

# Rödl & Partner

## Rödl-ID User Manual

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## 1 About This Document

Rödl & Partner uses a growing number of systems to enhance collaboration with its clients. The objective of Rödl-ID is to standardize and simplify the user experience when logging in to our systems by reusing the same credentials wherever possible.

The present document

- describes the various actions a user can take while interacting with our identity provider,
- gives guidance about the collection and deletion of personal information, and
- provides solutions to common problems.

## 2 User Interaction

The following describes the actions you might want to execute with Rödl-ID:

- **Complete Registration:** when invited by mail, you set a password and a second authentication factor (authentication app or phone). This is normally executed only once.
- **Sign in:** enter your credentials to access a Rödl & Partner Service.
- **Add additional MFA factor:** add another authenticator app or phone.
- **Change a password you still know:** if you suspect it might have been compromised, or if you prefer another one.
- **Reset a forgotten password:** if you still have your second factor (authenticator app or phone), you can reset your password in self-service.

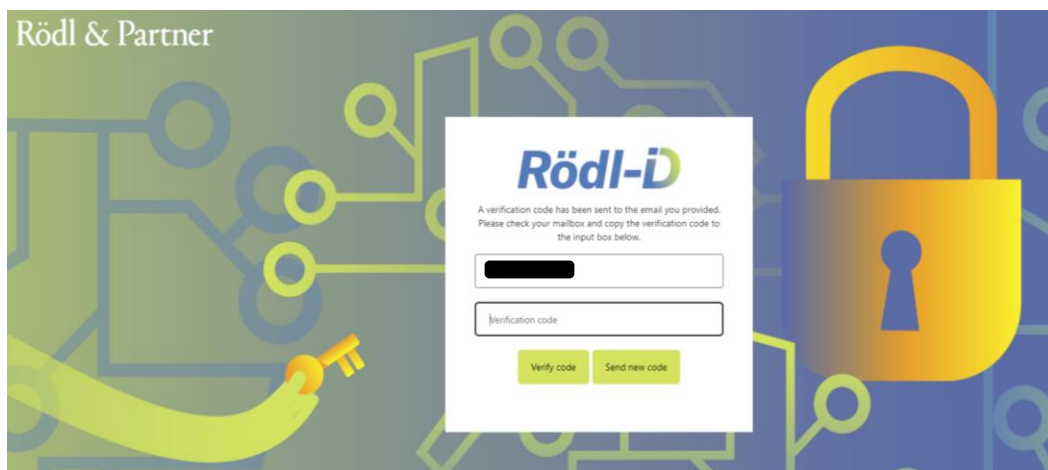
For all other cases, please contact either the Rödl & Partner employee who invited you or your primary Rödl & Partner contact person.

Please note that in accordance with the latest recommendations by the German BSI, American NIST, as well as Microsoft, your password will never expire.

### 2.1 COMPLETE REGISTRATION

#### 2.1.1 STEP 1: REDEEM INVITATION AND ENTER VERIFICATION CODE

When invited by Rödl & Partner, you will receive an invitation per mail. Click on the link provided in the email. This will open your browser and bring you to a screen like the following:



Clicking the link should have automatically entered your email address and triggered the system to send you an email containing a verification code, which you should receive after a few minutes. Enter the code in the appropriate box in the browser, click "Verify Code".

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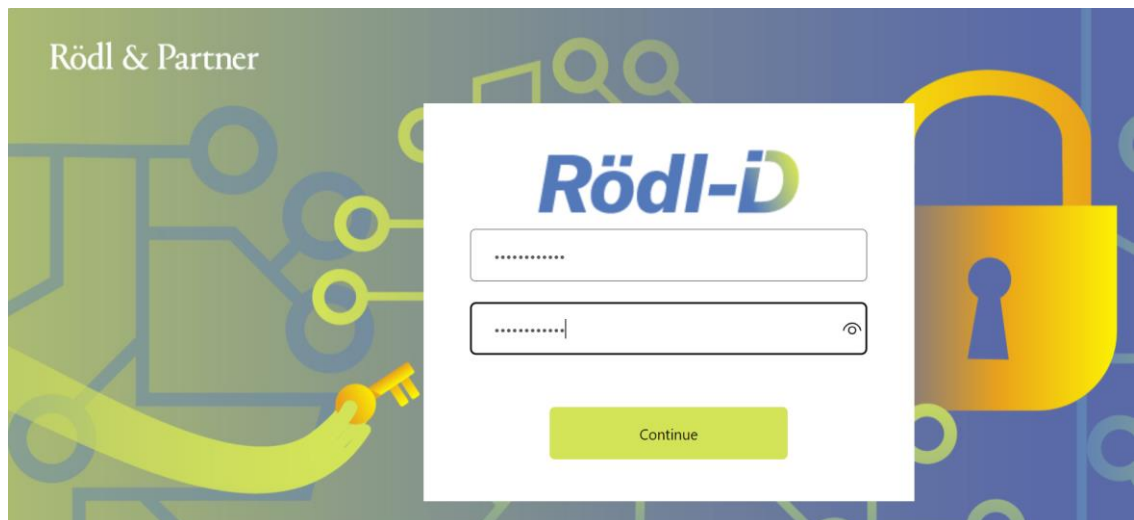
The verification code is valid for 20 minutes. If expired, restart the process. Please note that requesting a new verification code invalidates older ones.

## 2.1.2 STEP 2: SET PASSWORD

Enter a password of your choice known only to you and save it securely with your other passwords. The password must respect the following requirements:

- 8-16 characters
- 3 out of 4 of the following:
  - Lowercase characters
  - uppercase characters
  - digits (0-9)
  - one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

After having entered and repeated the password, please click “Continue”.



## 2.1.3 STEP 3: CONFIGURE MFA

Using a second authentication factor can massively increase your account’s security and is therefore required. In this step, choose from two MFA options: Authenticator (recommended) or Phone and click “Continue”.

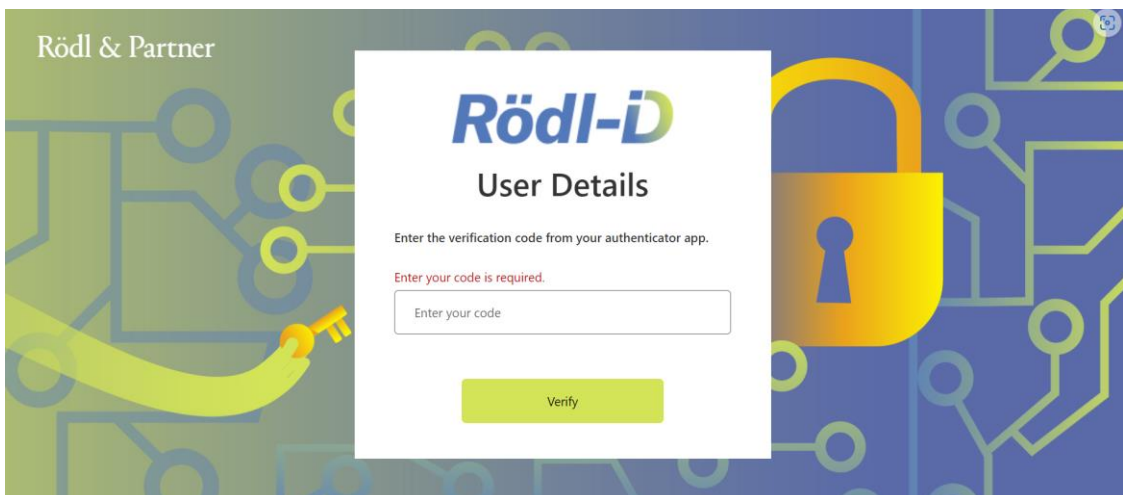
### 2.1.3.1 Authenticator App

If you chose “Authenticator”, you will be shown a screen to download the Microsoft Authenticator App.

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Follow the instructions to download the app. Once you have it, scan the QR code in the Authenticator App to add Rödl-ID to the Authenticator App. You will see a rotating six-digit code which you'll need to enter in the next screen. To do so, click on "Continue".

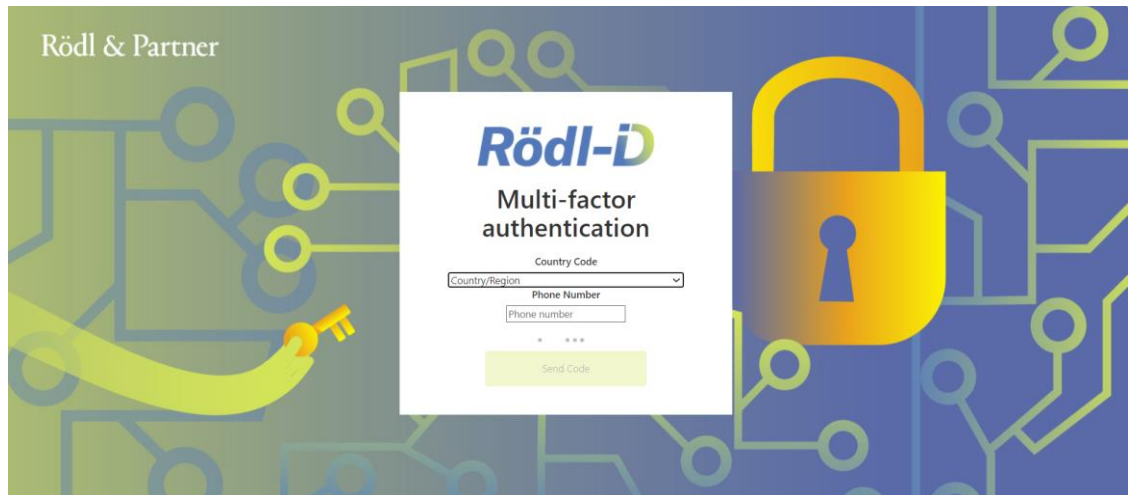


Click "Verify".

## 2.1.3.2 Phone

If you chose "Phone" as MFA authentication method, you will see a screen like the following:

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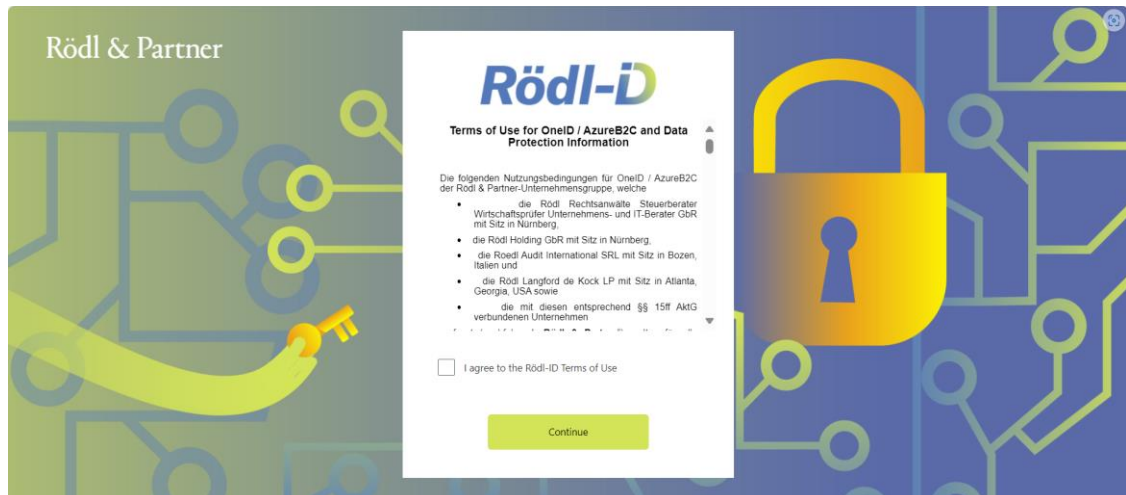
Please select your country, enter your phone number and click “Send Code”. You should get an SMS with a verification code. Enter it in the following screen and click “Verify Code”:



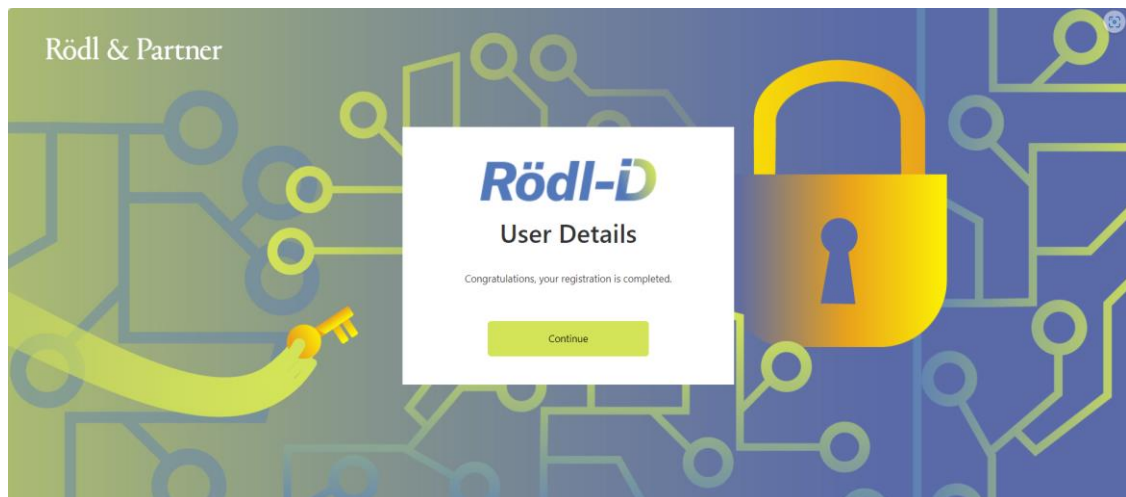
## 2.1.4 STEP 4: AGREE TO TERMS OF SERVICE

Please read the Terms of Use / Data Protection Information attentively. Click the check box to acknowledge that you read and agree to them and click “Continue”.

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You should see a success message like the following:



Click on "Continue" to be redirected to our homepage. Your registration is now complete!

## 2.2 SIGN IN

### 2.2.1 STEP 1: ENTER EMAIL ADDRESS AND PASSWORD

Open a browser and enter the URL of the Rödl & Partner Service you want to use. If you are not already logged in, you will be redirected to a sign-in page like the following.

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Enter your email address and password and click “Sign in”.

## 2.2.2 STEP 2: CHOSE MFA METHOD AND ENTER CODE

Select the MFA method you want to use in this sign-in process and click “Continue”. Then enter the code you got per authenticator app or phone and click “Verify”.

In the rare event our Terms of Service changes, we will require you at this point to read the new Terms’ version, click the checkbox to acknowledge you did read them and click “Continue”. But either way, you should now be logged in and redirected automatically to the URL entered in Step 1.

## 2.3 ADD ADDITIONAL MFA FACTOR

Should you want to add an additional MFA factor, please follow the link provided below. Please note that you cannot have more than 5 MFA factors.

[https://roedlcollaboration.b2clogin.com/roedlcollaboration.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C\\_1A\\_SETMFA&nonce=defaultNonce&redirect\\_uri=https%3A%2F%2Froedl.com&scope=openid&response\\_type=code&prompt=login](https://roedlcollaboration.b2clogin.com/roedlcollaboration.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C_1A_SETMFA&nonce=defaultNonce&redirect_uri=https%3A%2F%2Froedl.com&scope=openid&response_type=code&prompt=login)

Follow the instructions detailed in Chapter “Step 3: Configure MFA”. After completion, you will be redirected to our homepage.

## 2.4 CHANGE A PASSWORD YOU STILL KNOW

Should you wish to change your password, please follow the link provided below.

[https://roedlcollaboration.b2clogin.com/roedlcollaboration.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C\\_1A\\_CHANGEPASSWORD&nonce=defaultNonce&redirect\\_uri=https%3A%2F%2Froedl.com&scope=openid&response\\_type=code&prompt=login](https://roedlcollaboration.b2clogin.com/roedlcollaboration.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C_1A_CHANGEPASSWORD&nonce=defaultNonce&redirect_uri=https%3A%2F%2Froedl.com&scope=openid&response_type=code&prompt=login)

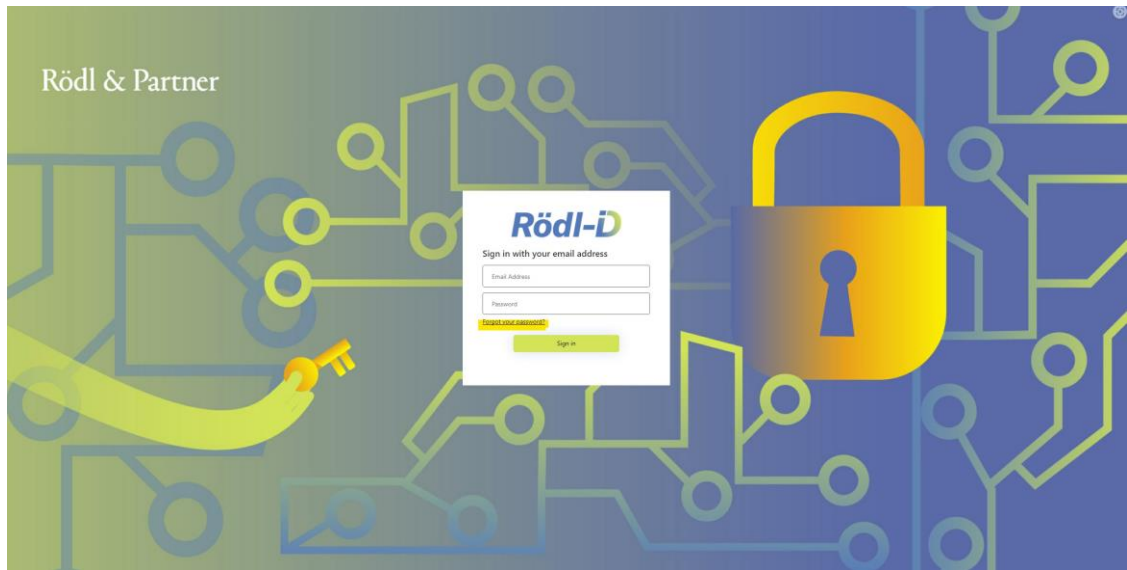
Follow the instructions on the screen as described in Chapters “Step 1: Redeem invitation and enter verification code” and “Step 2: Set password”. After completion, you will be redirected to our homepage.

## 2.5 RESET A FORGOTTEN PASSWORD

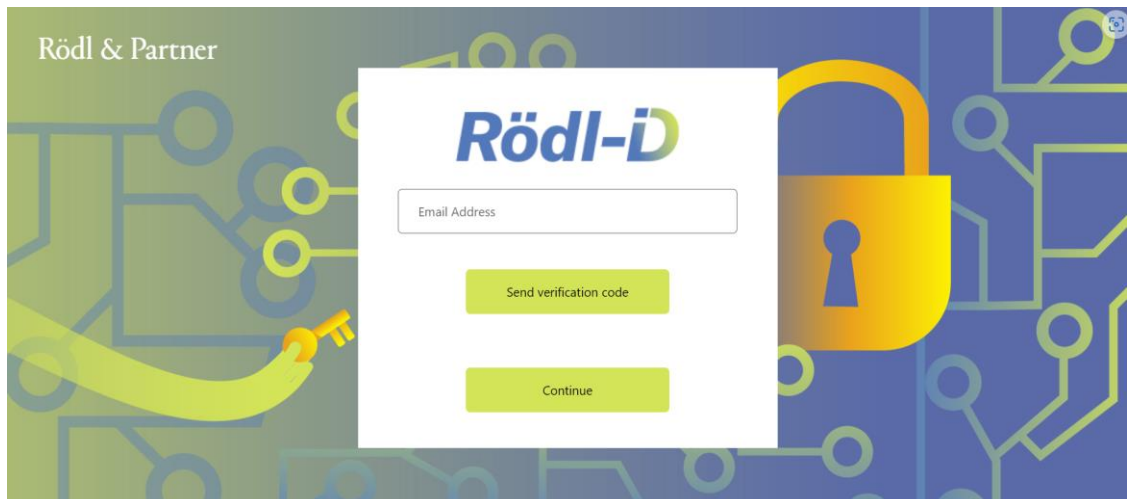
If you forgot your password but still have your second MFA factor (Authenticator app or phone), you can reset your password on your own. Open a browser and enter the URL of the Rödl & Partner Service you want to use. You will be redirected to our sign-in page. Click on the link provided under the password field to start the process.



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This will bring you to the following screen. Enter your email address and click “Send verification code”.



Enter the code you got per mail and click “verify code”, then set your password like described in Chapter “Step 2: Set password”. After completion, you will be redirected to our homepage.

## 3 Personal Information and GDPR

The present service stores the absolute minimal amount of information about our users required for authentication, identification, user experience, and lifecycle management. The relevant information fields are the following:

- First Name
- Last Name
- Email Address
- The Rödl-internal client ID
- Language Code
- Phone Number (if you chose it for MFA)
- Last Login timestamp for each application you logged into

All this information is deleted automatically if you did not log in in the last 365 days.

## 4 FAQs

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4.1 I'M ABOUT TO CHANGE MY MOBILE PHONE (OR PHONE NUMBER). HOW CAN I MIGRATE MY SECOND AUTHENTICATION FACTOR?

Please refer to the section “Add additional MFA factor” above and register an additional MFA factor.

4.2 I LOST MY PHONE AND CANNOT LOG IN. WHAT SHALL I DO?

Please contact either the person who invited you or your regular Rödl & Partner contact person. Your account will be completely reset, and you will need to go through the “Complete Registration” process once again.

4.3 I HAVE REASONS TO BELIEVE MY ACCOUNT HAS BEEN COMPROMISED. WHAT SHALL I DO?

Please send an e-mail to [IT-Security@Roedl.com](mailto:IT-Security@Roedl.com) describing your issue.

4.4 I HAVE A PROBLEM NOT DESCRIBED HERE. WHO CAN HELP ME?

Please contact either the person who invited you or your regular Rödl & Partner contact person.