Your Access To WACKER

Inhalt

1   Overview

WACKER Chemie currently uses various technologies to secure access to our services with MFA (multi factor authentication). Depending on the access path, different apps are required. The following instructions will help you distinguish between the access paths and set them up.
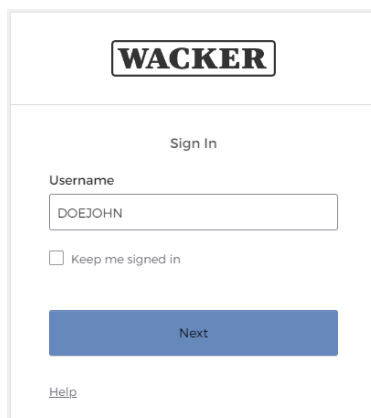
1.1   IDP – NetIQ Access Manager

Recognizable in the browser by this URL: https://idp.idm.wacker.com. The login mask looks like this:

NetIQ Access Manager is currently still the most common access path but will be completely replaced by Okta by spring 2024 (see 1.2 - IDP – OKTA).

Please follow this guide to complete the setup of multifactor authentication for the Access Manager: netIQ Quickstart Guide

1.2 IDP – OKTA

Recognizable in the browser by this URL: https://login.wacker.com. The login mask looks like this:

WACKER

Sign In

Username

DOEJOHN

☐ Keep me signed in

Next

Help

OKTA will take over the authentication of all WACKER cloud services by the end of 2023. To set up multifactor authentication for this access path, please jump to chapter: 2 - Setup OKTA
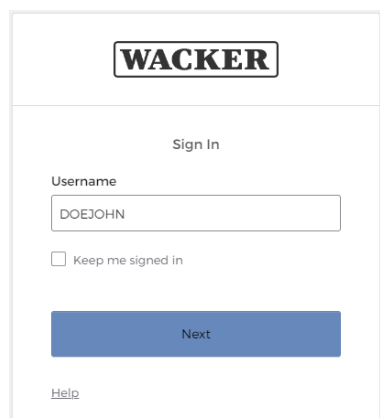
1.3 VPN – PaloAlto & Checkpoint

The VPN accesses are secured via netIQ. Please follow these instructions to set up multifactor authentication for this access path: netIQ Quickstart Guide
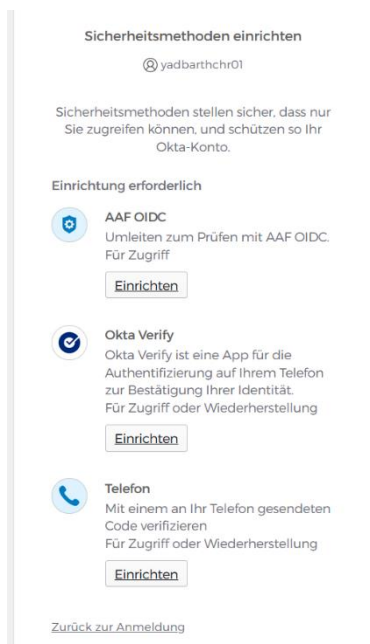
2 Setup OKTA

We recommend using the OKTA Verify app. This is available free of charge and works even in situations where your mobile device has no internet access. In addition, setting up another factor (SMS or email) is helpful if, for example, your smartphone is defective.

2.1 Begin Setup - OKTA Dashboard

WACKER

Sign In

Username

DOEJOHN

☐ Keep me signed in

Next

Help

Please call up https://login.wacker.com in your browser. Then log in with username and password.

If you are using our new IDP for the first time, you will be prompted right away to set up your login factors (app, SMS, etc.):

Please click on the factor you want to set up and follow the instructions.

We recommend OKTA Verify

Instructions for the OKTA Verify App can be found here: 2.2 - OKTA Verify

When you return to the dashboard later, click your username > Settings in the upper right corner. Under "Security Method" you can add, change or delete factors.

2.2 OKTA Verify

2.2.1 Install App

On smartphones from WACKER, please install the "OKTA Verify" app.
Please follow these instructions for:
- WACKER iPhone
- Samsung
- Samsung in China

On other smartphones, please use the app store or play store of your device to install the app "OKTA Verify". Please pay attention to the correct spelling.

2.2.2 Configuration exclusively via app

Configure the app as follows:
1) Open the app and click on the "+" icon in the upper right corner.
2) Select account type "Organization".
3) We use the configuration without QR code. Select the "No, log in instead" option.
4) Enter the login URL "**login.wacker.com**" and press "Next".
5) Enter your WACKER username and then your password.
6) Please enable biometrics if your phone supports it to best protect the app.

Congratulations! You have successfully set up the Verify app and can now use it to authenticate to WACKER services.

Note: The app can be used on multiple phones at the same time.

2.3 Phone

Deposit your phone to receive one-time passwords (OTPs) via SMS. We recommend SMS only as an additional option, as timely receipt of SMS cannot be guaranteed.

2.4 WACKER NetIQ

The old netIQ MFA methods can continue to be used transitionally until the end of 2024. To do so, select "WACKER netIQ MFA" as the login method during the login process.

This is only a temporary solution! Please configure the new OKTA methods promptly.

3 Note at the end

Save the link to this tutorial. You will need it again when you change your smartphone. To restore your access, it is important that you have also set up other methods (e.g., SMS or email).

In case of loss or theft, please inform the WACKER Chemie helpdesk immediately so that misuse can be ruled out.

3.1 Helpdesk WACKER Chemie

You can reach the WACKER Chemie helpdesk at:

Europa (EMEA):
Tel. +49 89 6279-1234
servicedesk@wacker.com

USA (Americas):
Tel. +1 800 430-8374
servicedesk@wacker.com

Asien (APAC):
Tel. +86 21 6130-2345
servicedesk@wacker.com