



Login of customer accounts to ANDRITZ Customer Portal

Andritz has in place an Identity and Access Management process for management of customer users of Andritz applications.

This manual explains what a customer account should do to get access to an Andritz Customer Portal.

The steps are:

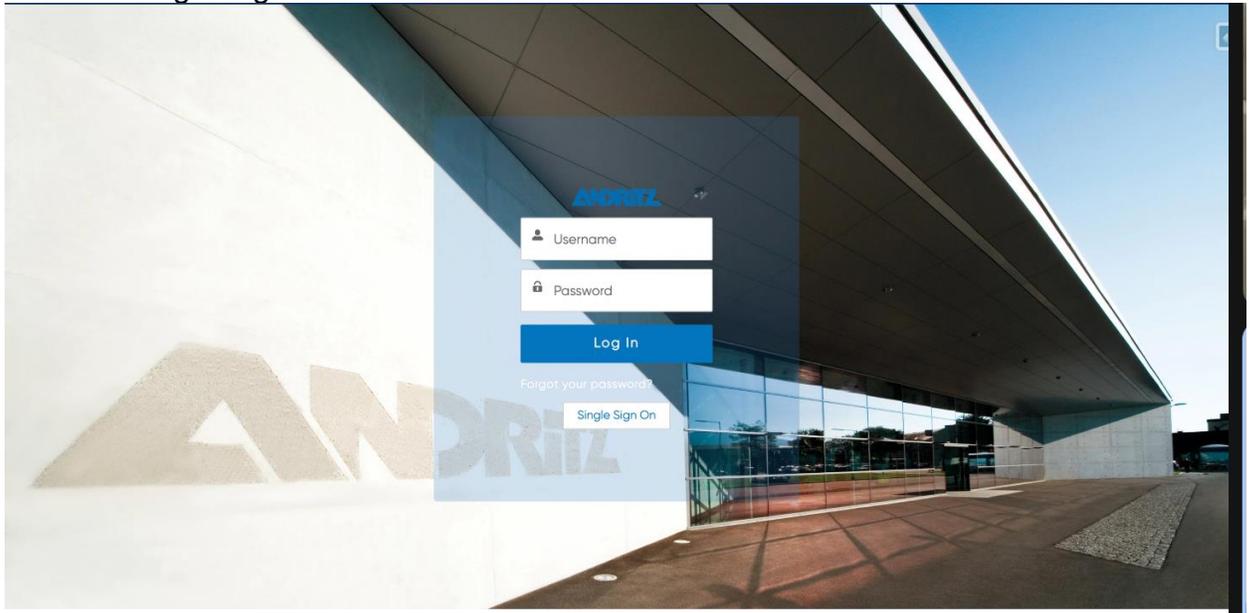
1. Set up Multi-Factor Authentication (MFA)
2. Login to ANDRITZ Customer Portal

By completing only once these steps you can use your company account and credentials without having to remember any username or password for the Andritz applications.

Set up Multi-Factor Authentication (MFA)

Enter Customer Portal via <https://my.andritz.com/>

1. Click on Single Sign-On





Sign in to ANDRITZ

1. provide email address, this is your company email address
2. press NEXT



In case your account is a non-Microsoft account, one additional step must be done. You will receive a one-time code to the given address. Please copy the code, enter it and click SIGN IN to proceed.

Account verification code

To access [redacted] apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

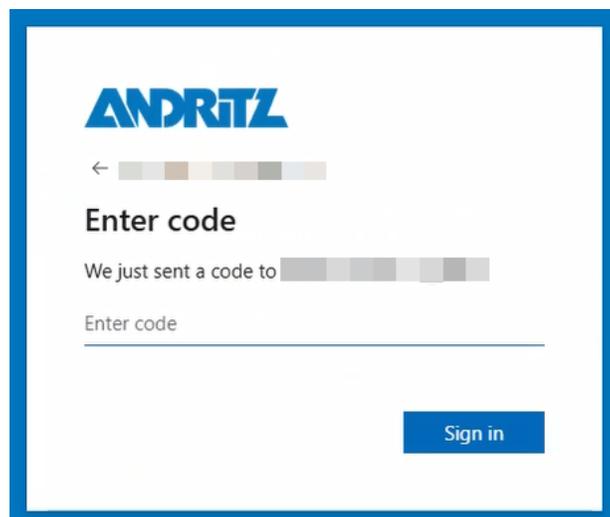
Account verification code:

17172683

If you didn't request a code, you can ignore this email.

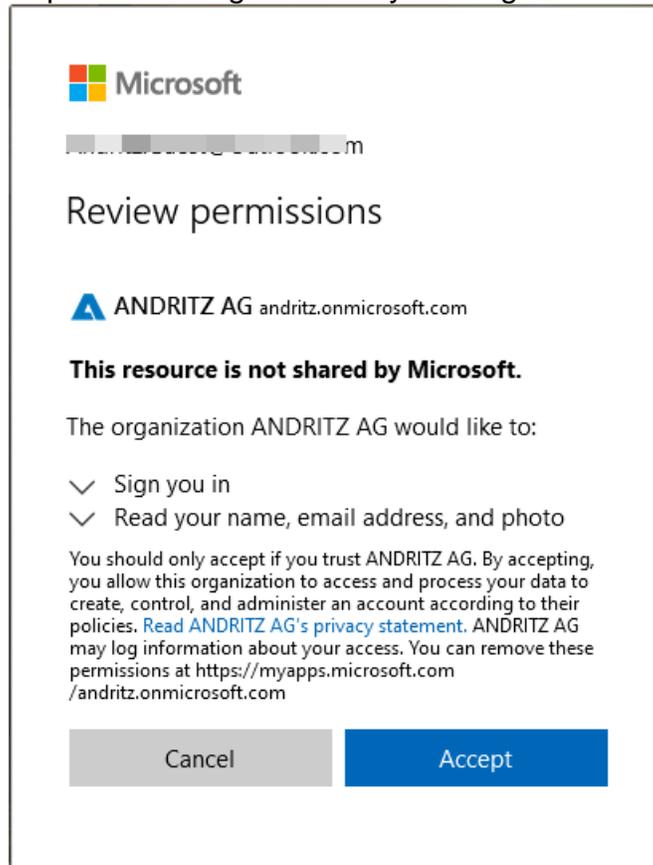
[Privacy Statement](#)

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



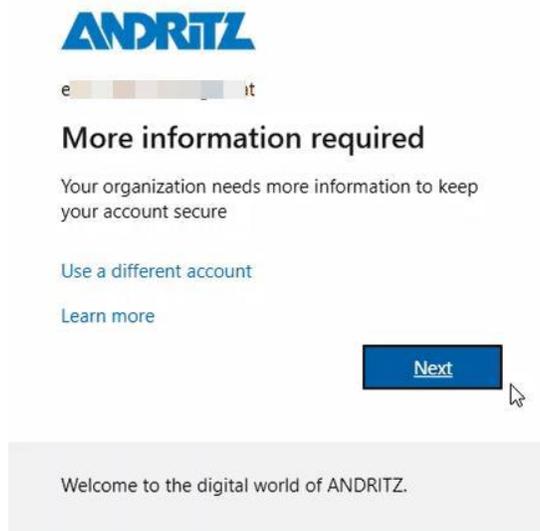


Review and accept the permission agreement by clicking on ACCEPT



The image shows a Microsoft permission review dialog box. At the top is the Microsoft logo and a blurred email address ending in ".m". The title is "Review permissions". Below that is the ANDRITZ AG logo and the domain "andrutz.onmicrosoft.com". A bold warning states "This resource is not shared by Microsoft." The text explains that the organization ANDRITZ AG would like to: "Sign you in" and "Read your name, email address, and photo". A disclaimer follows: "You should only accept if you trust ANDRITZ AG. By accepting, you allow this organization to access and process your data to create, control, and administer an account according to their policies. Read ANDRITZ AG's privacy statement. ANDRITZ AG may log information about your access. You can remove these permissions at https://myapps.microsoft.com /andrutz.onmicrosoft.com". At the bottom are two buttons: "Cancel" (grey) and "Accept" (blue).

After accepting the permission agreement, select NEXT to begin setting up the MFA method

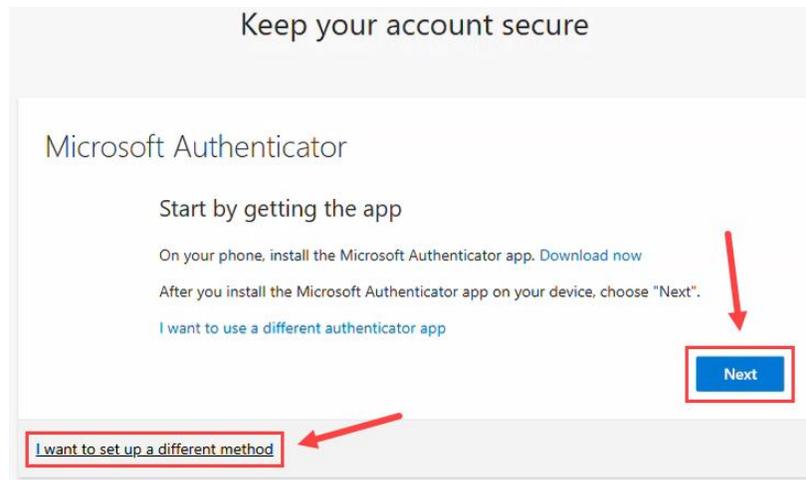


The image shows the ANDRITZ "More information required" screen. It features the ANDRITZ logo at the top, followed by a blurred email address ending in ".it". The heading is "More information required". Below this, it says "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". A blue "Next" button is positioned to the right, with a mouse cursor hovering over it. At the bottom, a grey banner contains the text "Welcome to the digital world of ANDRITZ." The ANDRITZ logo is also present at the very bottom of the page.

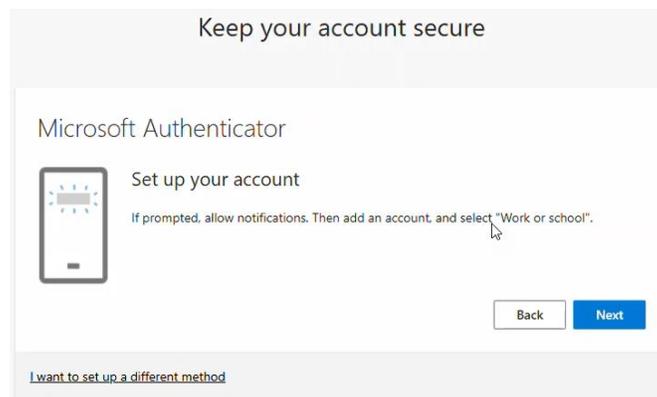
The authenticator app is a Microsoft application for your mobile phone



Select "Next" to continue setting up the Microsoft APP or select "I want to set up a different method" to set up a phone number



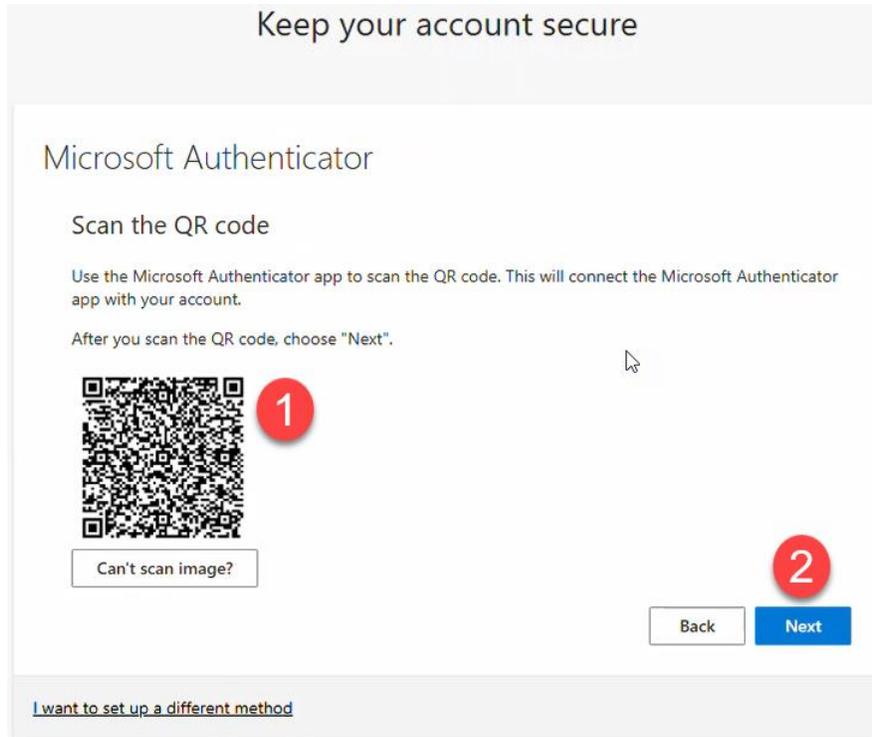
Continue with setup by clicking NEXT



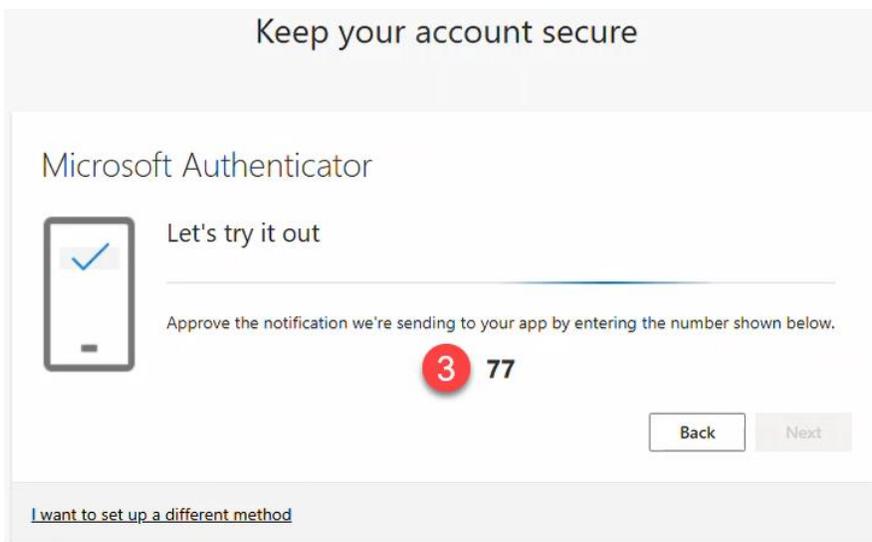


You will scan a code that is specifically generated for you

1. Scan code to add account to your Microsoft Authenticator app
2. After account has been added, press NEXT to finalize MFA setup

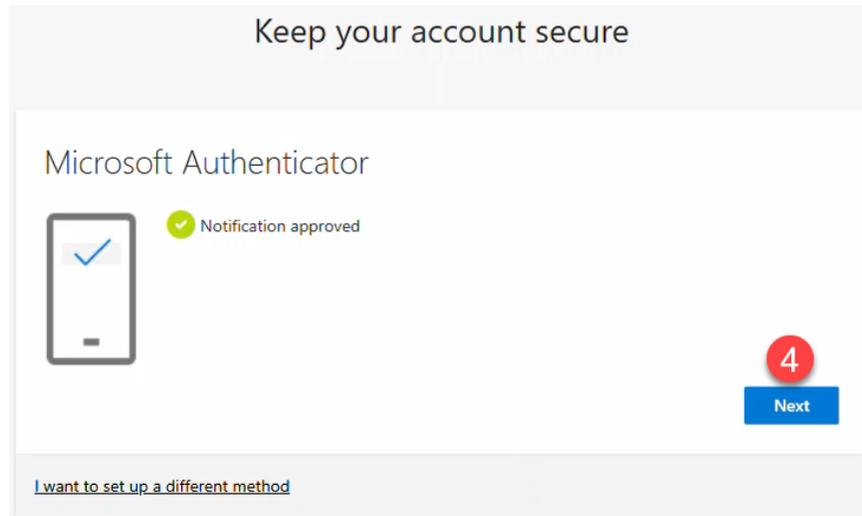


3. Approve request within Authenticator App





4. Press again NEXT to login to the Customer Portal





5. ANDRITZ Customer Portal

[Home](#)
[My Cases](#)
[My Machines](#)
[Resource Hub](#)

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Report

3
Cases
11
Machines

Cases by Status

Cases by Type

Recent Records

Machine	A/980089
Machine	A/980085
Case	00003310
Machine	A/980193
Case	00003309

[My Cases](#)
[My Machines](#)

Progress	Case Number	Customer Case Number	Type	Subject	Date/Time Opened	Severity	
Investigating	00003310		Consulting	VDP freezes	23.7.2025, 17:47	High	Details
Closed	00003309		Service Parts	Transfer Bars needed	23.7.2025, 17:45	Medium	Details
Closed	00003300		Service Contract	Safety check	23.7.2025, 08:58	Medium	Details

[View All >](#)

How Can We Help?

Create Case

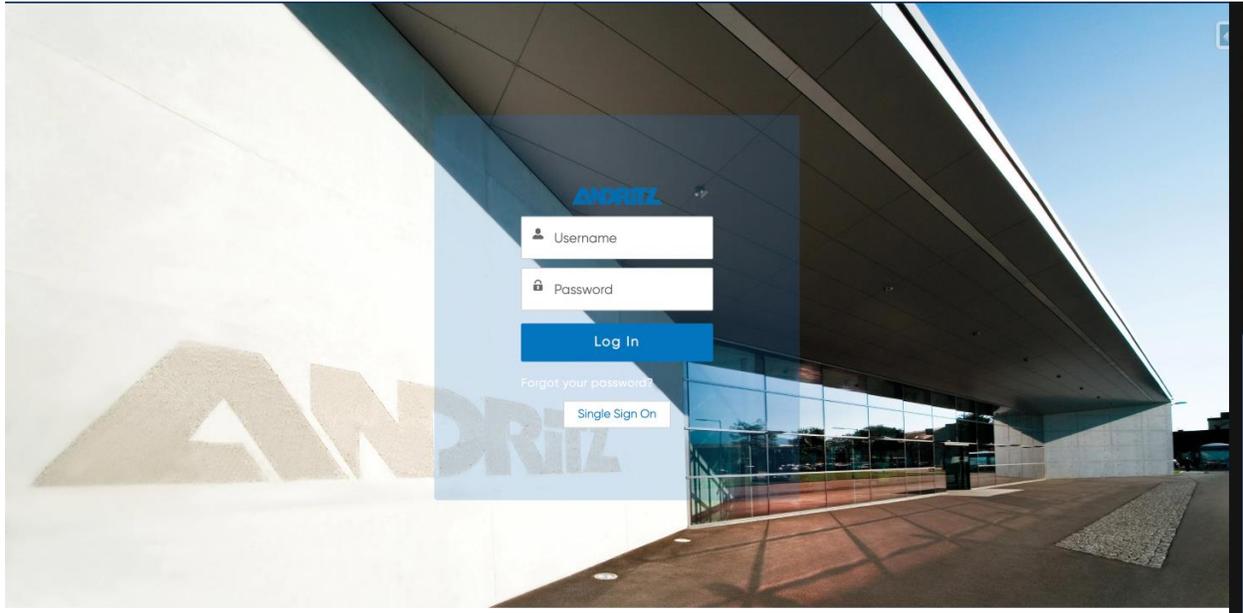
Articles/News



First login (MFA) to the Customer Portal

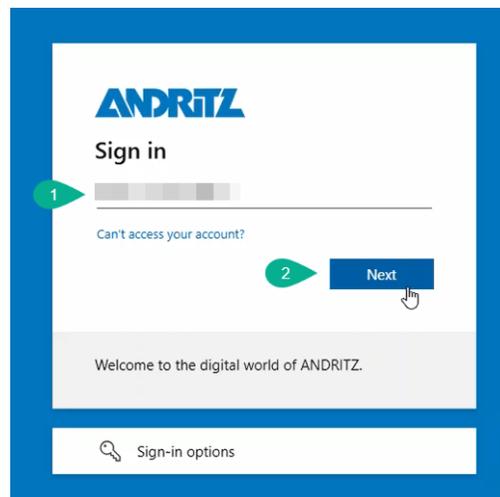
Enter Customer Portal via <https://my.andritz.com/>

1. Press Single Sign On



Sign in to ANDRITZ

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3. press NEXT





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ANDRITZ

< [redacted]

Enter code

We just sent a code to [redacted]

Enter code

Sign in

- Approve sign in request with authenticator app (same application configured on step 2) by typing in your phone the number seen on screen. You will get a pop up notification on phone requesting to type the numbers and give your approval.

ANDRITZ

[redacted]

Approve sign in request

ⓘ Open your Authenticator app, and enter the number shown to sign in.

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No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Welcome to the digital world of ANDRITZ.





6. On a successful login you will land on the Customer Portal main Dashboard page.

Report

Cases by Status

Status	Count
New	0
Investigating	1
Pending	0
Closed	2
Total	3

Cases by Type

Type	Count
Consulting	1
Service Contract	1
Service Parts	1
Total	3

Recent Records

Machine	A/980089
Machine	A/980085
Case	00003310
Machine	A/980193
Case	00003309

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Create Case

Articles/News

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View All >

In case of a problem, please do not hesitate to contact your ANDRITZ representative and provide as much information as possible on the problem that is occurring. You will be then contacted by our team.

