



This document gives you instructions on how to enroll for Multi-Factor Authentication and how to setup Self Service Password Reset for your Account.

SETUP OF MULTI FACTOR AUTHENTICATION

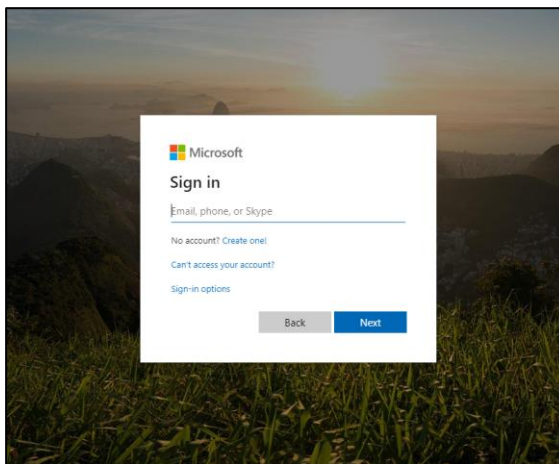
To provide a more secure way to access company information from any device Multi-Factor-Authentication will be used.

We are offering the following two-factor verification methods:

| Contact method | Description |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Mobile app | Receive notification for verification: this option uses a notification to the authenticator app on your smartphone or tablet. |
| Authentication phone | Phone call places an automated voice call to the phone number you provide. Answer the call and press # in the phone keypad to authenticate. |

To setup Multi-Factor Authentication for your account please use the following steps:

- 1.) Open <https://myprofile.microsoft.com/>



ANDRITZ AG / Stattegger Strasse 18 / 8045 Graz / Austria / p: +43 316 6902-0 / welcome@andritz.com / andritz.com
Legal form: Corporation / Company seat: Graz / Court of registry: Landes- und Handelsgericht Graz / Company reg. no: FN 50935 f

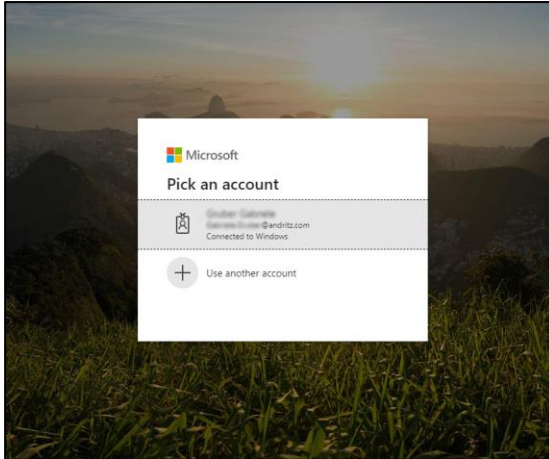
ARA license no: 7485 / VAT (UID): ATU28609707 / Bank account: UniCredit Bank Austria AG

Bank code: 11000 / Acc.no.: 00874716400 / IBAN: AT08 1100 0008 7471 6400 / BIC (SWIFT): BKAUATWW

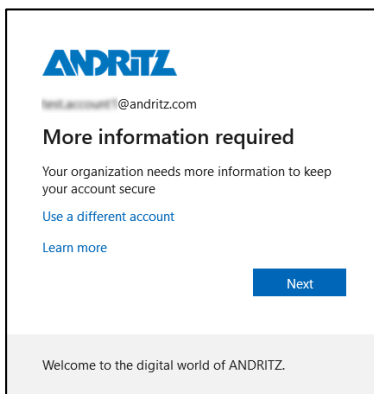


2.) Login with your Account Name

Page: 2 (total 6)

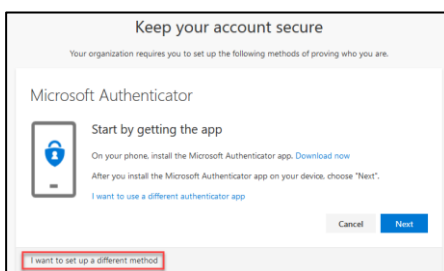


- 3.) Next screen shows that “More information will be required” to set up MFA which means that you need to setup a verification method to access your account - please confirm by clicking NEXT.



The method you are now going to set up will be your default method.

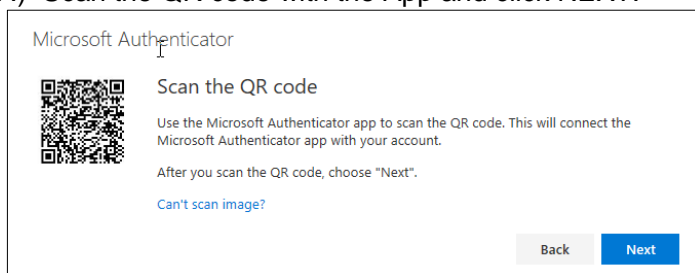
- 4.) You will then automatically get the information to download the Microsoft Authenticator App. If you want to select another method as default, please click on "I want to set up a different method".



Please keep in mind that you should later set up at least one additional method of authentication.



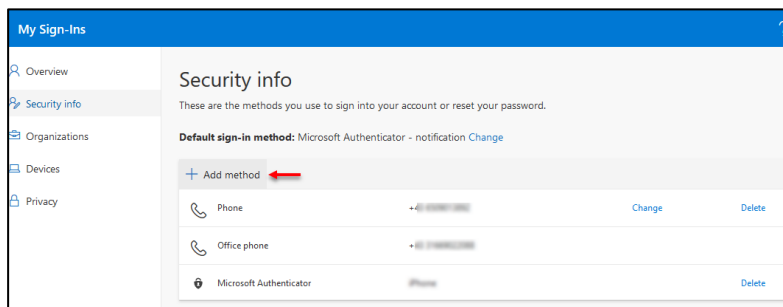
- 5.) Go to the App Store / Play Store on your phone to download the Microsoft Authenticator App.
 - a. Google Android: On your Android device, go to Google Play to download and install the Microsoft Authenticator app
 - b. Apple iOS: On your Apple iOS device, go to the App Store to download and install the Microsoft Authenticator app.
- 6.) Open the Microsoft Authenticator app, select “Add account” from the “Customize and control” icon in the upper-right, and then select Work or school account.
- 7.) Scan the QR code with the App and click NEXT.



- 8.) Confirm the authentication on your mobile phone.

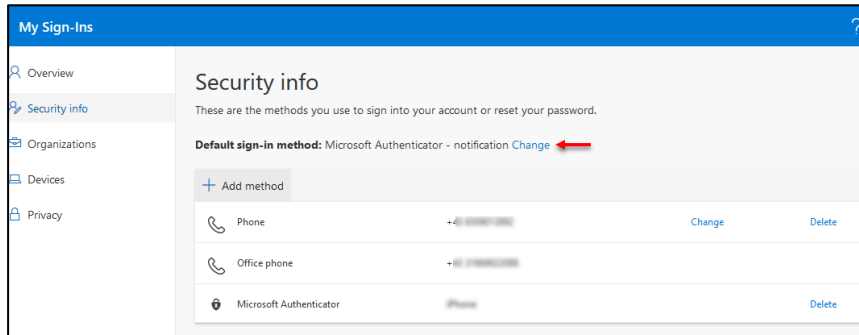
Note: If your camera is unable to capture the QR code, you can manually add your account information to the Microsoft Authenticator app for two-factor verification. For more information and how to do it, see [Manually add your account](#).

- 9.) Review the Accounts screen of the app on your device, to make sure your account is right and that there's an associated six-digit verification code. For additional security, the verification code changes every 30 seconds preventing someone from using a code multiple time.
- 10.) Setup a second verification method as recommended - Office Desk Phone call for verification



You can change your security settings later by visiting the verification page.

You can also change your default method by clicking here:



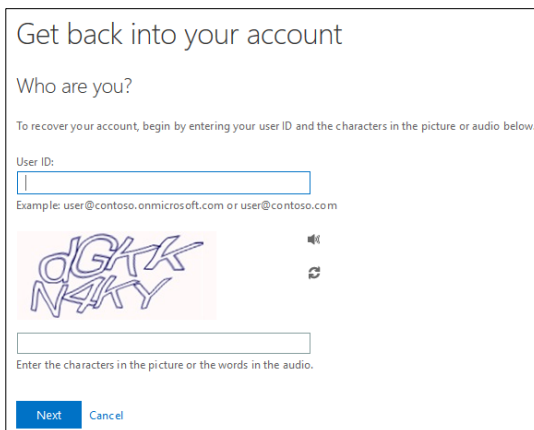
SELF SERVICE PASSWORD RESET

With Self Service Password Reset it will be possible to reset your account password or unlock your account without the need to contact your IT support.

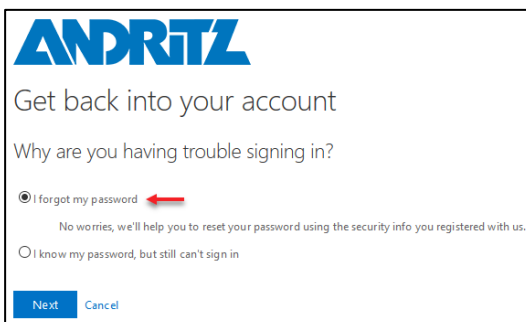
To be able to use SSPR please register for Multi-Factor-Authentication first.

HOW TO RESET YOUR PASSWORD

- 1.) Go to <https://www.andritz.com/group-en/webaccess>
- 2.) Type in our Account Name and the characters in the picture.



- 3.) Choose option "I forgot my password" & click "Next"





4.) Choose with which method you want to reset your password.

Page: 5 (total 6)

ANDRITZ
Get back into your account
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****83) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

5.) You can now define your new password

Get back into your account
verification step 1 ✓ > choose a new password

* Enter new password:
|

* Confirm new password:
|

Finish Cancel

6.) Once your password got successfully changed you will receive the following confirmation.

ANDRITZ
Get back into your account
✓ Your password has been reset



HOW TO UNLOCK YOUR ACCOUNT

Page: 6 (total 6)

- 1.) Go to <https://www.andritz.com/group-en/webaccess> and Type in our Account Name and the characters in the picture

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com

dGtK
NAKY

Enter the characters in the picture or the words in the audio.

Next Cancel

- 2.) Choose option "I know my password, but still can't sign in" & click "Next"

ANDRITZ

Get back into your account

Why are you having trouble signing in?

I forgot my password

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

- 3.) Choose with which method you want to unlock your account

ANDRITZ

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****83) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text