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# *User Administration –*

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# *Manual for Administrators*

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*Version 6.0, September 2015*

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*Oesterreichische Kontrollbank AG*

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# 1 General

## 1.1 OeKB User Administration

The OeKB User Administration allows OeKB and OeKB CSD customers to manage its employees' access to Services in a simple, yet safe manner.

You can access the Login Portal via the following web address: →<http://login.oekb.at>



For reasons of security, Administrators must use two-factor authentication (PIN and Token code) to log in.

## 1.2 User manual

The User manual explains the OeKB User Administration's online client for practical use in the daily workflow. It will introduce you to the available functions, explain how to operate the User interface, and show you the specific results of various entries and activities.



Particularly important information and tips for the User are always highlighted in this manner.

## 2 Concept of OeKB User Administration

- Administrators independently administer User rights;
- Administrators independently administer Token;
- Each request results in an order;
- Orders are either automatically released or must be manually released by OeKB;
- Administrators are alerted by e-mail

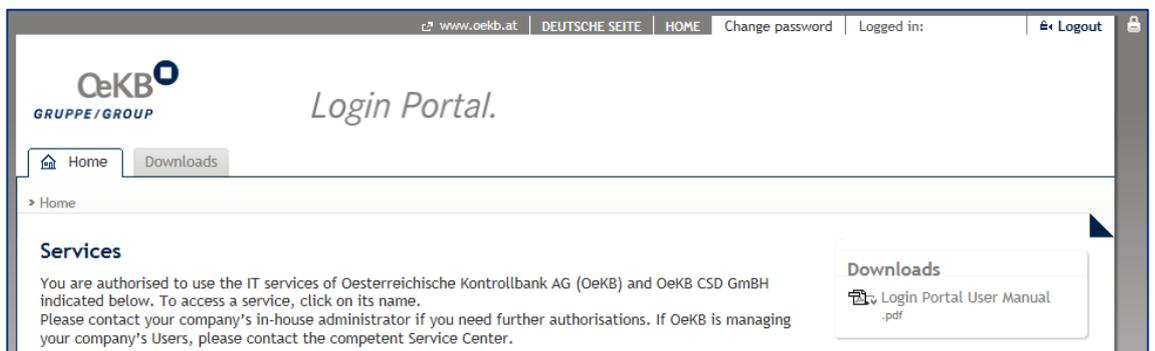


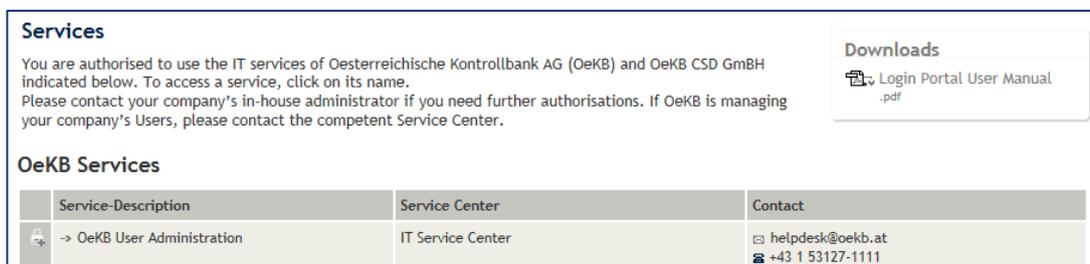
Fig. 1: OeKB Login Portal

## 3 Initial steps – Quick Guide

### 3.1 Accessing the OeKB User Administration

Once you are logged on to the OeKB Login Portal (<http://login.oekb.at>), a window will pop up showing Services that are available to you. Certain services require two-factor authentication, i.e., authentication by user name, password and, for example, PIN+Token code. These are indicated by a "+" symbol that is displayed on the lock symbol in the services list. In this case, the User is required to use two-factor authentication when logging on to the OeKB Login Portal.

OeKB will provide you with the additional authentication factor (e.g. RSA Key Fob Token or SMS Token).



**Services**

You are authorised to use the IT services of Oesterreichische Kontrollbank AG (OeKB) and OeKB CSD GmbH indicated below. To access a service, click on its name.  
Please contact your company's in-house administrator if you need further authorisations. If OeKB is managing your company's Users, please contact the competent Service Center.

**Downloads**

Login Portal User Manual .pdf

**OeKB Services**

	Service-Description	Service Center	Contact
	-> OeKB User Administration	IT Service Center	helpdesk@oekb.at +43 1 53127-1111

Fig. 2: Login user administration at the Login Portal

For precise definitions of the roles and terms used in this manual, please see 6.1 – Definitions. Further information concerning the OeKB Login Portal is available at <http://www.oekb.at/en/osn/login/Pages/default.aspx>.

### 3.2 Step one: Creating a user

Access the OeKB User Administration homepage by clicking the link to the OeKB User Administration. In a first step, you can create new users by selecting the menu item “Administer users”. For detailed information on how to proceed, please see 5.3 – Administering users. Once you have saved the user, you can order rights for that user. Access data for new users are available only after rights for that user have been ordered by the Administrator and approved by the competent OeKB Service Center. This is to ensure that only users with assigned user rights are active. This procedure normally takes approx. 20 minutes. As soon as activation has been completed, an alert will be sent to you by e-mail stating that the user has been created.

In case you need a technical system user<sup>1</sup>, please contact the respective Service Center.

---

<sup>1</sup> A user, with whom the IT systems of the customer automatically exchange data with Services that provide this functionality

### 3.3 Step two: Ordering user rights

You can order rights for previously created users by selecting menu item “Administer user rights” from the menu and selecting one of the sub-items “*Order user rights*”. For details on how to proceed, please see 5.4 – “Administering user rights”.

If you order a Token mandatory user right – a user right requiring two-factor authentication you will be asked to select a Token type, please see 5.4.1.2

The approval procedure will be initiated after you have submitted your order(s). There are two possibilities:

- Automatic release in case of user rights not subject to approval;
- Release by the respective Service Center in case of rights subject to approval.

Each approved user right is confirmed by e-mail. Automatically released user rights are available immediately, while user rights subject to approval have to be processed by the OeKB Service Center first. Processing times, i.e. the time it takes for the ordered user rights to be issued and confirmed, may vary depending on the competent Service Center. To review the status of submitted of user right orders, select menu item “Administer user rights” and menu sub-item “Search for orders” (see 5.4.3 – Searching for submitted orders).

Unsent orders can be displayed, edited and sent by selecting menu item “Administer user rights” menu sub-item “*Shopping cart*”.

### 3.4 Step three: Creating a password for a user

After you have received a notification by e-mail stating that the new user has been created, you must generate a password, which will allow the user to log on to the OeKB Login Portal and use OeKB Services that have been ordered and released for this user. To do so, select menu item “Administer users” and menu sub-item “*Generate password*”. For further information, see 5.3.3 – Generating a password. You then have to forward this password as well as the user name beginning with “OeKB” to the person for whom the user has been created. The user will be requested to change this initial password when he uses it for the first login at the OeKB Login Portal.

## 4 User interface

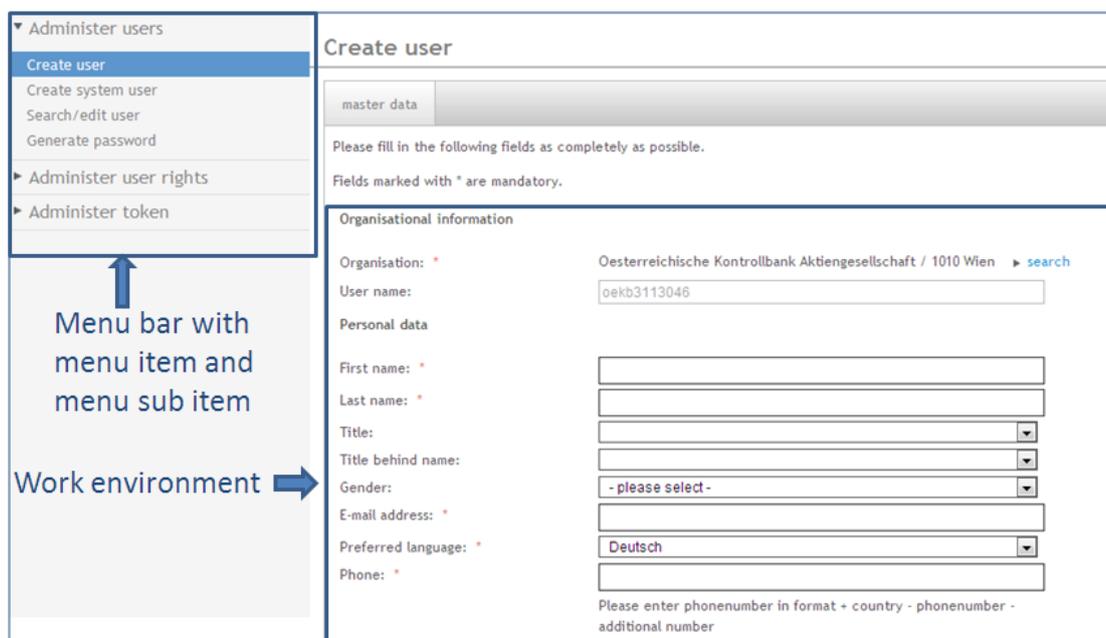
### 4.1 Screen segments

This Section describes the structure of the user interface. You will learn which functions are available in the various segments.

The user interface is divided into the following main segments:

→ *Menu bar*

→ *Work environment*



The screenshot displays the 'Create user' form in the OeKB User Administration system. On the left, a menu bar is visible with the following items: 'Administer users' (expanded), 'Create user' (highlighted), 'Create system user', 'Search/edit user', 'Generate password', 'Administer user rights', and 'Administer token'. An arrow points from the 'Create user' item to the main form area. The main form area is titled 'Create user' and contains a 'master data' tab. Below the tab, there is a note: 'Please fill in the following fields as completely as possible. Fields marked with \* are mandatory.' The form is divided into two sections: 'Organisational information' and 'Personal data'. The 'Organisational information' section includes fields for 'Organisation:' (Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien), 'User name:' (oekb3113046), and a 'search' button. The 'Personal data' section includes fields for 'First name:', 'Last name:', 'Title:', 'Title behind name:', 'Gender:' (- please select -), 'E-mail address:', 'Preferred language:' (Deutsch), and 'Phone:'. A note at the bottom of the form states: 'Please enter phonenumber in format + country - phonenumber - additional number'.

Fig. 3: OeKB User Administration menu bar and work environment

A link to this User Manual is located below the login status.

#### 4.1.1 Menu bar

The menu bar includes all menu items available to you. When clicking on an individual item, a sub-menu opens (menu sub-items) displaying selectable functions. In addition, a help text is displayed in the work environment to provide support for executing desired actions.

### 4.1.2 Work environment

All actions supported by the OeKB User Administration are executed in the work environment. The work environment is defined as the segment located to the right of the menu bar. According to your selection, the work environment may display various contents, such as:

- Search frames;
- Detailed views;
- Lists.

The frames and views in the work environment include all boxes, buttons and links necessary for using the application.

## 4.2 Symbols

The user interface includes symbols you may use to work with the system. The following table includes images of the elements used and explains how to use these.

Element	Name	Function
	Action indicator – Attention!	A red rectangle and number displayed in the menu bar indicates the number of pending activities in this segment.
	Clearing symbol	Whenever you see the clearing symbol, a left mouse click will clear the respective field.
	Mandatory field	All boxes marked with an asterisk (*), as in our example “Address”, must be completed in order to allow the input frame to be saved.
	Search binoculars	Search function made available to search for orders yet to be submitted.
	Information	Click on the information icon to receive further details concerning the respective item (e.g. details of a pending order).
	User Right subject to approval	User Rights subject to approval need to be released by the OeKB Service Center. Such release may take up to one working day. You will automatically be notified by e-mail, once the relevant user right has been approved or rejected.  Automatically released user rights are available immediately.
	Token mandatory user right	For Token mandatory user right, users need to access the Login Portal via two-factor authentication (login via RSA Key Fob Token or SMS Token).
	Token mandatory user right subject to approval	For Token mandatory user right, users need to access the Login Portal via two-factor authentication (login via RSA Key Fob Token or SMS Token). Furthermore these user rights are subject to approval and need to be released by the OeKB Service Center.

## 5 Working with the OeKB User Administration

### 5.1 Start page

The start page will pop up, once you have accessed the OeKB User Administration.

The following items are displayed on the start page:

- Menu bar;
- Work environment;
- Login status.



If you have any notifications or pending actions, you can identify these by the red tag on the respective menu bar: **2**

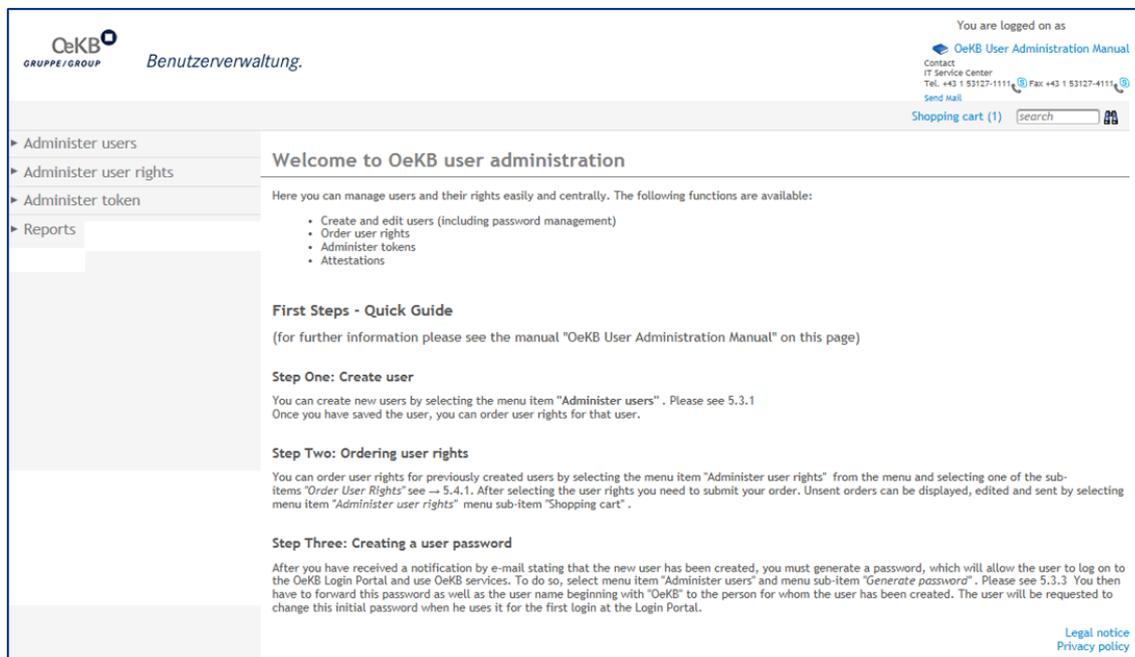


Fig. 4: OeKB User Administration start page

A link to this user manual is located below the login status.

## 5.2 Menu bar

You can select the following menu items from the OeKB User Administration menu bar:

→ Administer users

Here you can easily and centrally manage the data of your users, create new users or display and edit existing users. In addition, you can generate passwords for newly created users and/or cancel passwords which existing users cannot remember.

→ Administer user rights

Here, you can manage the user rights for your users. You can order or cancel user rights concerning OeKB Services as well as edit orders you have previously created but not submitted in the Shopping Cart. Moreover, you can review the status of your order and search for orders .

→ Administer Token

Here, you can manage the Tokens for your users who need to access the Login Portal via two-factor authentication. You can

- view the Tokens assigned to each user
- change the administrator for the RSA Key Fob Token and the mobile phone number for the SMS Token, respectively.
- request a change in the type of Token (from RSA Key Fob Token to SMS Token and vice versa).

→ Reports

Here you can evaluate the user rights of your users and generate reports.

## 5.3 Administering users

→ See Administer users

- For precise definitions of the roles and terms used in this Manual, see 6.1 – Definitions

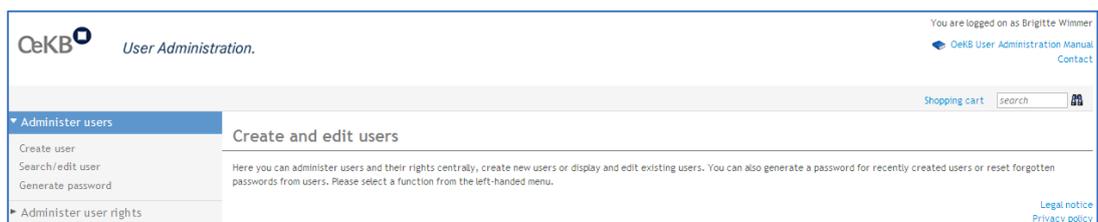
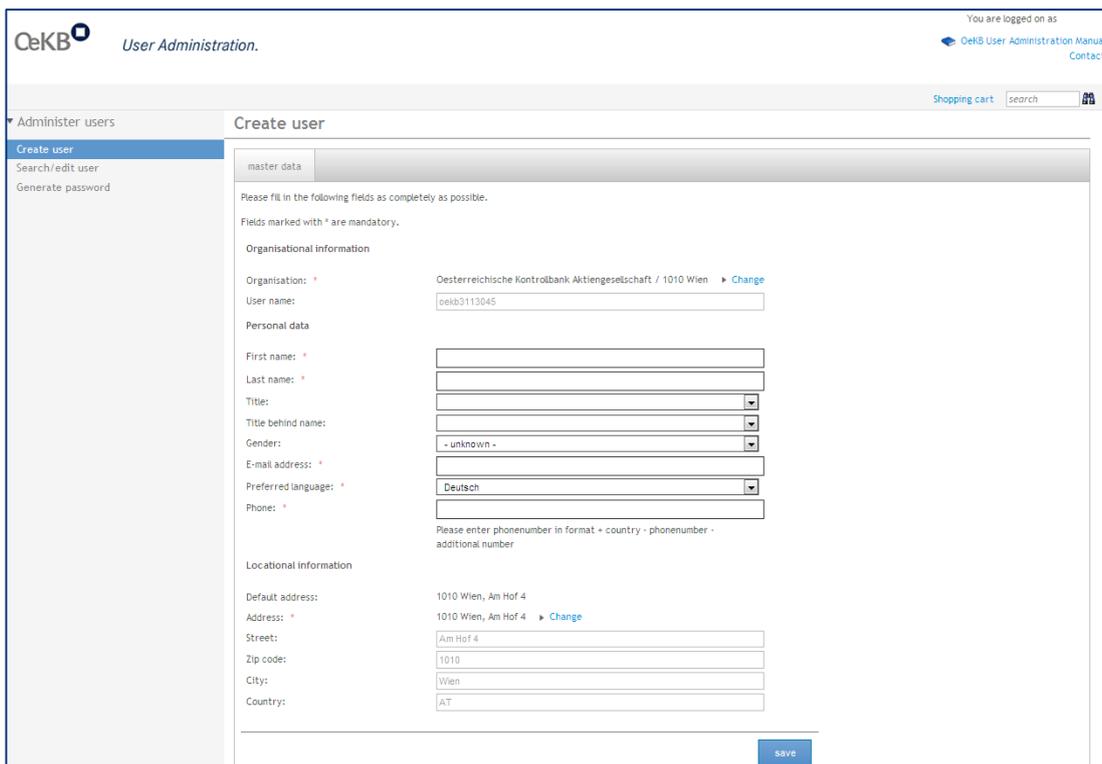


Fig. 5: OeKB User Administration menu bar with selected menu item “Administer users”

### 5.3.1 Creating users

In order to create a new user, please select menu item “Create user” and complete the form. Boxes marked by a red asterisk (\*) are mandatory and must be filled in.



**Administer users**

- Create user
- Search/edit user
- Generate password

**Create user**

master data

Please fill in the following fields as completely as possible.  
Fields marked with \* are mandatory.

**Organisational information**

Organisation: \* Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien [Change](#)

User name: oekb3113045

**Personal data**

First name: \*

Last name: \*

Title:

Title behind name:

Gender: - unknown -

E-mail address: \*

Preferred language: \* Deutsch

Phone: \*

Please enter phonenumber in format + country - phonenumber - additional number

**Locational information**

Default address: 1010 Wien, Am Hof 4

Address: \* 1010 Wien, Am Hof 4 [Change](#)

Street: Am Hof 4

Zip code: 1010

City: Wien

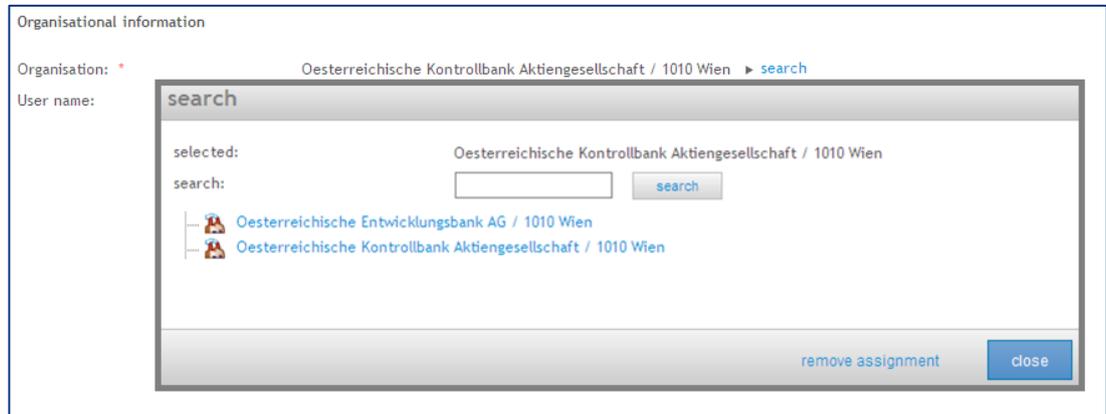
Country: AT

[save](#)

Fig. 6: Create user

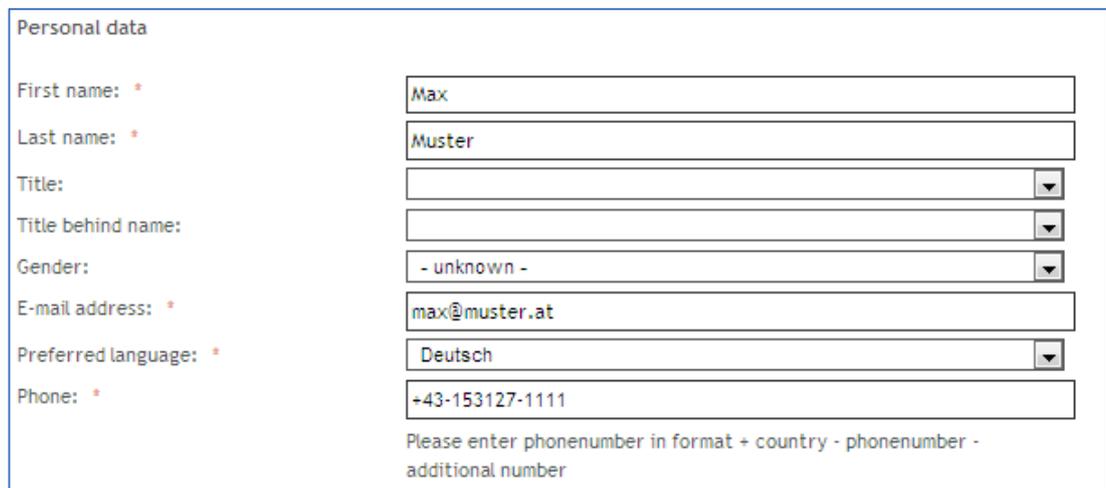
The organisation field is initialised with default information relating to the Administrator’s main organisation.

If, in your capacity as Administrator, you are in charge of several organisations, you can edit the new user's address via the edit button in the organisation box:



The screenshot shows a web form titled "Organisational information". It contains two main fields: "Organisation: \*" and "User name:". The "Organisation" field is currently set to "Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien" with a "search" link. A search modal window is open, titled "search", showing a "selected:" field with the same organisation name and a "search:" input field with a "search" button. Below the search input, there is a list of search results, each with a person icon and the organisation name: "Oesterreichische Entwicklungsbank AG / 1010 Wien" and "Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien". At the bottom right of the modal, there are "remove assignment" and "close" buttons.

Fig. 7: Editing the organisation if the Administrator is in charge of several organisations



The screenshot shows a web form titled "Personal data". It contains several fields: "First name: \*" with the value "Max"; "Last name: \*" with the value "Muster"; "Title:" with a dropdown menu; "Title behind name:" with a dropdown menu; "Gender:" with a dropdown menu showing "- unknown -"; "E-mail address: \*" with the value "max@muster.at"; "Preferred language: \*" with a dropdown menu showing "Deutsch"; and "Phone: \*" with the value "+43-153127-1111". Below the phone field, there is a note: "Please enter phonenumber in format + country - phonenumber - additional number".

Fig. 8: Personal information

The locational information boxes are initialised with default values relating to the relevant organisation:



Fig. 9: Locational information

Click the “edit” button in the address box to change the user’s address to another one of the relevant organisation’s addresses, which are stored in the system.

If the relevant address is not available, it can be requested by e-mail from the competent Service Center:

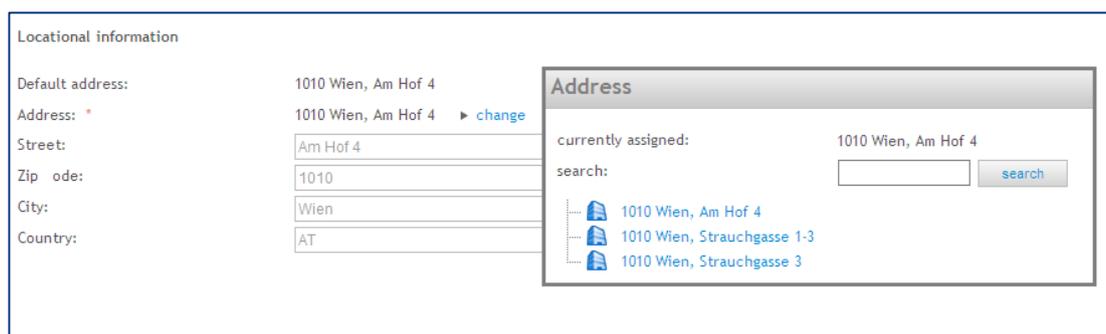


Fig. 10: Change address

Once you have entered all information, click “Save” to create the new user. You will receive a confirmation:

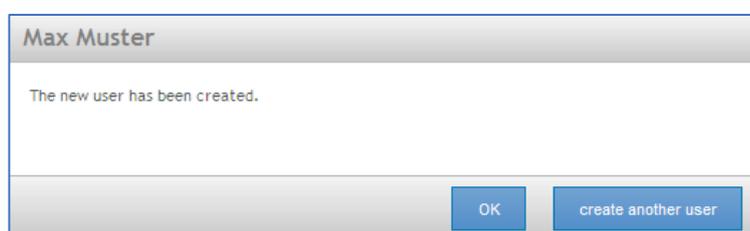


Fig 11: Confirmation of new user creation

Click “OK” to return to the main menu or click “create another user” to open the Create user frame again.

Thus, the user is created in the OeKB User Administration. However, access data enabling the user to log on to the Login Portal will be activated only after user rights for the new user have been ordered and approved. Once you have been notified by e-mail that the new user has been created, you can generate an initial password for the relevant user as described in 5.3.5 – Generating a password.



Access data for the new user are activated only after user rights for the new user have been ordered and approved.

In order to display existing user rights for a user, select menu item “Administer users” and menu sub-item “Search / edit user”. For details on how to order and administer user rights, see 5.4 – Administering user rights.

You will be notified by e-mail as soon as the new user has been activated – subsequent to user rights having been ordered:

Dear Mr. Peter Administrator,

The User indicated below has been created:

User: Max Mustermann  
User Name: OEKB3113040  
Organisation: Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien

Please generate the respective password in the OeKB User Administration, menu item 'Administer Users', menu sub item -> 'Generate password', and notify the User of User Name and password for first-time login.

You can access the OeKB User Administration via the OeKB Login Portal.

Best regards,  
Your OeKB IT Service Center

Note: This message has been automatically generated. Please, do not reply to this message through the 'Reply' function of your e-mail software. For questions and comments, please contact us at helpdesk@oekb.at.

.....  
OeKB - Oesterreichische Kontrollbank Aktiengesellschaft  
1011 Vienna, Strauchgasse 3, Austria

IT Service Center  
Tel. +43 1 531 27-1111  
Fax +43 1 531 27-4111  
E-mail: helpdesk@oekb.at  
www.oekb.at

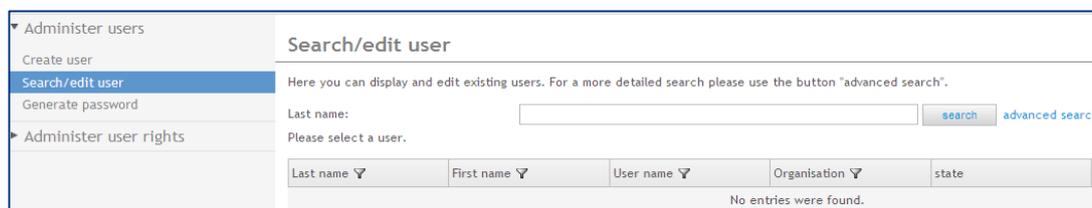
Registered office: 1010 Vienna, Am Hof 4; FN 85749b; Commercial Court Vienna

.....  
This message is confidential and intended solely for the addressee. It is likely to be subject to banking secrecy. If you have received this e-mail erroneously, please contact the sender and delete it from your computer pursuant to section 93 para 4 Austrian Telecommunication Act 2003, otherwise any use of this information may lead to detrimental legal consequences. Anyone communicating with us by e-mail accepts the risks involved with the potential loss of confidentiality.

*E-mail 1: Notification of created User*

### 5.3.2 Search for and edit users

You can review and, if necessary, edit existing users via the menu item “Search/edit user”:



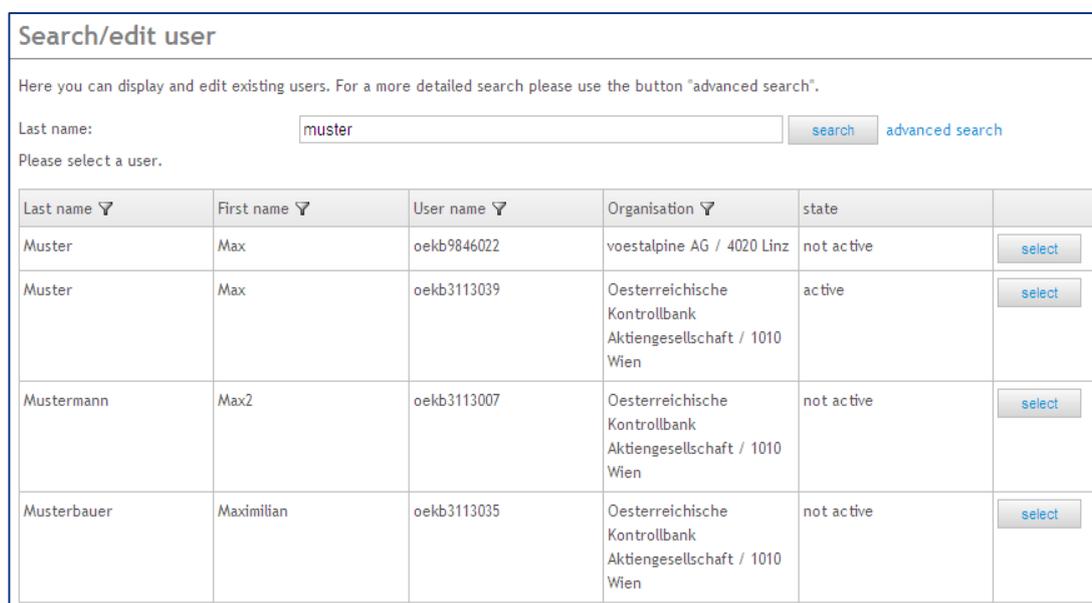
The screenshot shows the 'Search/edit user' interface. On the left is a navigation menu with options: 'Administer users', 'Create user', 'Search/edit user' (highlighted), 'Generate password', and 'Administer user rights'. The main content area has the title 'Search/edit user' and a subtitle: 'Here you can display and edit existing users. For a more detailed search please use the button "advanced search".' Below this is a search form with a 'Last name:' label, a text input field, and a 'search' button. The input field contains the text 'Please select a user.'. Below the search form is a table with columns: 'Last name', 'First name', 'User name', 'Organisation', and 'state'. The table is currently empty, with the text 'No entries were found.' centered below it.

Fig. 12: Search/edit user

To find a specific user fill in the user’s name in the “Last name” field (the search box is not case-sensitive) and click “search”.

In order to search all users with last names beginning with “Muster”, simply enter “muster” (the search box is not case-sensitive) in the last name search box and click “search”.

If you leave blank the “Last name” field and click “search”, a list will be displayed including **all** relevant users you have created.



The screenshot shows the 'Search/edit user' interface with the search form filled out. The 'Last name:' field contains the text 'muster'. The 'search' button is highlighted. Below the search form is a table with columns: 'Last name', 'First name', 'User name', 'Organisation', 'state', and an empty column. The table contains four rows of user data, each with a 'select' button in the empty column.

Last name	First name	User name	Organisation	state	
Muster	Max	oekb9846022	voestalpine AG / 4020 Linz	not active	<input type="button" value="select"/>
Muster	Max	oekb3113039	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	active	<input type="button" value="select"/>
Mustermann	Max2	oekb3113007	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	not active	<input type="button" value="select"/>
Musterbauer	Maximilian	oekb3113035	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	not active	<input type="button" value="select"/>

Fig. 13: Modifying the user search

For a more detailed search (search by first name, user name, E-Mail Address or organization) please use the „advanced search“. You can also restrict the search to users with state “active” or “not active”. By default both options are checked when calling up the menu item:

### advanced search

Please fill at least one of the following fields.

First name:

Last name:

User name:

E-mail address:

Organization: (all) [▶ search](#)

state  active  not active

Fig. 14: Modifying the user search

Users with state “not active”:

- (Newly created) users without generated password, see 5.3.3
- (Left) users without assigned user rights

You can find the state in the column “State”.

### Search/edit user

Here you can display and edit existing users. For a more detailed search please use the button "advanced search".

Last name:   [advanced search](#)

Please select a user.

Last name ▼	First name ▼	User name ▼	Organisation ▼	state	
Bauer	Boris	oekb9846011	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	active	<input style="background-color: #0070c0; color: white; padding: 2px 5px;" type="button" value="select"/>
Fletcher	Angela	oekb9846020	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	active	<input style="background-color: #0070c0; color: white; padding: 2px 5px;" type="button" value="select"/>
Lina	Rosa	oekb9846017	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	active	<input style="background-color: #0070c0; color: white; padding: 2px 5px;" type="button" value="select"/>

Fig. 15: user search result

Click “edit” in order to review and, if necessary, edit user data:

### User Data For Max Muster

master data
user rights
Token

Please fill in the following fields as completely as possible.  
Fields marked with \* are mandatory.

**Organisational information**

Organisation: Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien

User name:

**Personal data**

First name:

Last name:

Title:

Title behind name:

Gender:

E-mail address:

Preferred language: \*

Phone: \*

Please enter phonenumber in format + country - phonenumber - additional number

**Locational information**

Default address: 1010 Wien, Am Hof 4

Address: \* 1010 Wien, Am Hof 4 [▶ change](#)

Street:

Zip code:

City:

Country:

Fig. 16: Editing a user

Here you can display and edit user data, user rights and Token information.

To change a user’s address, go to the “master data”-tab, click the “edit” button in the address box. The address drop-down list will open, provided that several addresses have been stored for the company you are administering:

Locational information

Default address: 1010 Wien, Am Hof 4

Address: \* 1010 Wien, Am Hof 4 ▶ change

Street: Am Hof 4

Zip code: 1010

City: Wien

Country: AT

**Address**

currently assigned: 1010 Wien, Am Hof 4

search:

- 1010 Wien, Am Hof 4
- 1010 Wien, Strauchgasse 1-3
- 1010 Wien, Strauchgasse 3

Fig. 17: Edit the address of a user.

### 5.3.2.1 Cancel user / user rights

If a user leaves the company or doesn't need access to OeKB or OeKB CSD services anymore, all user rights need to be cancelled by the administrator. For more information see 5.4.2

As soon as your cancellation order is submitted, the user is not active anymore.



For reasons of traceability, users are never deleted from but remain in the system with the state "not active".

If OeKB assigns a not-active user to another organisation, it will disappear from your organisation's user list.

### 5.3.2.2 Display user rights

Information about assigned user rights of a single user is shown under the "user rights" tab:

master data		user rights	Token			
User right ▼	Information	No. ▼	Activation date	User name	Organisation	
Online Exportfinanzierung Benutzer		1756	05.02.2014	oekb3113039	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	

Fig. 18: Overview user rights

You also have a reporting function by selecting menu item „Reports“, see 5.5 .

### 5.3.2.3 Show Token type

If the user is in possession of a Token, the information will be shown here.

Fig. 19: Display of Token type

If you wish to edit a user's Token, you may do this either by clicking the 'edit' button in the user interface, or by selecting the menu item 'Edit Token', please see 5.6.1 Either way you will be redirected to the frame shown in the next figure:

Fig. 20: Frame 'Edit token type'

You may also change the administrator for the RSA Key Fob Token, change the mobile phone number for an SMS Token or request a change in the type of Token:

#### 5.3.2.4 Change the administrator for a RSA Key Fob Token

You may select another administrator of your organization as RSA Key Fob Token administrator. The selected administrator supports the exchange of RSA Key Fob Token upon expiry.

#### 5.3.2.5 Change the mobile phone number for an SMS Token

You may select another mobile phone number for an SMS Token. Please consider that the new mobile phone number needs to be activated by the OeKB Service Center. You will automatically be notified by e-mail, once the relevant mobile phone number has been activated. Until then the old mobile phone no. will remain valid:

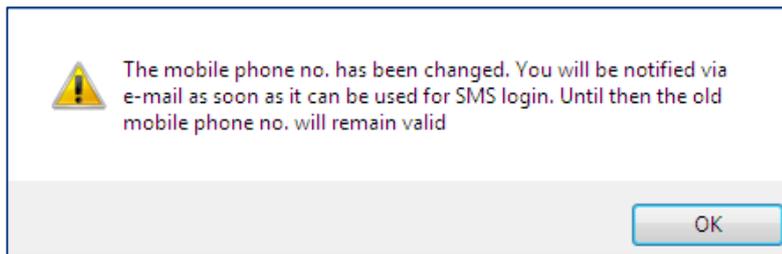


Fig. 21: Changing a mobile phone number

The old and the new mobile phone number will be displayed until the activation of the new mobile phone number.

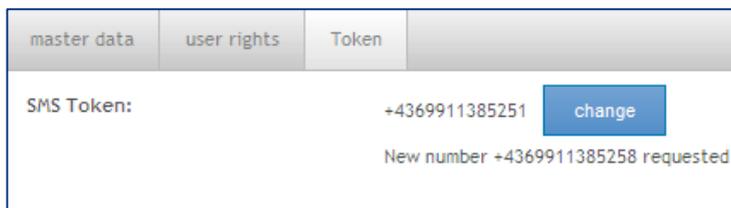


Fig. 22: Changing the mobile phone number

### 5.3.2.6 Change Token type from RSA Key Fob Token to SMS Token

You may change the Token type from RSA Key Fob Token to SMS Token. Change the Token type and enter the user's mobile phone number. You will automatically be notified by e-mail and receive the PIN, once the SMS Token has been activated by the OeKB.

The RSA Key Fob administrator will be notified by e-mail to return the no longer required RSA Key Fob Token to the OeKB.

### 5.3.2.7 Change Token type from SMS Token to RSA Key Fob Token

You may change the Token type from SMS Token to RSA Key Fob Token. Change the Token type and select the RSA Key Fob administrator. This administrator will receive the RSA Key Fob token and the confirmation of receipt by post. This confirmation has to be signed and returned to the OeKB. After receiving the signed confirmation, the RSA Key Fob Token will be activated and the RSA Key Fob Token administrator will receive the access data by e-mail. If you have changed the Token type of a user, the old and the new Token (with remark 'ordered') will be displayed until the activation of the new Token. In this State, the Token cannot be edited:

master data	user rights	Token
RSA Key Fob Token:		<input type="button" value="Change"/> (requested)
SMS Token:		334455555 <input type="button" value="Change"/>
Token requested.		

Fig. 23: Change the Token type to RSA Key Fob Token

After the new Token is activated, only this currently valid Token is visible and may now be used.

### 5.3.3 Generating a password

Once you have created a new user (see 5.3.1 “Creating users”) and the ordered user rights have been approved (see 5.3.2.2 – “Display user rights” **Fehler! Verweisquelle konnte nicht gefunden werden.**), you must generate a password that enables the user to log on to the OeKB Login Portal .

Generate such password by clicking menu sub-item “Generate password” in menu item “Administer users”.

Enter the user name and last name of the individual whose password you want to generate:

<ul style="list-style-type: none"> <li>Administer users           <ul style="list-style-type: none"> <li>Create user</li> <li>Search/edit user</li> <li><b>Generate password</b></li> </ul> </li> </ul>	<h4>Generate password</h4> <p>Here you can generate an initial password for a recently created user or a new password for an already existing user. The user has to change this password after the first login. Please communicate the password to the user.</p> <p>With * marked fields are mandatory.</p> <p>Please fill in user name and last name of the user.</p> <p>User name: * <input type="text" value="oekb9846022"/></p> <p>Last name: * <input type="text" value="Muster"/></p> <p style="text-align: right;"><input type="button" value="next"/></p>
---	---

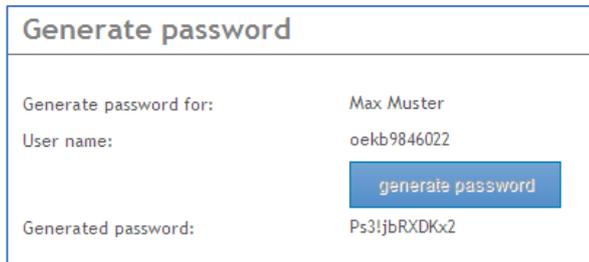
Fig. 24: Generate password: Enter user name and last name

If user name and last name correspond, you may create the password:

Generate password	
Generate password for:	Max Muster
User name:	oekb9846022
<input type="button" value="generate password"/>	

Fig. 25: Generating a password

Click “Generate password”:



Generate password	
Generate password for:	Max Muster
User name:	oe kb9846022
	<input type="button" value="generate password"/>
Generated password:	Ps3!jbRXDKx2

Fig. 26: Generated password (sample)

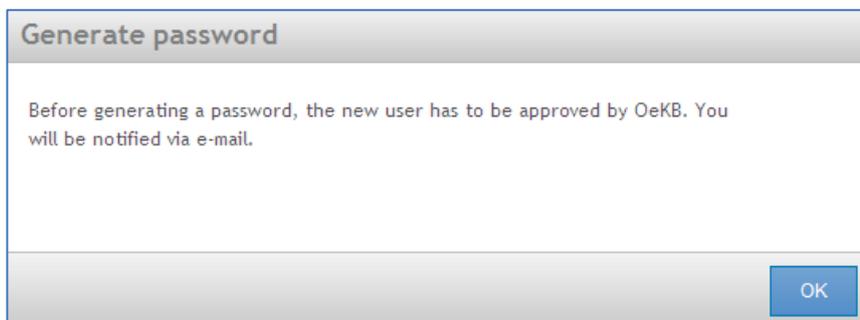
The system will then generate a password, which you must transmit to the user in a safe manner.

With this initial password, the user can log on to the OeKB Login Portal once and will then be asked to change his password. If the user logs on to the OeKB Login Portal but fails to change his password prior to logging out, you must generate a new initial password for that user.



A password can be generated for a user only after that user has been confirmed by OeKB.

Otherwise, you will receive the following error report:



Generate password	
Before generating a password, the new user has to be approved by OeKB. You will be notified via e-mail.	
<input type="button" value="OK"/>	

Fig. 27: Password error report

### 5.3.3.1 Changing the password of a User

You can change the password of an active user with existing user rights at any time, for example, because the user cannot remember it. To do this, proceed in analogy to 5.3.3 – Generating a password. Again, this initial password will allow the user to log on to <http://login.oekb.at> one time only.

### 5.3.3.2 Password expires after 18 months

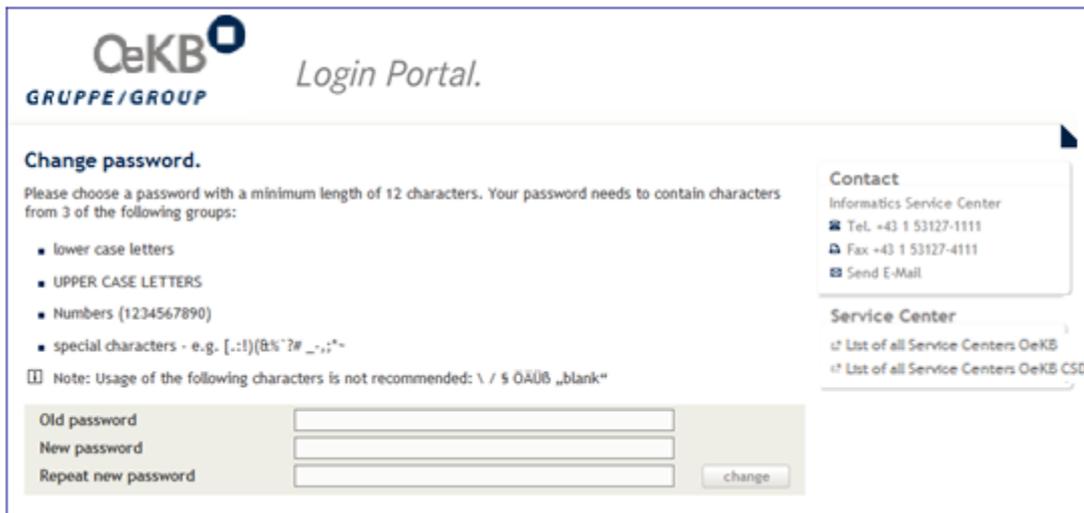


Fig. 28: Prompt to change password at the OeKB Login Portal



The password of a system user does not expire.

### 5.3.3.3 Automatic disablement after 24 months

If a user fails to log on to the system within 24 months, that user will be disabled in addition to the password having expired. The administrator will be alerted via e-mail in time.



A System user is never automatically disabled.

## 5.4 Administering user rights

In this menu item, you can manage the user rights for your users. You can order, edit or cancel user rights as well as edit orders you have created but not submitted. Moreover, you can query the status of your orders and search for orders.

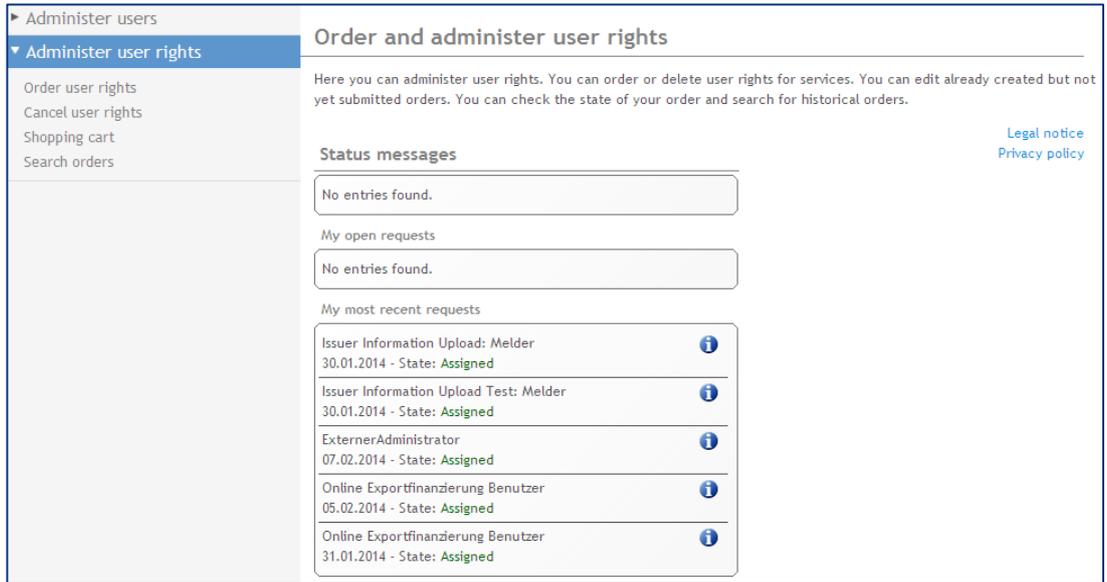


Fig. 29: “Administer user rights” overview

#### 5.4.1 Ordering new user rights

Select the menu item “Administer user rights” from the menu and select one of the sub-items “Order user rights”. To order a user right, first select the relevant user:

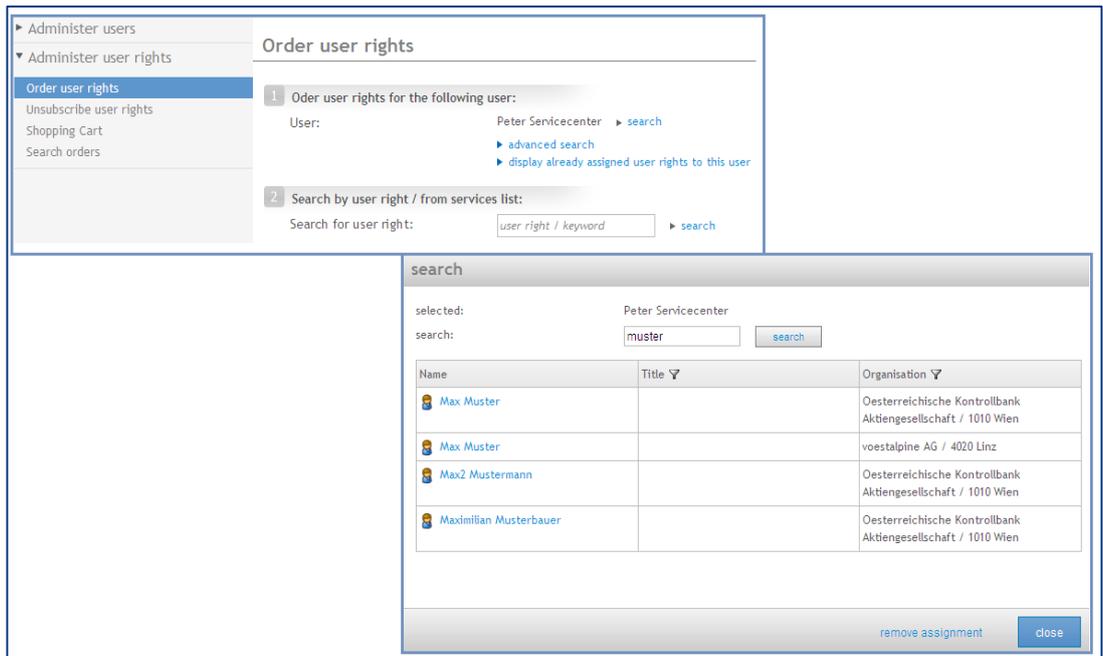


Fig. 30: Selecting a user for whom a user right is to be ordered

Now, you can order user rights for the selected user, either:

- From a services list (see 5.4.1.1 ); or
- By user right (see 5.4.1.3 )

### 5.4.1.1 Searching for a user right from the services list

If you have selected the option “from services list” the services (applications) assigned to your organisation will be displayed first. Considering your user rights, all services will be grouped by organisation (OeKB or OeKB CSD Services). The Services Account Information and External Administrator are services of OeKB group and therefore displayed as a separate menu item.

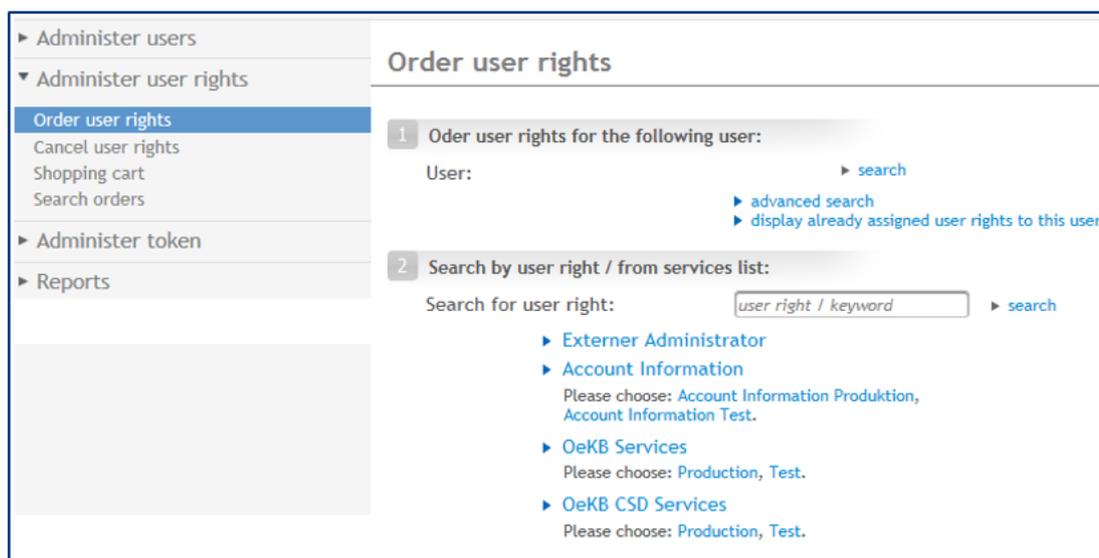


Fig. 31: Services list

Select between services in the production system or in the test system (the figure behind shows you the number of available user rights)

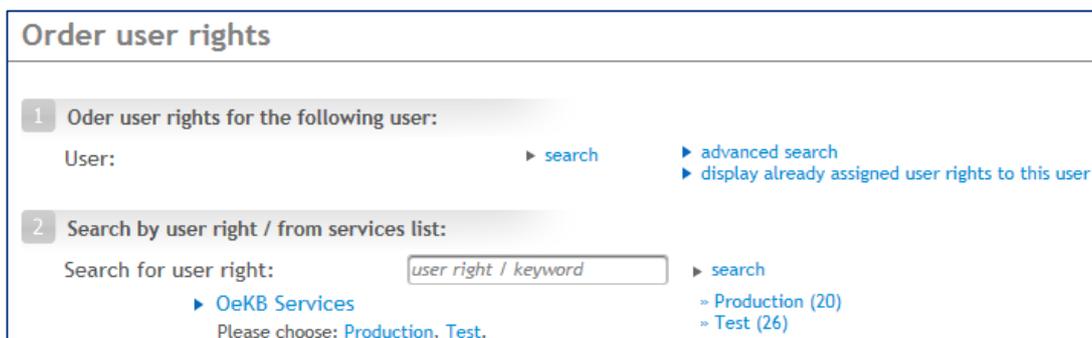


Fig. 32: Select between production system and test system

Select the service for which you would like to order a user right:

### Order user rights

**1** Oder user rights for the following user:

User:  [▶ search](#) [▶ advanced search](#)  
[▶ display already assigned user rights to this user](#)

**2** Search by user right / from services list:

Search for user right:  [▶ search](#)

[▶ OeKB Services](#)  
Please choose: Production, Test.

- [▶ Production \(20\)](#)
- [▶ Test \(26\)](#)
- [▶ Austrian Direct Auctioning System \(1\)](#)
- [▶ EFV Reporting \(2\)](#)
- [▶ Fonds Upload Client \(1\)](#)
- [▶ ISIN Services \(2\)](#)
- [▶ Issuer Information Upload \(7\)](#)
- [▶ Online Exportfinanzierung \(1\)](#)
- [▶ Online Exportgarantien \(1\)](#)
- [▶ Online Meldestelle \(5\)](#)

[» show all service categories](#)

Fig. 33: select service

**1** Oder user rights for the following user:

User:  [▶ search](#)  
[▶ advanced search](#)  
[▶ display already assigned user rights to this user](#)

**2** Search by user right / from services list:

Search for user right:  [▶ search](#)

[▶ Online Meldestelle](#)  
[» show all service categories](#)

	Right	Service	Comment
<input type="checkbox"/>	Online Meldestelle - Admin	Online Meldestelle	
<input type="checkbox"/>	Online Meldestelle - Aufsicht	Online Meldestelle	
<input type="checkbox"/>	Online Meldestelle - Hinterleger Fondsdokumente	Online Meldestelle	
<input type="checkbox"/>	Online Meldestelle - Melder Emissionskalender	Online Meldestelle	

Fig. 34: Selecting a user right from the services list

!

The display only includes user rights, which are available but have not been assigned to that particular user.

Now click “add to Shopping cart”. The following confirmation will be issued:

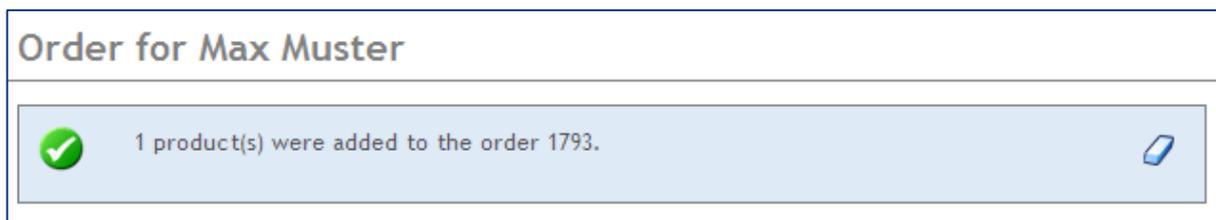
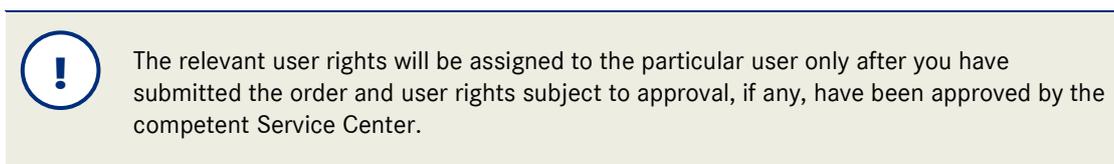


Fig. 35: Confirmation of user right(s) having been added to an order



Access the order frame by clicking “Shopping cart” to see your current order:

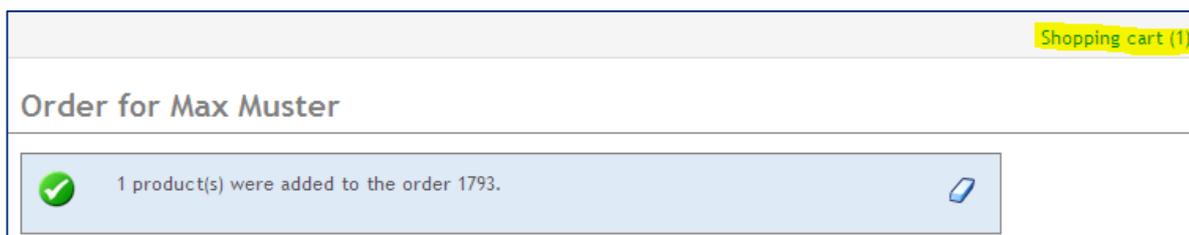


Fig. 36: Go to Shopping cart

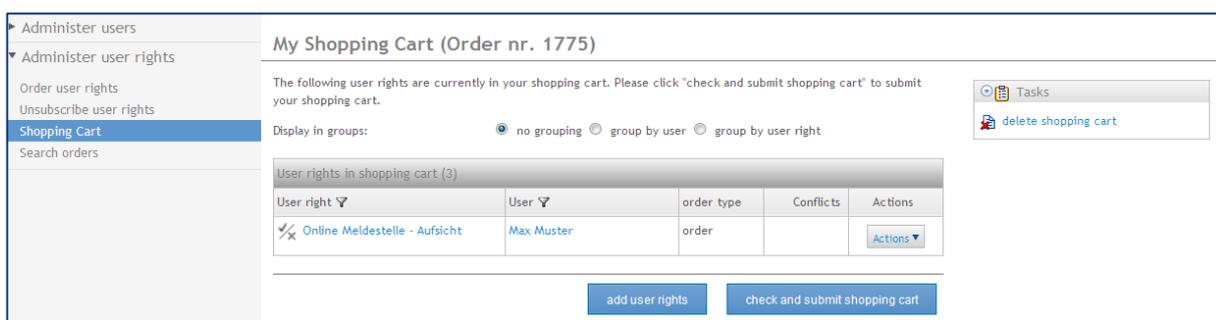


Fig. 37: Shopping cart

Using the “Actions” button, you can delete a user right in case you don’t want to order it anymore. You can also enter information relating to your order in the comments box.

**additional information**

Please enter additional information about your order.

Reason:

Fig. 38: additional information

If you want to delete the complete order please click the “delete shopping cart” link:

**My Shopping Cart (Order nr. 1775)**

The following user rights are currently in your shopping cart. Please click “check and submit shopping cart” to submit your shopping cart.

Display in groups:  no grouping  group by user  group by user right

User rights in shopping cart (3)

User right ▼	User ▼	order type	Conflicts	Actions
✘ Online Meldestelle - Aufsicht	Max Muster	order		Actions ▼ View original request additional information delete

Tasks

Fig. 39: Delete Shopping cart or particular user right

If you click “check and submit shopping cart”, the order will be submitted once you have clicked “yes” in the query window:

**submit order**

Are you sure you wish to submit your order? Please confirm your order by clicking “yes”.

Fig. 40: submit order

Subsequently, you will receive confirmation that your order has been sent:

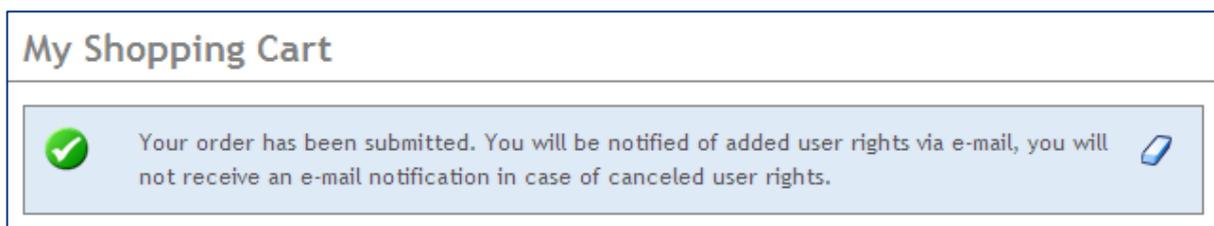


Fig. 41: Order submitted

### 5.4.1.2 Ordering a Token-mandatory user right

Using Token mandatory user right users need to access the Login Portal via two-factor authentication (login via RSA Key Fob Token or SMS Token). The user needs to enter user name, password, a four-digit PIN and a Token code. The PIN always remains the same while the Token code changes for every login.

If you order a Token mandatory user right and the user does not yet have a Token, the following frame will appear after clicking 'yes':

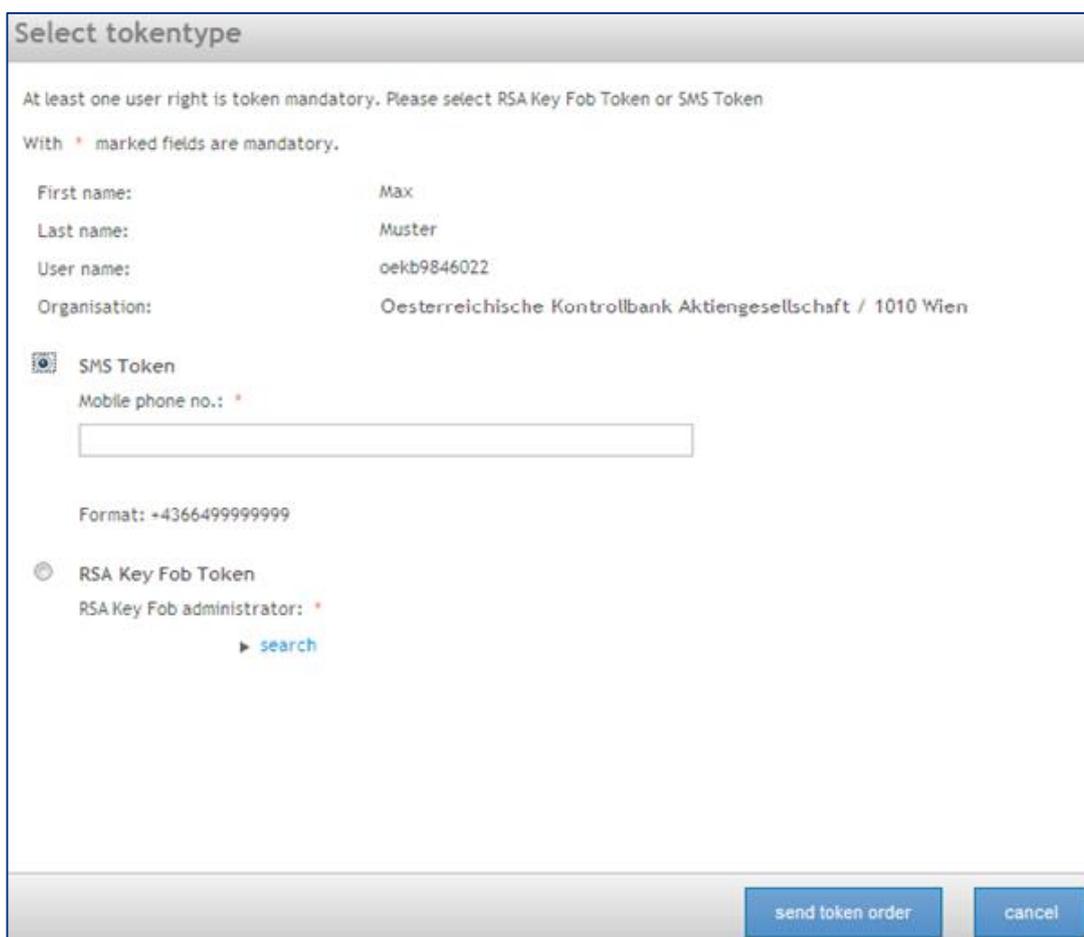


Fig. 42: Order frame Token

### ■ SMS Token

Please select the desired Token type. The SMS Token is the default selection. Please enter the mobile phone number (in this format: +4366499999999), at which the user is to receive their Token codes. As soon as the SMS Token gets activated by OeKB, you will receive an e-mail with your Initial PIN, which the user has to change upon first usage. For login the user needs to enter user name, password and the four-digit PIN in data field „PIN“. Then the user needs to press the login button. The user will receive an SMS with the Token code and needs to enter the Token code in the displayed window.

### ■ RSA Key Fob Token

If you select the RSA Key Fob Token, you must specify an RSA Key Fob administrator. He or she will receive the the RSA Key Fob(s) ordered, as well as a PIN sent per e-mail, and passes these on to the users. The default setting for the RSA Key Fob administrator is the person by whom the key was ordered, but another user may be selected as administrator for your organisation. For login the user needs to enter user name and password, the four-digit PIN in data field “PIN and Token code” and directly after the six-digit number from RSA Key Fob Token. The RSA Key Fob Token expires after approx. 48 months. The RSA Key Fob administrator will be notified on time.

Should you order Token mandatory user rights for more than one user without a Token, the headline will show the number of Tokens to be ordered.



Fig. 43: Order frame Token – Display of the number of Tokens to be ordered

To proceed please click “Send Token order”. You will now receive a delivery confirmation.

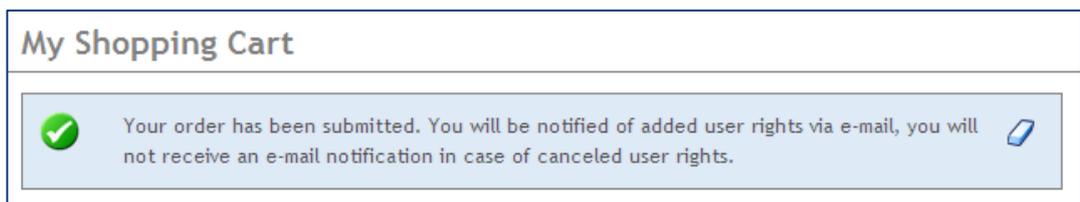


Fig. 44: Token order submitted

Usually, user rights not subject to approval, which have been ordered for a released user are available immediately. In cases of emergency, user rights subject to approval will be made available within one workday.

#### 5.4.1.3 Searching for user rights “by user right”

If you have selected “by user right” in the order frame, you can search for a particular user right by its name by entering the name of that user right, or part thereof. Alternatively, you may leave the text box blank and click “search”:

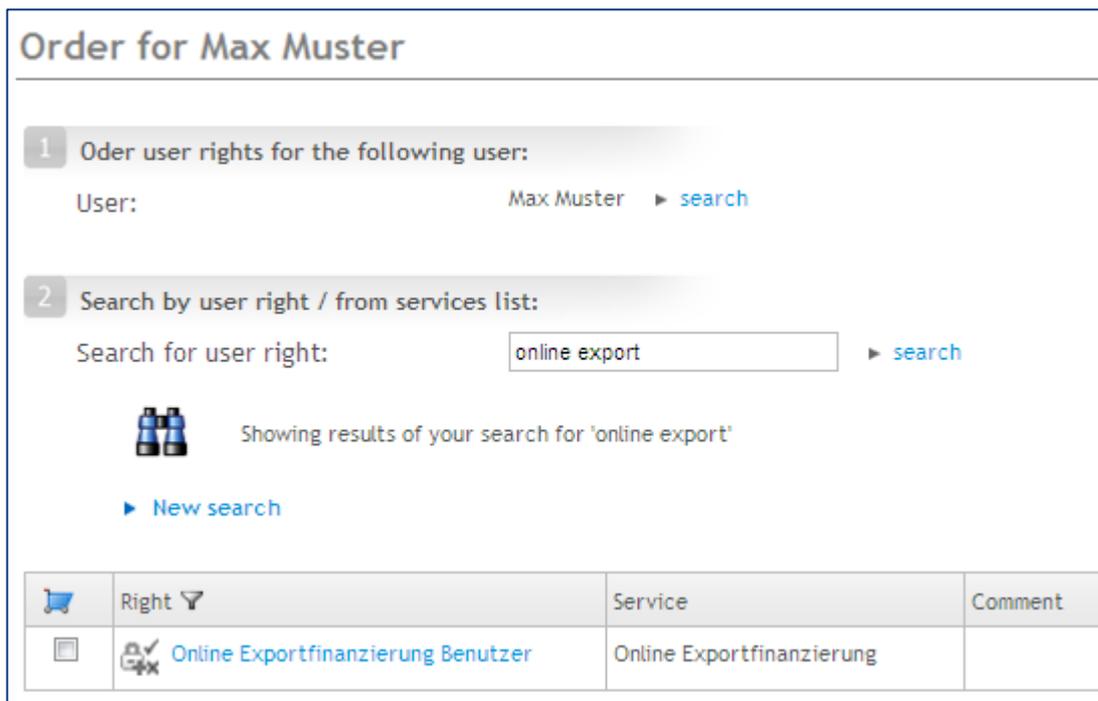


Fig. 45: Searching for user rights by name

Check the desired user rights by clicking the relevant checkboxes. Add the selected user right(s) to the order by clicking “add to order”.

### 5.4.2 Cancel existing user rights /Deactivate users

Select the user whose rights you wish to cancel or renew in the menu sub-item “Cancel user rights”:

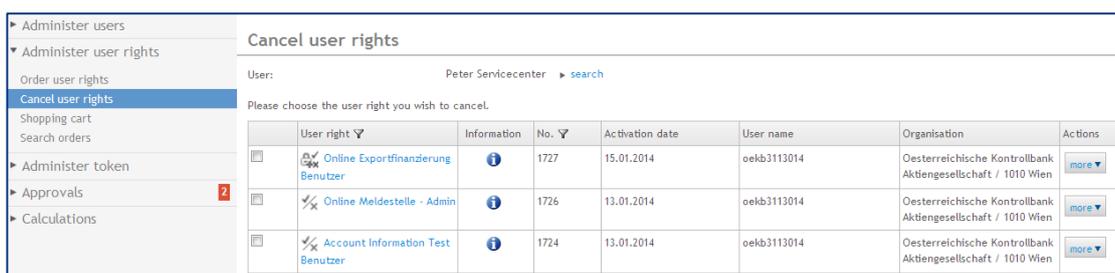


Fig. 46: assigned user rights

You are looking at a list including all user rights assigned to a particular user. Select the user right(s) via the checkboxes at the left margin and click “cancel”. You can also leave a comment:

**Cancel user rights**

Are you sure that you wish to cancel the selected User Rights?

Reason

Fig. 47: Reason for cancellation

Then please click “save”:

**Cancel user rights**

 The cancellations have been added to the order 1794 - Peter Service. Please click "Shopping cart" and submit your order to complete the cancellation. 

Fig. 48: Confirmatin of cancellation

Upon clicking „save“, the option box is no longer available.

Please choose the user right you wish to cancel.

	User right ▼	Information	No. ▼	Activation date	User name	Organisation
	 Online Exportfinanzierung Benutzer		1745	27.01.2014	oekb3113014	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien

Fig. 49: Canceled user right

You can find the cancelled user right in the “Shopping cart” (also under the menu item “Administer user rights”).

**My Shopping cart (Order nr. 1794)**

The following user rights are currently in your Shopping cart. Please click "check and submit Shopping cart" to submit your Shopping cart.

Display in groups:  no grouping  group by user  group by user right

User rights in shopping cart (1)

User right ▼	User ▼	order type	Conflicts	Actions
 Online Exportfinanzierung Benutzer	Max Muster	cancellation		<input type="button" value="Actions ▼"/>

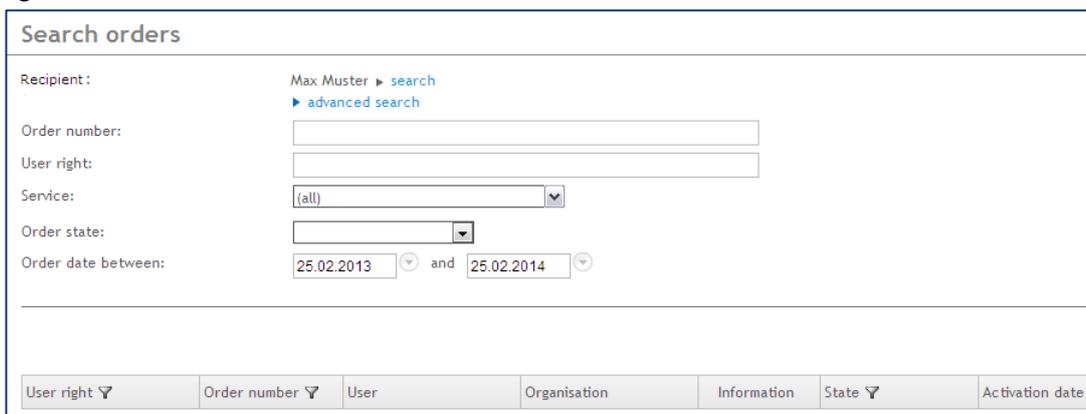
Fig. 50: Cancellation in Shopping cart

If you cancel the last remaining Token mandatory user right for a user, the Token loses its validity. If the user still holds user rights for a non-Token mandatory service, he or she may log onto the OeKB Login Portal via their user name and password. The login via RSA Key Fob Token or SMS Token will no longer work.

As soon as the last user right is cancelled, the user gets deactivated.

### 5.4.3 Searching for submitted orders

To search for a submitted order select menu sub-item “Search orders” in menu item “Administer user rights”:



**Search orders**

Recipient: Max Muster [search](#)  
[advanced search](#)

Order number:

User right:

Service: (all)

Order state:

Order date between: 25.02.2013  and 25.02.2014

User right <input type="button" value="v"/>	Order number <input type="button" value="v"/>	User	Organisation	Information	State <input type="button" value="v"/>	Activation date
---	---	------	--------------	-------------	--	-----------------

Fig.51: Searching for orders

You can search for the following criteria:

- Recipient of the user right,
- Name of a user right;
- Order number;
- Service;
- Order status;
- Period of order date.

Click on “search” to receive a list of all orders meeting those criteria.

Obtain information on the status of your order via the “Information” icon:

**Search orders**

Recipient: Max Muster [▶ search](#)  
[▶ advanced search](#)

Order number:

User right:

Service:

Order state:

Order date between:  and

[search](#)

User right ▼	Order number ▼	User	Organisation	Information	State ▼	Activation date
Issuer Information Upload Test: Melder	1806	Max Muster	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien		open	

Fig. 52: Information icon

To cancel unreleased orders, click the “cancel” button.

**Information**

User right: Issuer Information Upload Test: Melder

Ordered by: Max Muster

User name: oekb9846006

Order number: 1806

Order State: open

Order date: 25.02.2014 14:29:05

Activation date:

Reason:

[close](#) [cancel](#)

Fig.53: Cancelling an order

## 5.5 Reports

Here you can display users and their assigned services:

- ▶ Administer users
- ▶ Administer user rights
- ▶ Administer token
- ▼ Reports
  - Report services

### Report services

Please fill at least one of the following fields.

First name:

Last name:

User name:

E-mail address:

Organisation: (all) ▶ [search](#)

State:  active  not active

Assigned user right:  yes  no

User right:

Service: (all) ▼

First name ▼	Last name ▼	User ▼	E-mail ▼	Organisation ▼	State ▼	services ▼
Max2	Mustermann	oekb3113003	max2.muster@idm.at	Oesterreichische Kontrollbank / 1011 Wien	not active	Account Information Produktion, Issuer Information Upload,

Fig. 54: Report services

To select users with a specific service click the desired service in the respective category (OeKB or OeKB CSD Service)

### Report services

Please fill at least one of the following fields.

First name:

Last name:

User name:

E-mail address:

Organisation: (all) ▶ [search](#)

State:  active  not active

Assigned user right:  yes  no

User right:

Service: (all) ▼

- ✕ Account Information
- ✕ Externer Administrator
- ✕ OeKB CSD Services
- ✕ OeKB Services

Fig.55: Services grouped by OeKB and OeKB CSD Services

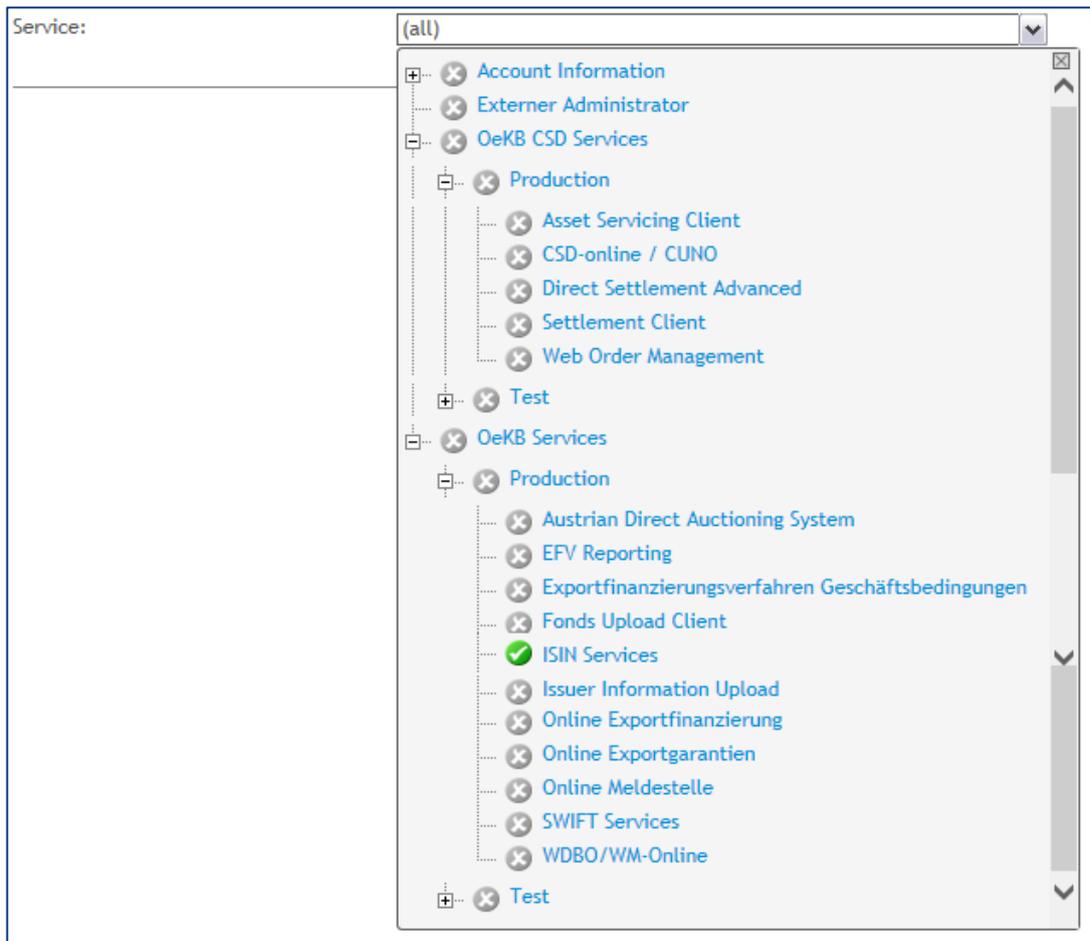


Fig. 55: Report services – filter by services

In the example shown above, all users using „ISIN Services“ are displayed. To select users with a specific, known user right fill it into the field “User right”:

### Report services

Please fill at least one of the following fields.

First name:

Last name:

User name:

E-mail address:

Organisation: (all) [search](#)

State  active  not active

Assigned user right:  yes  no

User right:

Service: (all)

Fig. 56: Report services – filter by user right

The example above shows all users with user rights including the phrase “service”. Here the users having the user right “Online Exportfinanzierung”.

Again, you can restrict the search to active or disabled users or users having assigned user rights (assigned user right = “yes”) or users without user rights (assigned user right = “no”)

## 5.6 Administering Token

→ see **Administer Token**

The menu item ‘Administer Token’ allows you to administer the Tokens of your users. Every user of a Token mandatory user right requires an SMS Token or an RSA Key Fob Token in order to log in.

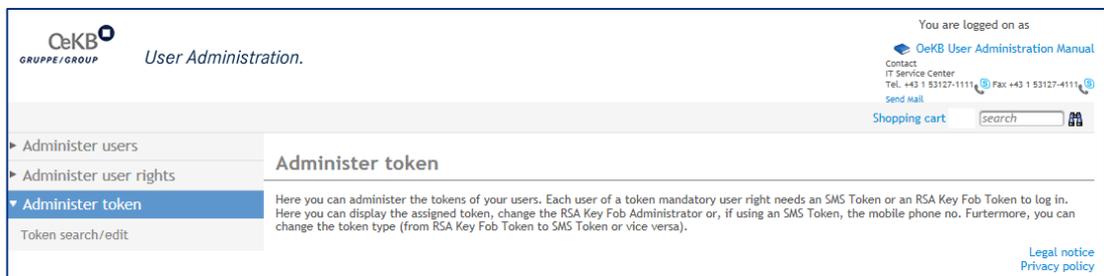


Fig. 57: menu item ‘Administer Token’

### 5.6.1 Token search/edit

The menu sub-item ‘Token search/edit’ allows you to search for and edit Tokens assigned to you. Existing Tokens may be viewed and edited under ‘Token search/edit’

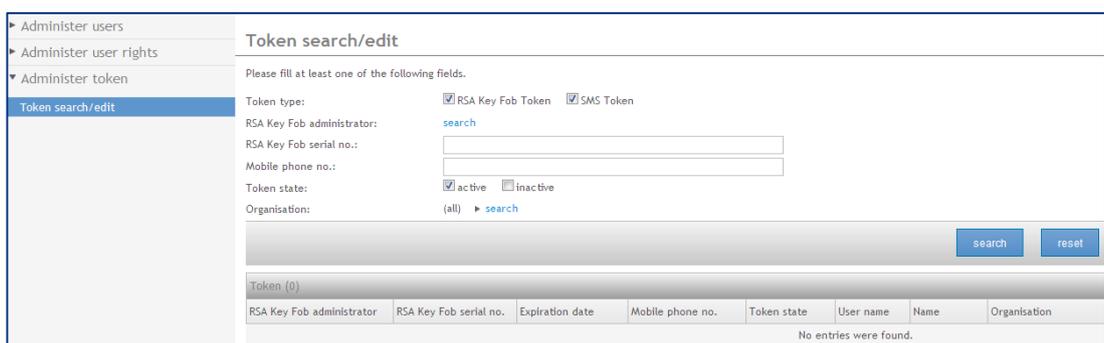


Fig. 58: frame ‘Token search/edit’

If you leave blank the “RSA Key Fob administrator”, “RSA Key Fob serial no.” and “Mobile phone no.” selection boxes and click “search”, a list will be displayed including **all** relevant and existing Tokens.

You can restrict the search to RSA Key Fob Tokens, SMS Tokens, active or disabled Tokens. By default only active Tokens of both types are checked when calling up the menu item.

## Token type

An RSA Key Fob Token will display the RSA Key Fob administrator, the RSA Key Fob serial no. and the expiration date; an SMS Token will display the mobile phone no.

## Token state

- **Token state active**

The Token is in use

- **Token state inactive**

The Token is assigned to the user but cannot be used (expired or not yet activated).

Please choose the token you wish to edit.

Token (2)								
RSA Key Fob administrator	RSA Key Fob serial no.	Expiration date	Mobile phone no.	Token state	User name	Name	Organisation	
Peter Servicecenter	8888448	20.03.2014		active	oekb3113039	Max Muster	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	<a href="#">edit</a>

Fig.59: frame 'Token search/edit'

To edit Token information, please click 'edit':

**Token search/edit**

Please fill at least one of the following fields.

Token type:  RSA Key Fob Token  SMS Token

RSA Key Fob administrator: Peter Servicecenter [search](#)

RSA Key Fob serial no.:

Mobile phone no.:

Token state:  active  inactive

Organisation: (all) [search](#)

[search](#) [reset](#)

Please choose the token you wish to edit.

Token (2)								
RSA Key Fob administrator	RSA Key Fob serial no.	Expiration date	Mobile phone no.	Token state	User name	Name	Organisation	
Peter Servicecenter	8888448	20.03.2014		active	oekb3113039	Max Muster	Oesterreichische Kontrollbank Aktiengesellschaft / 1010 Wien	<a href="#">edit</a>

Fig. 60: frame 'Token search/edit'

### Edit token type for Max Muster

With \* marked fields are mandatory.

SMS Token  
 Mobile phone no.: \*

Format: +436649999999

RSA Key Fob Token  
 RSA Key Fob serial no.:  
 8888448  
 RSA Key Fob administrator: \*  
 Peter Servicecenter ▶ [search](#)

Fig.61: frame 'Edit Token type'

In this frame you may change your Token type or edit the RSA Key Fob administrator or the mobile phone number for the RSA Key Fob Token and the SMS Token, respectively. Please also see 5.3.2 .

## 5.7 Administrator Rights

If you like to order external administrator rights for a user, please go to „Administer user rights“ → „Order user rights“. Please also see 5.4.1 for more information about ordering user rights.

### Order user rights

**1** Order user rights for the following user:

User:  ▶ [search](#)      ▶ [advanced search](#)  
 ▶ [display already assigned user rights to this user](#)

**2** Search by user right / from services list:

Search for user right:  ▶ [search](#)

▶ [Externer Administrator](#)  
 » [show all service categories](#)

	User right	Service	Comment
<input type="checkbox"/>	Externer Administrator	Externer Administrator	

Fig.62: Order "external administrator" user right



Administrators can order further administrators via the OeKB User Administration (exception: the first Administrator for an organisation has to be created by OeKB or OeKB CSD). In this case please contact the respective Service Center or the IT Service Center.

## 5.8 Deputy regulation



The following process is relevant only to Administrators who manage at least two organisations in the OeKB User Administration, to whom the deputy regulation applies.

### 5.8.1 Scenario

There are cases where an employee of one organisation uses applications to act on behalf of another. Such scenario is called “deputy regulation” because employees of another organisation are acting on behalf of the organisation.

If Eurobank is acting on behalf of Bundesbank, this implies that Eurobank employees may be assigned user rights relating to the Bundesbank Organisation.

#### Example

Peter Schilling is employed by Eurobank. There, he also acts upon instruction of Bundesbank. Thus, he should to be assigned all user rights of an “ISIN agent” within the ISIN services for Bundesbank – equal to a Bundesbank employee (not as Eurobank employee; the ISIN system makes a strict distinction in this context).

Peter Schilling contacts Arnold Admin, who is Administrator for both organisations.

### 5.8.2 Procedure

To this end, it must be defined within the OeKB User Administration that Eurobank is authorised to act on behalf of Bundesbank. Moreover, you need to be Administrator for both organisations.

If this is the case, user rights available in the OeKB User Administration are marked according to the relevant organisation:

### Order for Max Muster

**1** Order user rights for the following user:

User: Max Muster [▶ search](#) 
[▶ advanced search](#)  
[▶ display already assigned user rights to this user](#)

**2** Search by user right / from services list:

Search for user right:  [▶ search](#)

	Right ▼	Service	Comment
☐	Issuer Information Upload: <a href="#">optionale Dokumente Fa. ABC</a>	Issuer Information Upload	Sammelberechtigung für alle optionalen Dokumente

Fig.63: Organisation-related user rights in the context of the deputy regulation

### Back to our example

In our specific case, Arnold Admin, in his capacity of Administrator for both organisations (“Bundesbank” and “Eurobank”), can order for Eurobank employee Peter Schilling the user right “ISIN agent Bundesbank” which will allow Mr. Schilling to work with the ISIN Services application in the capacity of agent for Bundesbank.

## 6 Annex

### 6.1 Definitions

OeKB Login Portal	Central login portal that provides access to OeKB and OeKB CSD Services in the form of a Web Application
OeKB Services	IT-supported services provided by OeKB
OeKB CSD Services	IT-supported services provided by OeKB CSD
Registration	Procedure by which the customer concludes with OeKB or OeKB CSD an agreement concerning the utilisation of OeKB or OeKB CSD Services and of the OeKB Login Portal and names employees as Administrators of the OeKB Login Portal
Administrator	Employee of the customer who acts as central contact person with regard to administering the customer's users and their user rights. The Administrator either  1) Carries out the user administration himself; or,  2) If so offered by OeKB or OeKB CSD, causes OeKB or OeKB CSD to carry out the User administration OeKB or OeKB CSD by requesting users and user rights directly at the competent Service Center.
User	Employee of the customer who, either in the capacity of portal user or in that of Administrator, utilises OeKB or OeKB CSD Services via the OeKB Login Portal or utilises IT systems that access OeKB or OeKB CSD Services via system users. To this end, access data and user rights are required.
Portal user	Employee of the customer who utilises access to OeKB or OeKB CSD Services via the OeKB Login Portal.
System user	By virtue of a system user, the customer's IT systems exchange data with OeKB or OeKB CSD Services that support such function in an automated manner.
Web Application	Software that allows customers to use OeKB or OeKB CSD Services online, via a web browser.
RSA Key Fob administrator	Employee of the customer, who receives the RSA Key Fobs via mail and passes them onto the users and supports the exchange of Key Fobs upon expiry.

## 6.2 FAQs

Known problem	Explanation /solution
1. Sometimes, the sandglass is jammed when initiating an activity (“save”, “edit”, etc.).	Please move the mouse.
2. It takes a few minutes before newly created orders are visible in the search result.	Please wait for the system check runs to be completed.
3. Cancellations are not indicated in submitted orders.	Select menu item “Administer user rights” and menu sub-item “Search orders”; then, click on the information link of the selected order and the date on which that order was cancelled will be displayed.
4. User Rights are released before the user actually has been created (confirmed).	It is possible that you receive a notification by e-mail indicating that user rights for a specific user are available even before the creation of that user is confirmed (by e-mail). However, the user can log on to the OeKB Login Portal and utilise the relevant user right only subsequent to release by the Service Center.



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