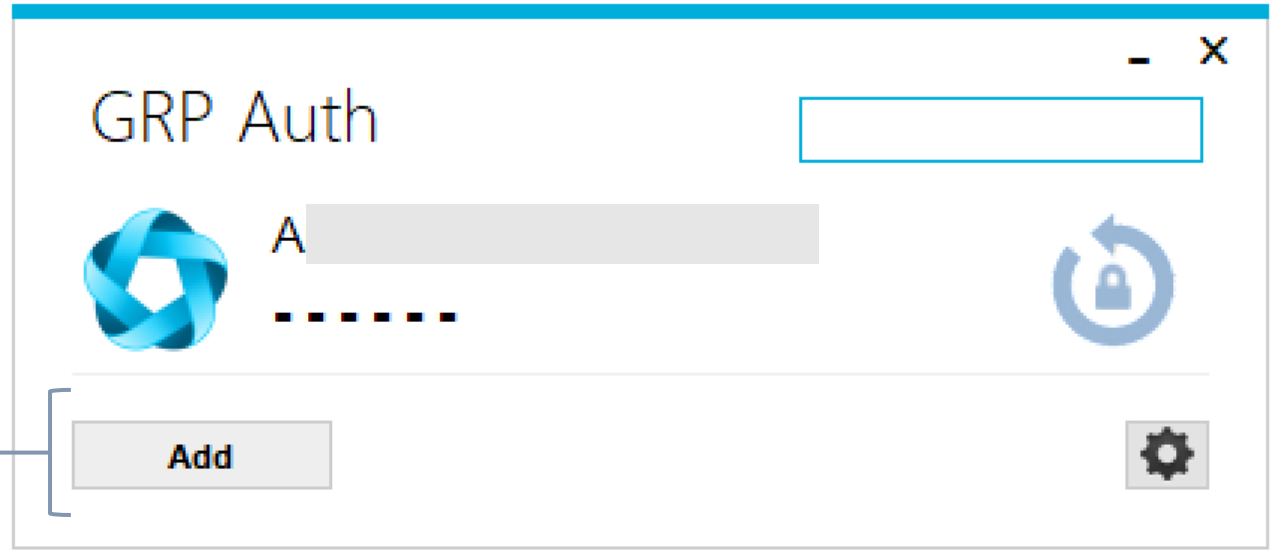
Password confirmation and verification.



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)

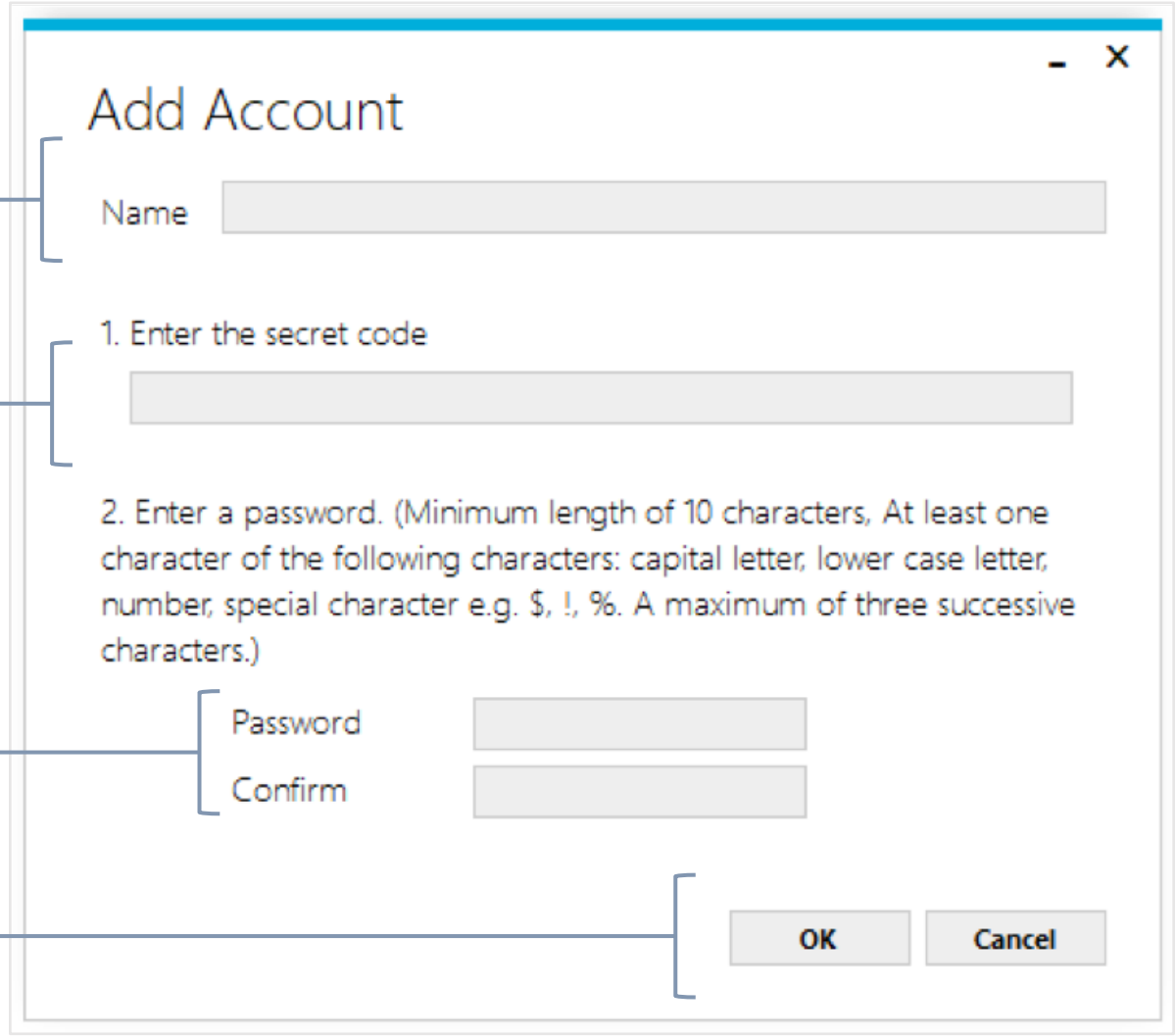
After you have selected the Authenticator, the following window will open.

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.



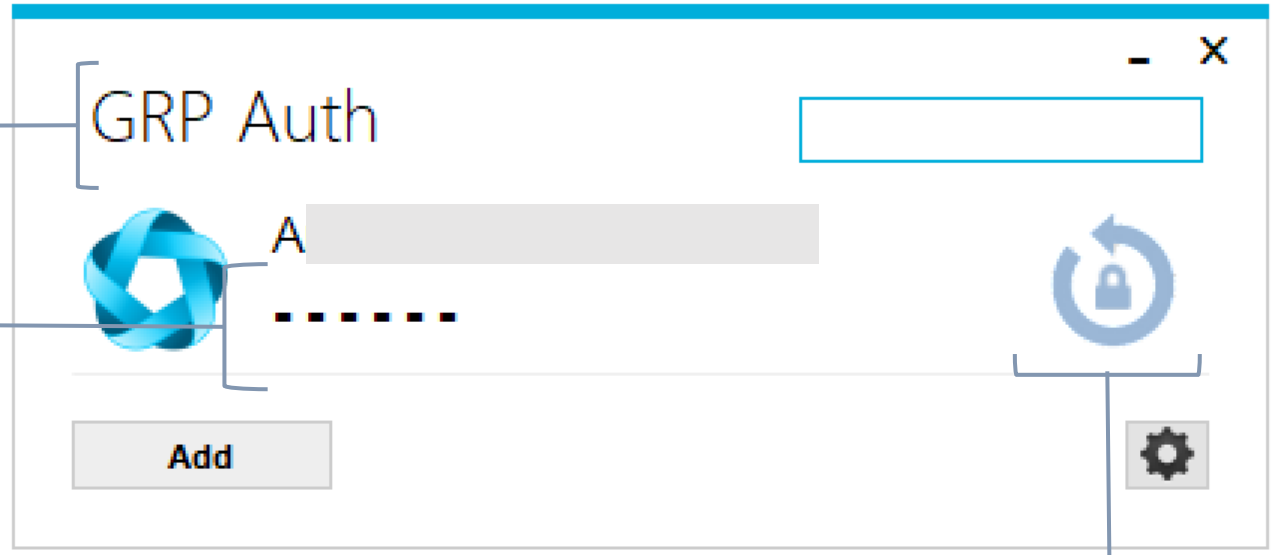
TOTP

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

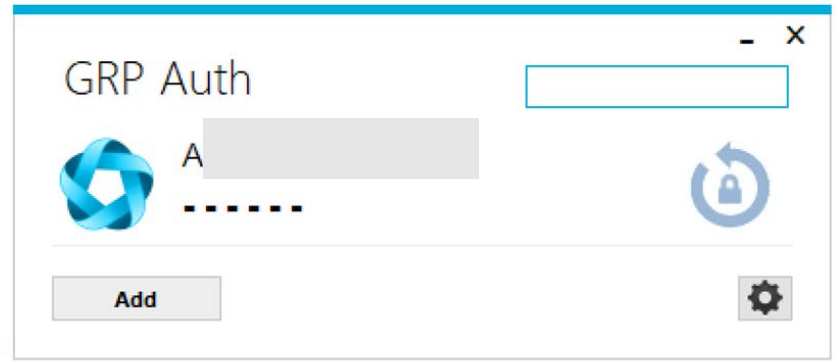
Due to the encryption of your seed, your one-time password will only be displayed with these six hyphens (------).

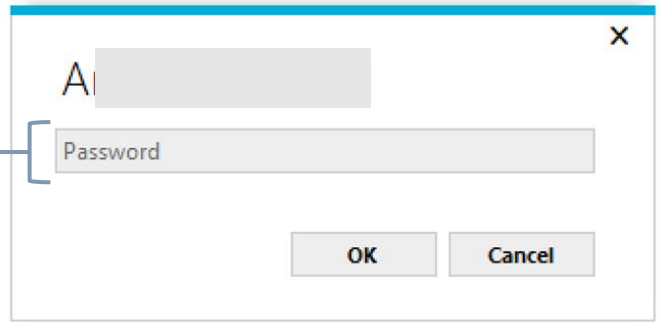
Please click the Refresh button to enter the password.



TOTP

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

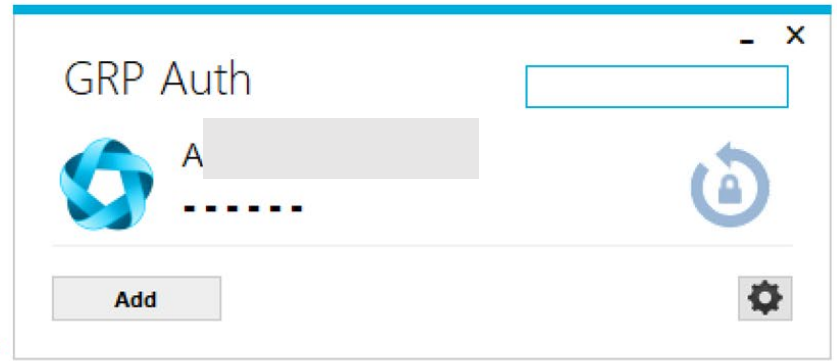


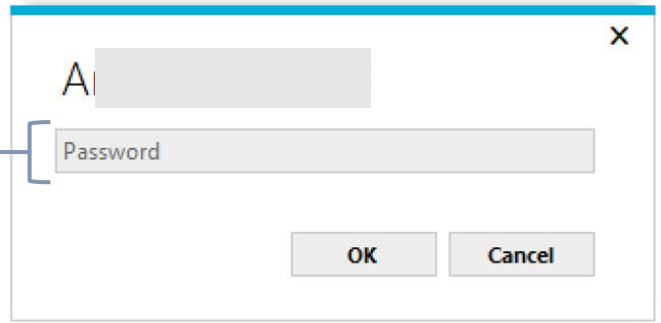


Enter the password you just set here.

TOTP

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





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

TOTP

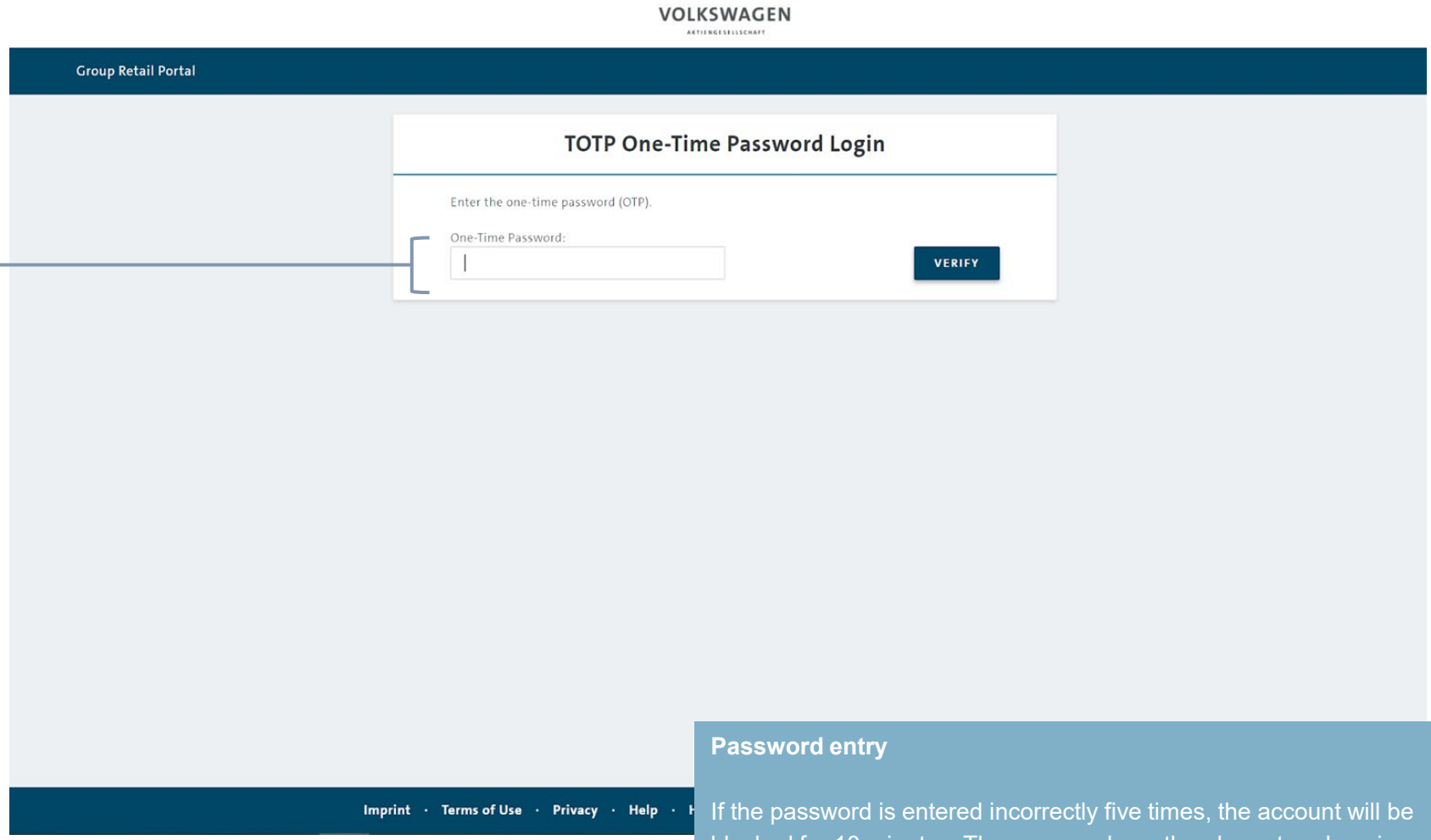
Confirmation of TOTP onboarding

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.



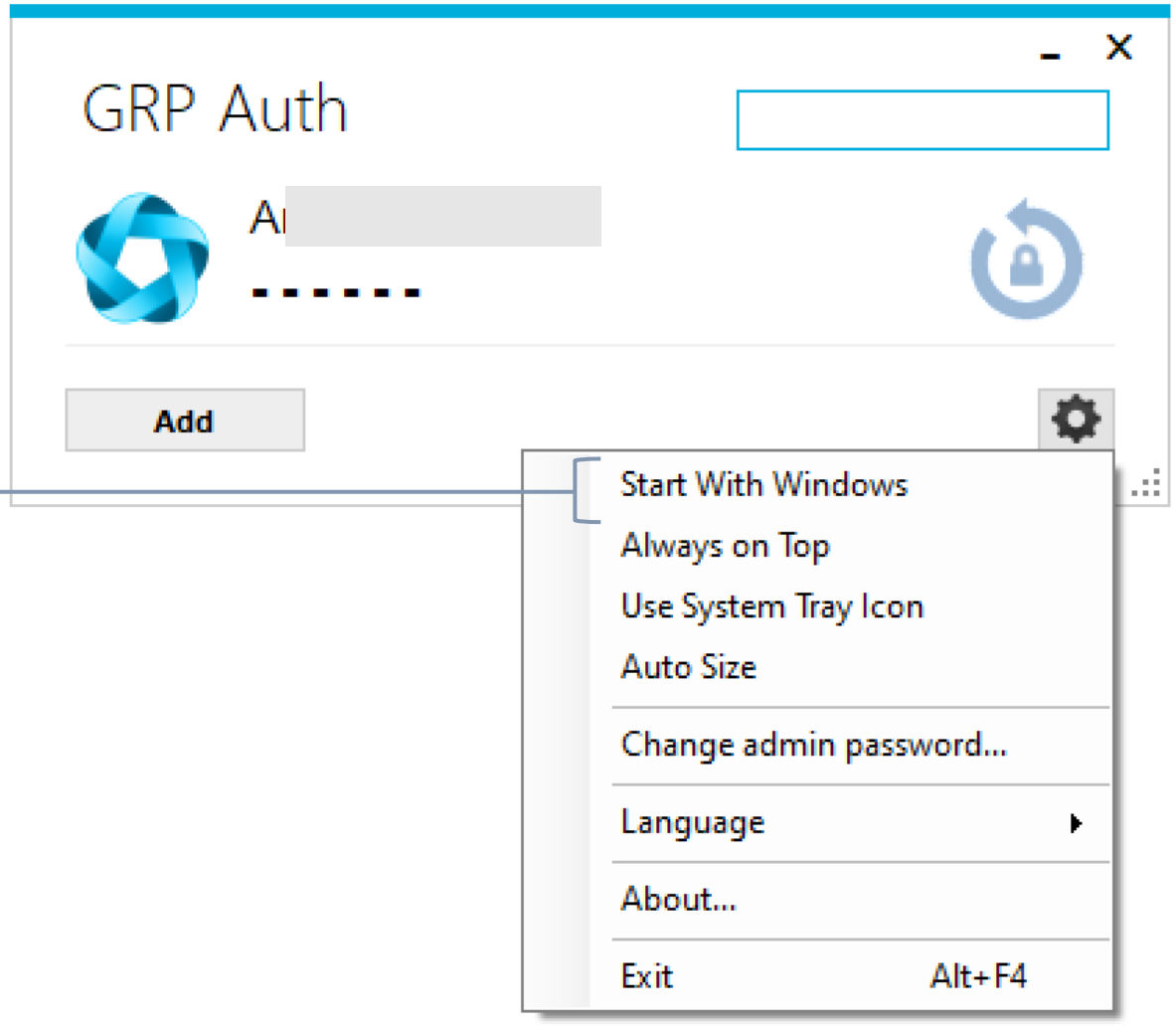
Password entry

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

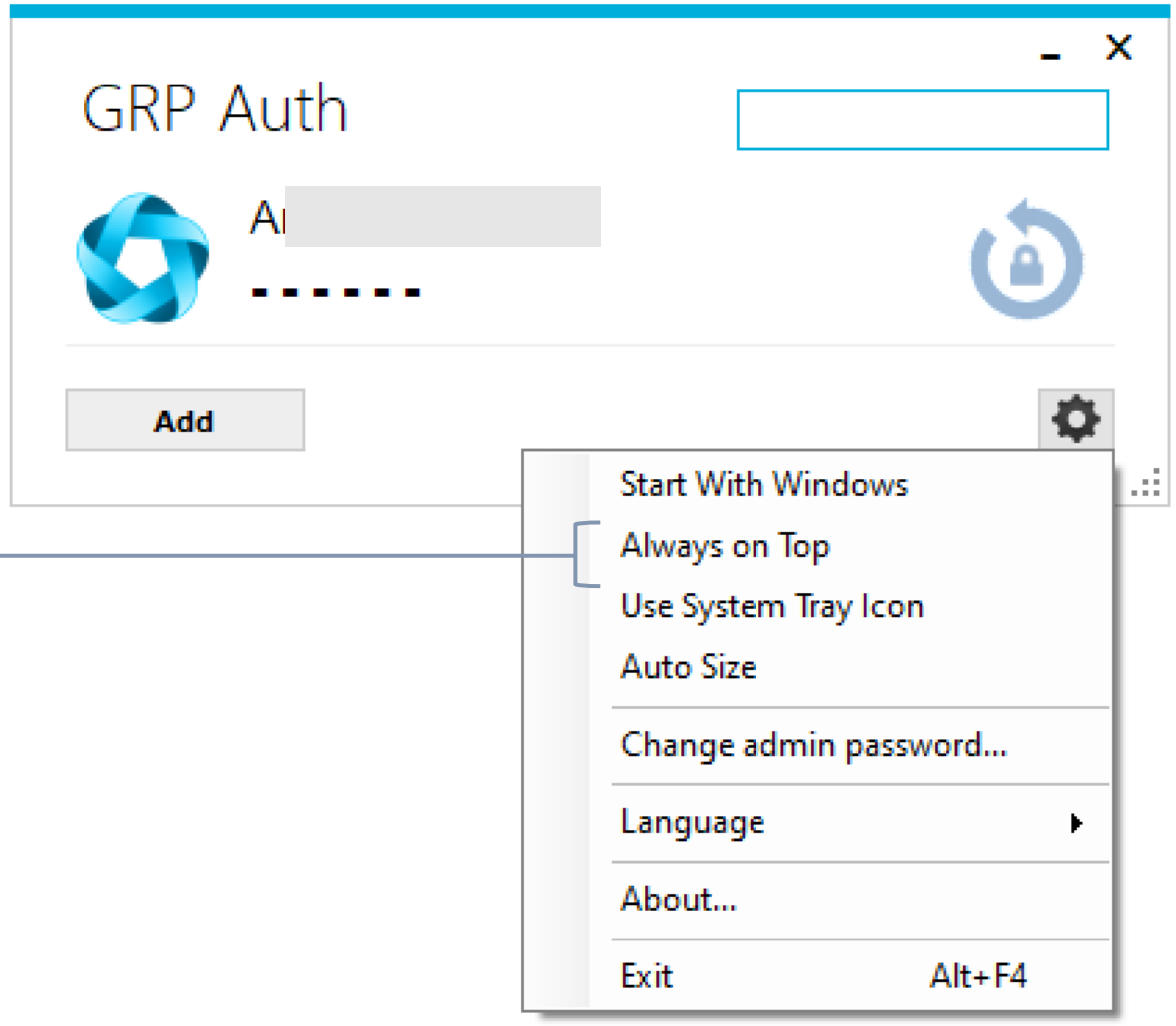
Start with Windows

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.



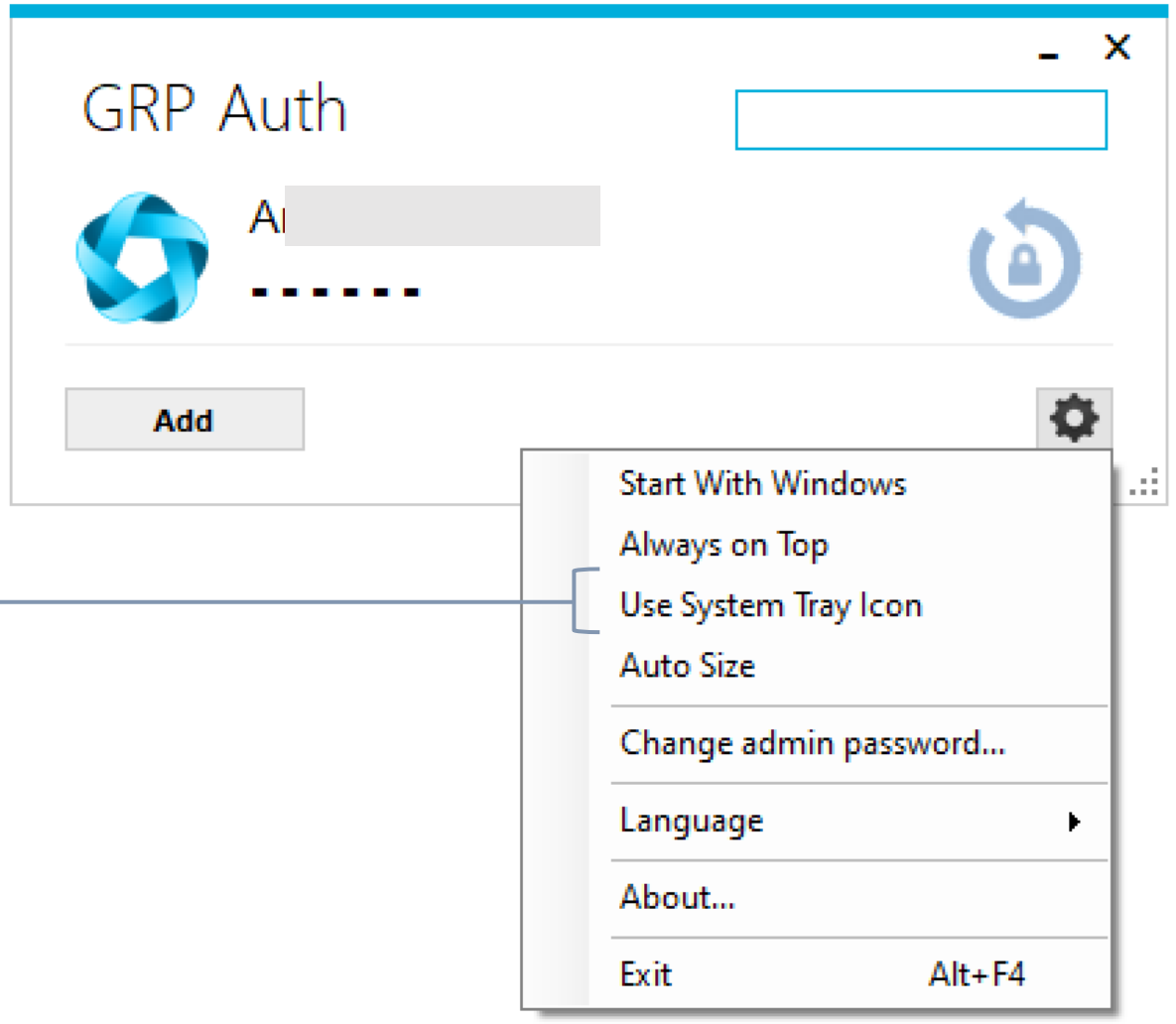
Always on Top



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.

Use System Tray Icon (1/4)



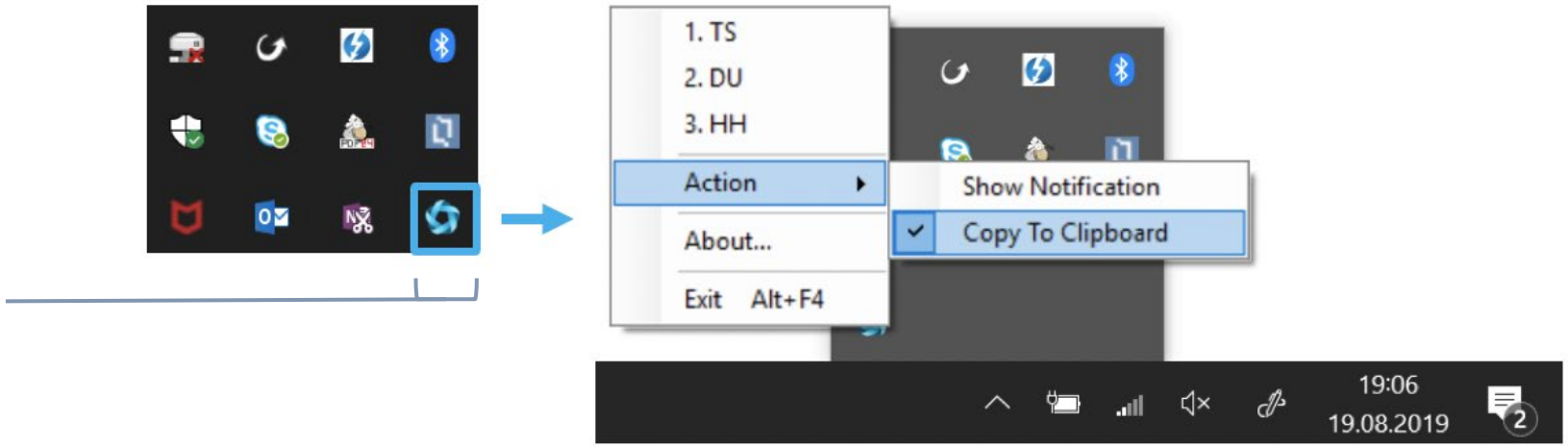
First the gear is clicked, which opens the menu window.

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

Use System Tray Icon (2/4)

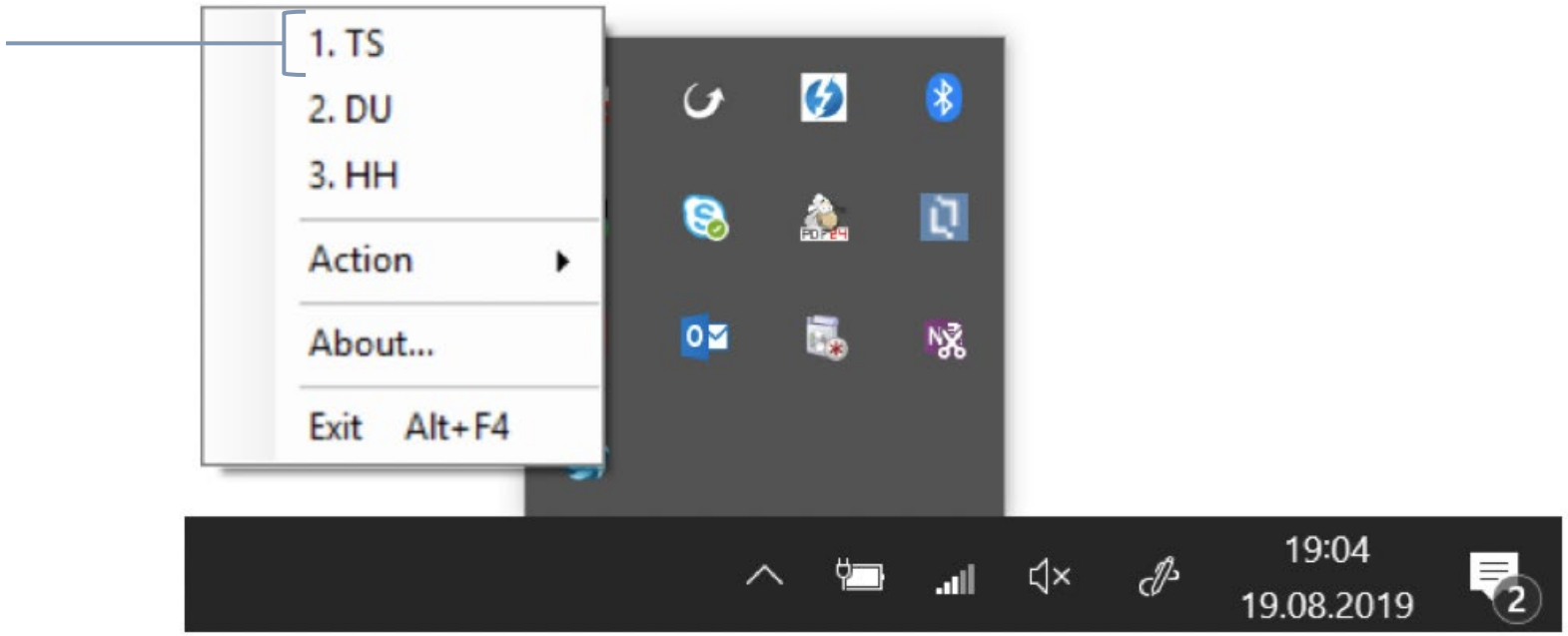
The authenticator can now be found in the taskbar in the lower right corner of the screen.

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



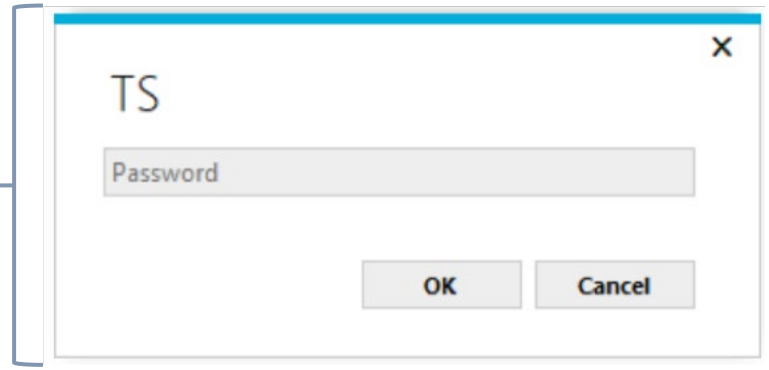
Use System Tray Icon (3/4)

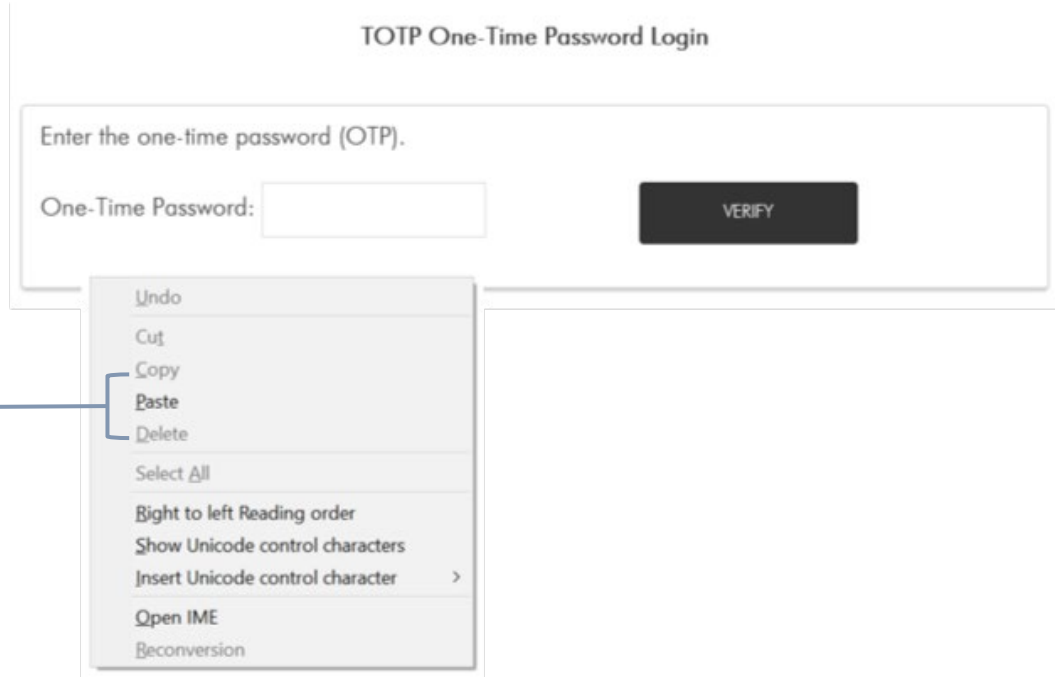
Then the desired user can be selected.



Use System Tray Icon (4/4)

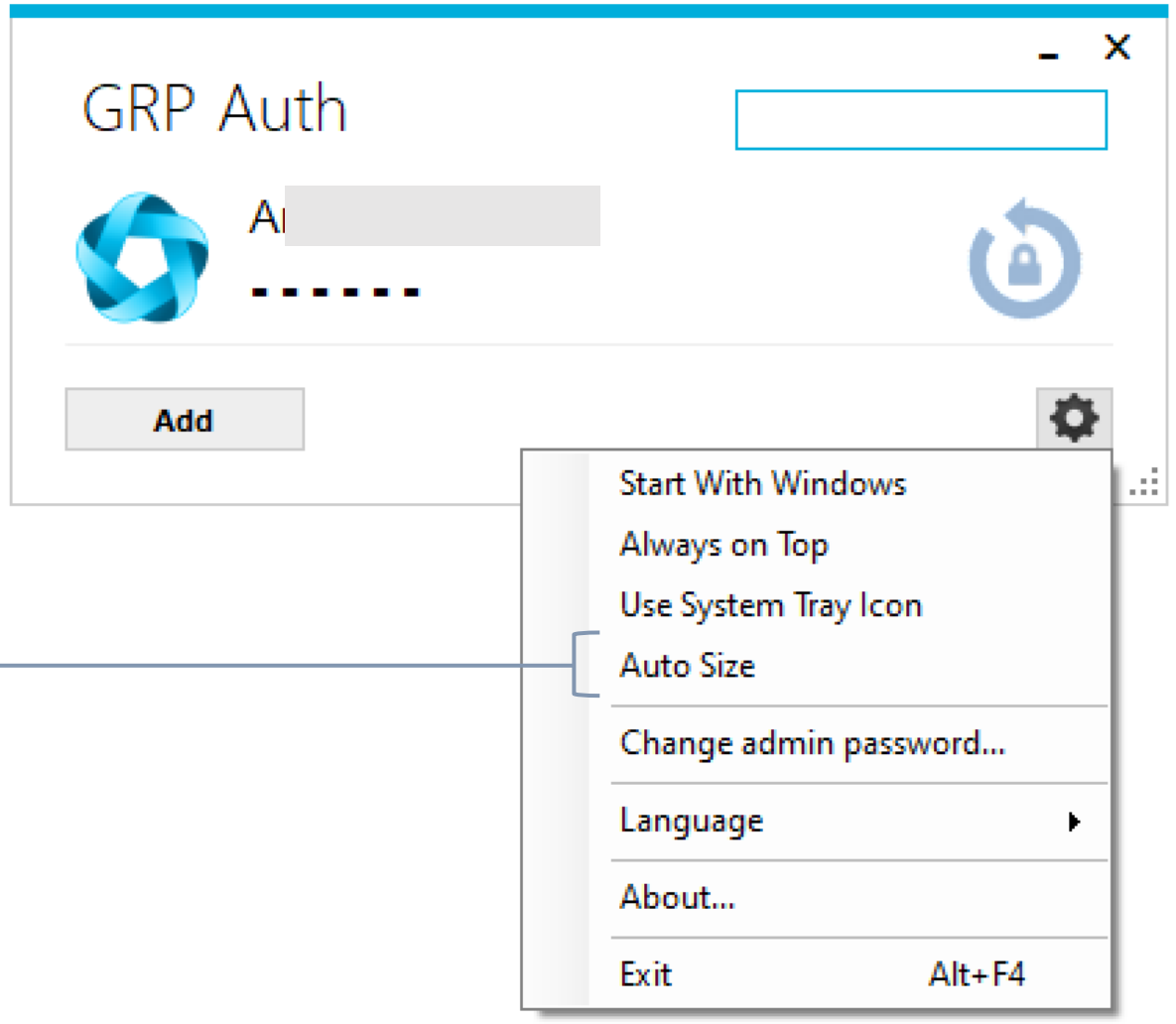
First the corresponding password of the personal seed must be entered and confirmed with "Ok".





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

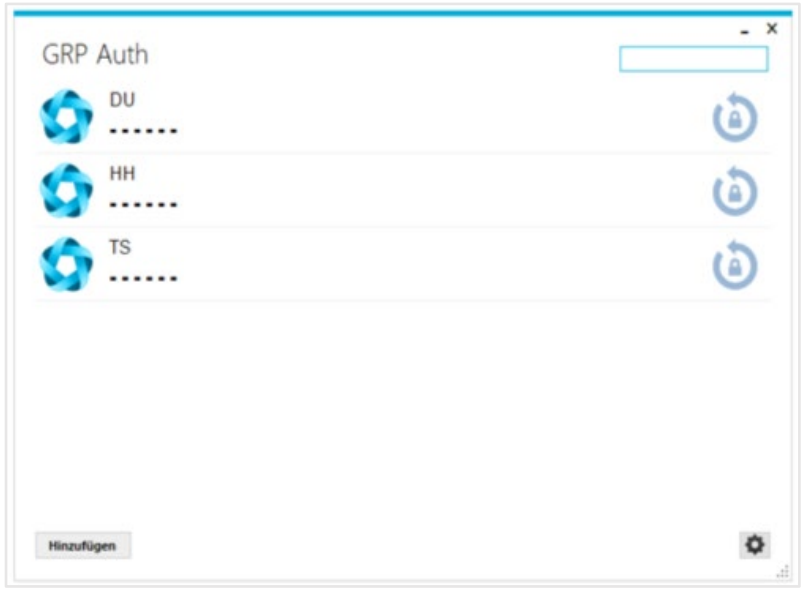
Autosize (1/2)



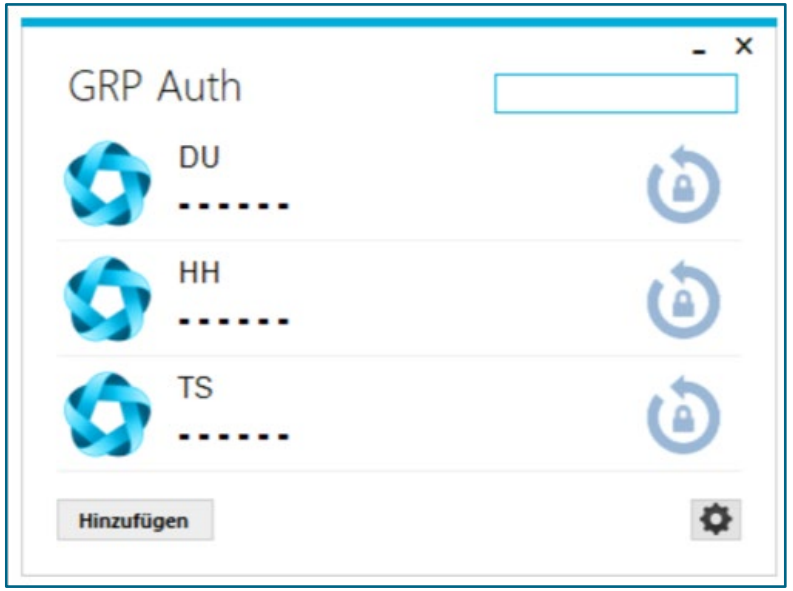
First click on the gear, which opens the menu window.

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

Autosize (2/2)

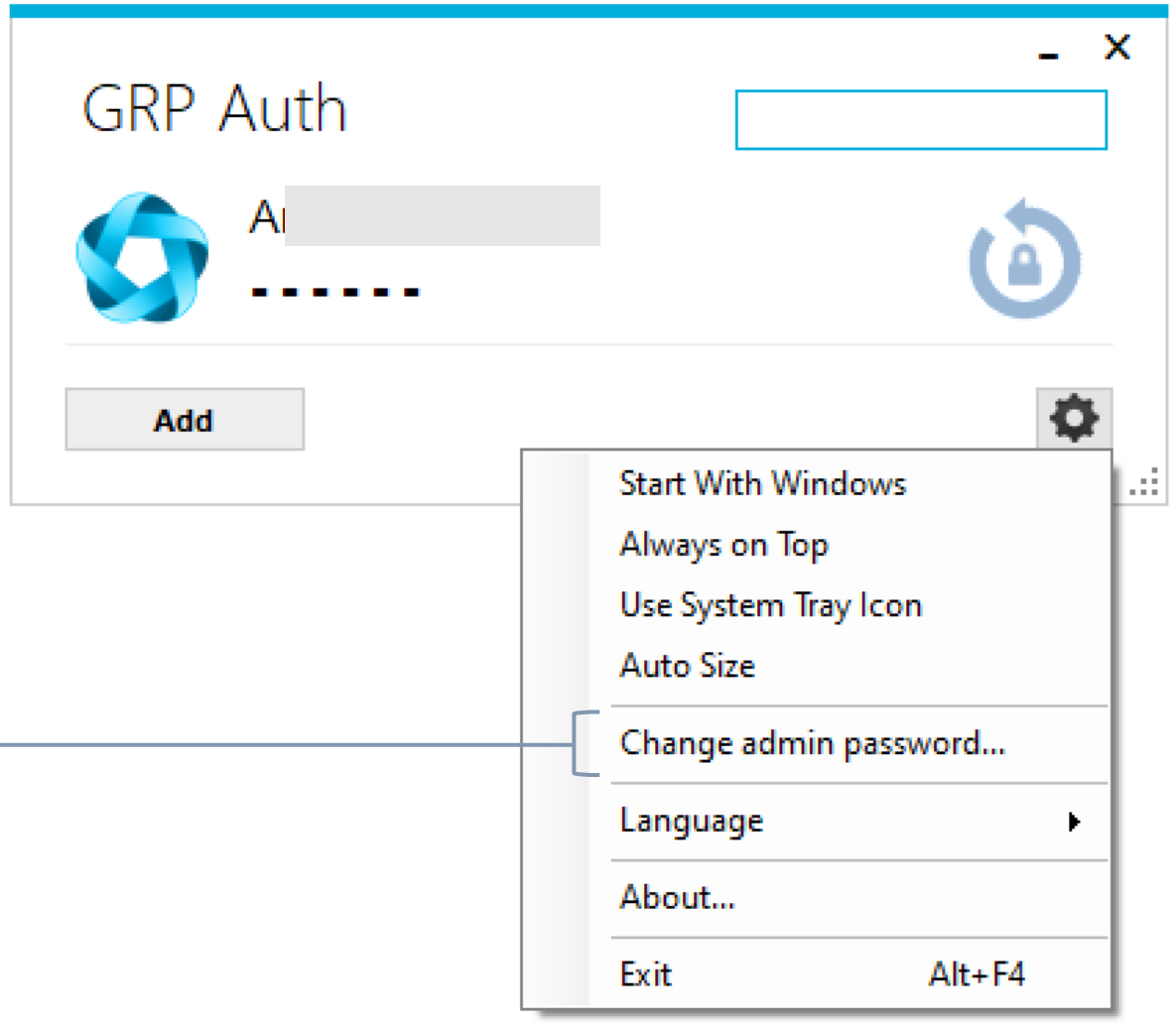


Without Auto-Size



With Auto-Size

Change admin password (1/3)

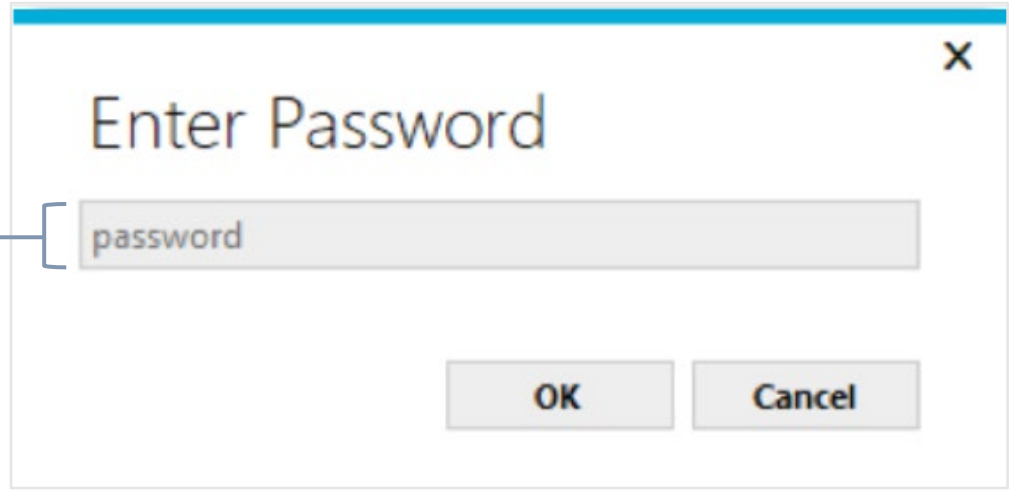


To change the admin password, first click on the cogwheel, which opens another menu.

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

Change admin password (2/3)

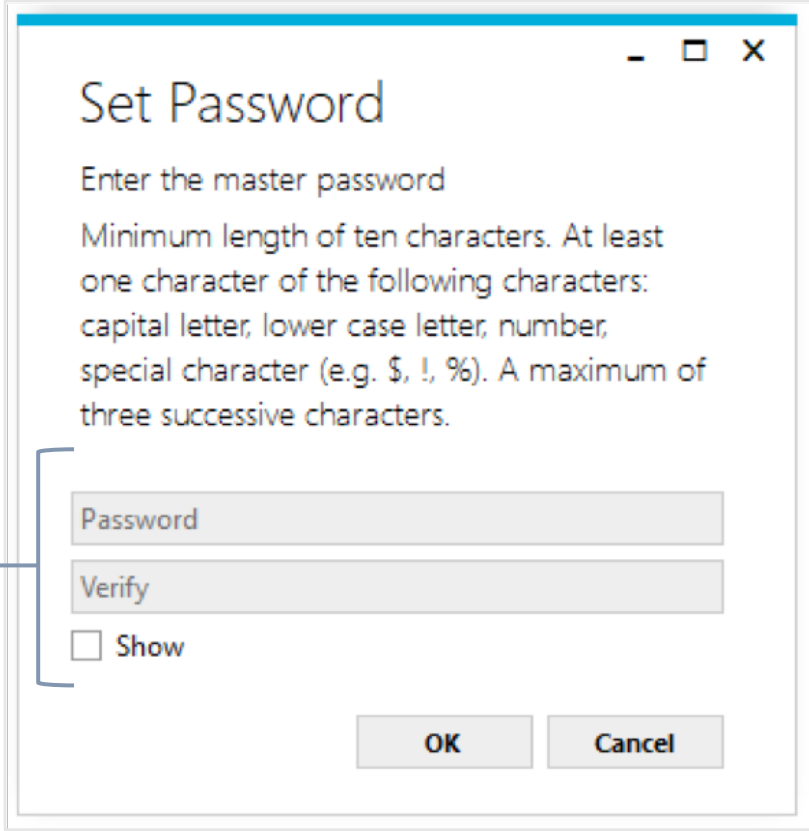
First the old admin password must be entered.



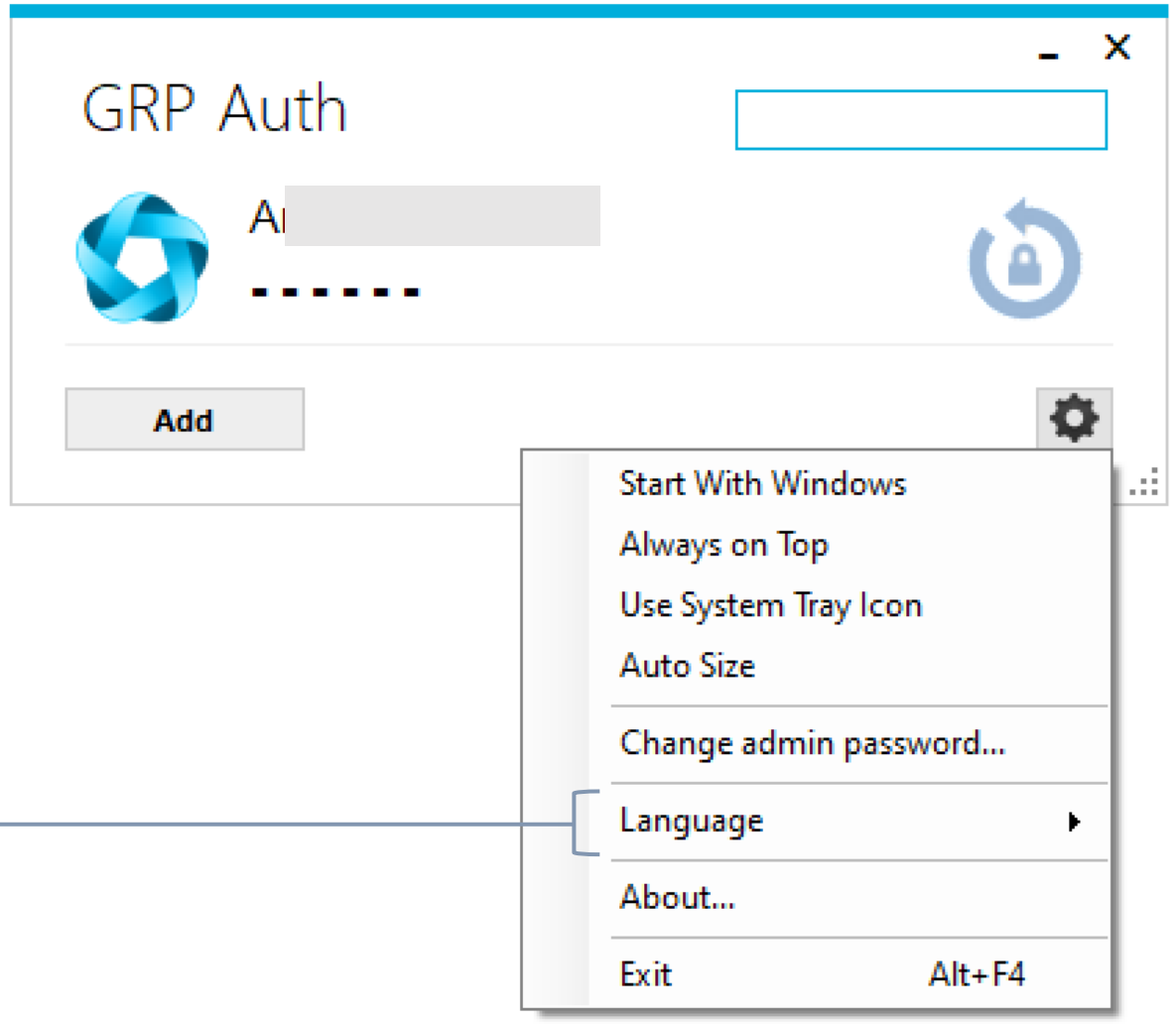
Change admin password (3/3)

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.



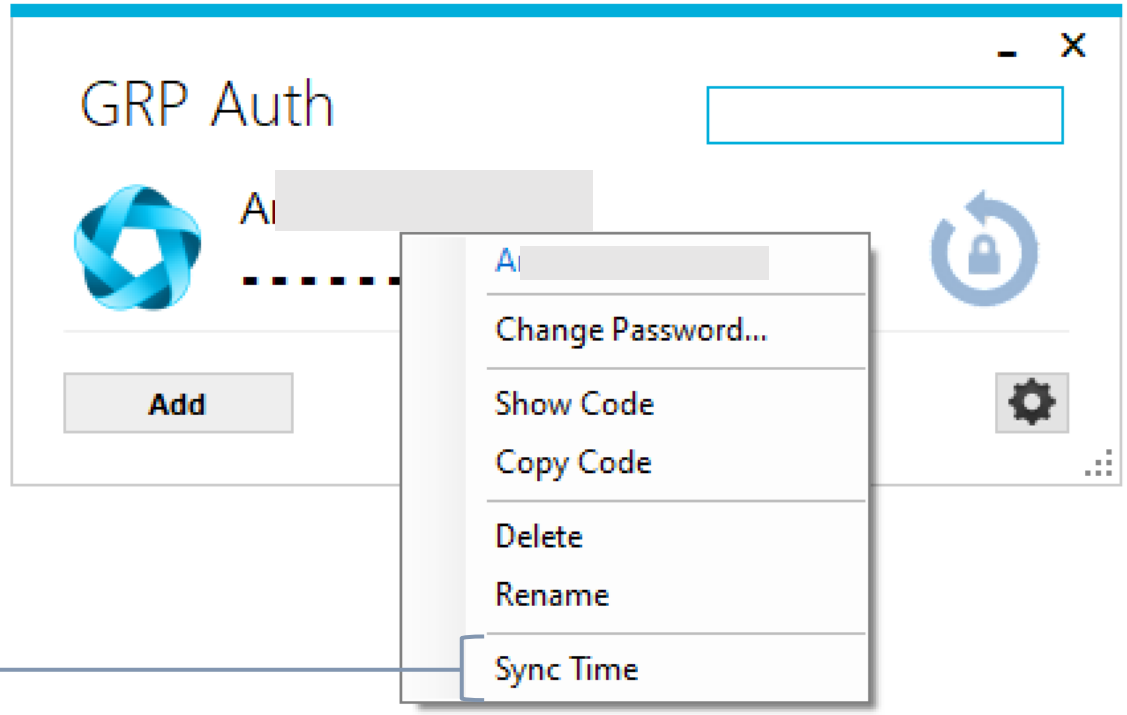
Change Language



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.

Sync Time



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.

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OVERVIEW ADMINISTRATOR

Admin rights

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.

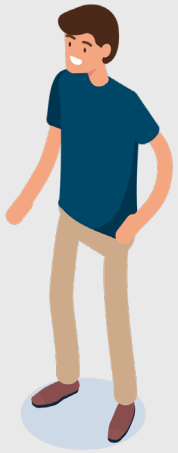
The Wholesale Admin Ben can work in the User Management, Role Management, Organization Management and Application Management.

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.

OVERVIEW ADMINISTRATOR

Functions Group Retail Portal

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.

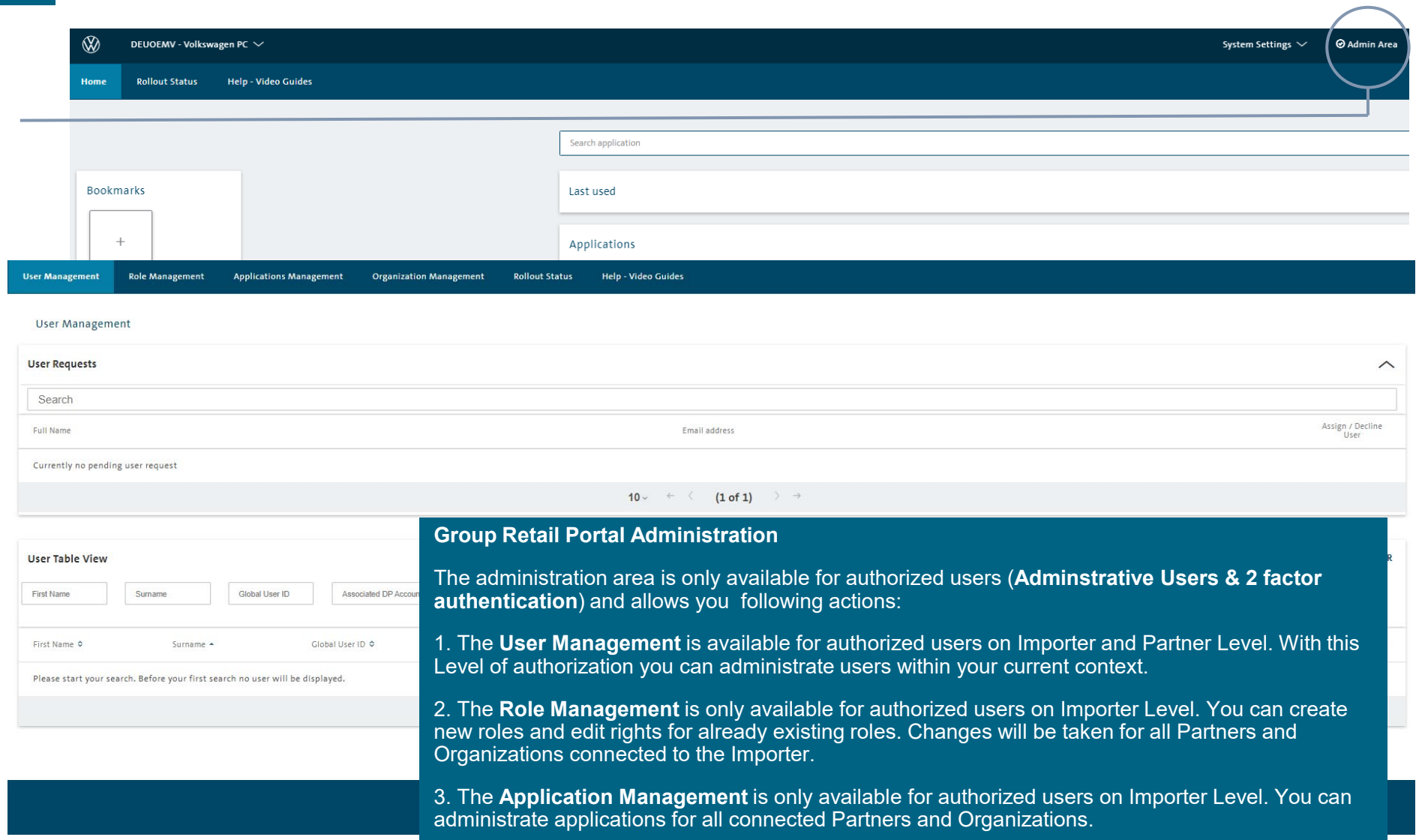
Organization Management

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.

Overview

Administration Area

Click here to go to the administ ration area. As a wholesale admin you have a ccess to User Management, Role Managament, 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 (**Adminstrative 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.

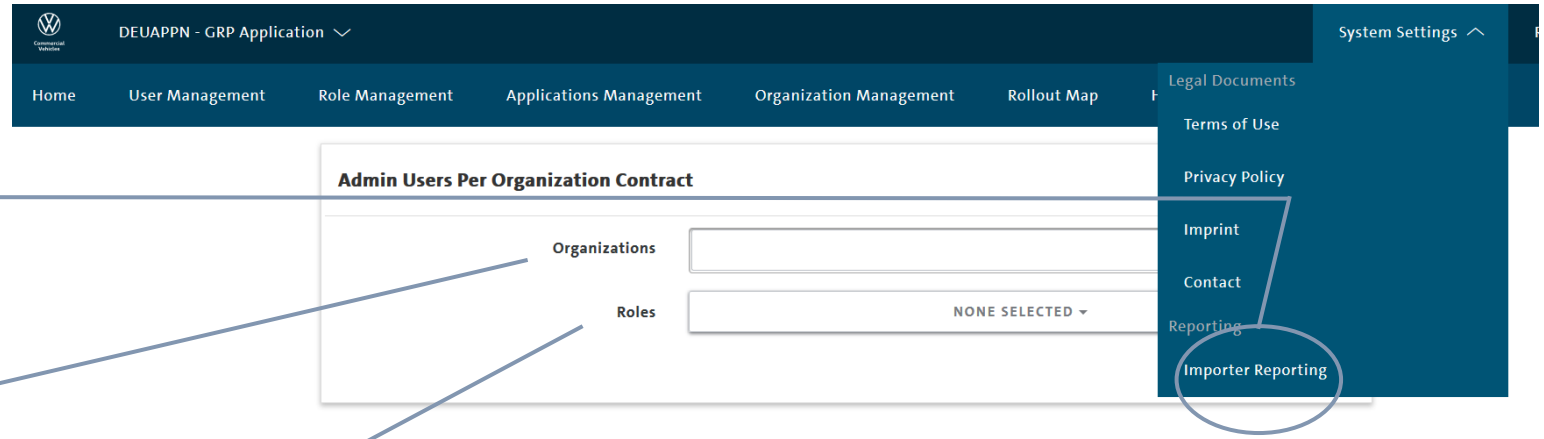
4. The **Organization Management** is only available for authorized users on Importer Level. You can assign a Managing Director for a dealership or create and administrate Third Party Organizations. If required, you can assign more than one **Managing Directors** per organization (no limit).

Importer Reporting 1/2

Click on System Settings to get to the Importer Reporting.

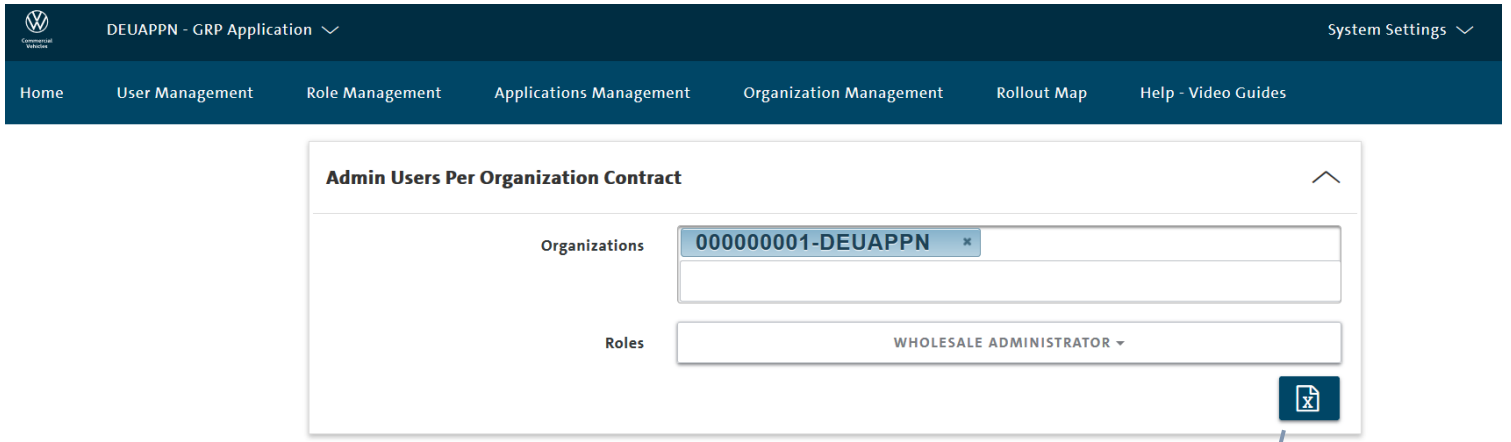
In order to query the administrative roles, the Wholesale Admin has to select his own importer organization (eg. DEUGRPV) or any of the child organizations (Partner / Third Party Organization) that belong to his importer.

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.

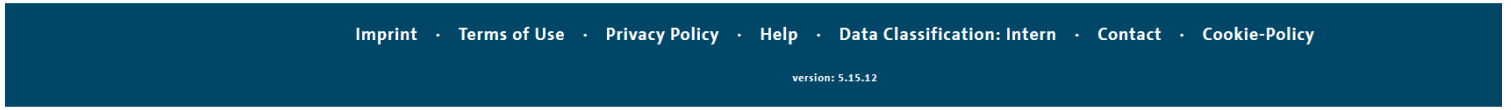


Importer Query:
The importer reporting functionality gives the Wholesale Admin the option to generate an excel file with the administrative users and their roles for the' importer context of the Wholesale Admin and/or the Partner and Third Party Organizations that belong to the importer.
The query can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

Importer Reporting 2/2



Click here to export the Excel sheet.



VOLKSWAGEN
AKTIENGESELLSCHAFT

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)

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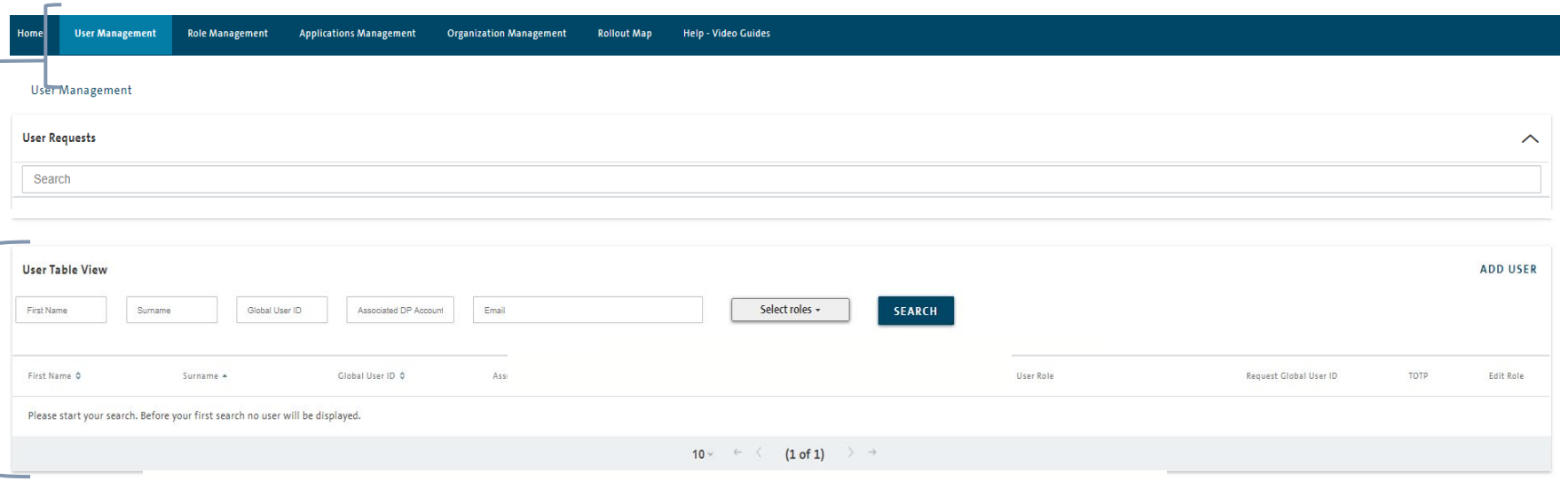
USER MANAGEMENT

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.

User Management

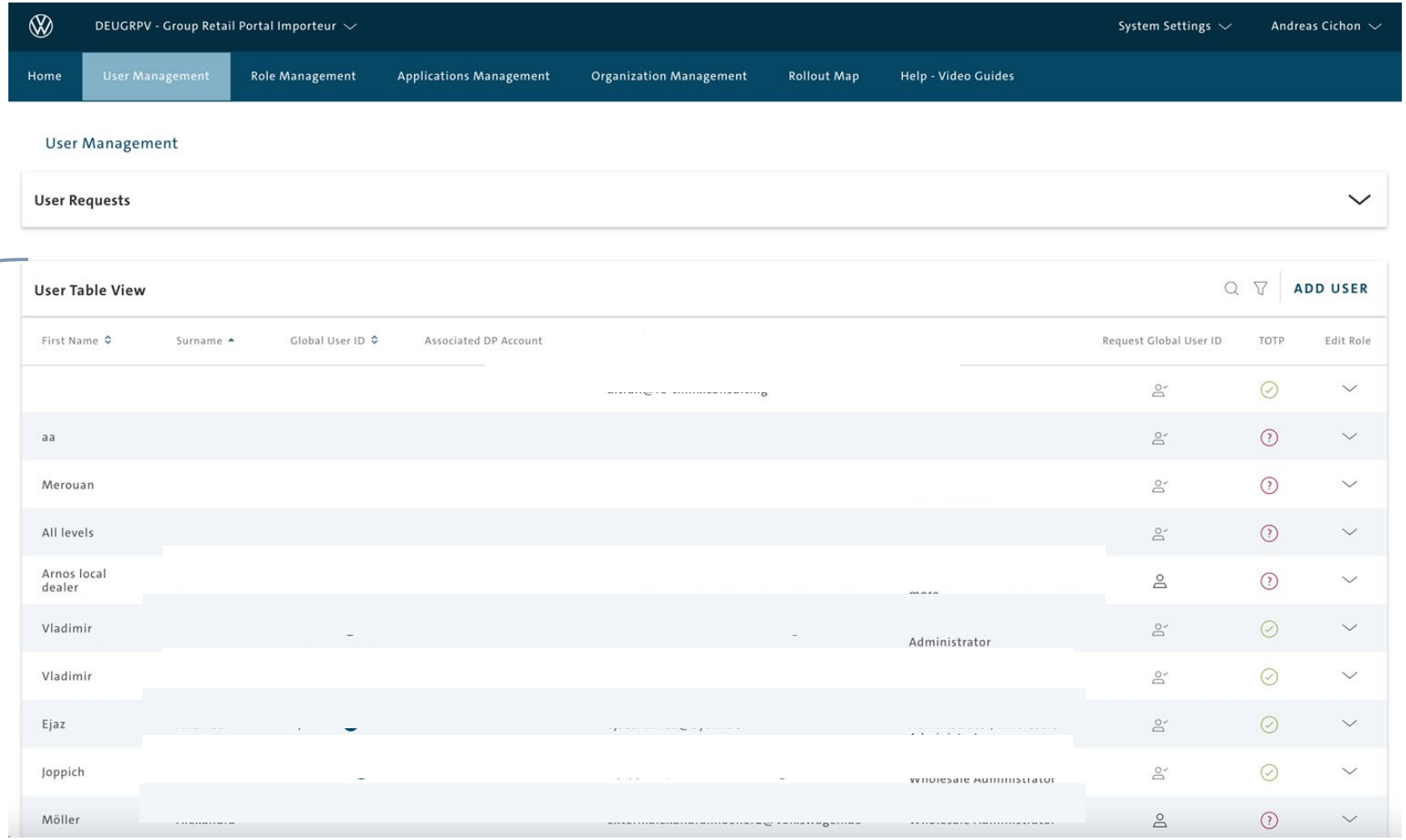
Each context has his own User Management. This means that you can only administrate users within this context (e.g. Dealer 12345V). This also applies to wholesalers. A Wholesale Administrator is not able to administer users on Partner Level (Expectation: Assign Managing Director).

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

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



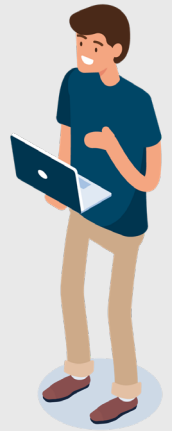
User Requests 1/4
example Sales Partner Level

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

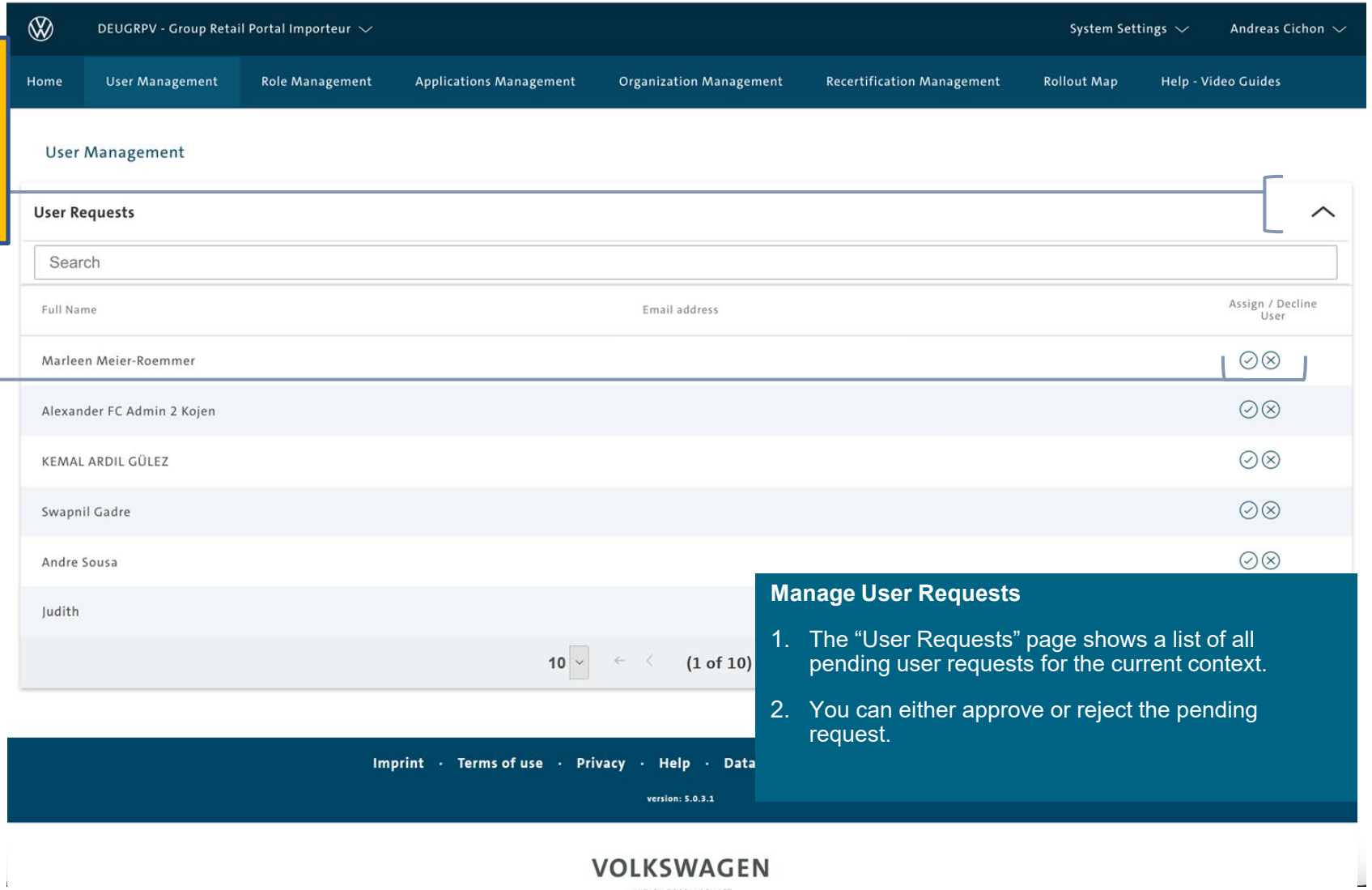
Click here to see a
user requests.

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.



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 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

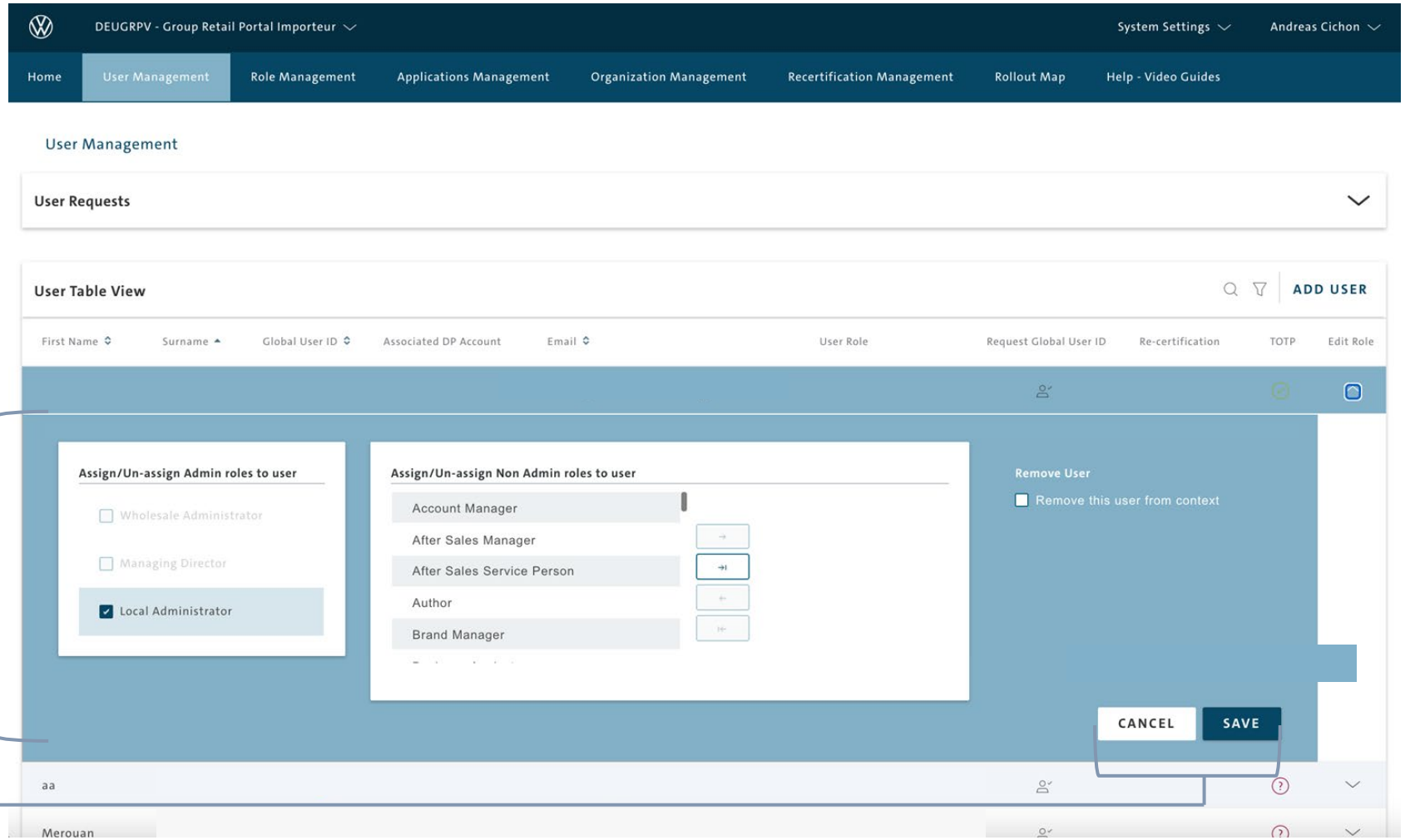
User Requests 4/4
example Sales Partner Level

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.

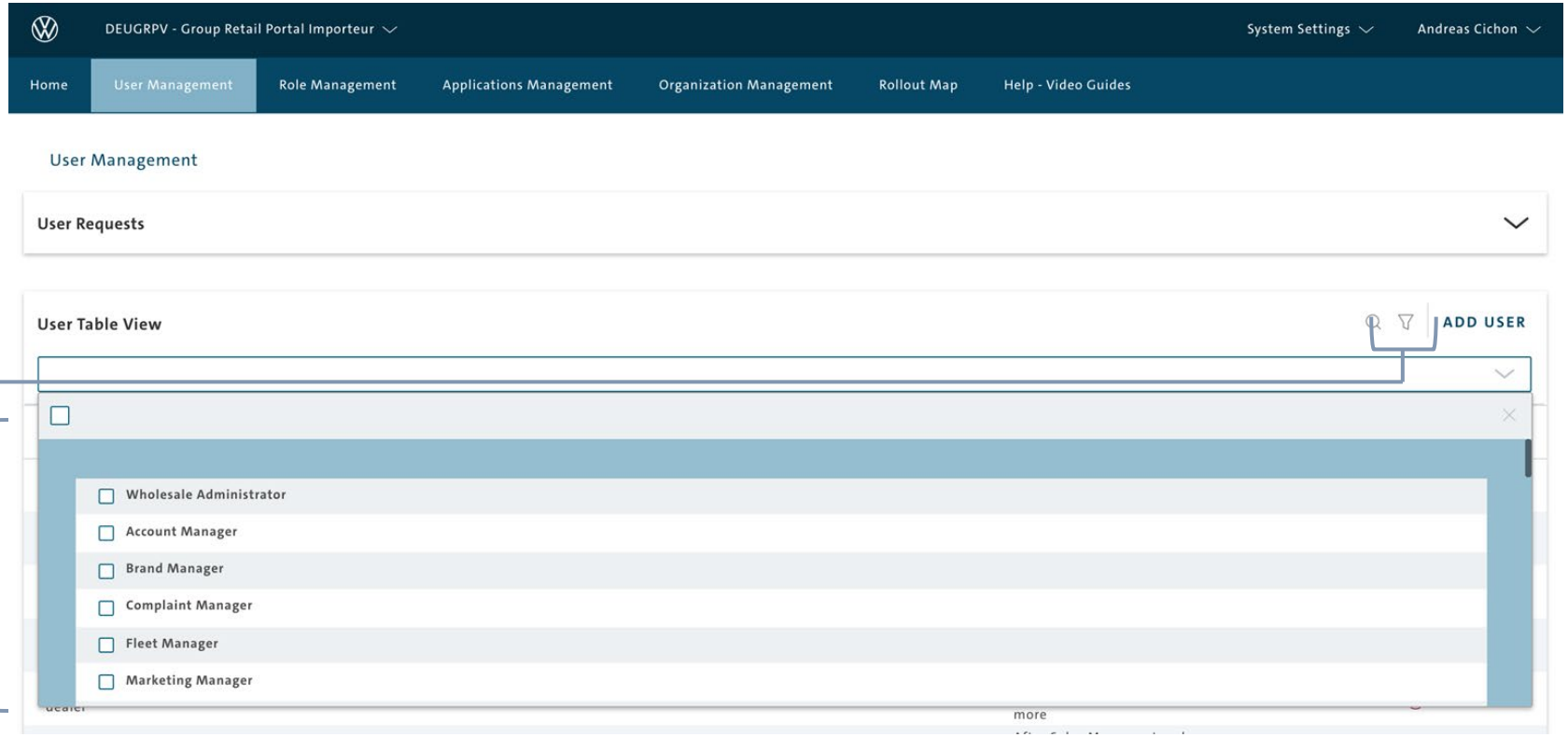


USER MANAGEMENT

Users Table View 2/3

Click the filter icon to see the roles.

Choose a role / roles to filter users by role.



Users Table View

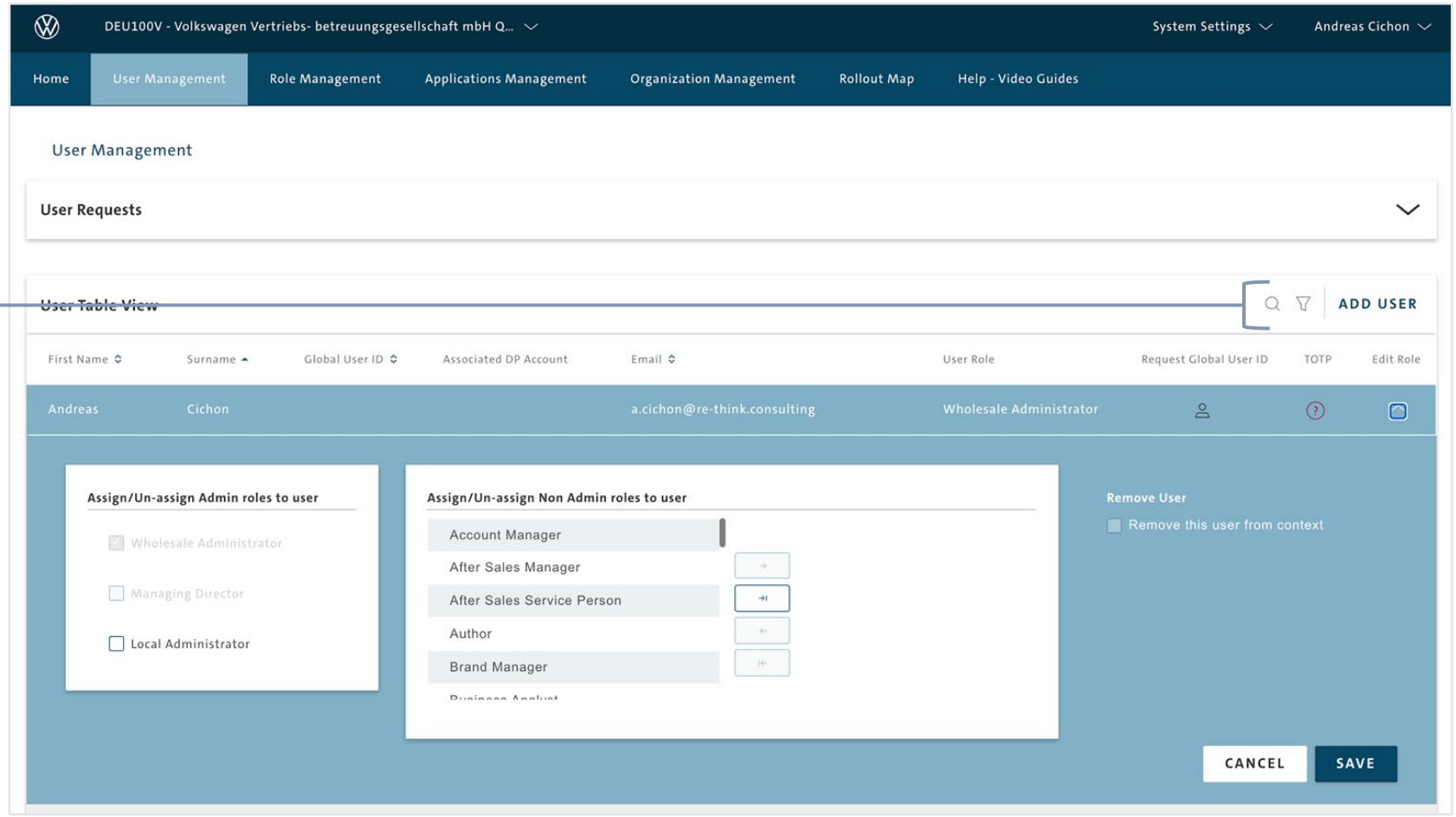
1. In the Users Table View, you manage users, remove users from your context, assign roles and generate a Global User ID.

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.

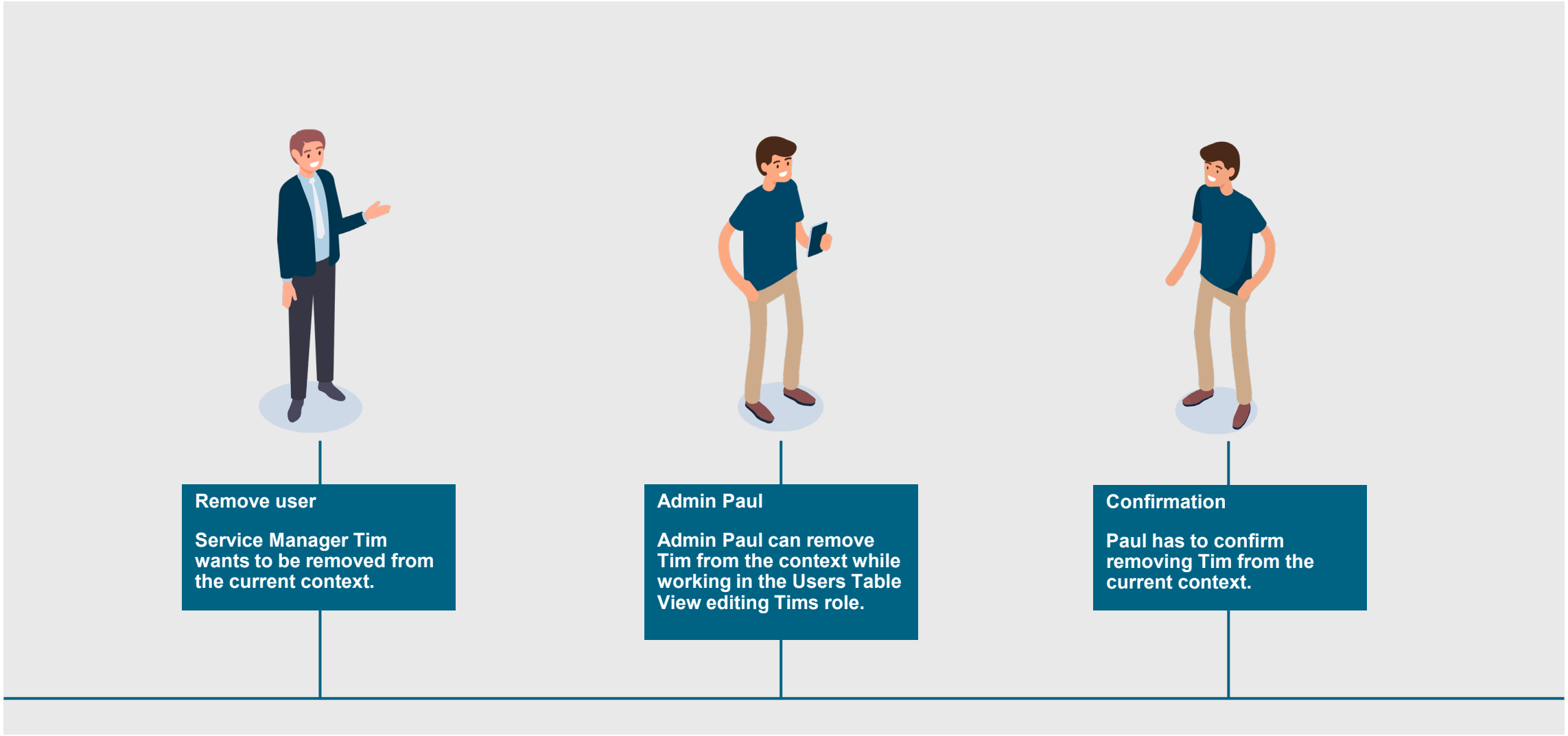
USER MANAGEMENT

Users Table View §/3

Search users or roles by using the search function.



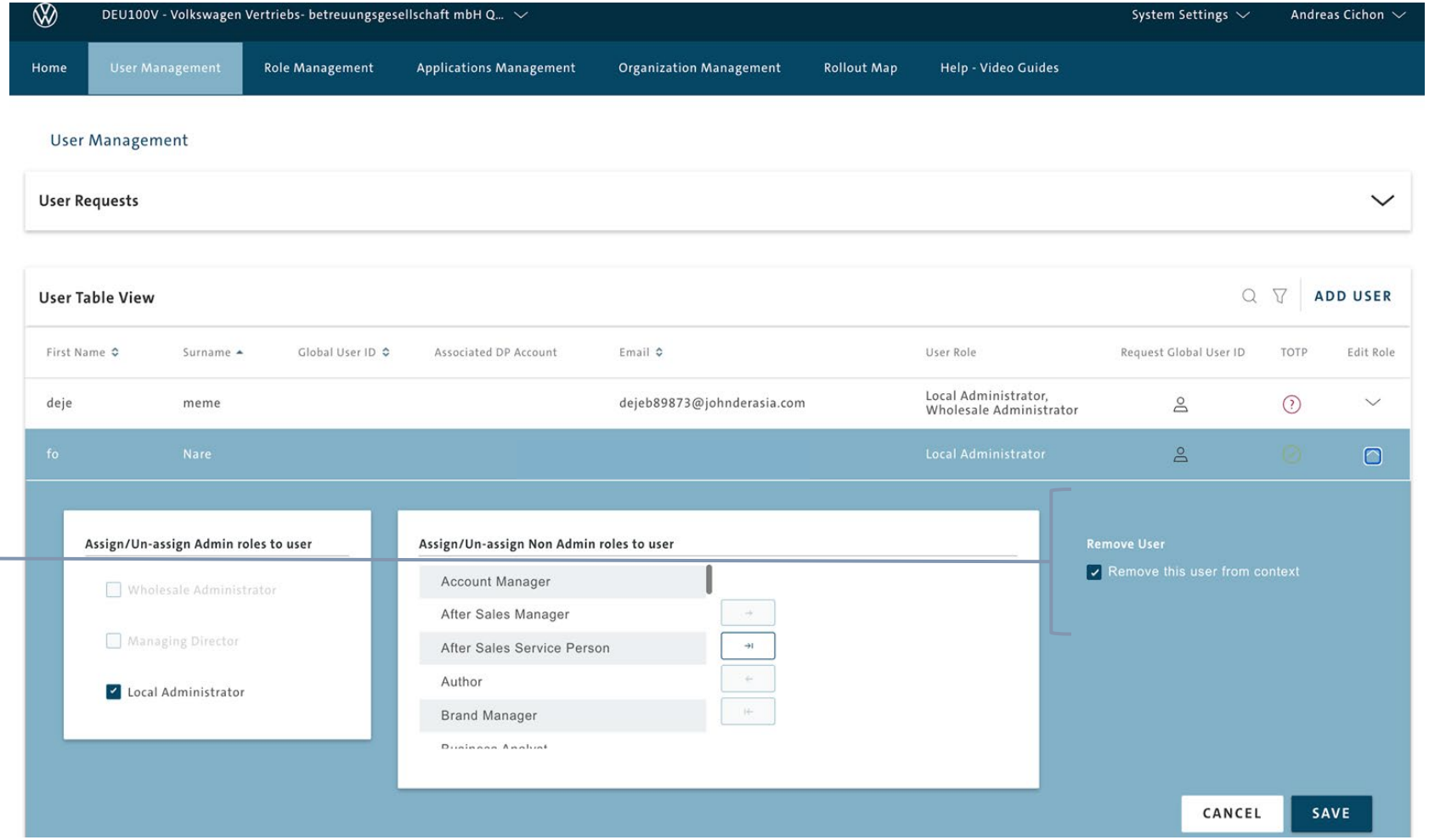
Remove user 1/3
example Sales Partner Level



USER MANAGEMENT

Remove user 2/3

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

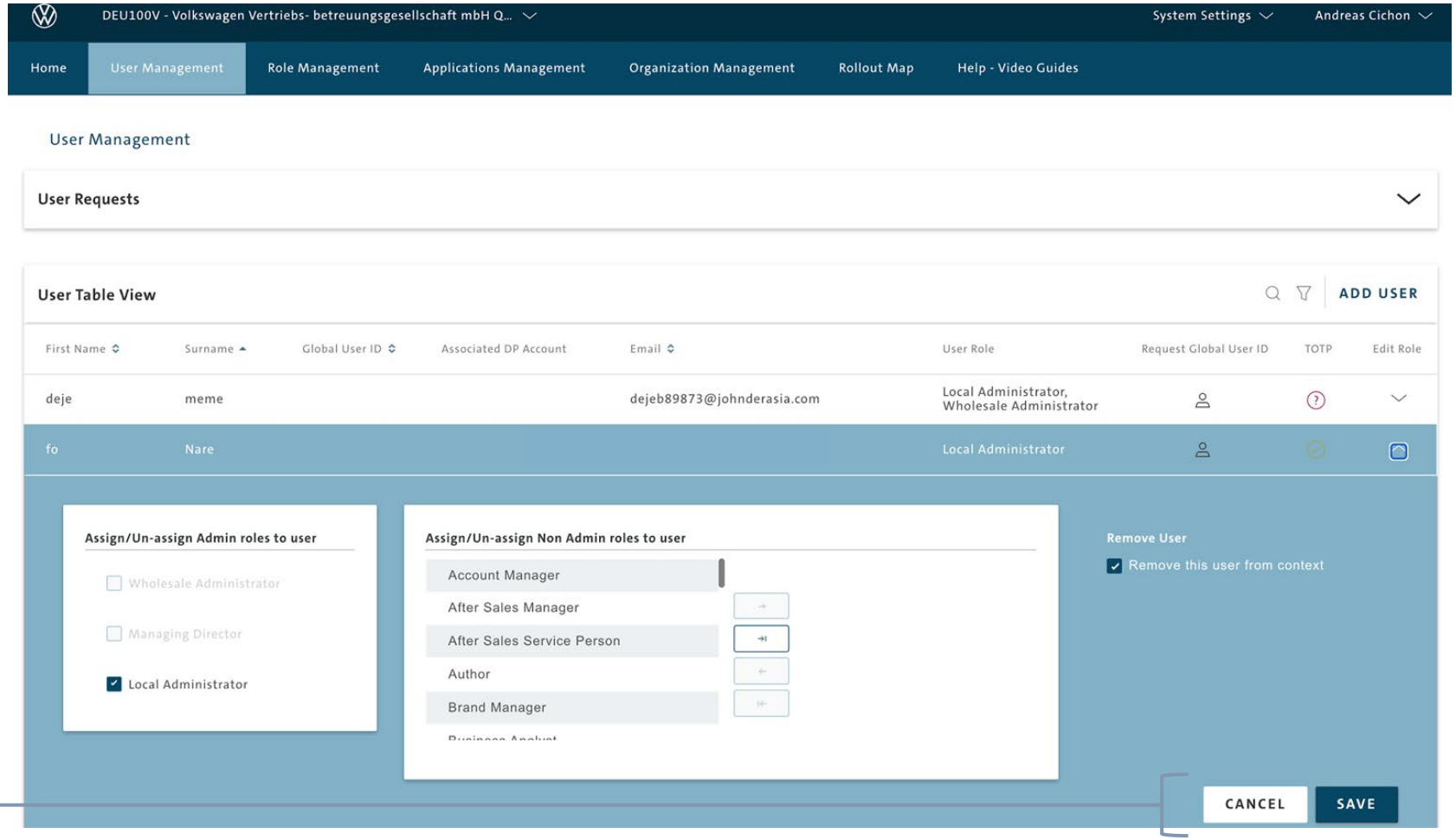


Users Table View

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“.

USER MANAGEMENT

Remove user 3/3



Click „Save“ to confirm.

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

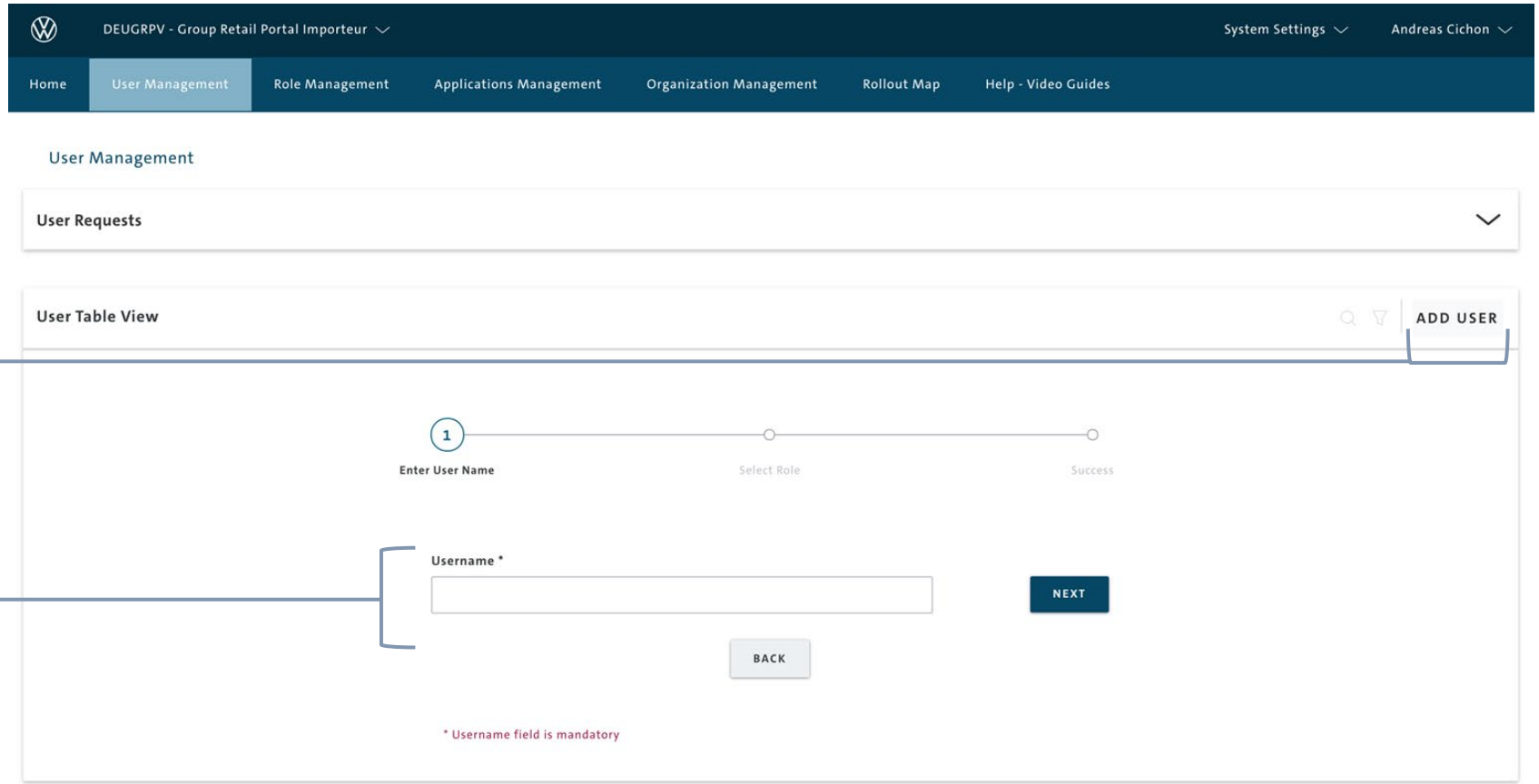
Laura has to assign Markus to his role as Logistic Manager. She also creates his Global User ID and could assign him to Admin Rights.

USER MANAGEMENT

Add user 2/4

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.

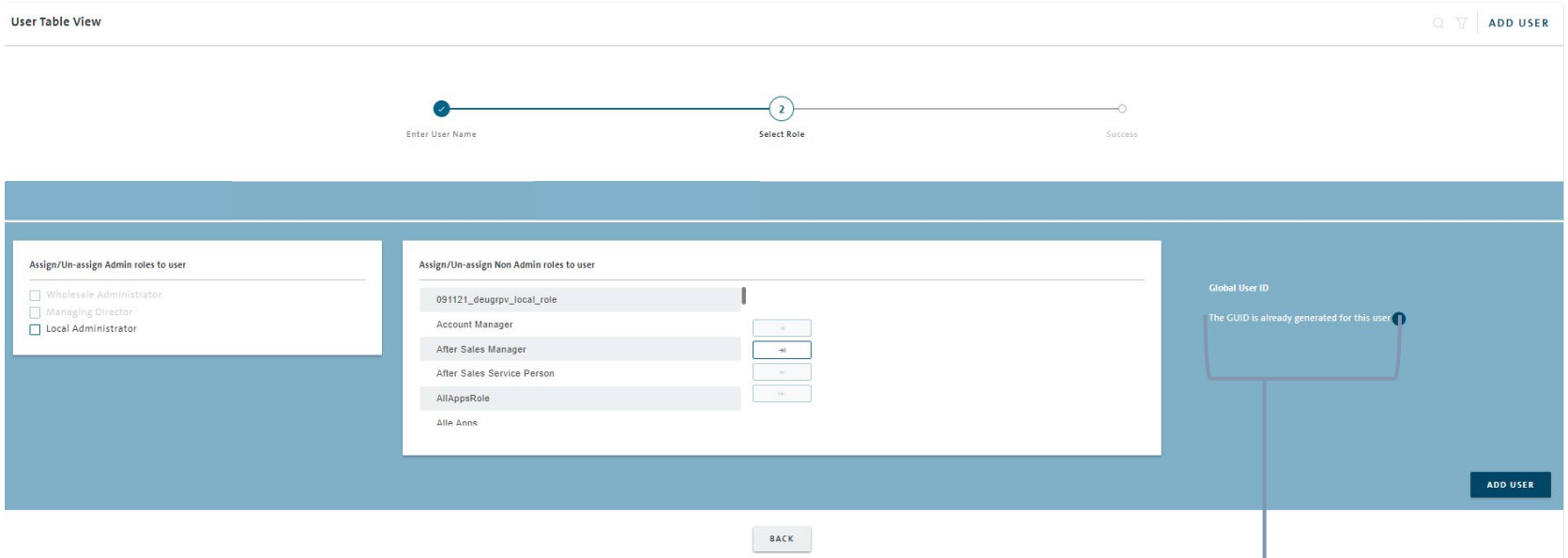
2.To add a user to one of your other contexts you need to change the context first.

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.



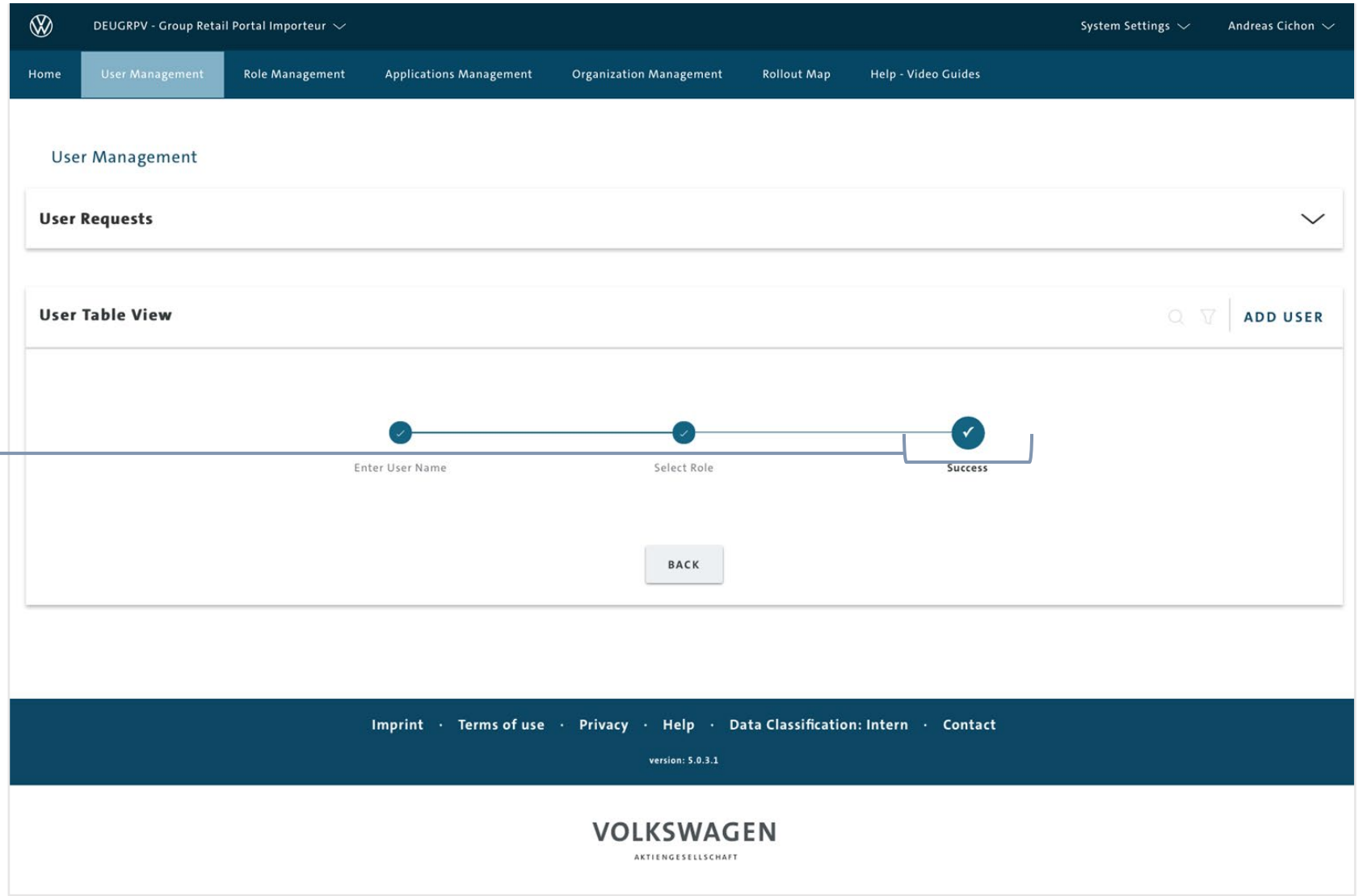
GUID creation/ GUID is missing

- 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 successfull, 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

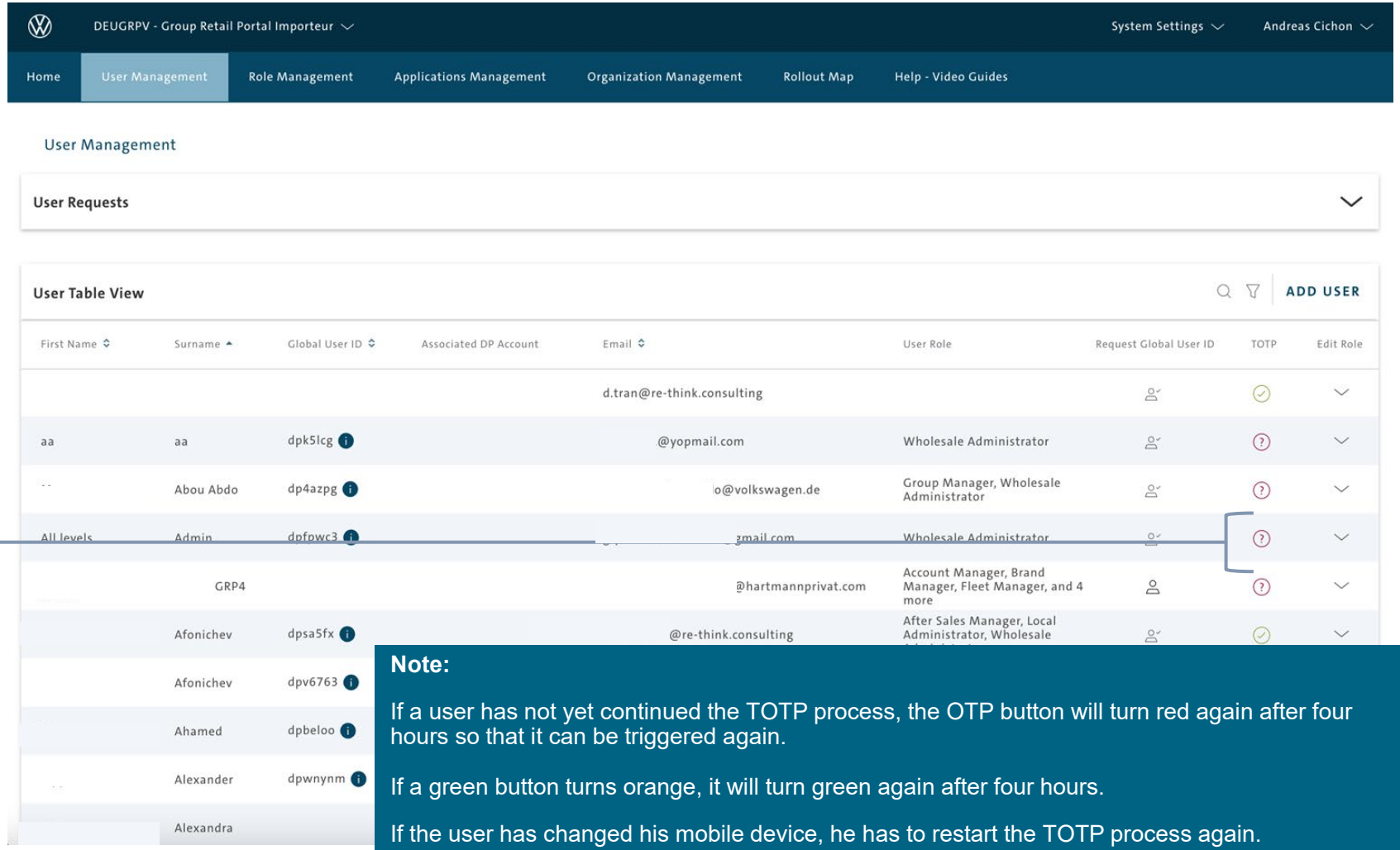
The user has been added successfully to the current context.



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 requried first.The user then receives an email with further instructions.



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.

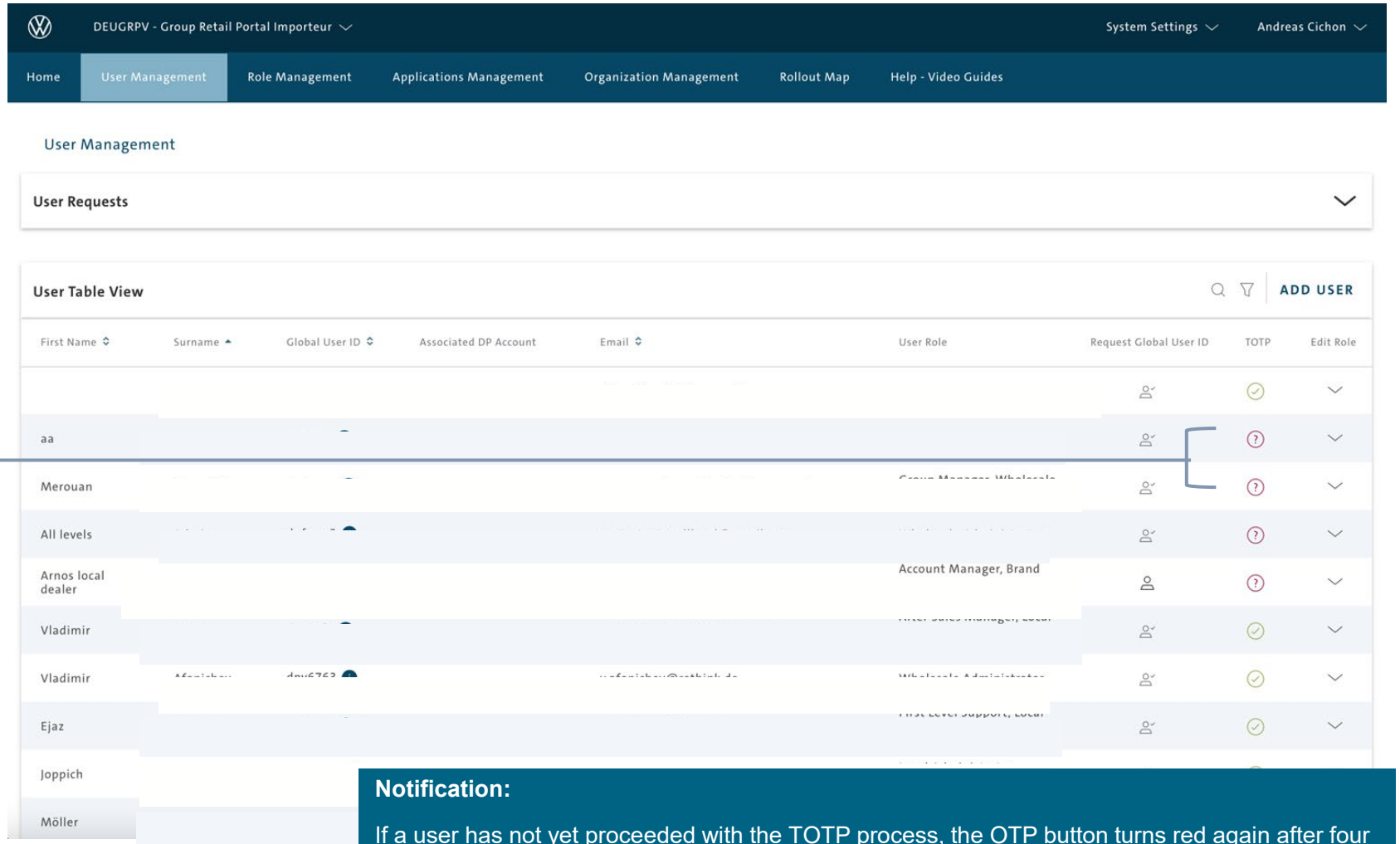
If a green button turns orange, it will turn green again after four hours.

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

TOTP for Admins is automatically triggered.

Re-Initiate TOTP Process

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



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.

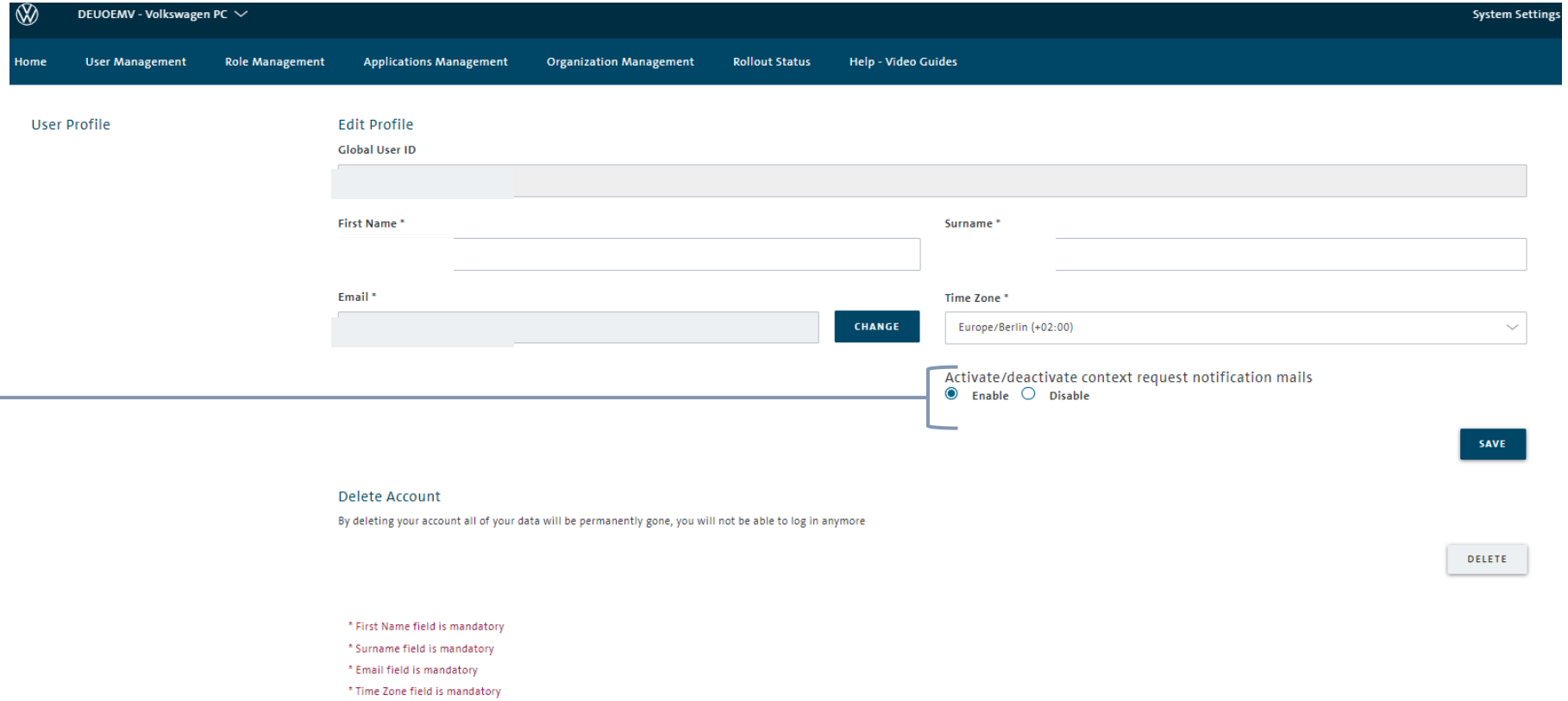
If a green TOTP button turns orange, it turns green again after four hours.

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 contextes.

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



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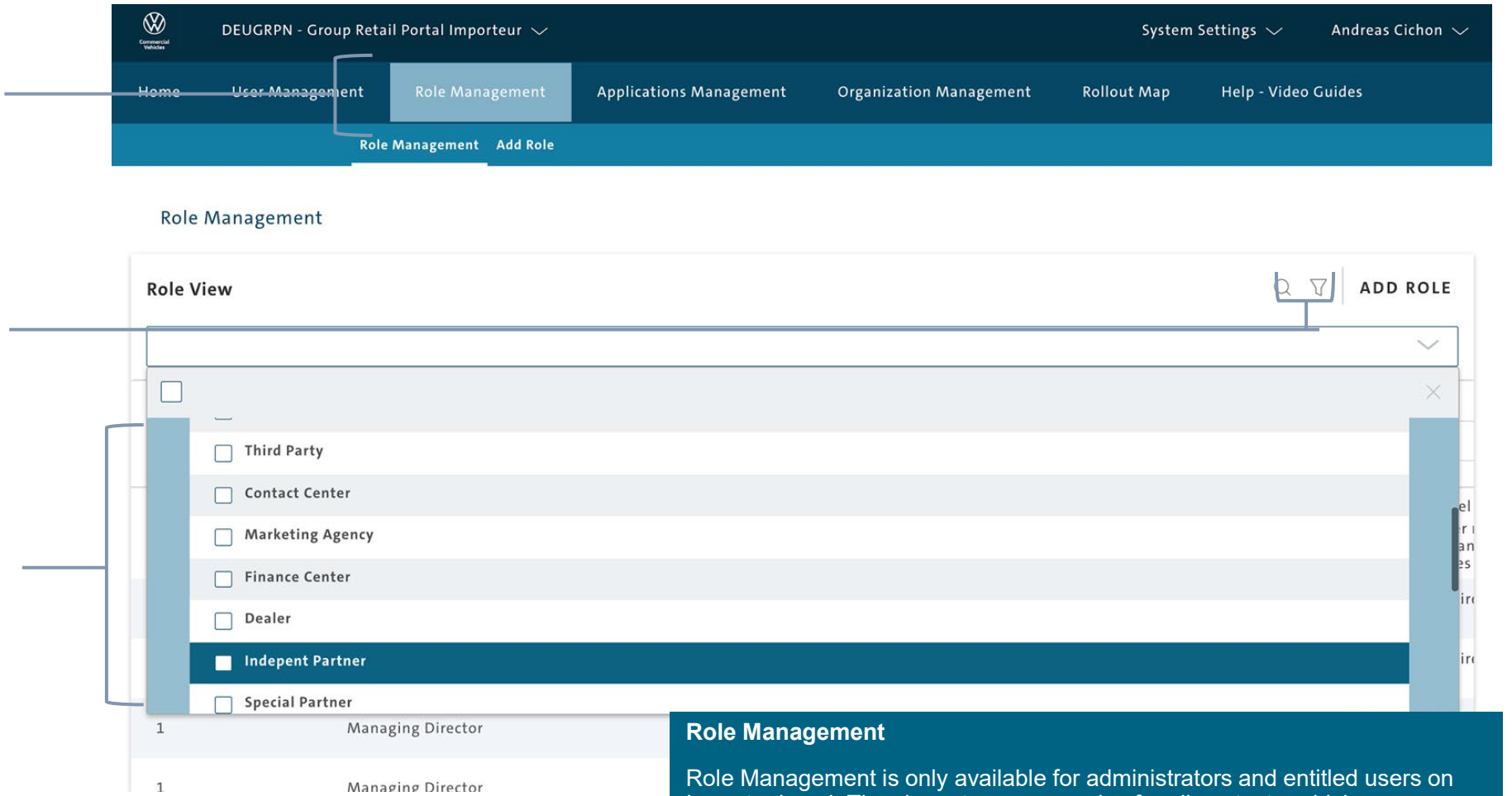
ROLE MANAGEMENT

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.



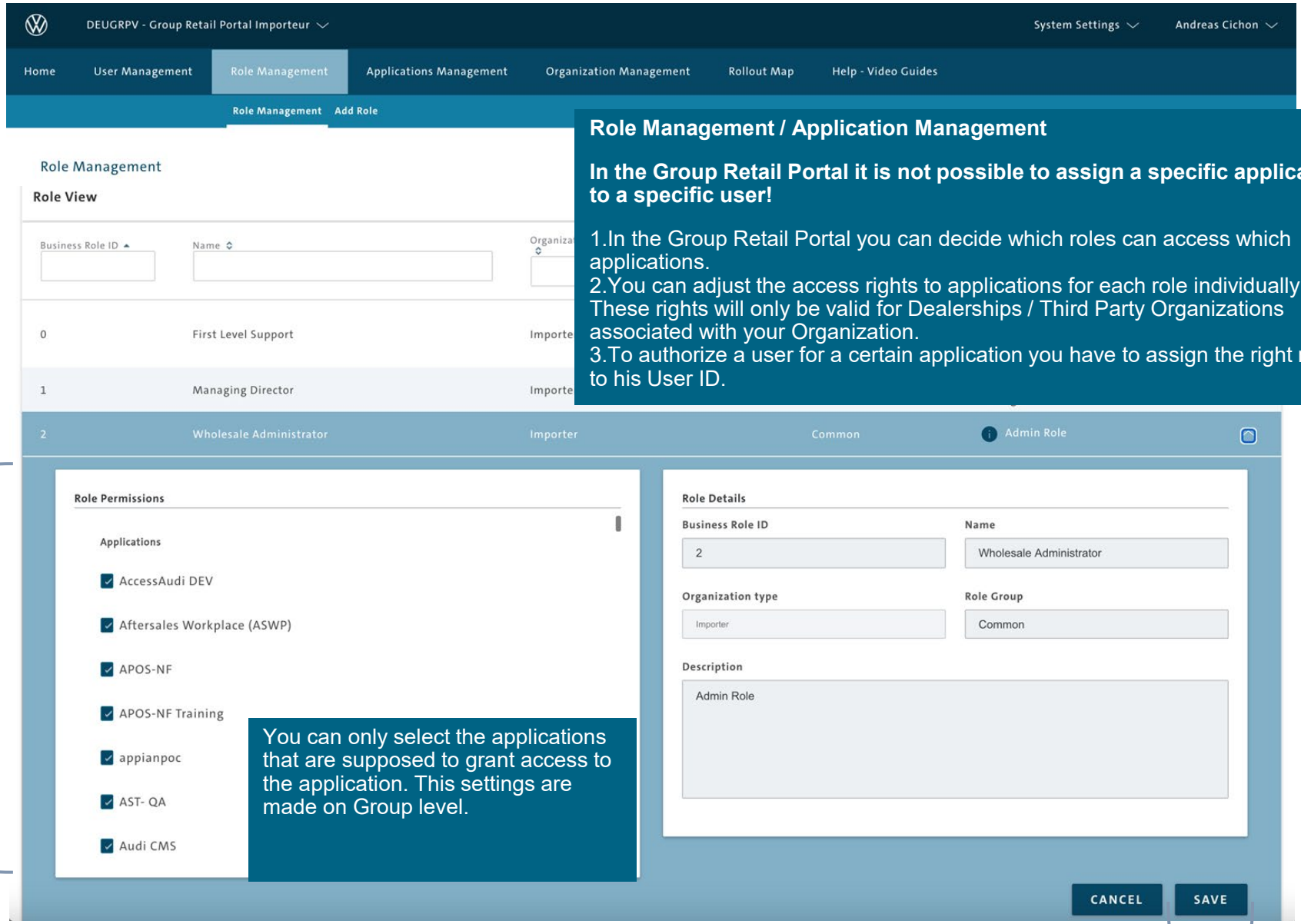
Role Management

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



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.

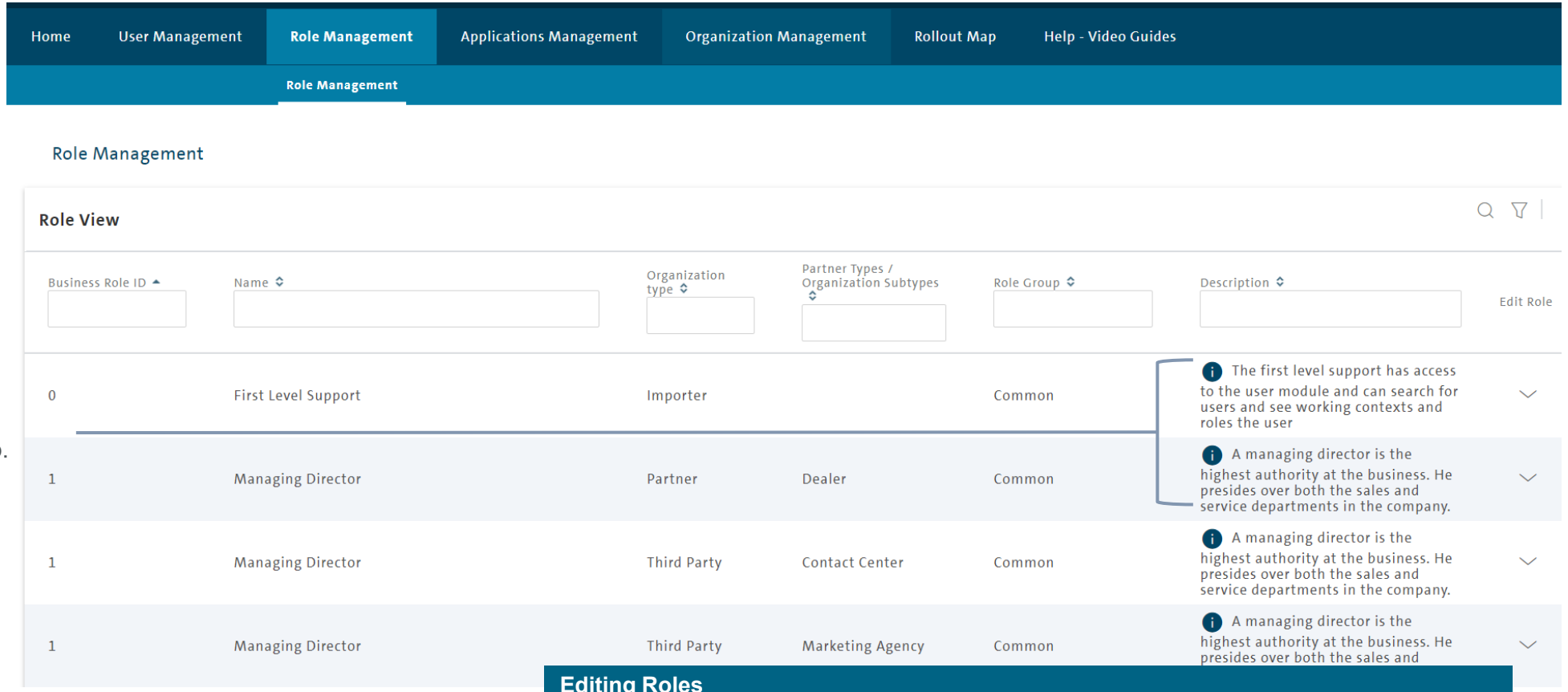
You can only select the applications that are supposed to grant access to the application. This settings are made on Group level.

Click here to save your settings.

ROLE MANAGEMENT

Edit roles 2/2

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

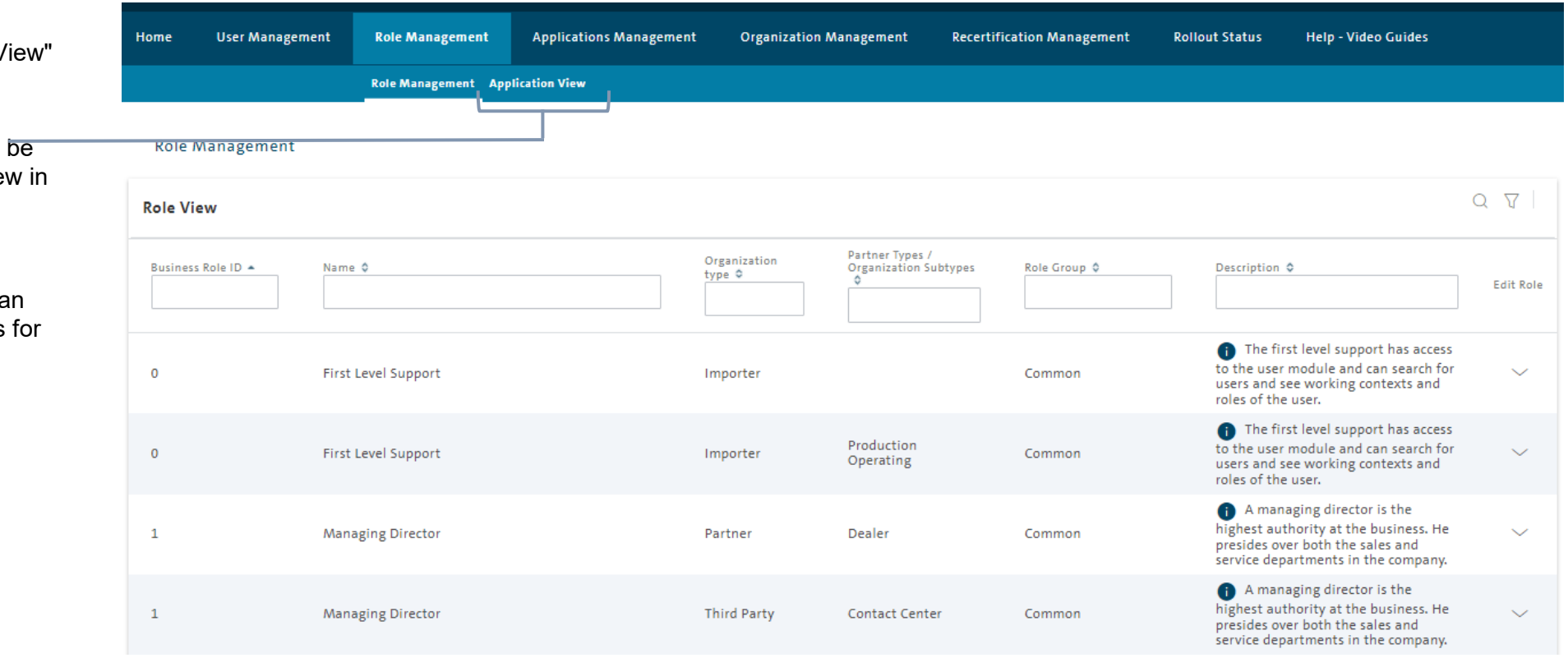
Application View 1/2

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.

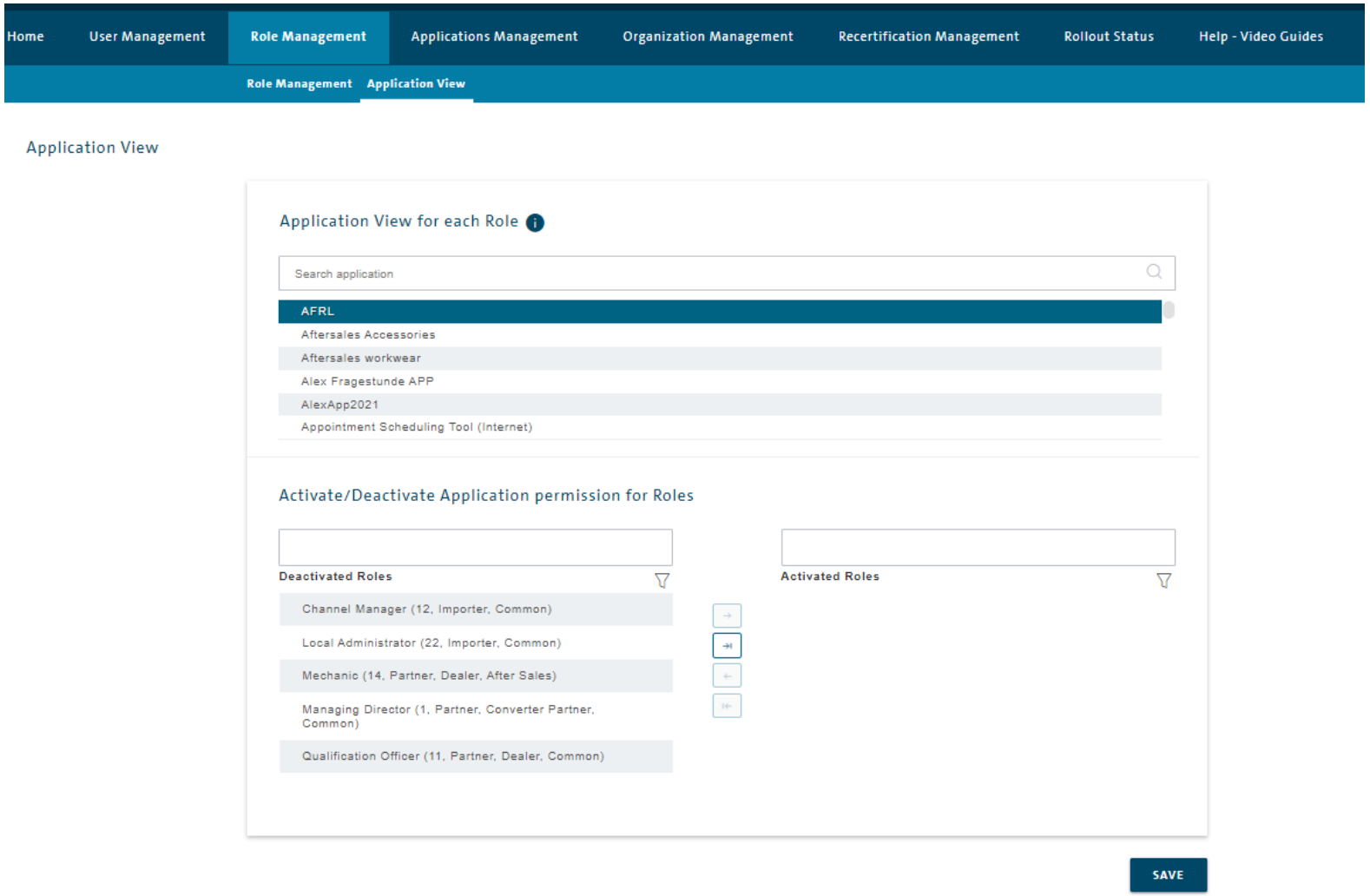
In the "Application View", the Admin can see the list of all activated applications for his context.



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.



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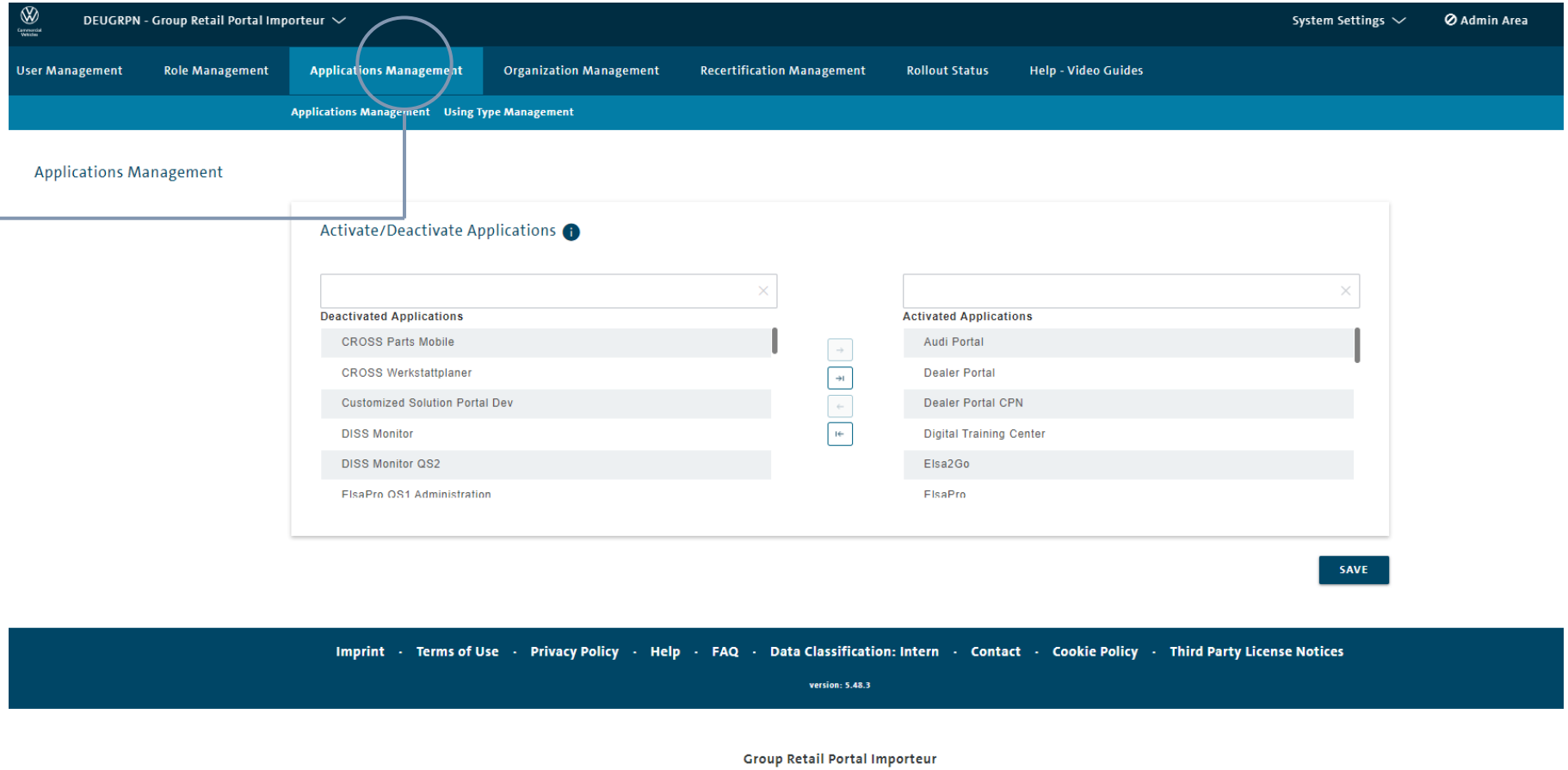
APPLICATION MANAGEMENT

Overview

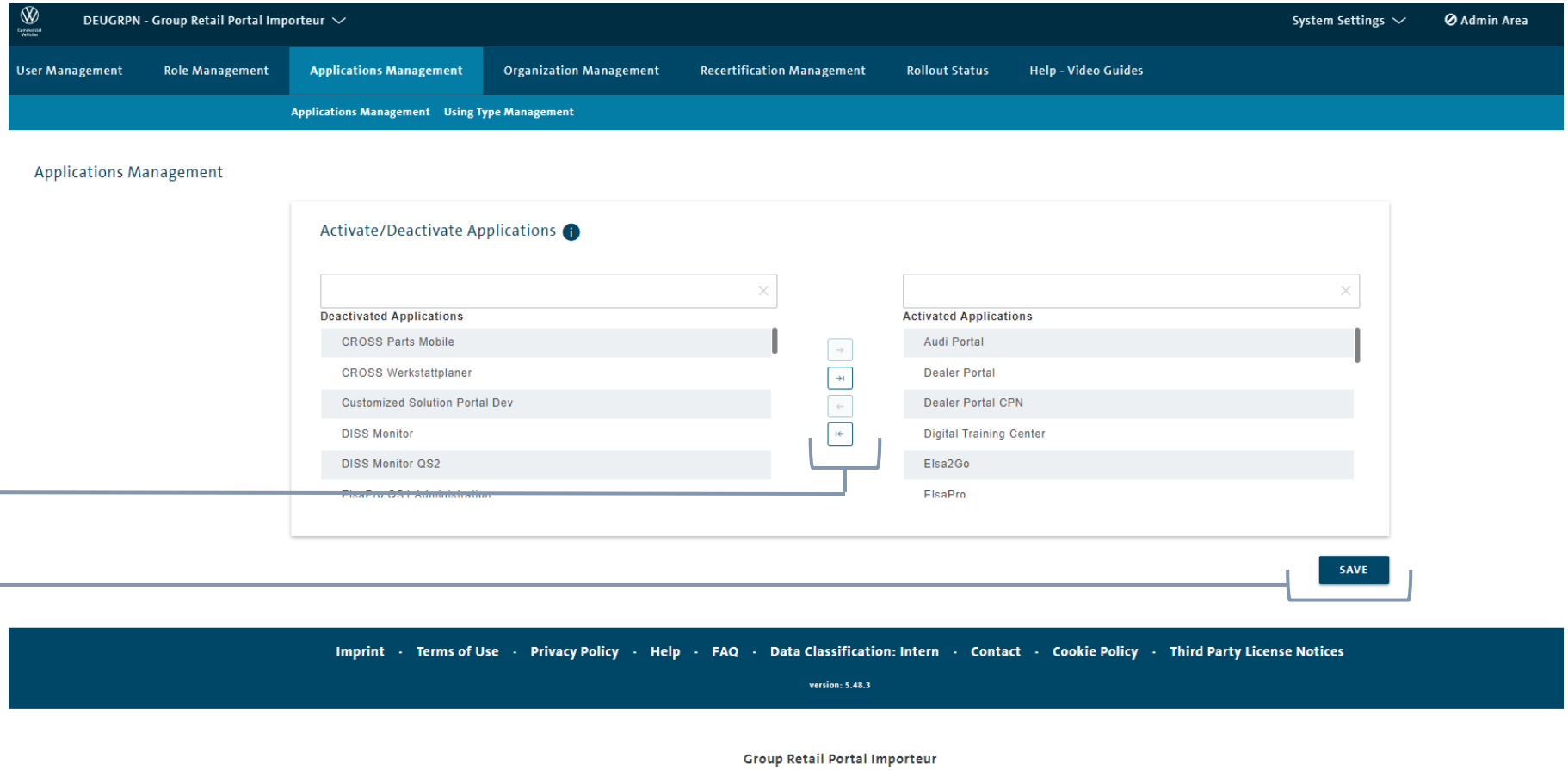


Click here to access Application Management.

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



You activate or deactivate applications by clicking on the arrows.

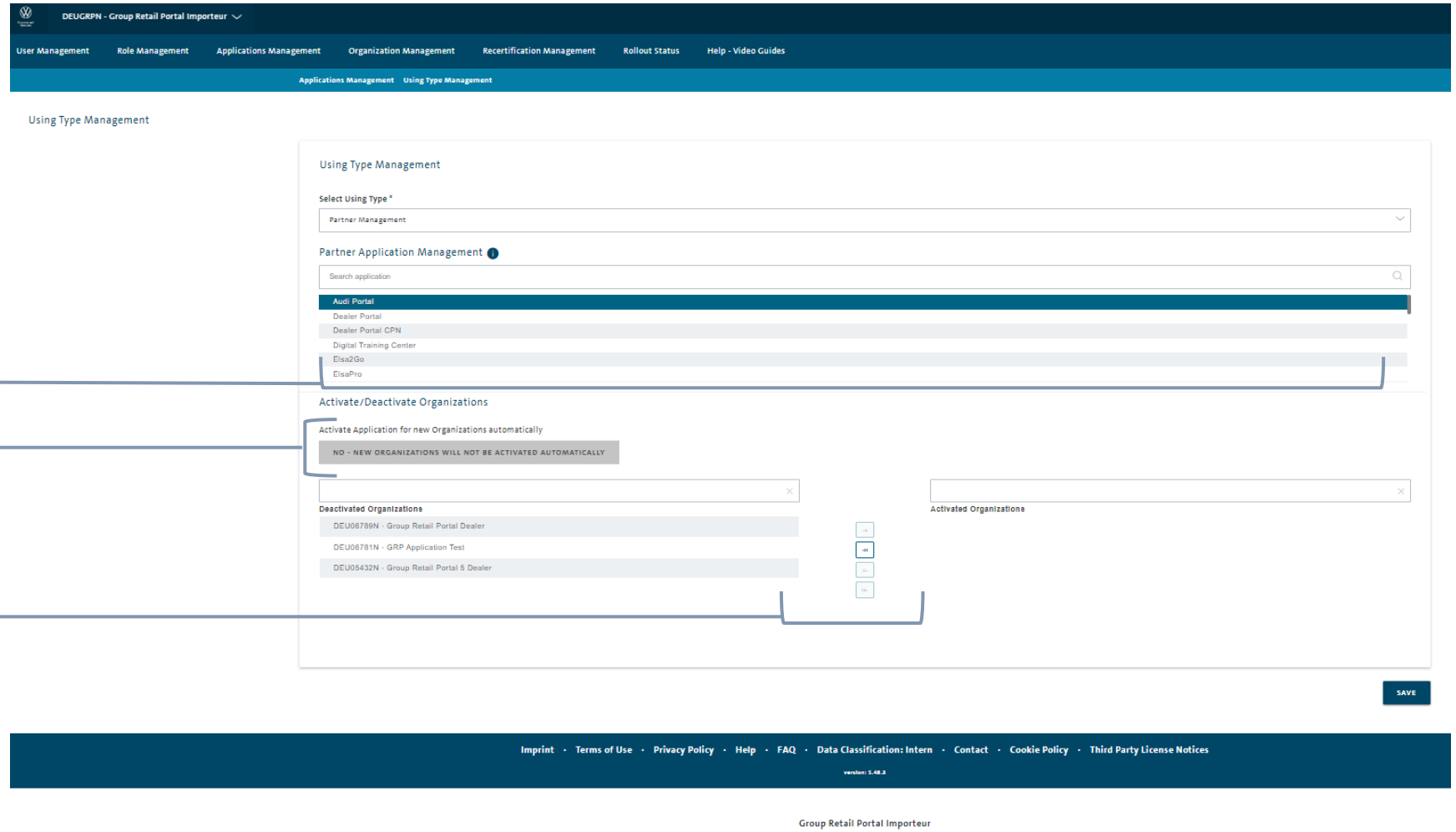
After activating or deactivating applications you have to save your changes.

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



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

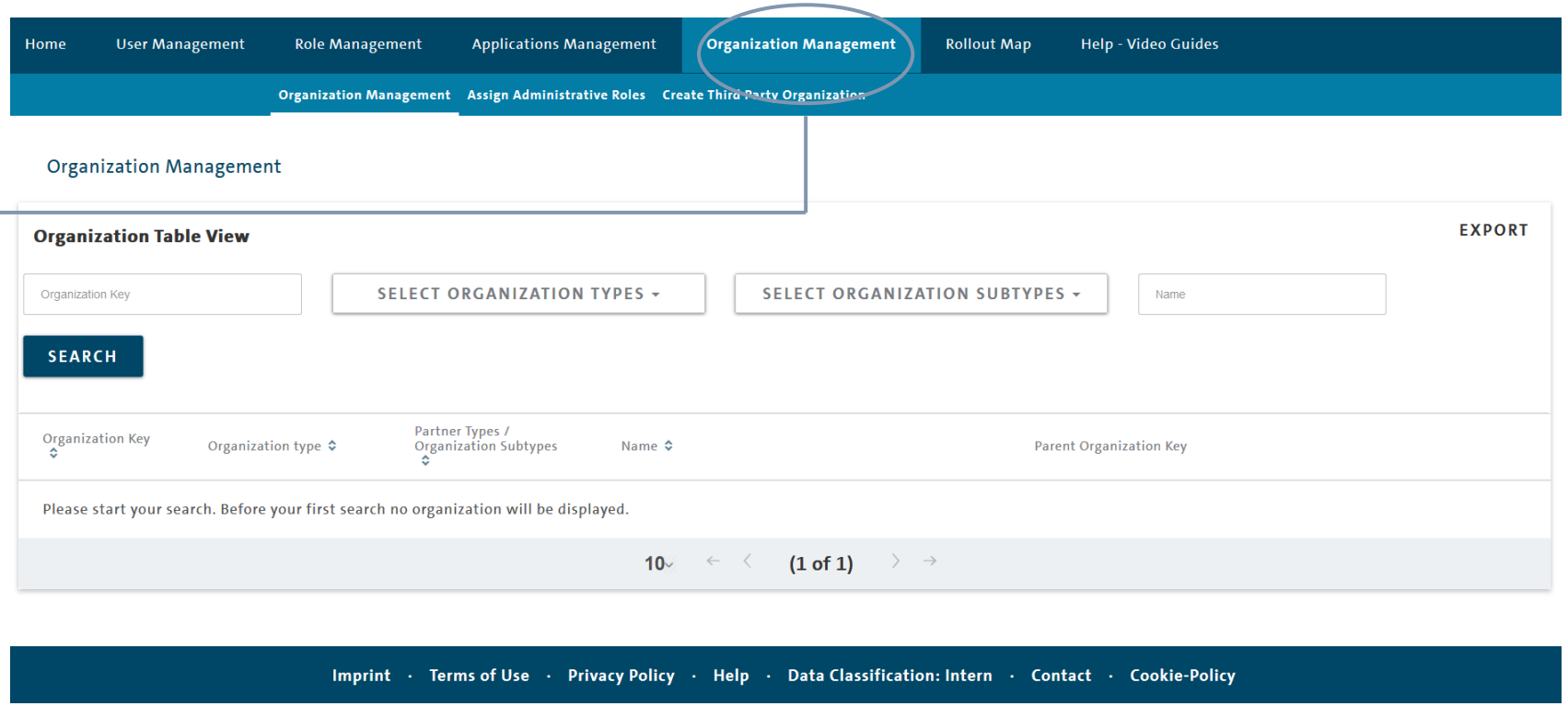
Organization table View/ Search function

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
- Partnertypes / Organization Subtypes
- Name

User click on "Search“.
Search results are displayed



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:

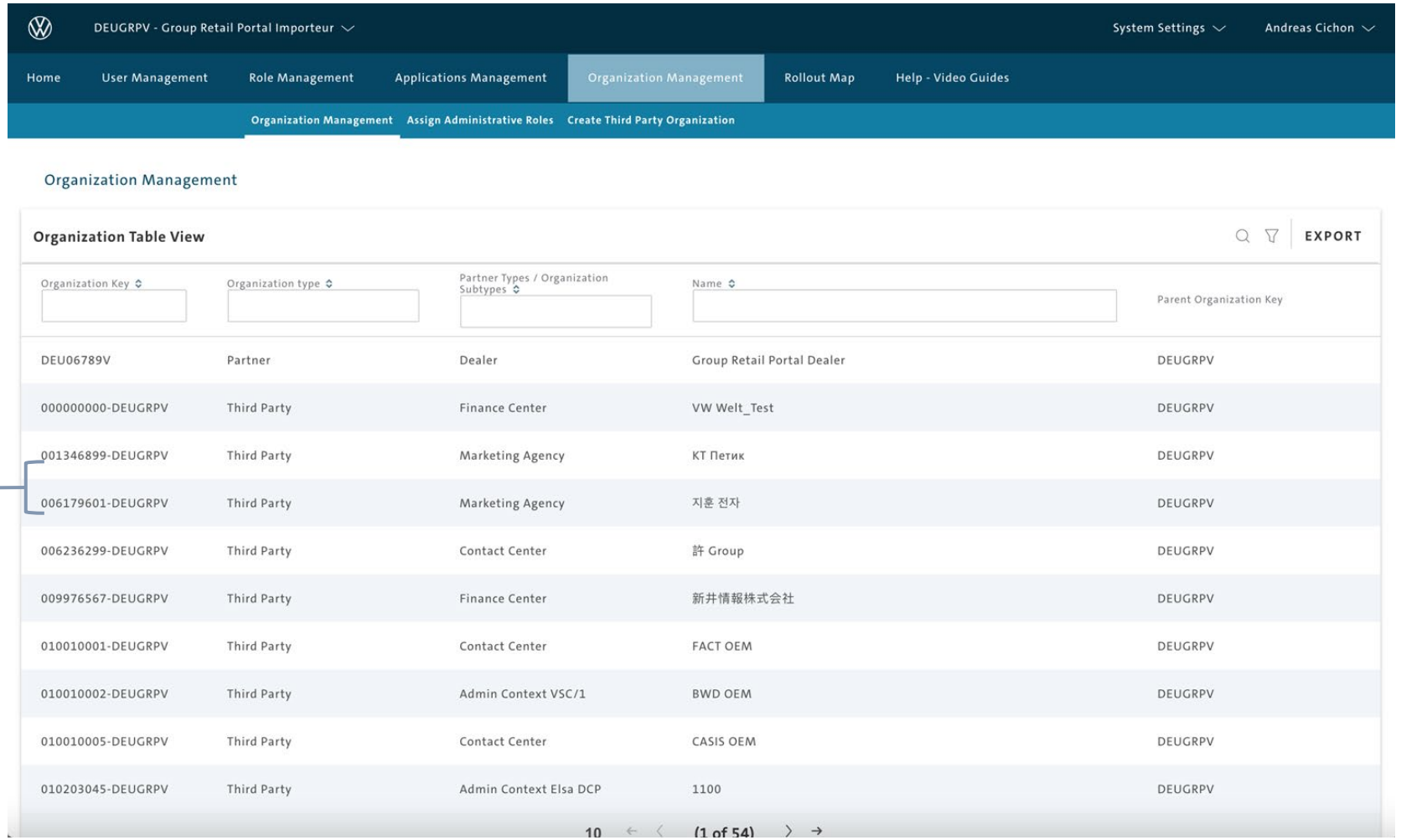
•Assign Managing Director / Local Administrator for a Dealership

•Manage Third Party Organizations

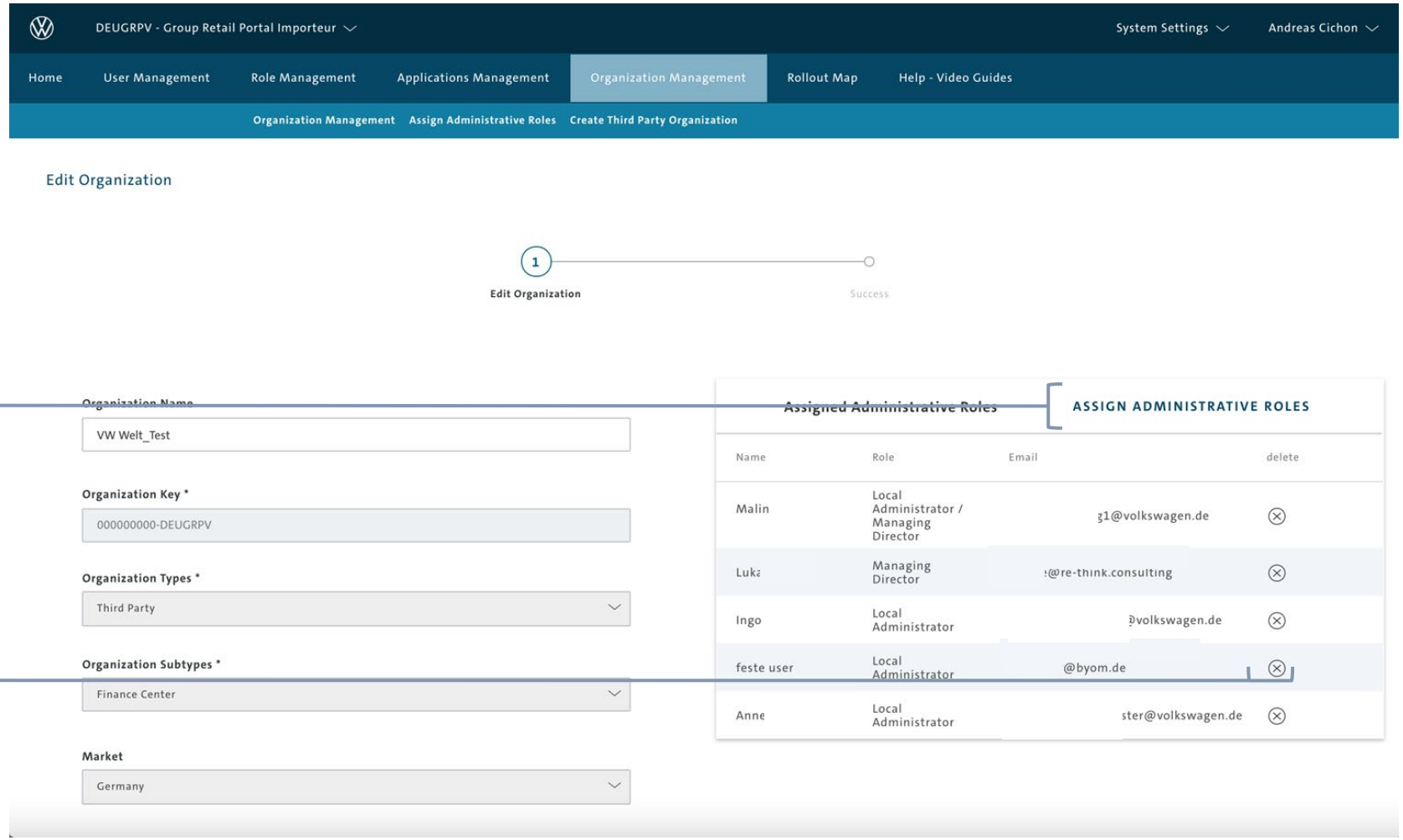
•Create Third Party Organizations

Assign Managing Director / Local Administrator 1/6

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



Assign Managing Director / Local Administrator 2/6

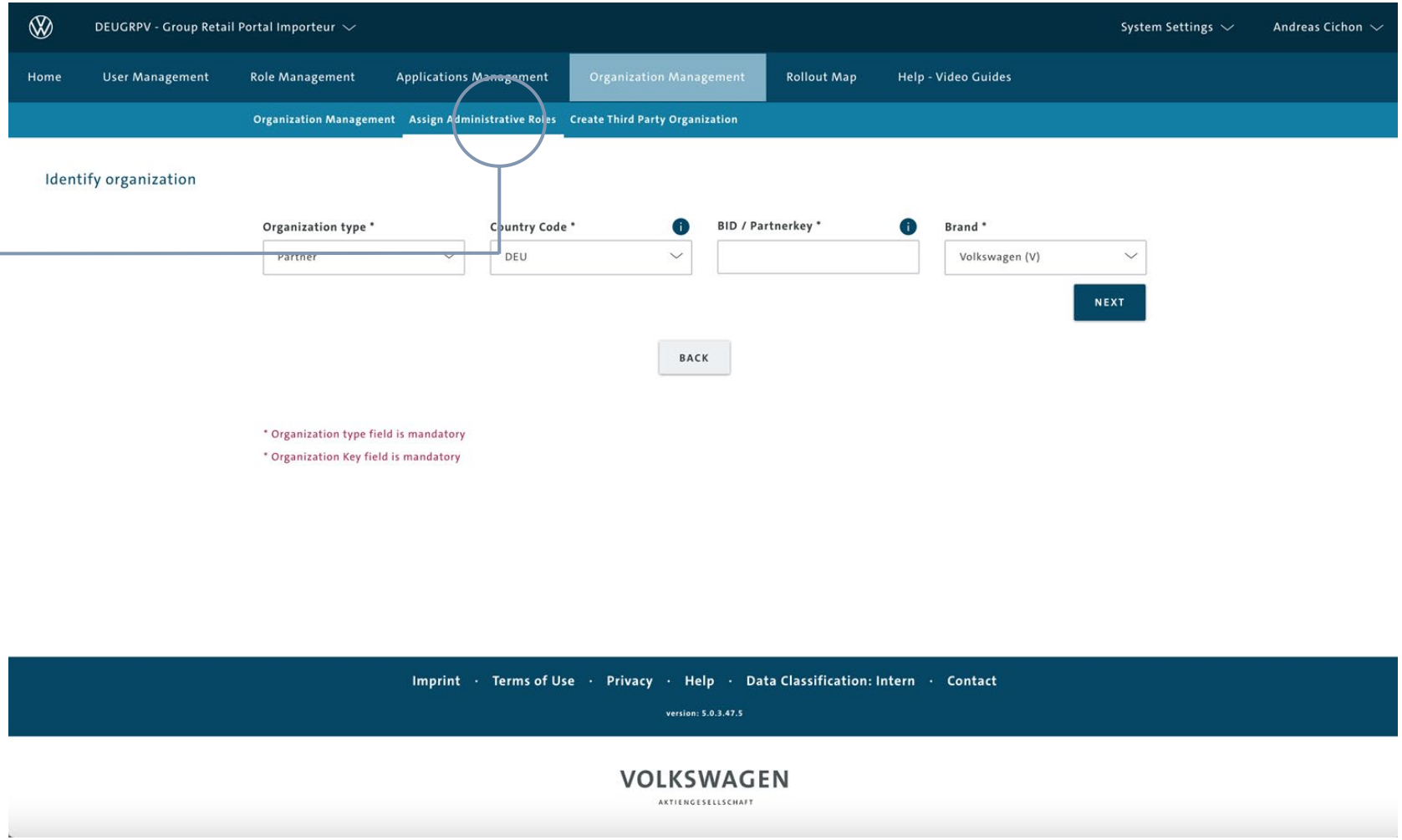


You can assign new administrators here.

Click here, to remove an administrator from the organization.

Assign Managing Director / Local Administrator 3/6

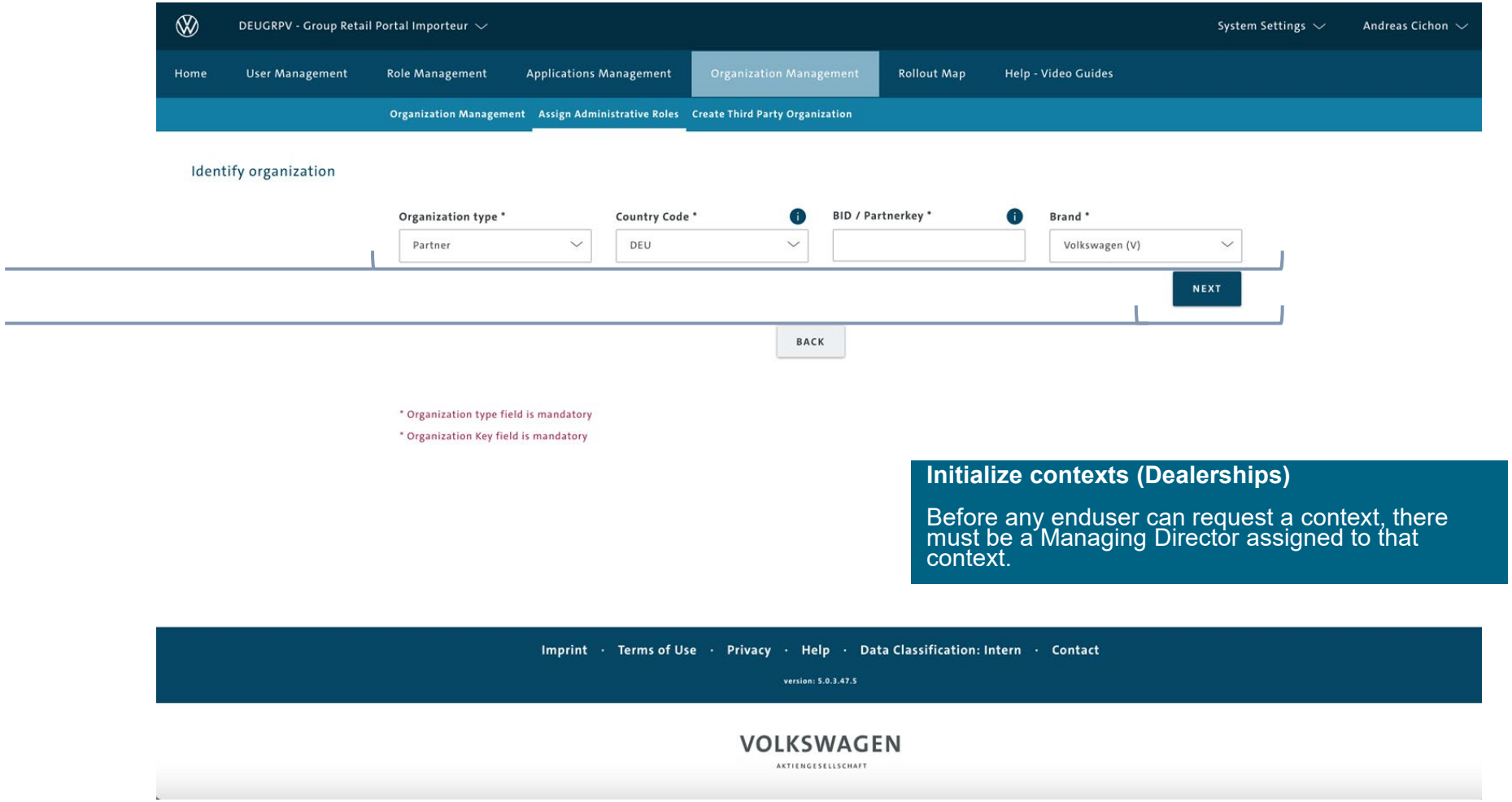
Click here to assign a new administrator to an organization.



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”.



Initialize contexts (Dealerships)

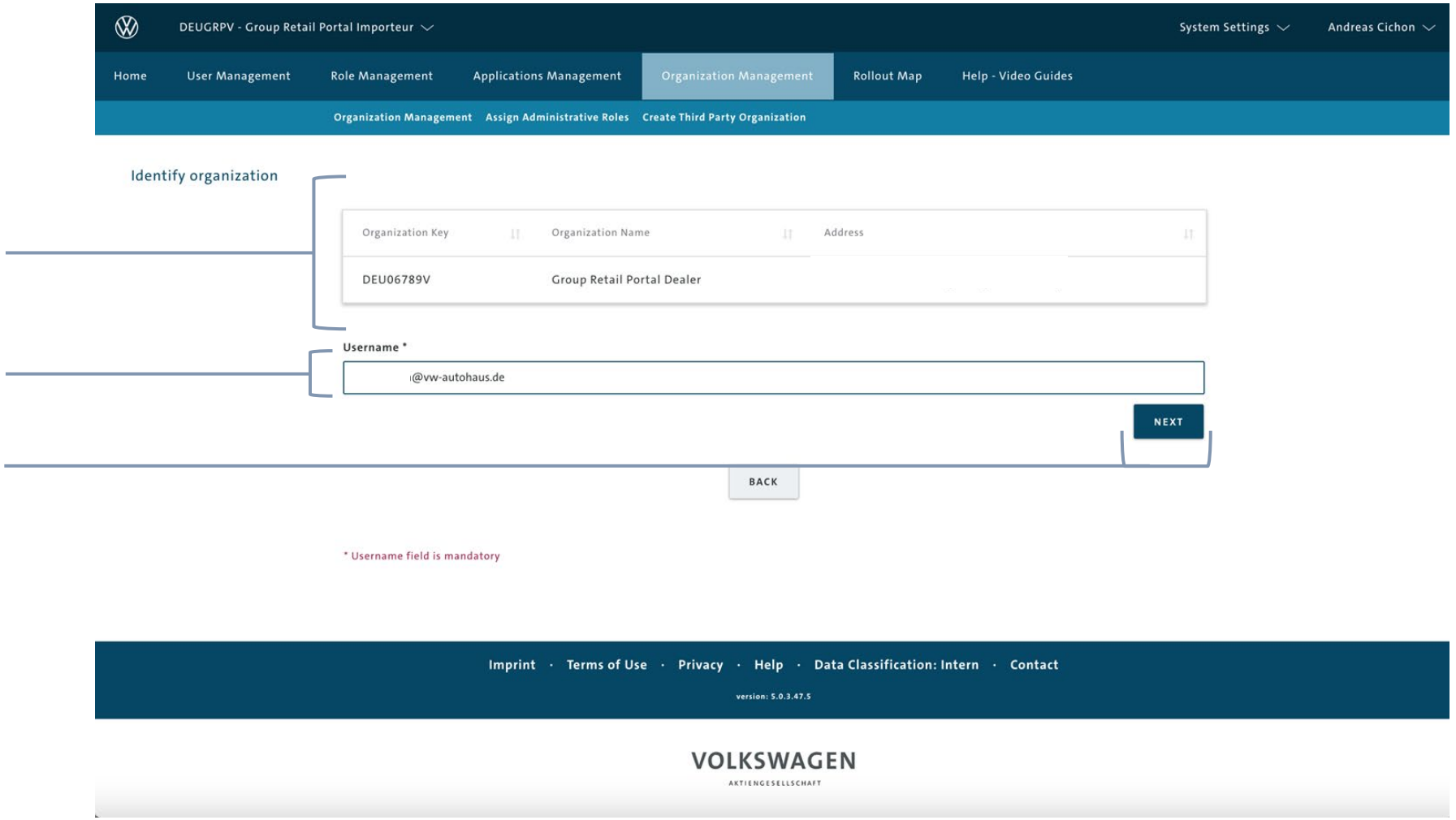
Before any enduser can request a context, there must be a Managing Director assigned to that context.

ORGANIZATION MANAGEMENT

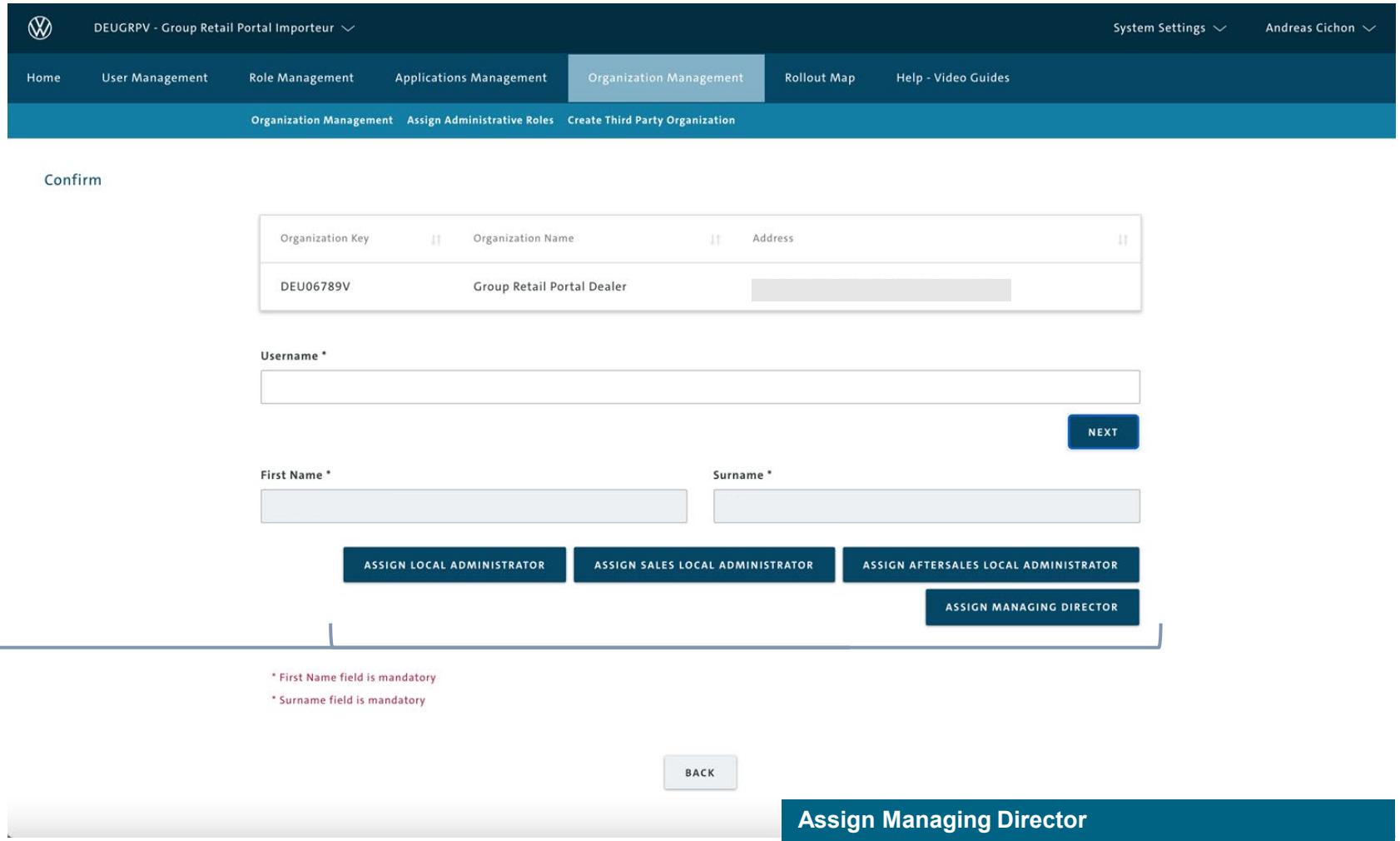
Assign Managing Director / Local Administrator 5/6

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“.



Assign Managing Director / Local Administrator 6/6



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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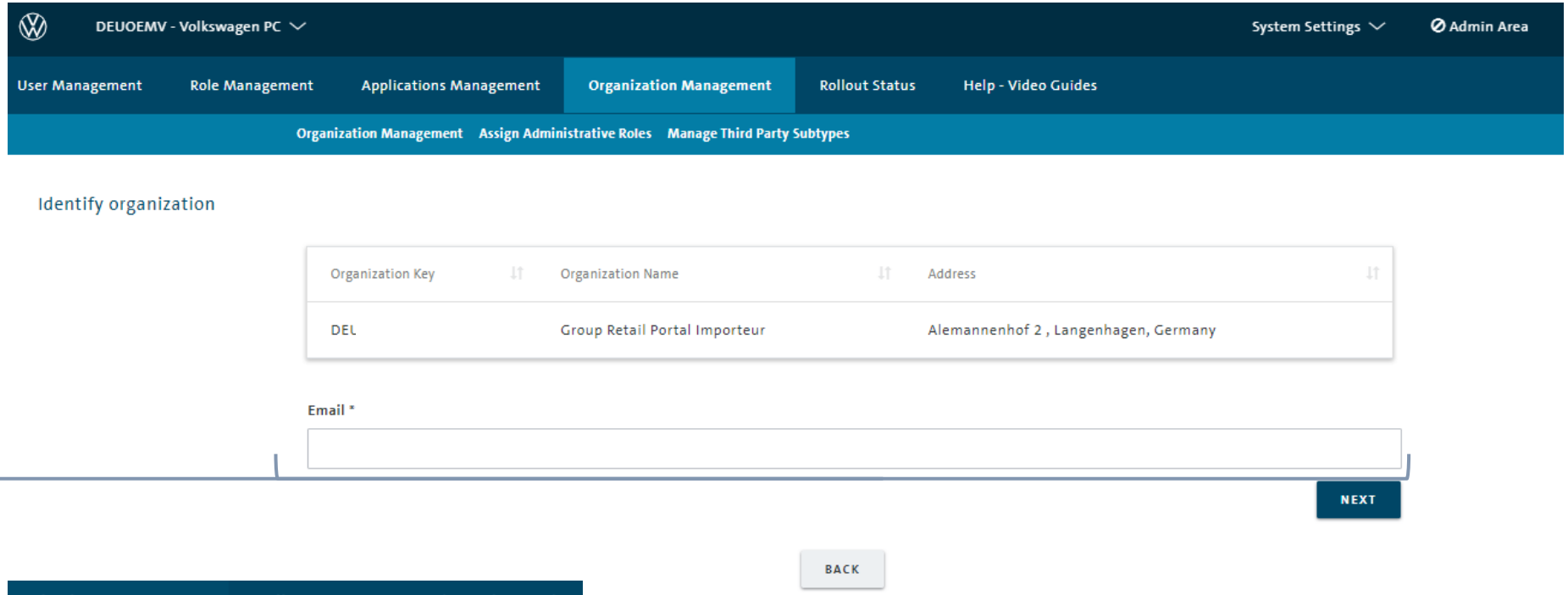
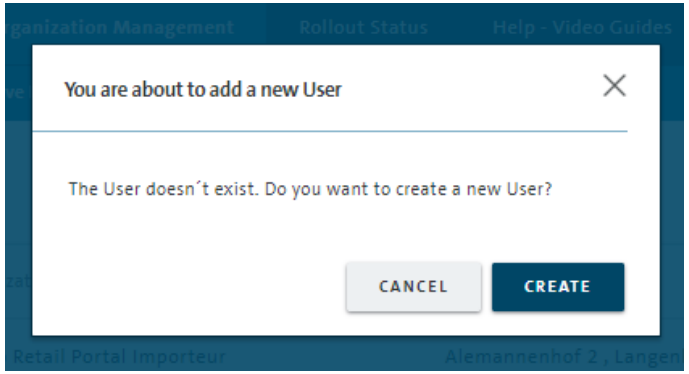
ORGANIZATION MANAGEMENT

Assign Managing Director / Local Administrator without registration 1/4

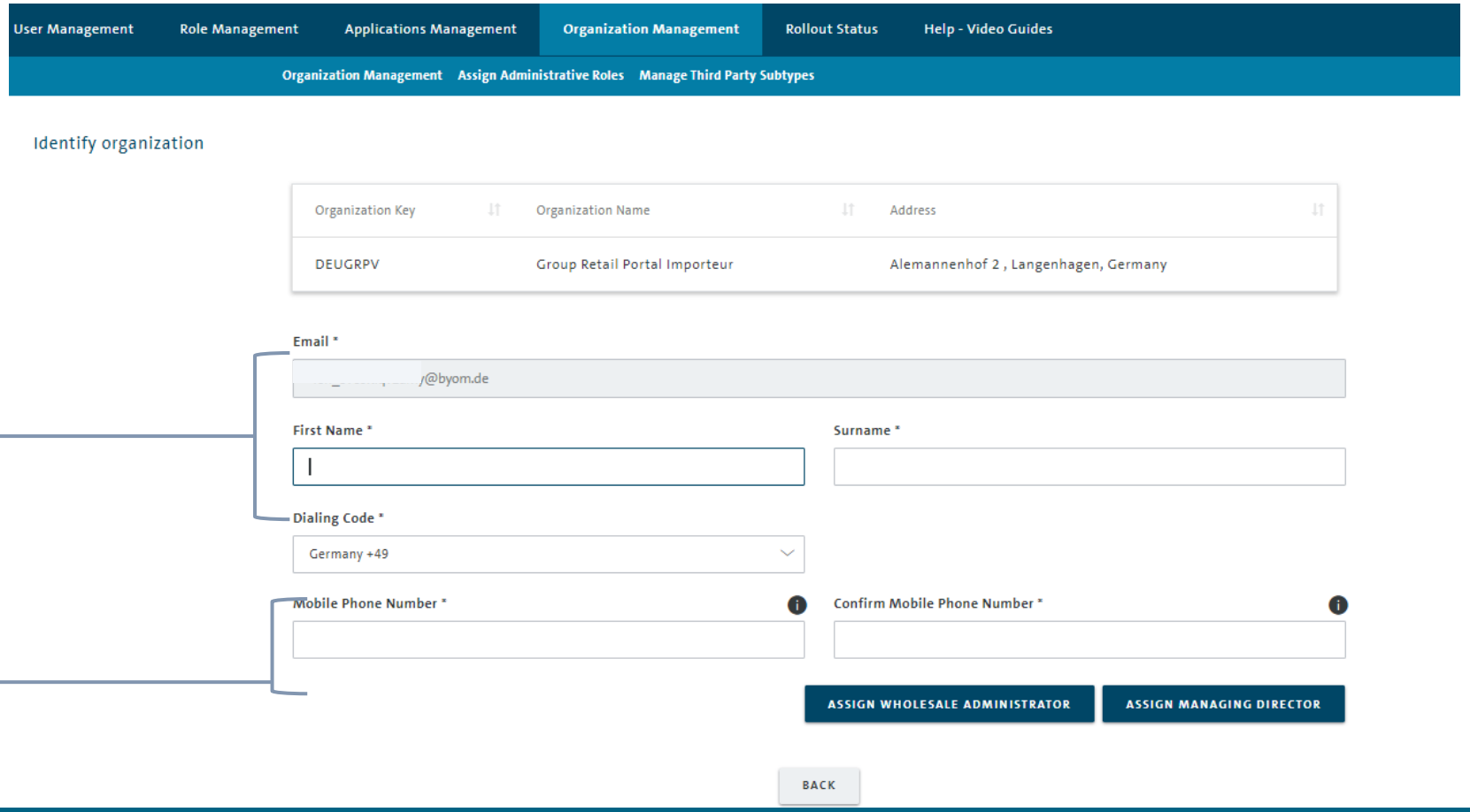


Enter the email address of the admin/managing director you want to assign to the context.



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

Assign Managing Director / Local Administrator without registration 2/4



Create the user with name and last name.

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.

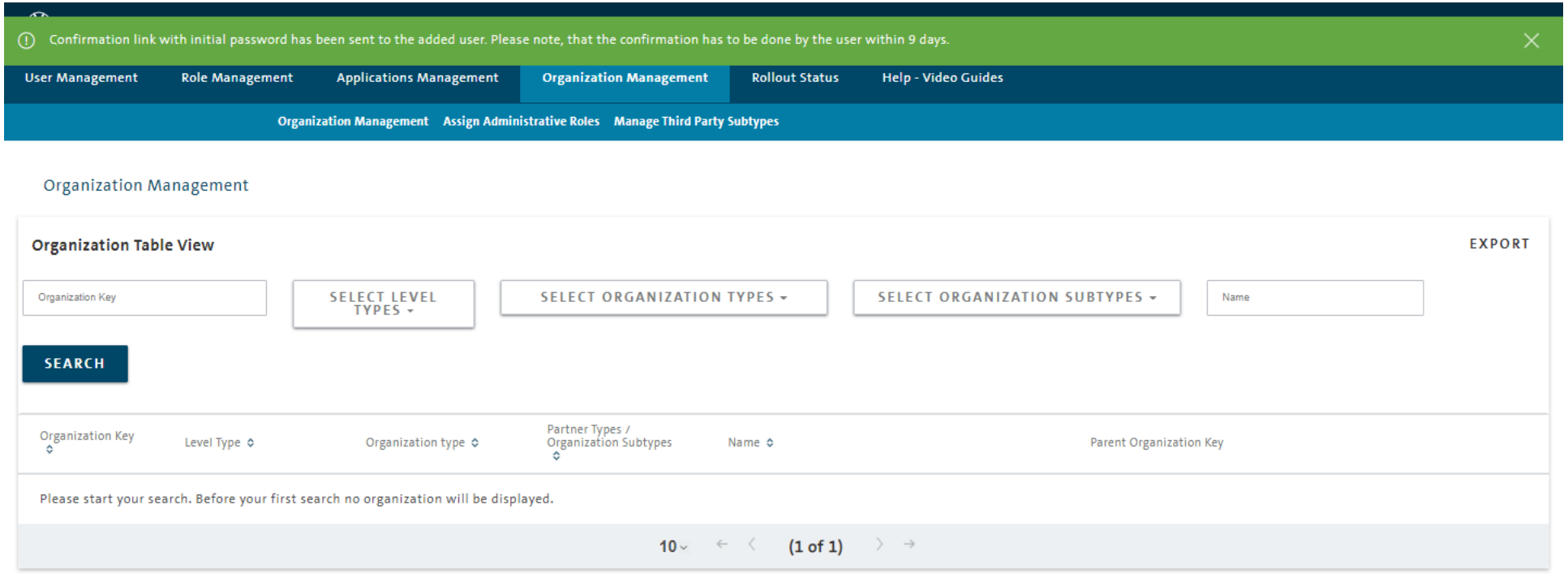
A maximum of three SMS can be sent per user.

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.

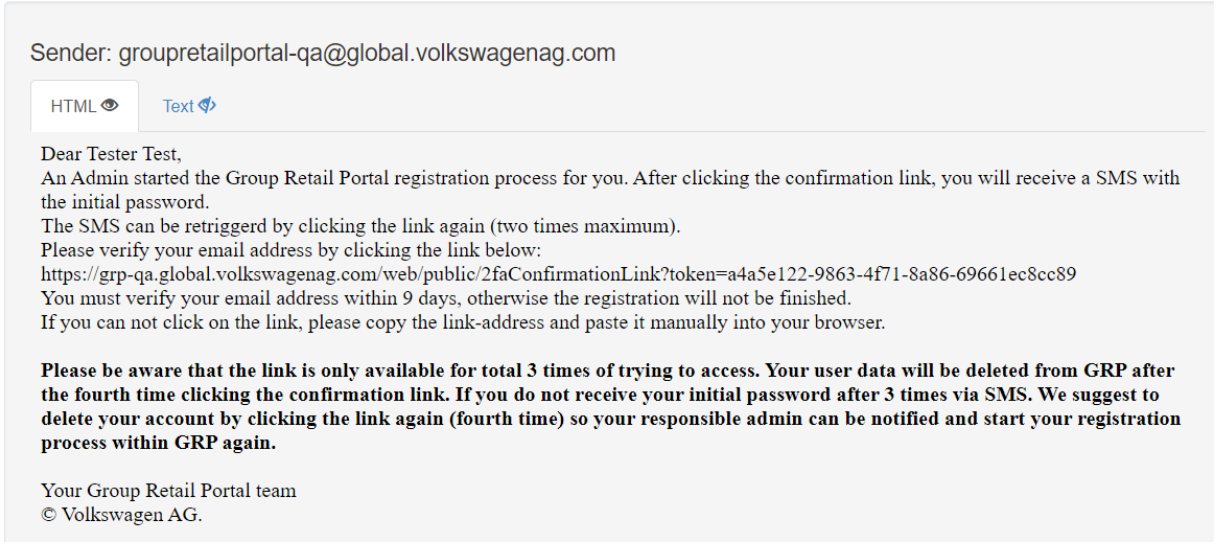
Assign Managing Director / Local Administrator without registration 3/4

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



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.



Sender: groupretailportal-qa@global.volkswagenag.com

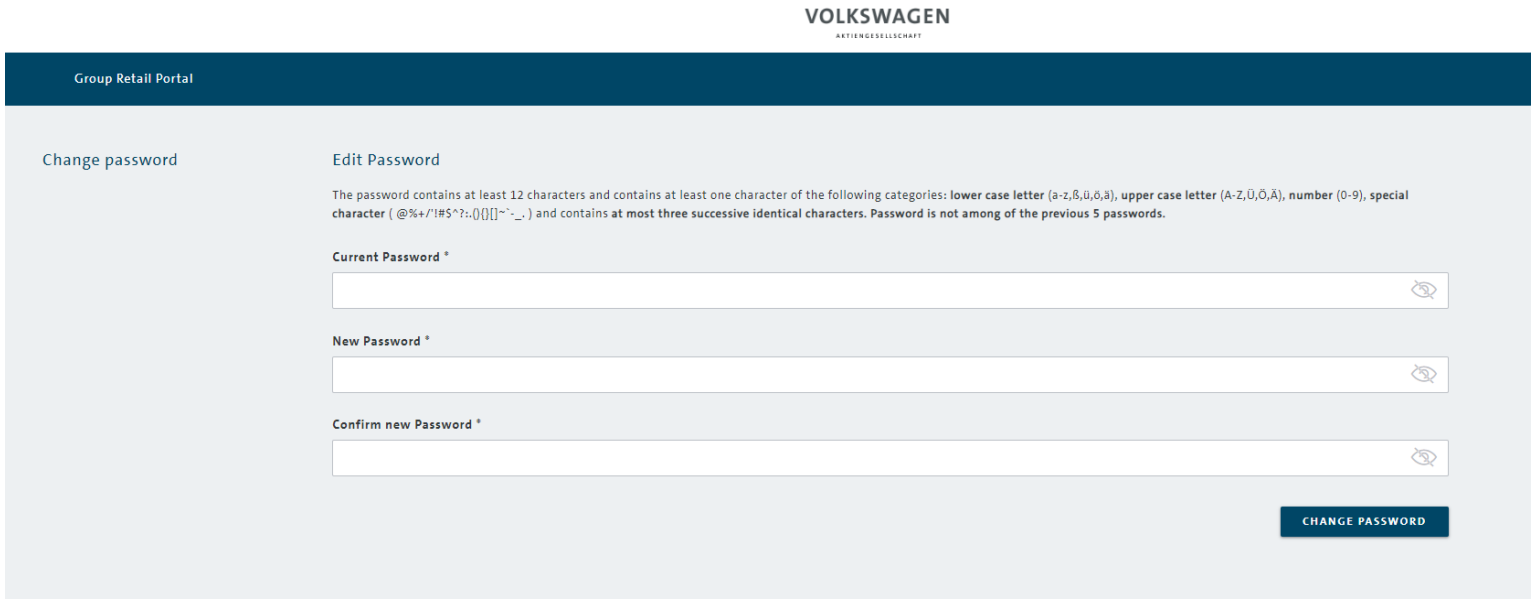
HTML Text

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 retriggerd 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
© Volkswagen AG.

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



VOLKSWAGEN
AKTIENGESELLSCHAFT

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** (@%+/'!#$^?:.(){}[]~`-_.) and contains **at most three successive identical characters. Password is not among of the previous 5 passwords.**

Current Password *

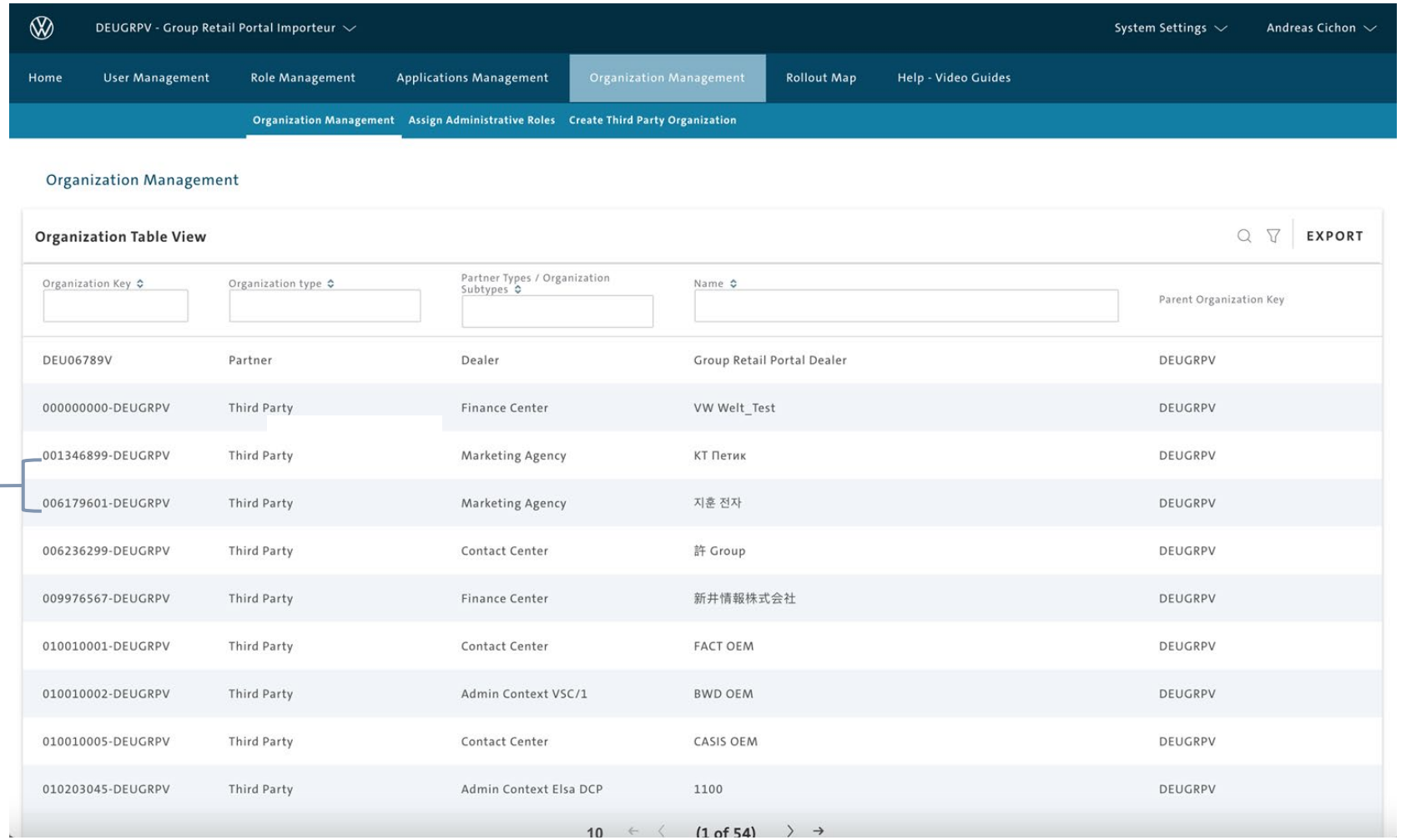
New Password *

Confirm new Password *

CHANGE PASSWORD

Edit an organization / Local Administrator 1/2

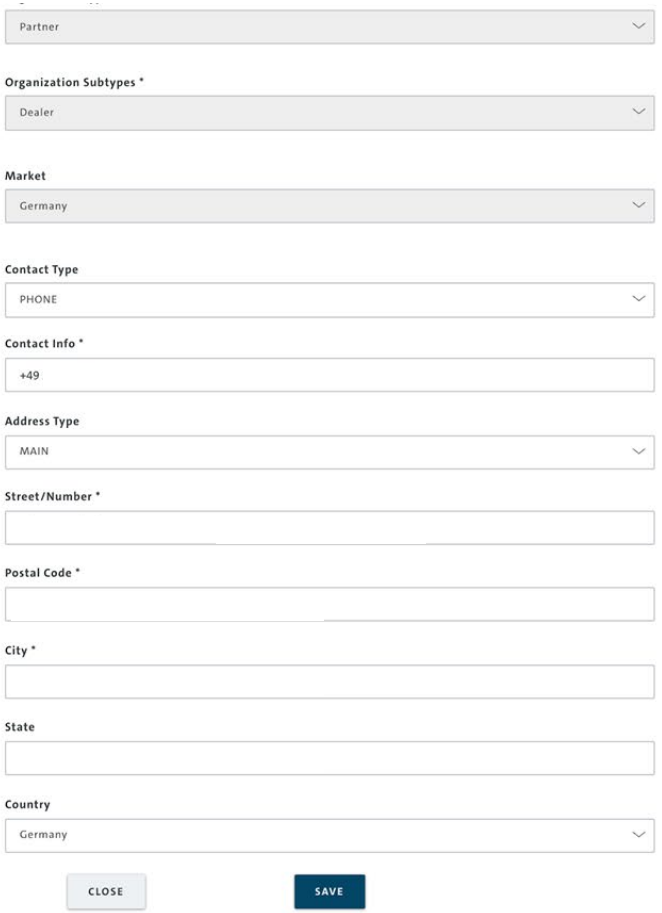
Double click here to edit an organization. A new window will open.



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.



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- RECERTIFICATION PROCESS
- LEGAL DOCUMENTS - Wholesale Admin

IV ROLLOUT MAP - Wholesale Admin / Managing Director

HELP VIDEO GUIDES

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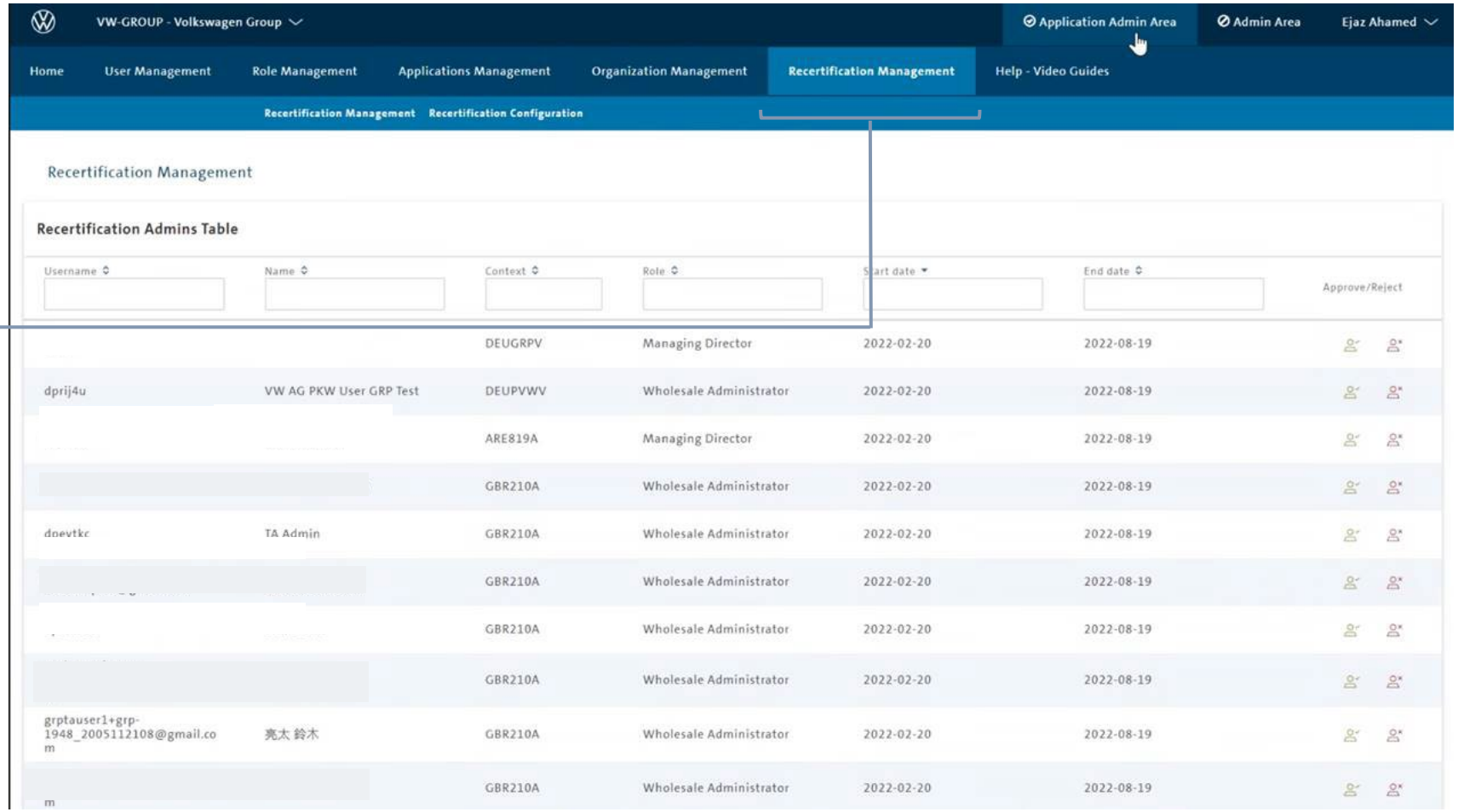
RECERTIFICATION PROCESS

Recertification Management

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

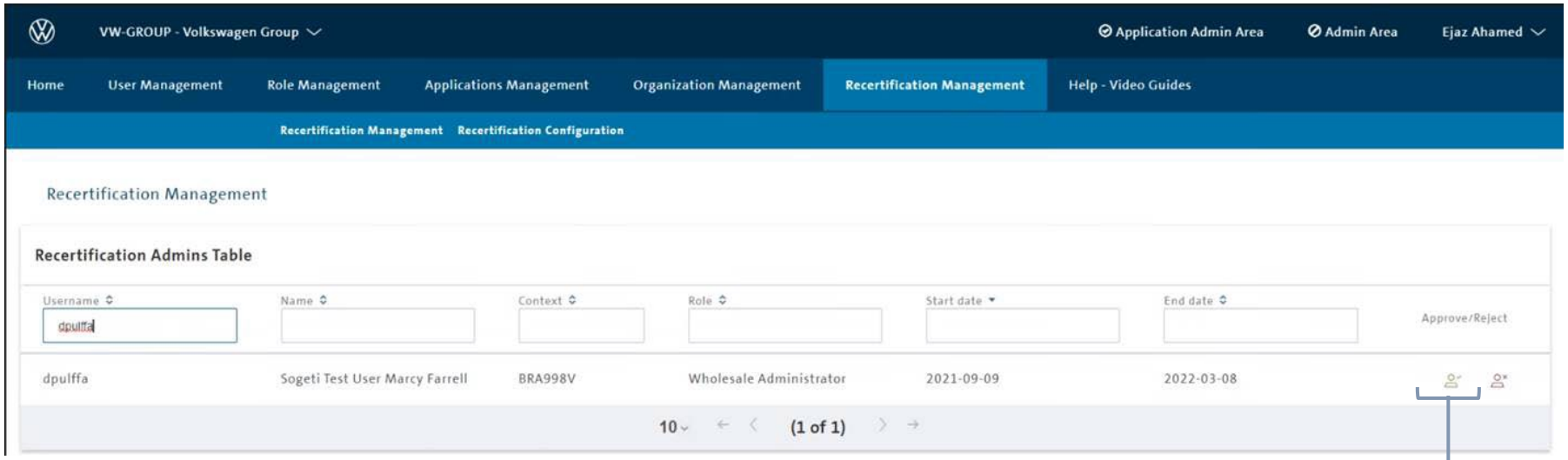
The Table view will keep you informed about the deadline of this job.



RECERTIFICATION PROCESS

Recertification Approval

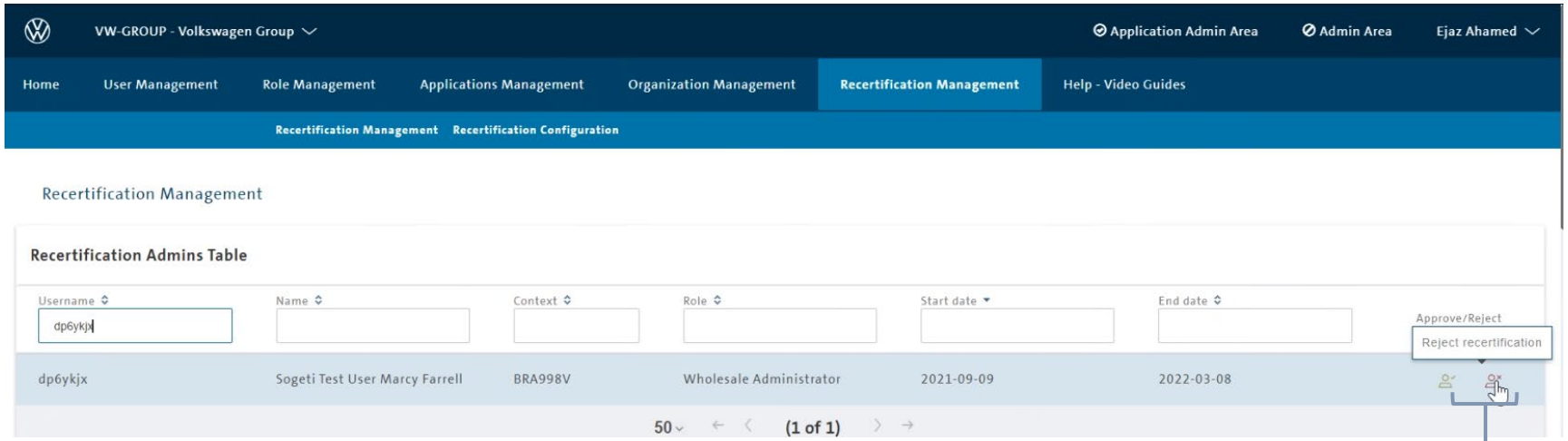
If you have approved the user, please click on the green icon. User will still remain in the working context.



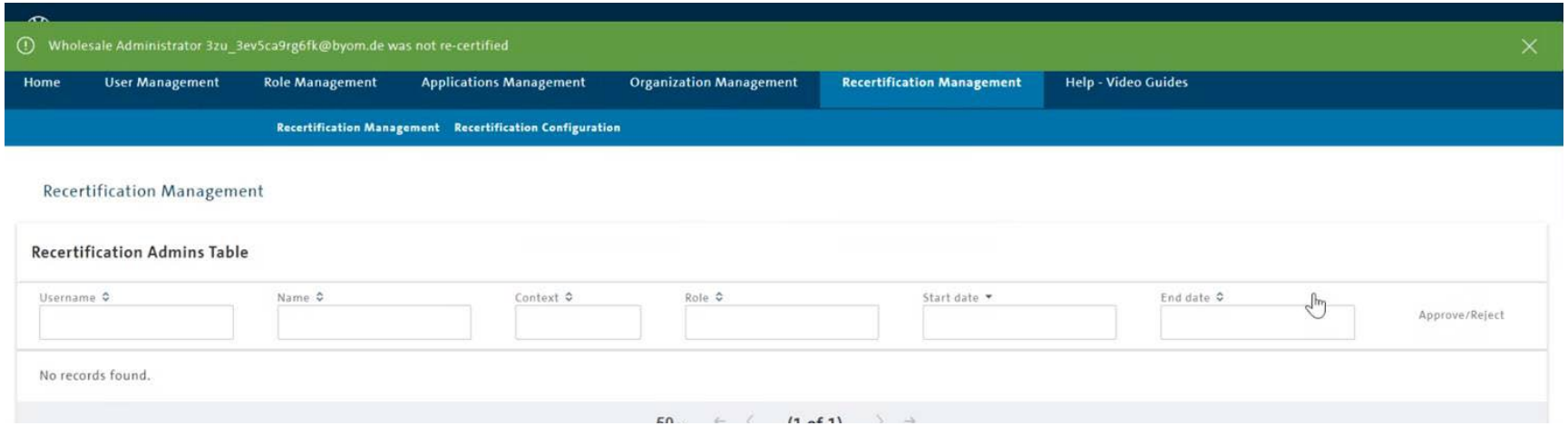
After approval you will get the confirmation of a successful recertification.

Recertification Rejection

If you won´t give approval for a user, choose the red icon to reject the recertification.

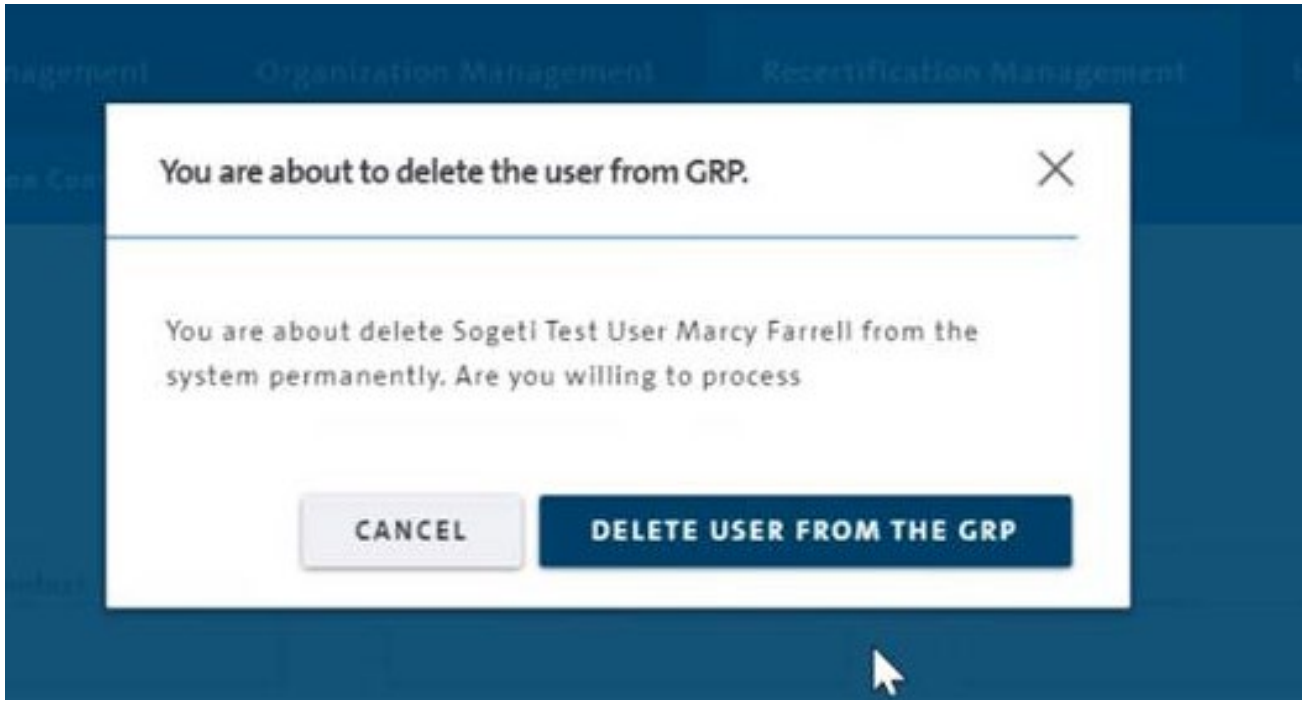


After rejection you will get the confirmation of a successful rejection. User is not re-certfied.



Recertification Rejection

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

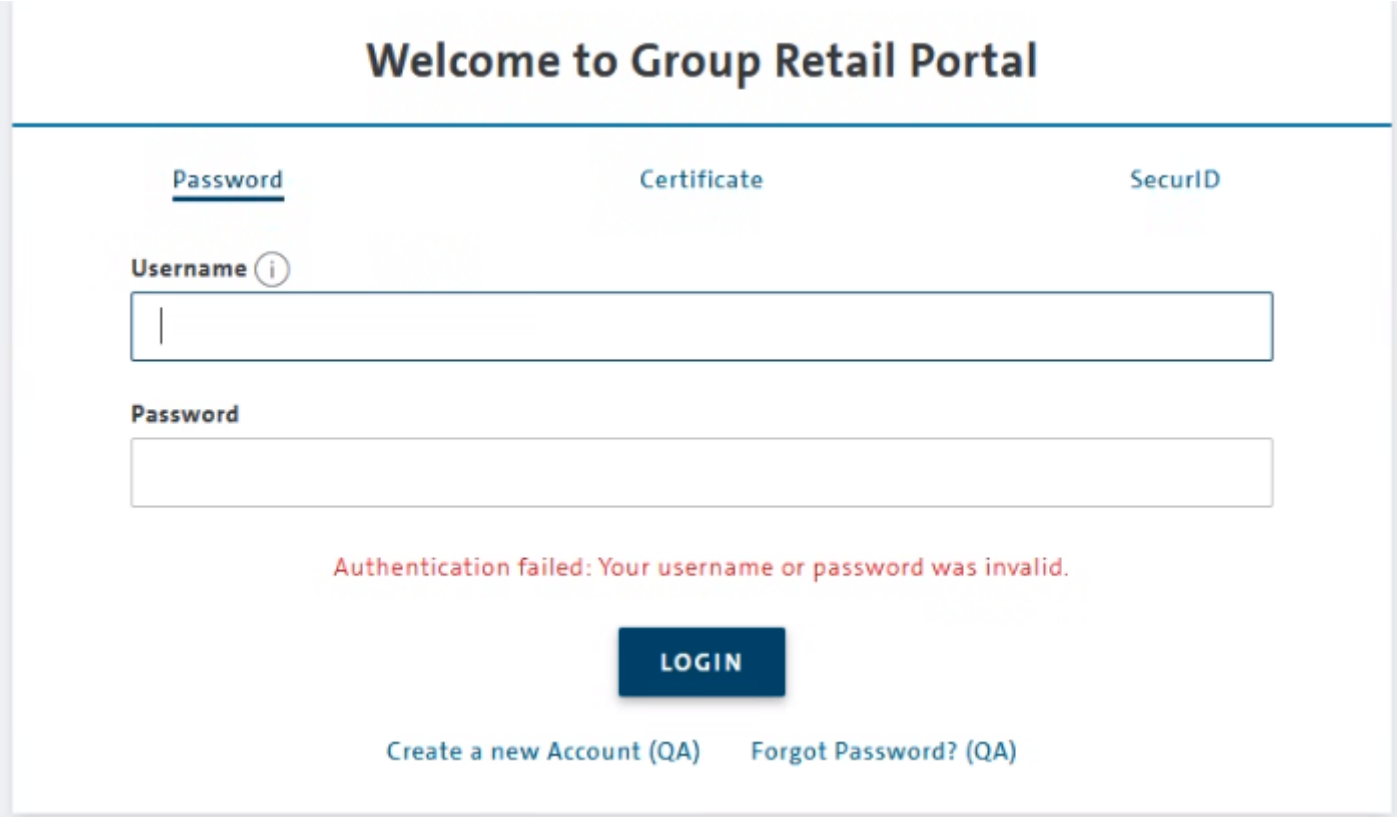


Rejection of a User

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 ist own recertificatio process.

Recertification Rejection

After successful rejection, user won´t be able to login again.



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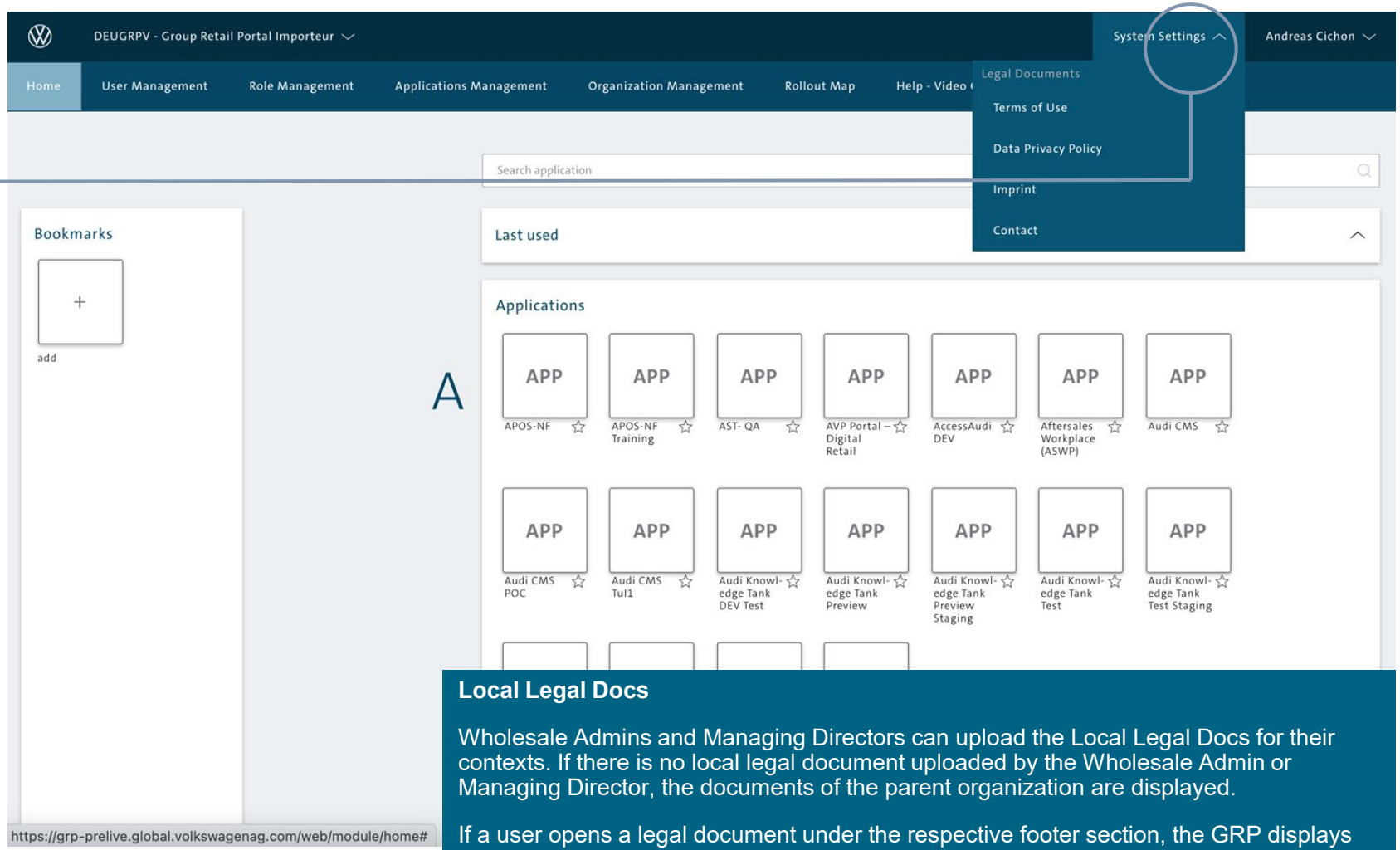
LEGAL DOCUMENTS

Overview

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

Choose one of the options:
- Terms of Use
- Data Privacy Policy
- Imprint
- Contact



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.

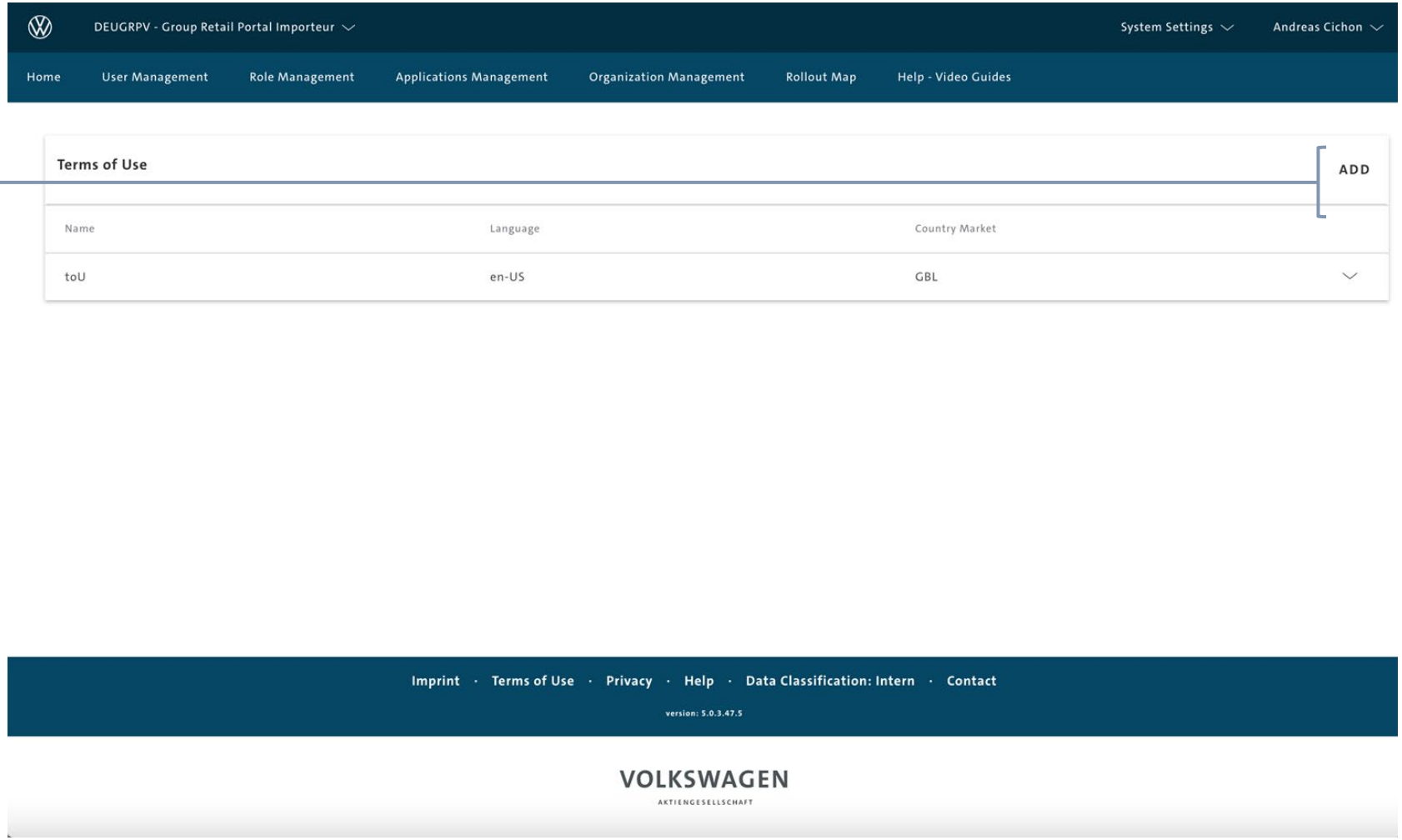
If a user opens a legal document under the respective footer section, the GRP displays the legal document in the language of the user.

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.



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.

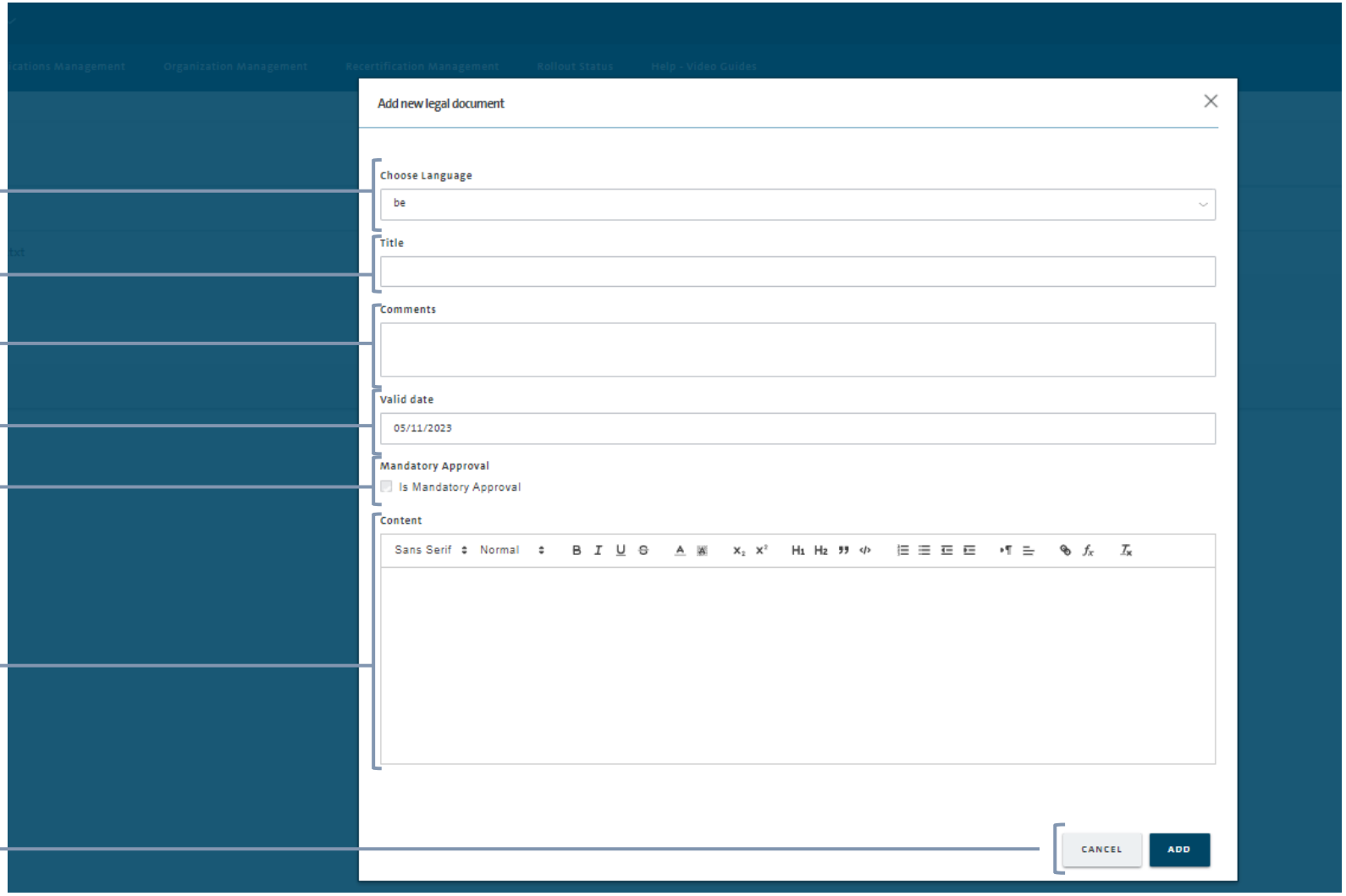
Optional: leave a comment, if necessary.

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.

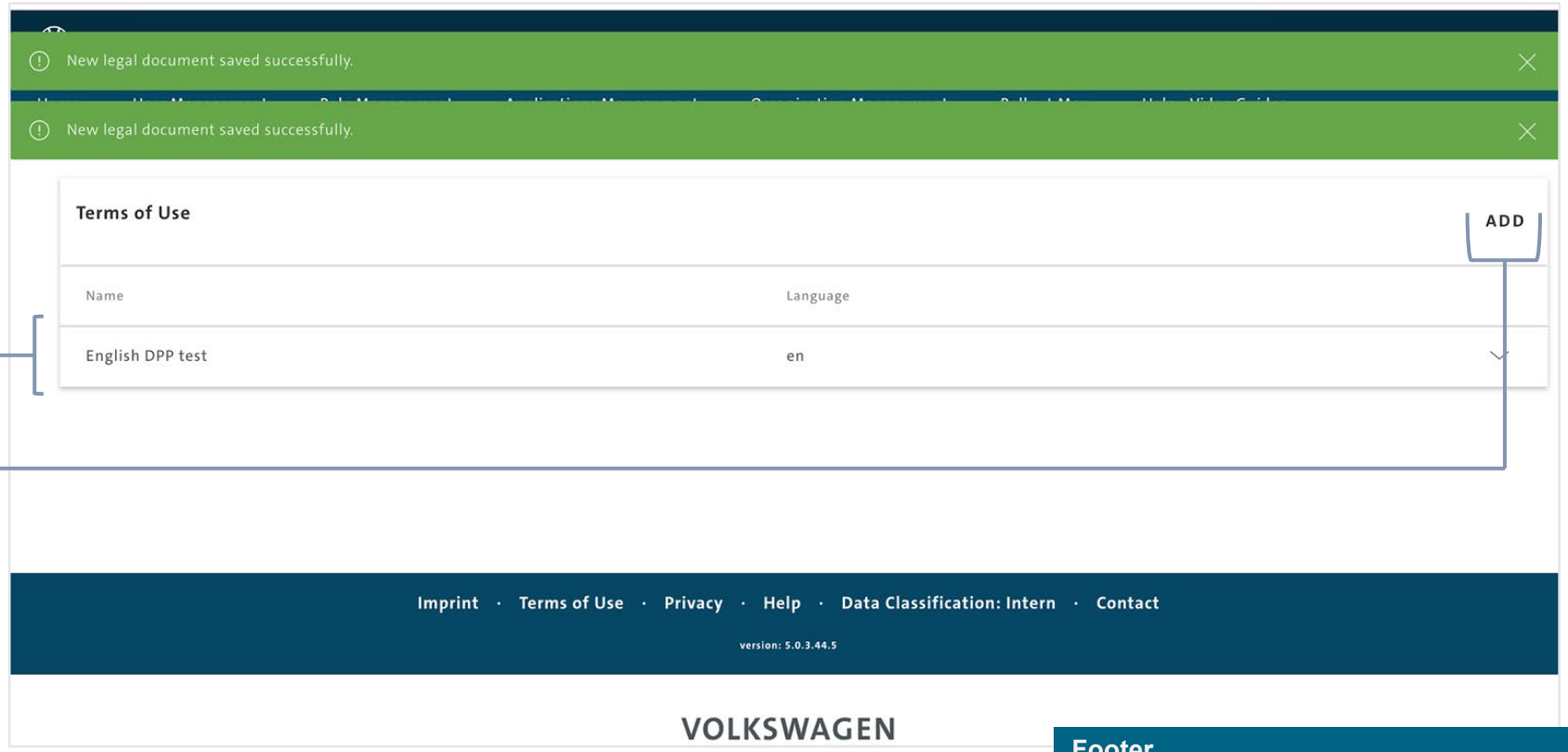


LEGAL DOCUMENTS

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.



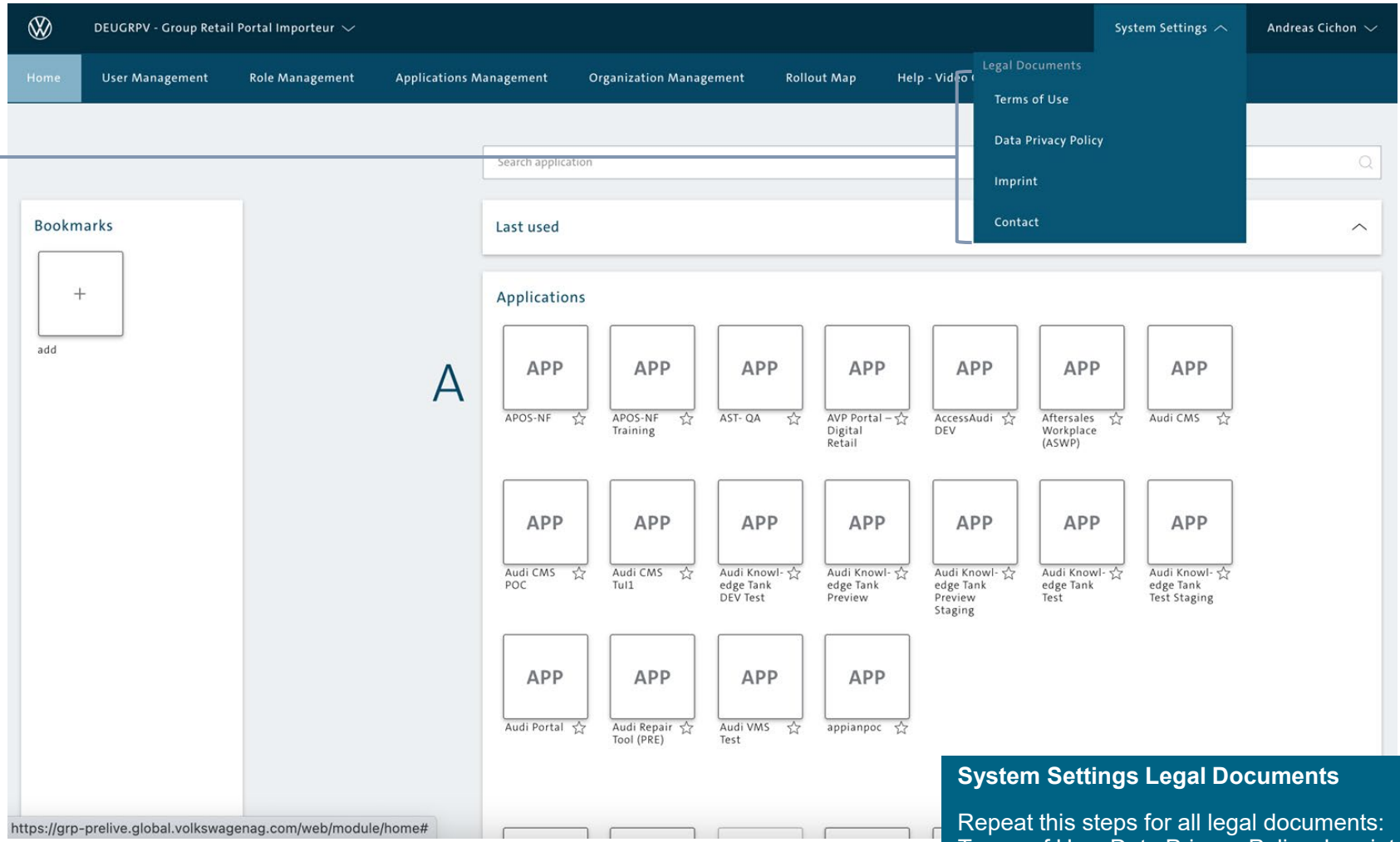
Footer

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.



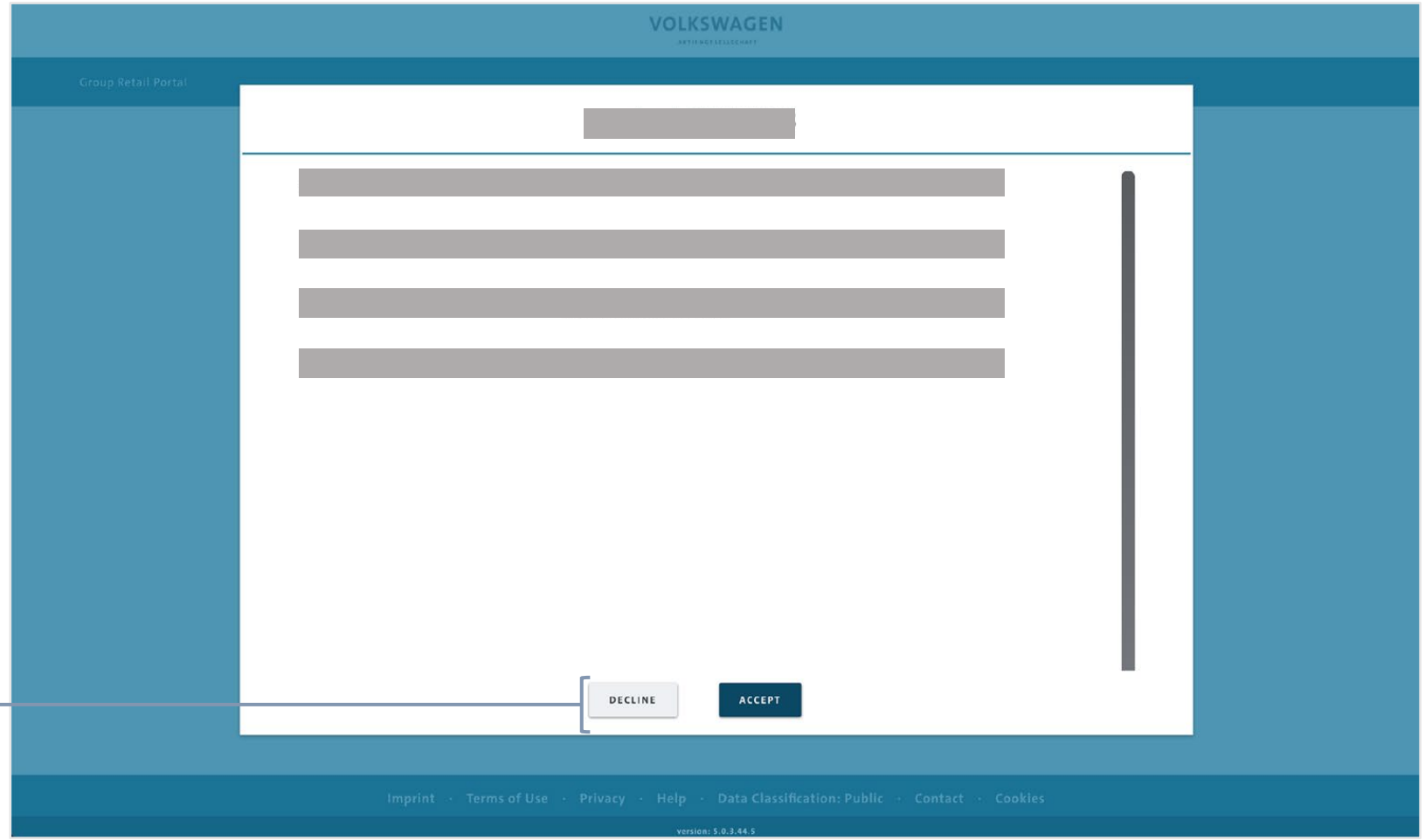
System Settings Legal Documents

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.

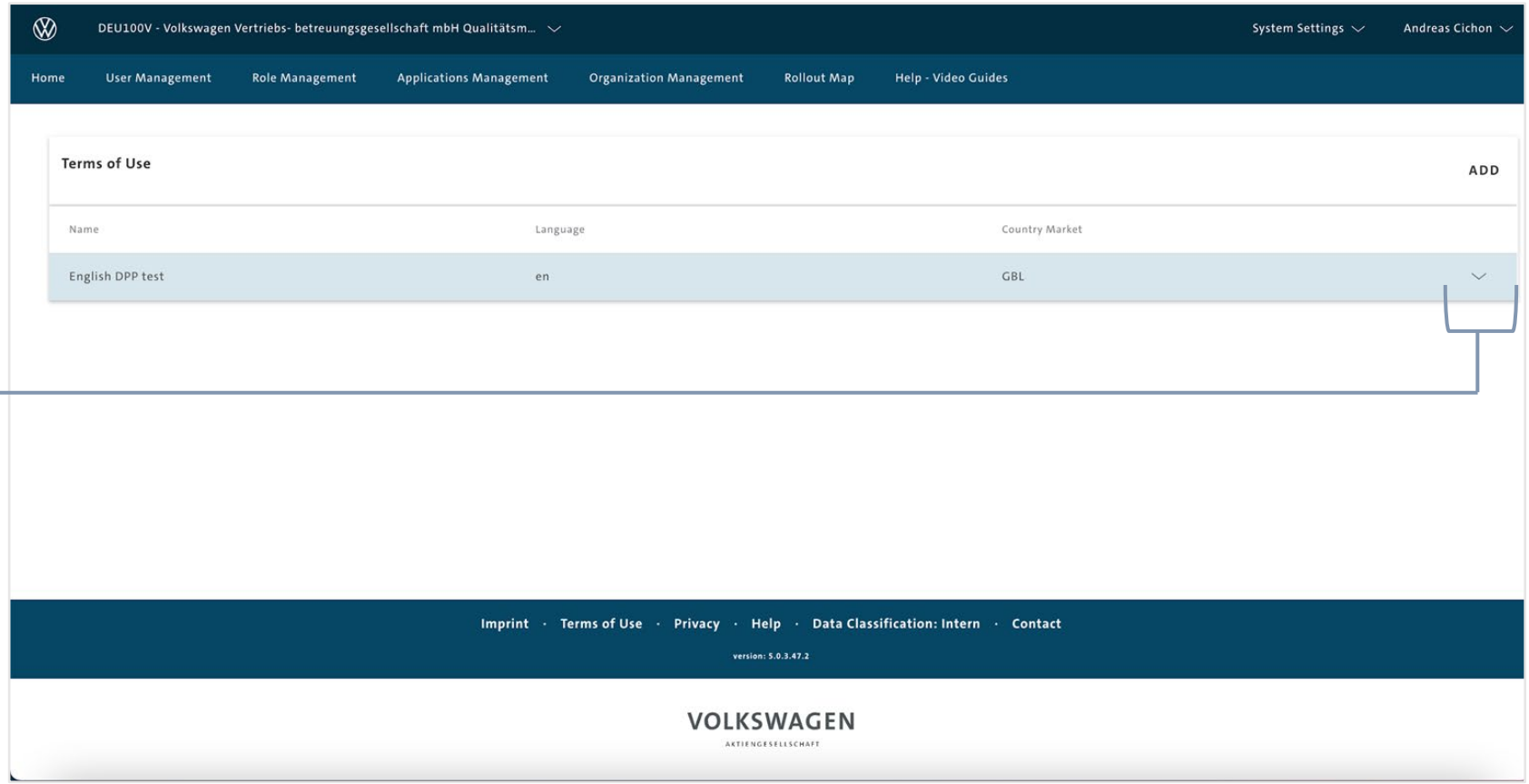


LEGAL DOCUMENTS

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.

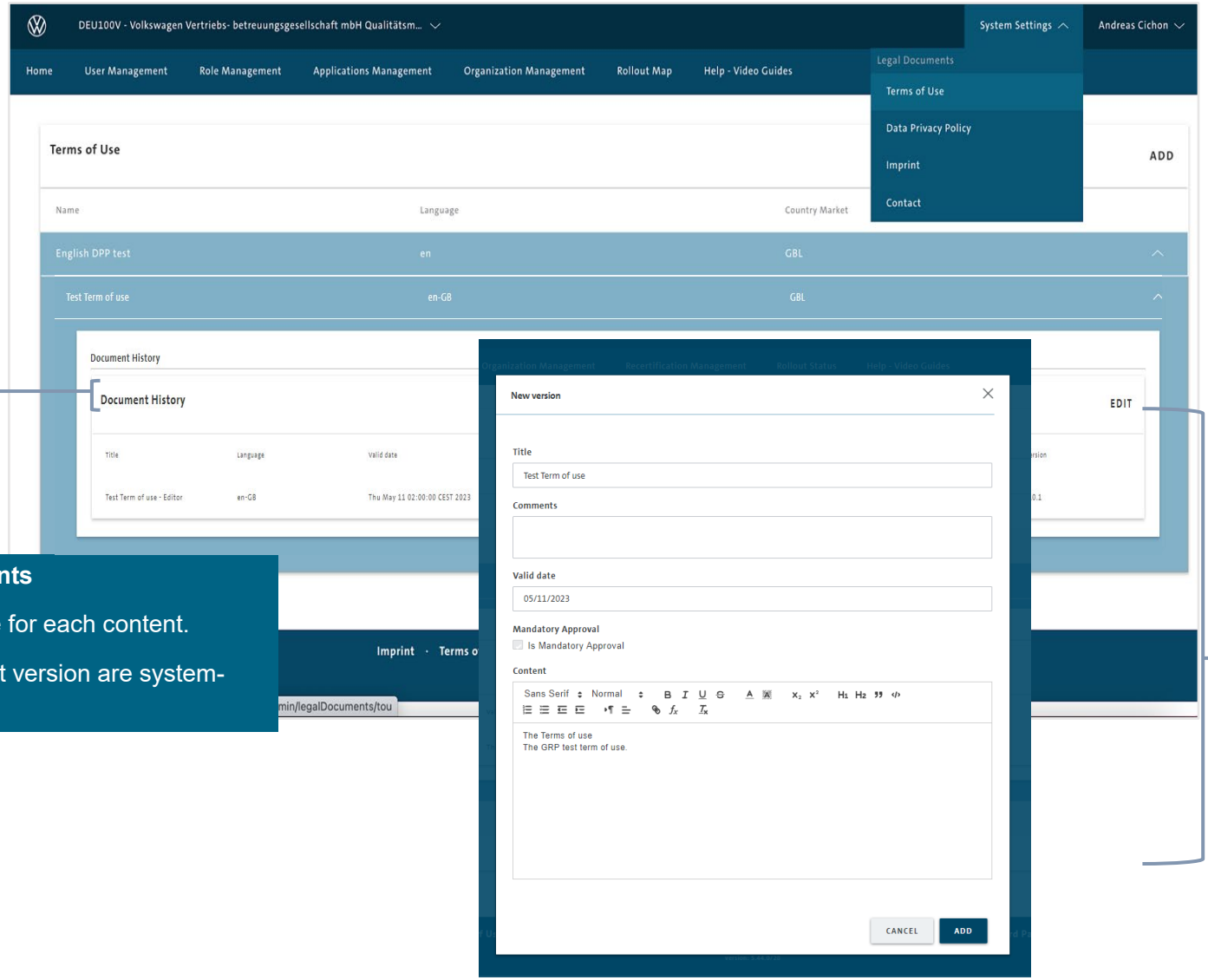
To see the version history, go to the last modified document under „System Settings“ and click on the arrow.



LEGAL DOCUMENTS

System Settings / Legal Documents
at Administrator 8/9

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.

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- LEGAL DOCUMENTS - Wholesale Admin / Managing Director
- ROLLOUT Status - Wholesale Admin / Managing Director

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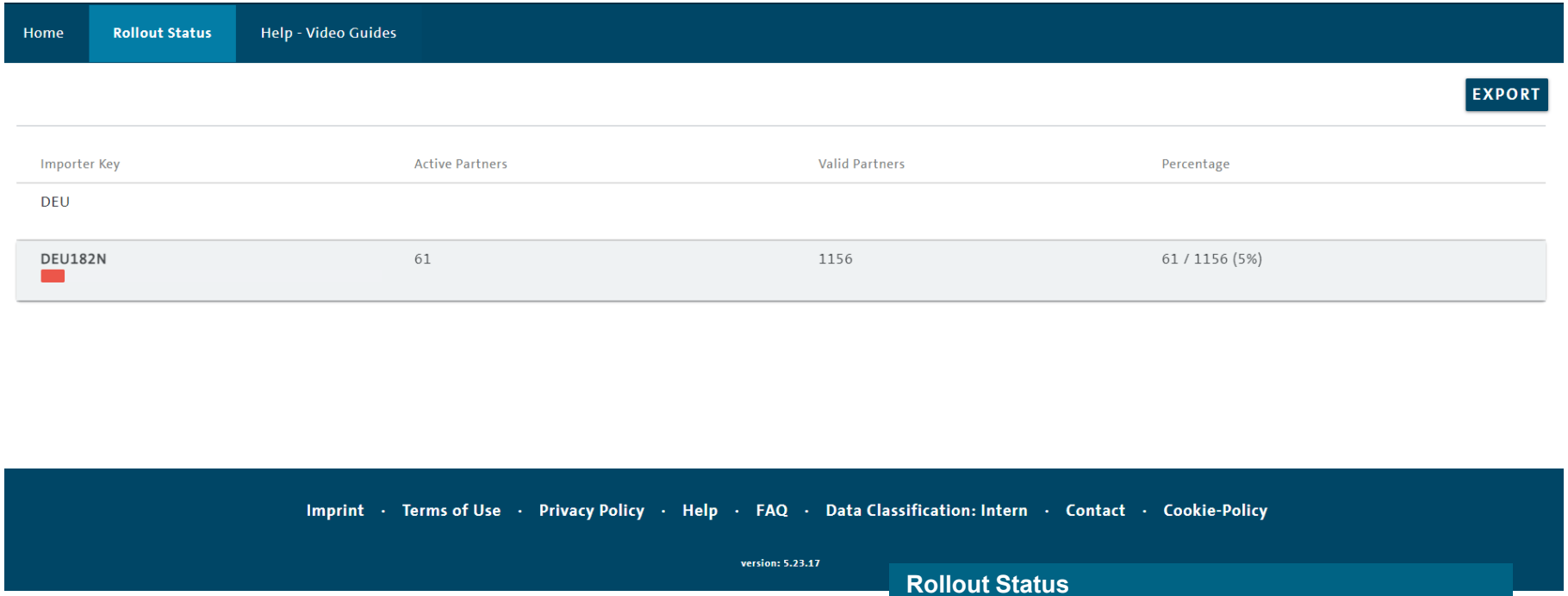
Rollout Status

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.



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

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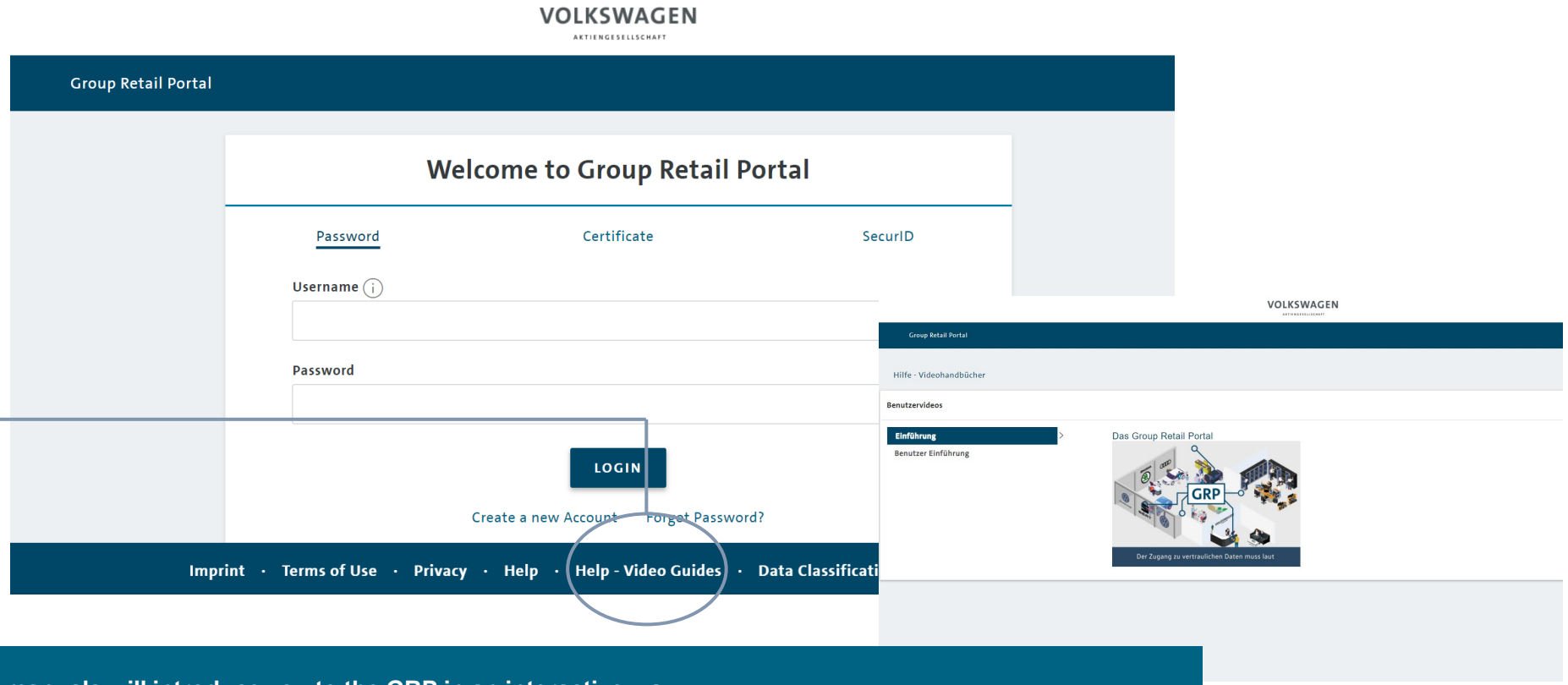
HELP – Video Guides

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.



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.

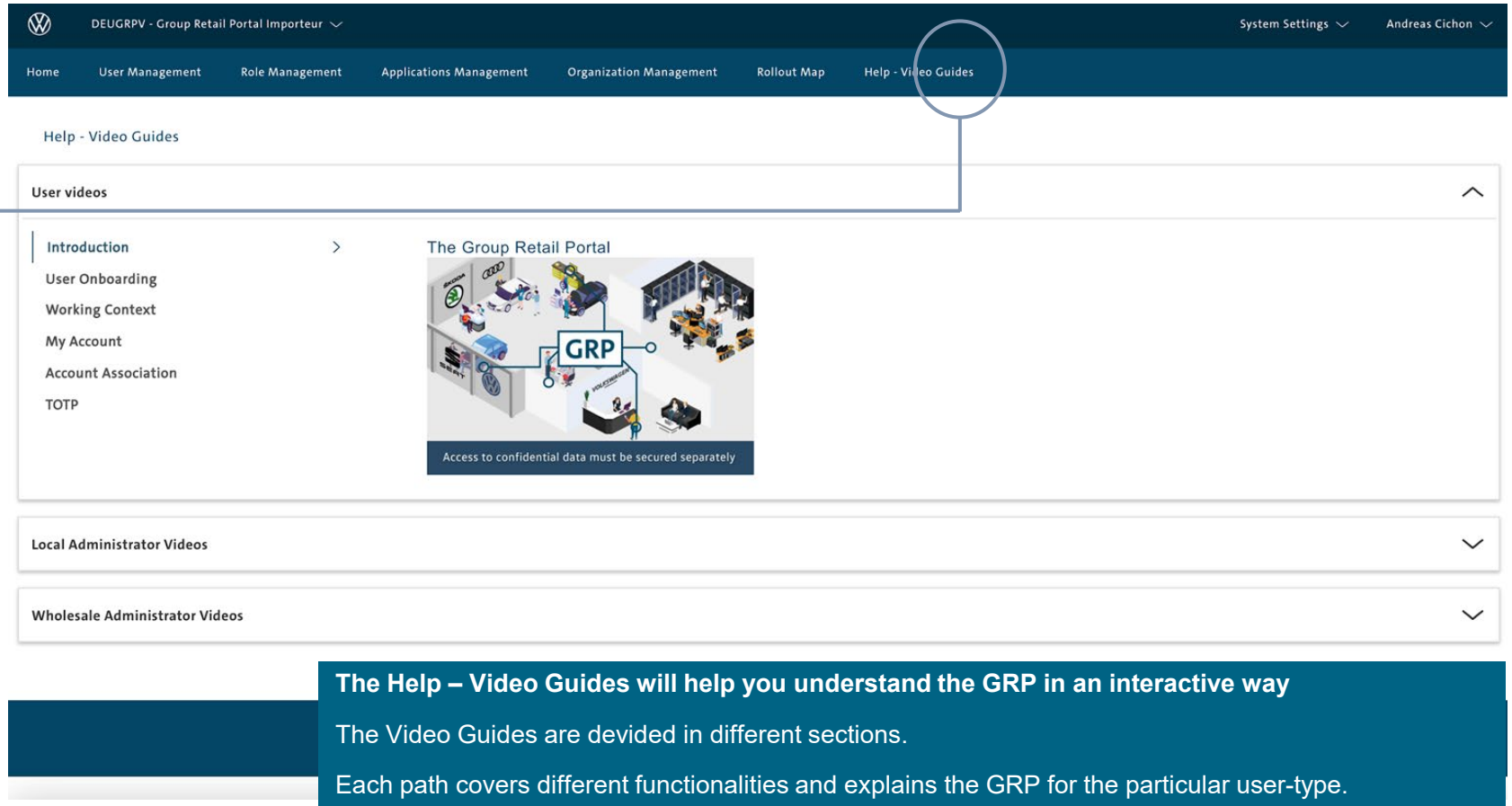
In combination with this training manual, the video manual will support you in using the GRP 5 and provide you with valuable information.

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 devided in different sections.

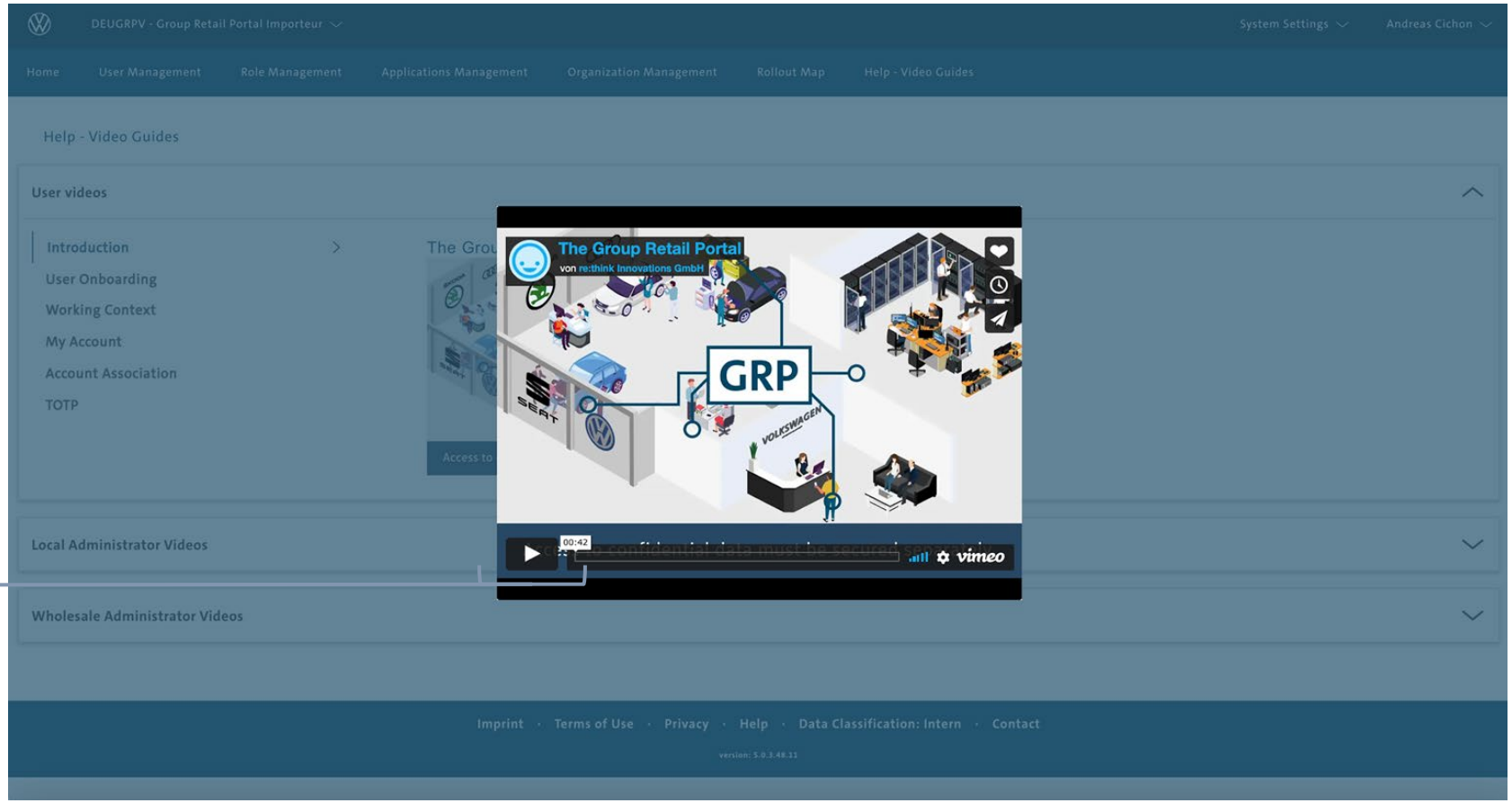
Each path covers different functionalities and explains the GRP for the particular user-type.

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

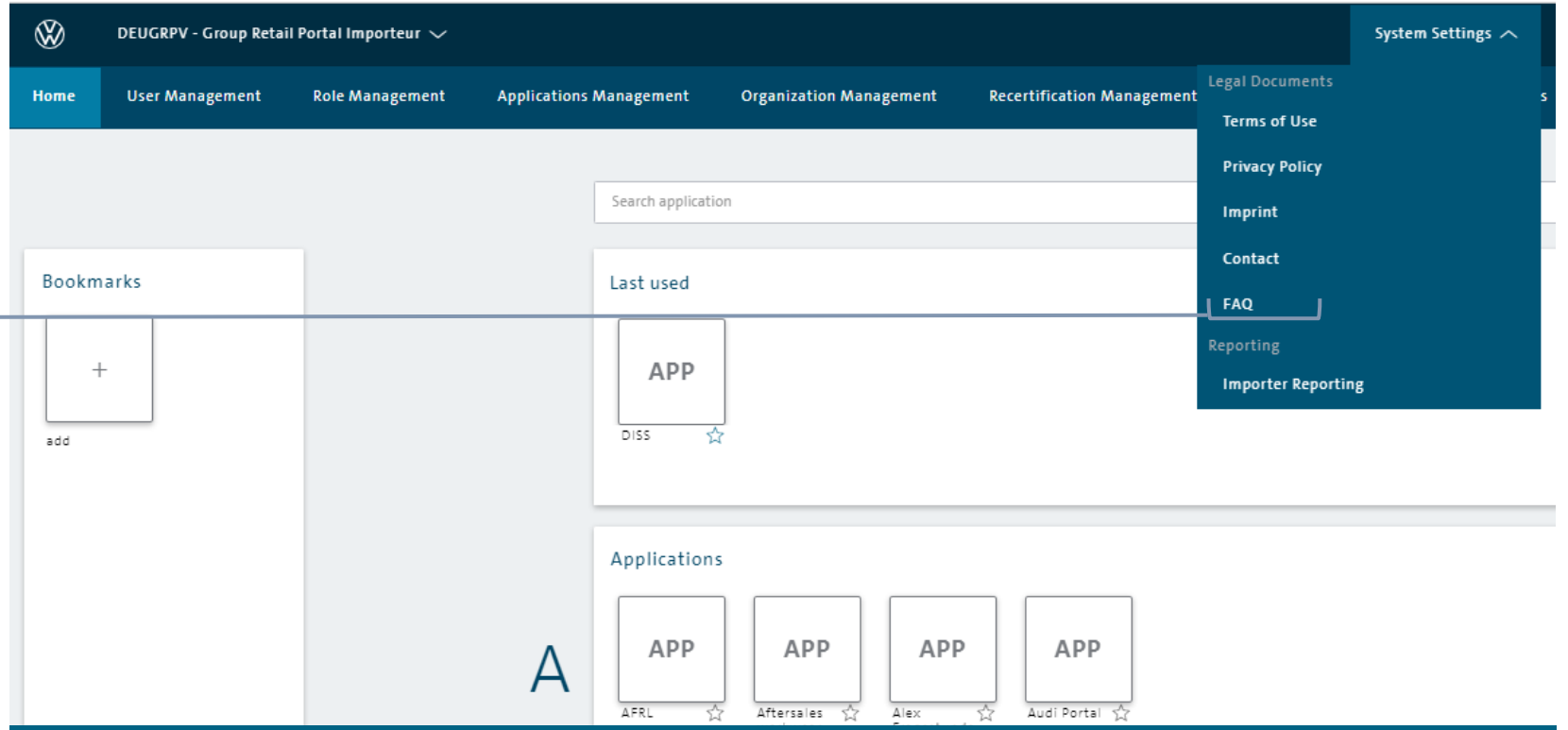
Video Guide Page for Users and Administrators 3/3

Click the play button to start a video.



FAQ Upload 1/3

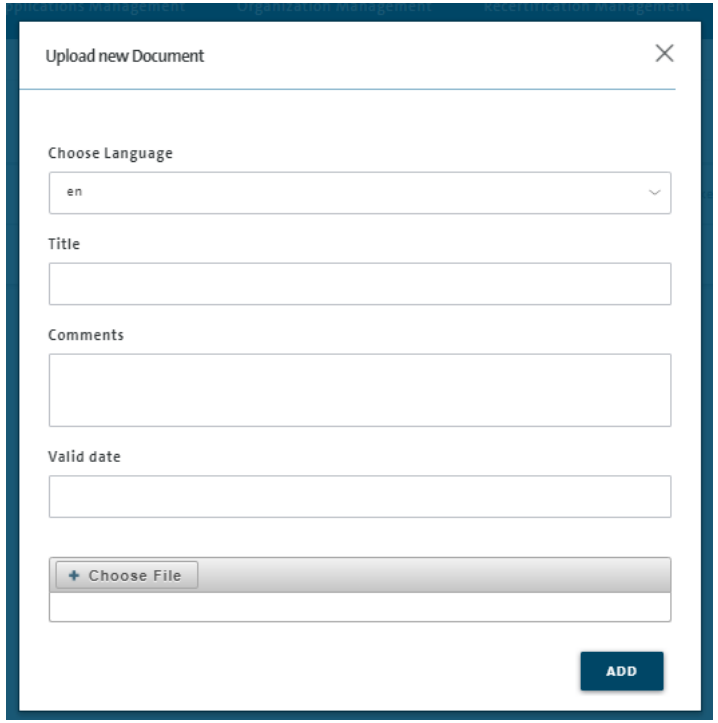
As an admin click on the FAQ menu sub-item to be able to upload the FAQ file.



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

FAQ Upload 2/3

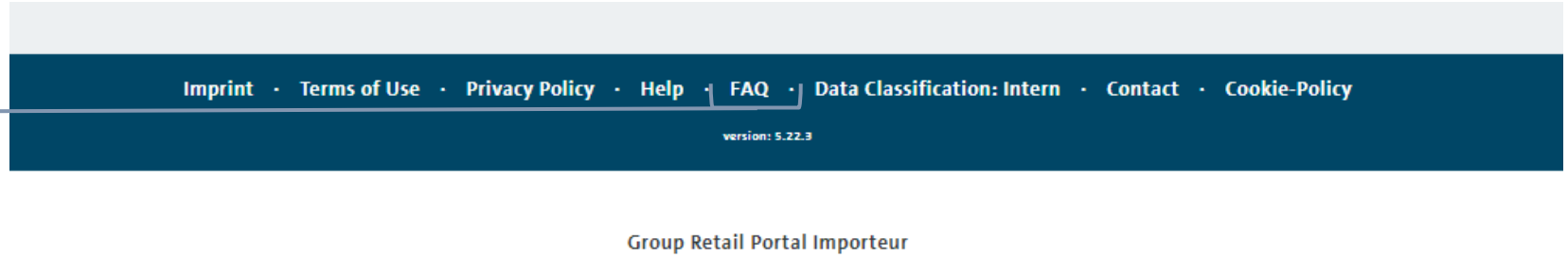
The admin with local permission for legal documents clicks on the "add" button (image 1) and the upload pop-up window appears (image 2)



FAQ´s

FAQ Upload 3/3

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



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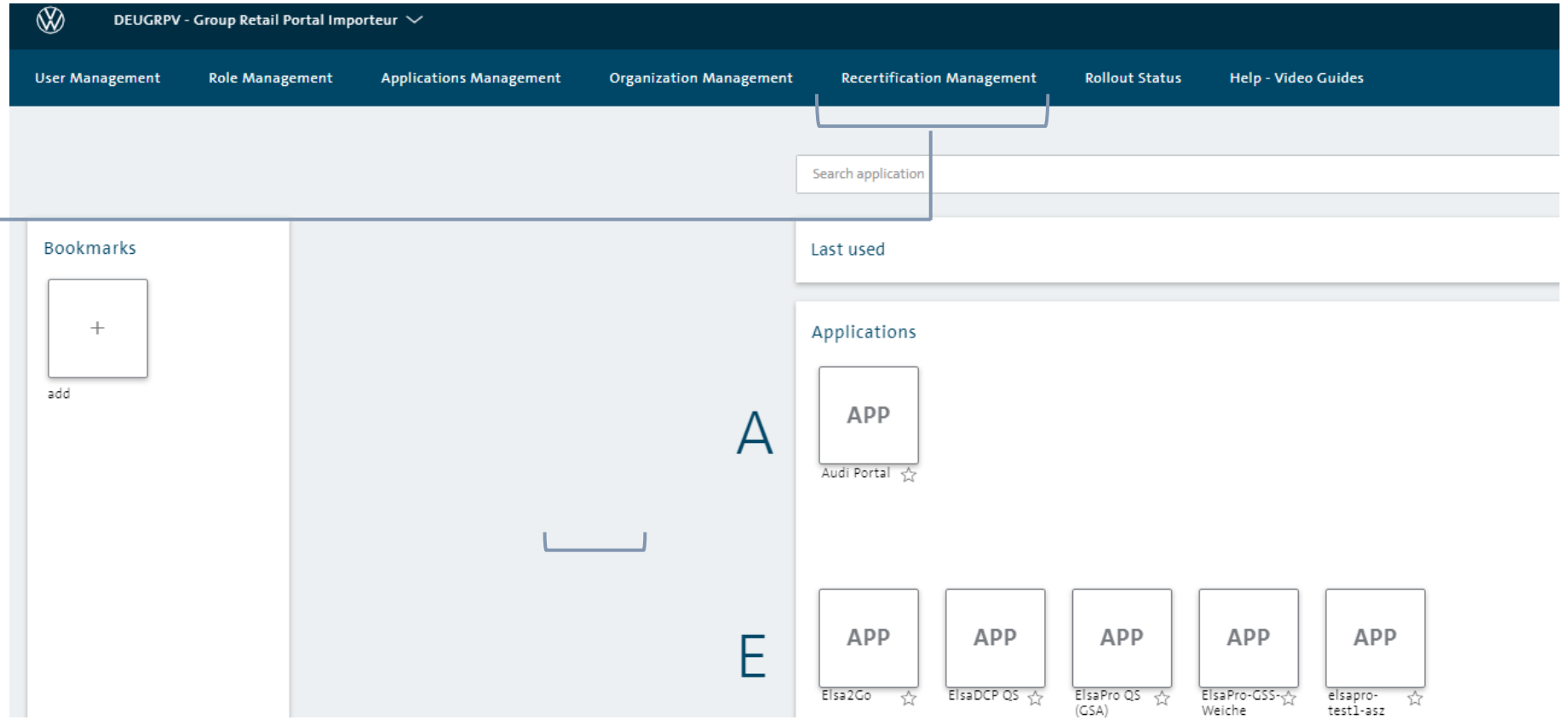
V USER & ROLE RECERTIFICATION

User & Role Recertification

Recertfication 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.

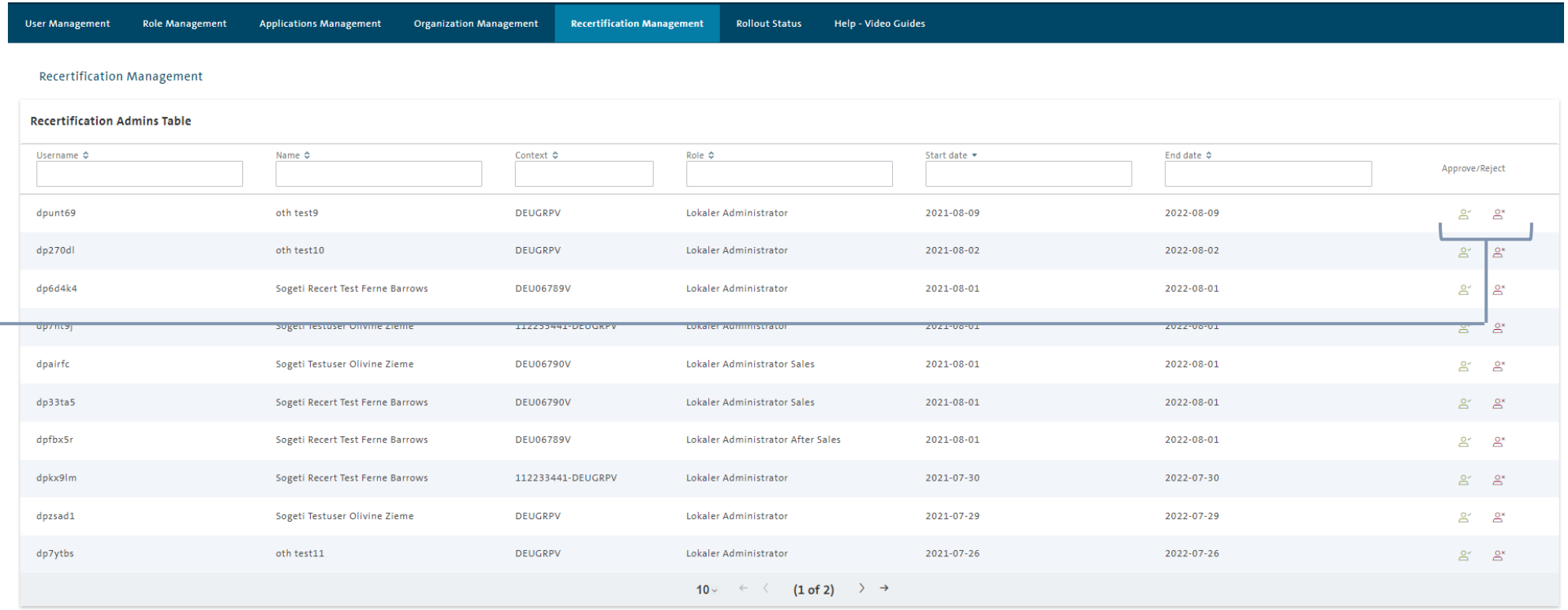
What happens if end of recertification period is reached?
If the end of the recertification period is reached and the user or admin has not been recertified, the user will be removed from this context. In the case that the admin or user does not have another role in any other context, the user will be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

User & Role Recertification

Recertfication

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

Your action will be confirmed by a success banner.



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.