

# PASSWORD PORTAL

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(<https://pwportal.voestalpine.com>)

# INTRODUCTION

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## FOR WHAT?

- » Changing your current Windows password (Active Directory), which must be renewed every 56 days: see p. 3-5
- » Resetting the Windows password (Active Directory) if you have forgotten your old one: see p. 6-10

## HOW?

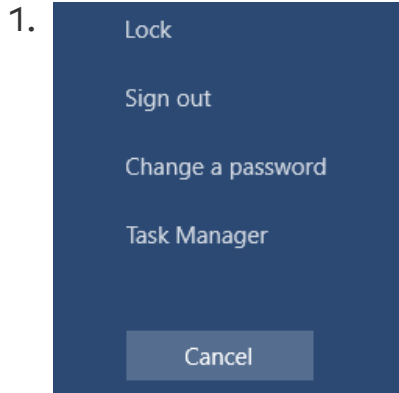
- » For authentication, a PIN is sent to the voestalpine e-mail address or voestalpine mobile phone number in order to be able to make the change. Once the **private communication data have been stored in the PCD portal**, the PIN can also be sent to the private e-mail address or mobile phone number (see p. 10).
- » Access to the portal is also possible from a **non voestalpine device**.
- » With **external partners**, authentication takes place via the ordered ["MFA for external parties"](#) (software / hardware token).

# CHANGING THE PASSWORD

## VIA A voestalpine DEVICE

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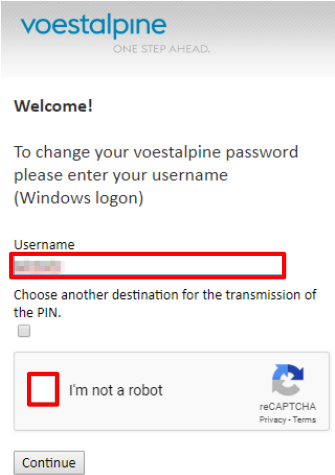
1. In this case, you can change your password even without entering the Password Portal. Make sure that you are in the voestalpine network (CN) or connected to it via CMAS.
2. Press the key combination **Ctrl + Alt + Del** and select "Change a password" (1).
3. Enter your old and new password and confirm it (2).

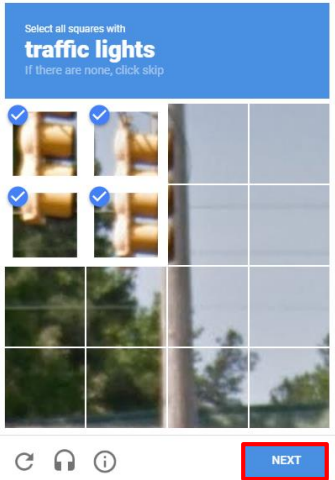


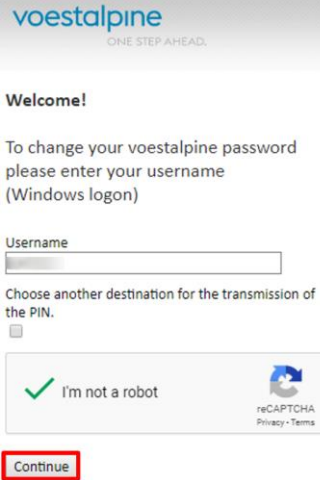
# CHANGING THE PASSWORD

## VIA A voestalpine DEVICE OR PRIVATE DEVICE (1/2)

- » Open the page <https://pwportal.voestalpine.com>.
- » Enter your user name and confirm the reCAPTCHA query. Then click on "Continue".

1. 

2. 

3. 

# CHANGING THE PASSWORD

## VIA A voestalpine DEVICE OR PRIVATE DEVICE (2/2)

1. Click on “change my current password”.
2. Enter your current password and click “Continue”.
3. Enter your new password in the last step and confirm it with another entry. Click on "Continue" to complete the change.
  - » The password must be at least **eight characters** long and fulfill at least **three of the following criterias**:
    - » upper case letters (A to Z)
    - » lower case letters (a to z)
    - » numbers (0 to 9)
    - » special characters (e.g.: !, \$, #, %, ...)

1. If you have carried out these steps **using a voestalpine device**, lock and unlock your screen so that the new password is successfully stored on the entire system.

The image shows three sequential screenshots of the voestalpine password change interface. Each screenshot has a red box highlighting a specific element.

- 1.** The first screenshot shows the voestalpine logo and the text "I want to". Two options are listed: "change my current password" (highlighted with a red box) and "set a new password".
- 2.** The second screenshot shows the voestalpine logo and the text "Please enter your current password." Below this is a password input field with a red box around it, and a "Continue" button also highlighted with a red box.
- 3.** The third screenshot shows the voestalpine logo and the text "Please change the password." Below this are two input fields: "New Password" and "Verify Password", both with red boxes around them. A "Continue" button is at the bottom, also highlighted with a red box.

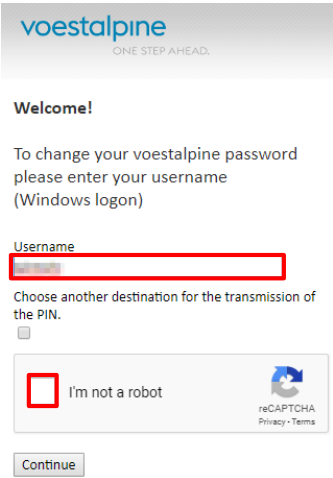
# PROCEDURE IF YOU FORGET THE PASSWORD

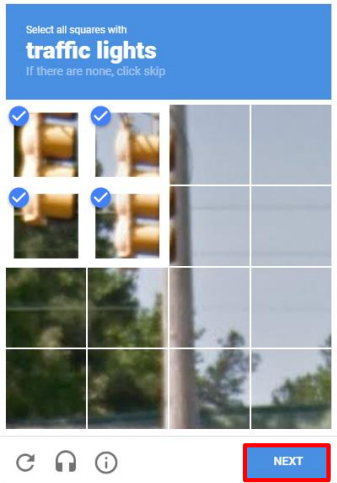
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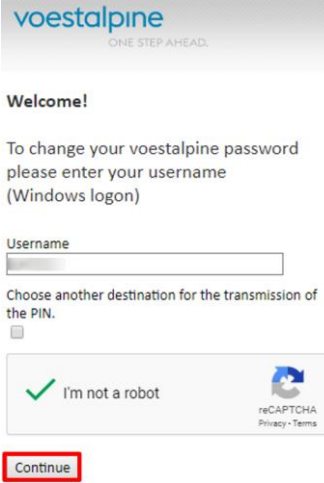
Employees with	PIN-delivery	See pages
voestalpine-smartphone	PIN can be received and read on the smartphone (Mail app or SMS).	7-9
private smartphone/ mobile phone	PIN can only be received and read on the smartphone/mobile phone <b>after</b> the private e-mail address and/or private mobile phone number has been <b>stored</b> in the <a href="#">PCD-Portal</a> .	10

# PASSWORD FORGOTTEN: SETTING A NEW PASSWORD VIA A voestalpine SMARTPHONE (1/3)

- » Open the page <https://pwportal.voestalpine.com>.
- » Enter your user name and confirm the reCAPTCHA query. Then click on "Continue".

1. 

2. 

3. 

# PASSWORD FORGOTTEN: SETTING A NEW PASSWORD VIA A voestalpine SMARTPHONE (2/3)

1. Click on "set a new password".
2. Select where you want the PIN to be sent to confirm.
  - a. to the company mobile phone (SMS)
  - b. to the company e-mail address
3. You will be sent your PIN for the desired selection:



I want to

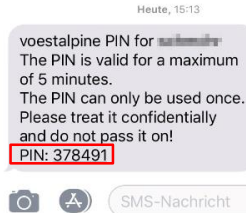
- > [change my current password](#)
- > [set a new password](#)



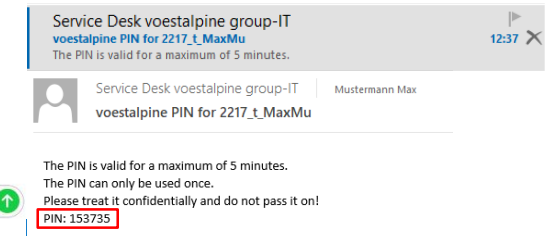
The PIN should be sent to:

- > [Company mobile phone \(SMS\)](#)
- > [Company e-mail address](#)

3a.



3b.





# PASSWORD FORGOTTEN: SETTING A NEW PASSWORD VIA A voestalpine SMARTPHONE (3/3)


1. Enter the PIN you have received and click on "Proceed logon" (1).
2. Enter your new password and confirm it with another entry. Click on "Change Password" to make the change (2).

## 2. Password Reset for U355455

New Password

Retype Password

[Change Password](#)

1.   
Please enter the PIN you have received.  
PIN   
[Proceed logon](#)

3. Lock and unlock your screen so that the new password is successfully stored on the entire system.

# PASSWORD FORGOTTEN: SETTING A NEW PASSWORD WITHOUT A voestalpine SMARTPHONE

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- » If you want to set a new password, **do not have a voestalpine smartphone** and have not stored any private communication data in the [PCD portal](#), contact the **voestalpine Service Desk** to have your password reset.
- » As soon as you have access to the voestalpine network again, **store or renew your communication data in the PCD portal** so that the PIN can be sent to your private mobile phone number or private e-mail address and you can easily reset your password by yourself next time (see p. 7-9).
- » You can find out how to store the private communication data in the PCD portal in these **instructions: >>[here](#)**.

# SUPPORT

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If you have questions, please contact the voestalpine Service Desk:

Location	Phone	Mail	Operational time
Austria/Germany/ Global Services	+43/50304/15-9191	ServiceDesk@voestalpine.com	Mo – Fr 0:00 -24:00
Brazil	+55/19/3303-8500	Helpdesk.Brasil@voestalpine.com	Mo – Fr 8:00 – 17:00 *
Schweden	+46/563/1-7777	ServiceDesk.se@voestalpine.com	Mo – Fr 7:30 – 16:30 *
China	+86/512/6956-9191	ServiceDeskChina@voestalpine.com	Mo – Fr 8:15 – 18:00 *
The Netherlands	+31/33/298-9676	ServiceDeskNederland@voestalpine.com	Mo – Fr 7:00 – 18:00 *

\*local time

» Web: <https://remedy> (within Corporate Network of voestalpine)

# THANK YOU!

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**voestalpine group-IT GmbH**  
[www.voestalpine.com/group-IT](http://www.voestalpine.com/group-IT)

**voestalpine**  
ONE STEP AHEAD.