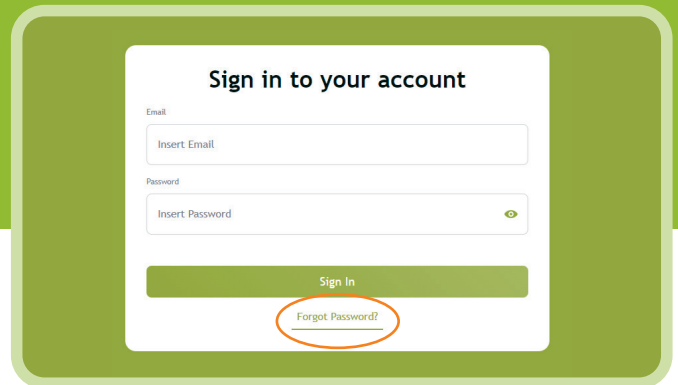
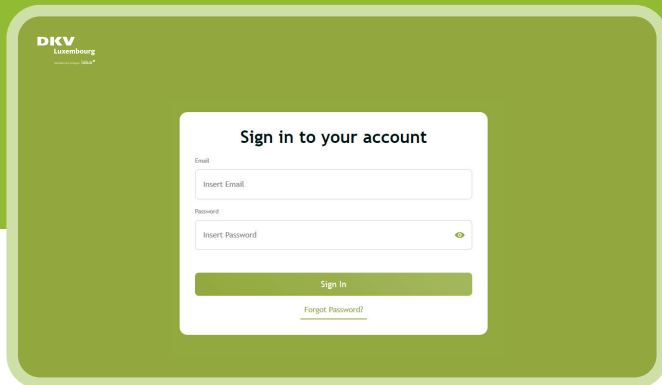


COMPANY Portal

User Guide First Login



1

Please go to <https://company.dkv.lu> using your web browser to begin the process.

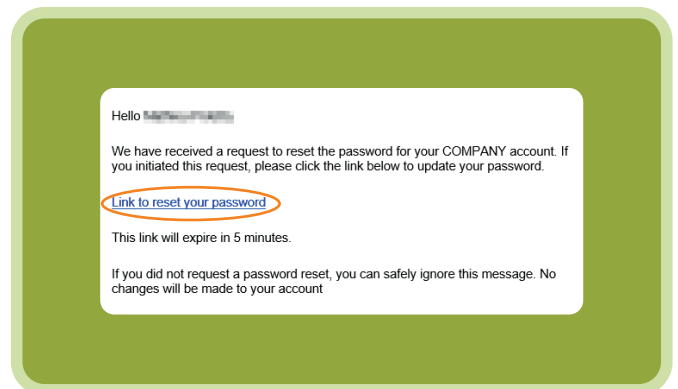
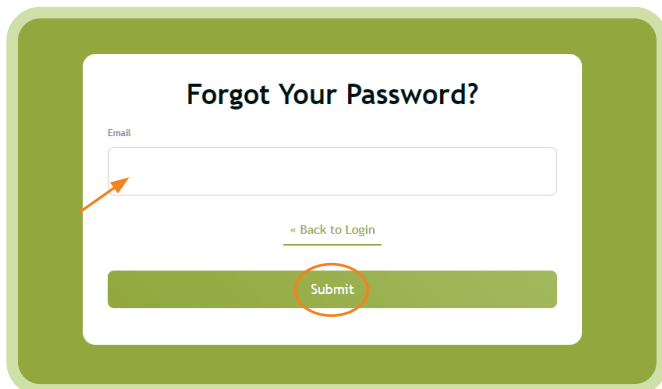
Before starting the login procedure, make sure you have one of these applications installed on your smartphone:

- FreeOTP (Android, iOS)
- or
- Google Authenticator (Android, iOS)

It will be essential for generating a one-time password (OTP) later in the process.

2

On the first screen, click directly on 'Forgot Password?'.

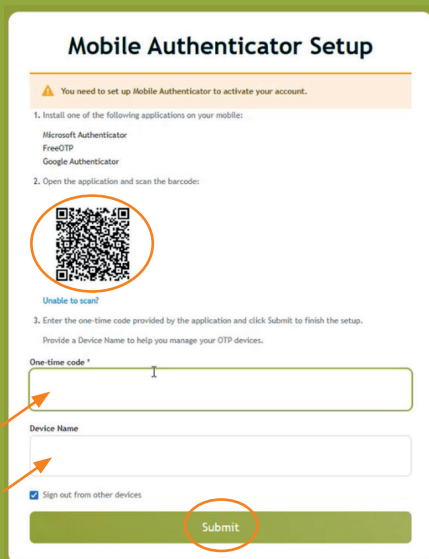


3

Enter your email address and click on 'Submit'.

4

In the email received from no-reply@lalux.lu, click on 'Link to reset your password', a new window will open in your web browser.



Mobile Authenticator Setup

⚠ You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:

- Microsoft Authenticator
- FreeOTP
- Google Authenticator

2. Open the application and scan the barcode:

Unable to scan?

3. Enter the one-time code provided by the application and click Submit to finish the setup.

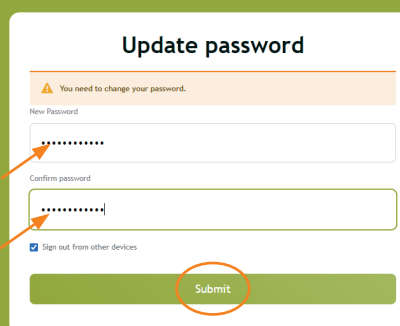
Provide a Device Name to help you manage your OTP devices.

One-time code *

Device Name

☒ Sign out from other devices

Submit



Update password

⚠ You need to change your password.

New Password

Confirm password

☒ Sign out from other devices

Submit

- 5** Scan the QR code using the FreeOTP or Google Authenticator app.
- Enter the OTP displayed by the app into the 'One-time code' field.

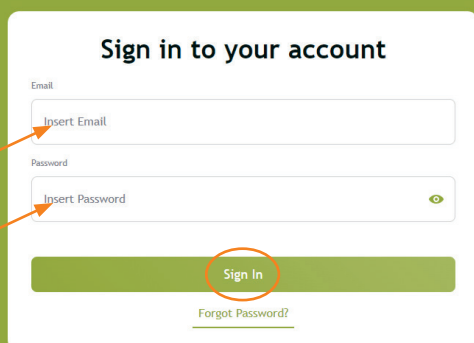
Optional during the first login:

Add a 'Device Name' of your choice, for example: 'YourLaptopName'. In the future, this 'Device Name' will be required for any password recovery procedure (Forgot Password).

Click on 'Submit'.

- 6** Set a new password of your choice (minimum 8 characters, including at least 1 uppercase letter and 1 digit).
- By clicking on 'Submit', you will be taken directly to your COMPANY Portal.

For future logins:



Sign in to your account

Email

Insert Email

Password

Insert Password

Sign In

[Forgot Password?](#)



One-time code

Sign In

- 1** For future logins, you will need to enter your email address and your new password.
- Click on 'Sign In'.

- 2** Next, enter your OTP code displayed in the app you downloaded earlier, then click on 'Sign In' to access your account.