

KOMSA-Login

User Guide

(Stand: 10/2023)

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1. What is the KOMSA-Login?

The KOMSA-Login is your **personal user account** and serves as the **overarching platform** for the applications within the KOMSA universe for which you have authorization, such as the KARLO online shop or the FAST network portal.

For the login and access to the authorized applications, you only need your **email address** and a **password**.

The KOMSA-Login does not affect the applications themselves. They remain separate and independent. The KOMSA-Login simply serves as the overarching login to access the applications.

Key facts:

- Login is done with either an email address and password OR Google Account Access to the applications per single click
- Management of your master data
- State-of-the-art security

Your email address is crucial!

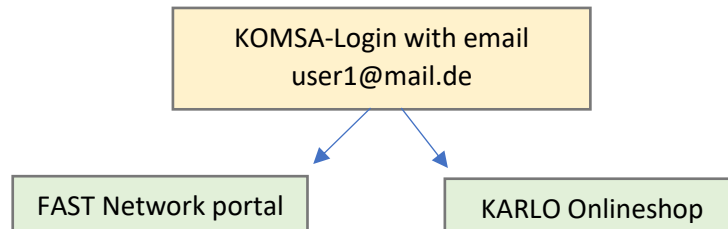
Your personal KOMSA-Login is linked to an email address - that's your identity. Make sure you always use the same email address, especially when you are authorized for another application. This way, with a single login, you will have access to all the applications that have been authorized for you.

In short:

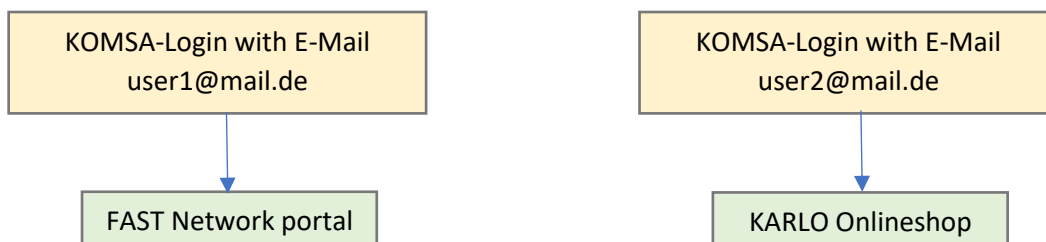
- Same email address = Same KOMSA-Login with access to authorized applications.
- Different email address = Different KOMSA-Logins (one KOMSA-Login account per email address).

Best practice:

You are using the KOMSA-Login with the email address "user1@mail.com" to access e.g. the FAST Network portal. If you later receive an invitation with access to the KARLO Onlineshop, it's important to use the same email address you've been using for the FAST Network portal. This way, you link your KOMSA-Login to both applications (FAST Network portal and KARLO Onlineshop).



However, if you use a different email address (e.g., "user2@mail.com"), it will create a separate identity, meaning a new KOMSA-Login account and, therefore, a separate login.

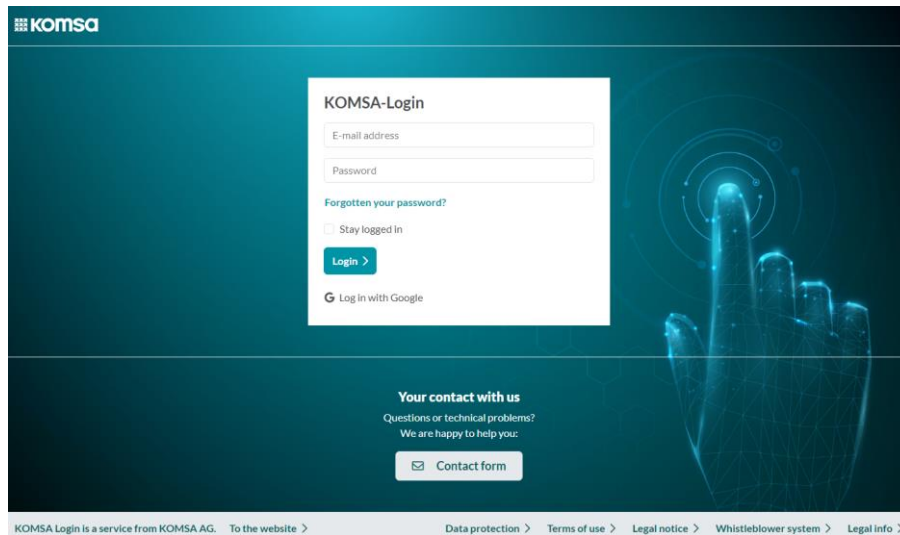
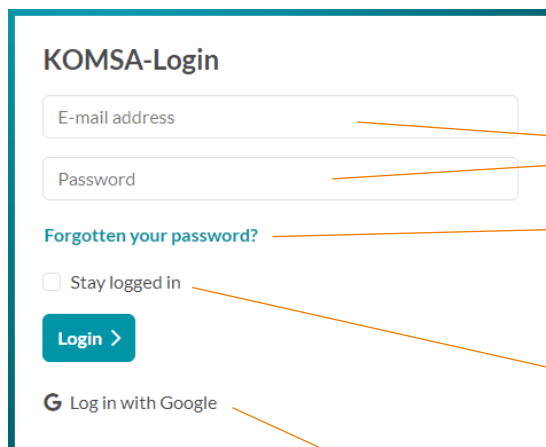


2. Access

login.komsa.com

Login is also possible through the respective login page of each application, e.g., karlo.de. You will then be redirected directly to the KOMSA-Login.

Login form:

Enter your email address and password.

Forgotten your password?

You can reset your password. To do so, please enter your email address. You will then receive an email to complete the process.

Stay logged in

You will remain logged in for 30 days without the need to log in again, even if the browser is closed. With each new login, the 30-day period starts over.

Log in with Google

You will be redirected to the Google login screen, where you can log in to KOMSA-Login using your

3. Dashboard (accessed after login)

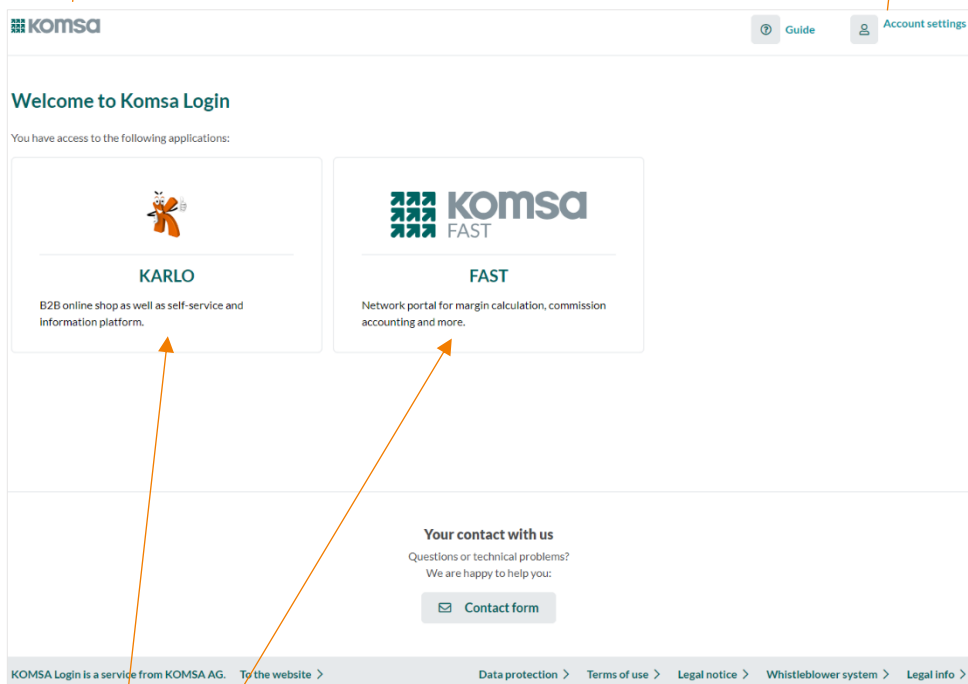
After logging in, you will see your dashboard with all the relevant applications for your business with KOMSA.

If you log in directly through the application's login page, you will be taken immediately to the respective homepage of that application.

Example view of a dashboard for a user with access to the KARLO online shop and the FAST network portal:

By clicking the KOMSA logo, you can quickly access your dashboard with your applications from any page within the KOMSA-Login.

Manage Profile, Change Password, Security Settings, Linked Accounts, Merge Login, Log out

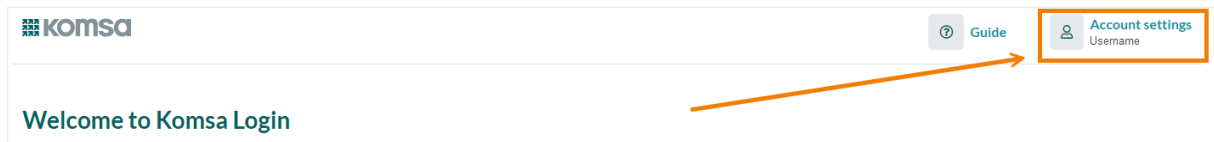


Quick access by clicking on relevant applications (no need to log in again).

4. Manage master data

Since the KOMSA login is your personal user account, you can also manage your profile information and make account settings within it.

Click on your username at the top right of your dashboard:



The user management with the following functions opens:

Change master data

You can change your master data here. When you change your e-mail address, an e-mail containing a confirmation link will also be sent to the new address.

<ul style="list-style-type: none"> <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Master data <li style="padding: 5px; margin-bottom: 5px;">Password <li style="padding: 5px; margin-bottom: 5px;">Security <li style="padding: 5px; margin-bottom: 5px;">Linked accounts <li style="padding: 5px; margin-bottom: 5px;">Merge Login <li style="padding: 5px; margin-bottom: 5px;">Log out 	<p>E-mail address *</p> <input style="width: 90%;" type="text"/>	<p>Salutation</p> <input style="width: 90%;" type="text" value="Ms"/>
	<p>First name *</p> <input style="width: 90%;" type="text"/>	<p>Last name *</p> <input style="width: 90%;" type="text"/>
	<p>Language</p> <input style="width: 90%;" type="text" value="English"/>	

* Required

Cancel
Save

Master data:

Manage master data:

- Email address
- Salutation
- First name
- Last name
- Language

Password:

Change your password for your KOMSA-Login account

Security:

- Enabling and disabling two-factor authentication (you will be asked for an optional security code in addition to your password.)
- You can log out from all devices and browsers, for instance, if you have lost a device.
- You can delete your KOMSA-Login account.
After that, you will no longer have access to your KOMSA applications.

Linked accounts:

Link your KOMSA-Login with your Google account. You will be redirected to Google for the next steps.

Merge Login:

If you have two or more KOMSA-Login accounts due to different email addresses (see under 1. What is KOMSA login?), you can easily merge your accounts under one email address.



To do this, log in with the account that you want to merge with another account. The account you are logged into will be transferred (customer numbers and rights) and then deleted.

Log out:

Log out from your KOMSA-Login Account and at once from all other applications within the KOMSA-Login.

5. Excursion for primary users / admins of KARLO Onlineshop and FAST Network Portal

Fundamentally, each user manages their profile information directly within the KOMSA login itself (refer to section 4, "Manage master data"), not within the respective application.

As the primary user/administrator within the application, you can perform the following functions:

- **Creating new users** for the respective application.
- **Managing the visibility and functional rights** of users for the respective application.

Once the creation of a new user is completed within the user management system, the new user will receive an invitation for the respective application via email. After accepting the invitation by clicking on a provided link, the user will gain access to the application within their KOMSA-Login.

If the user does not already have a KOMSA-Login, they will receive an email for setting up one.

KARLO Onlineshop

The user creation and the management of visibility and functional rights are done through:

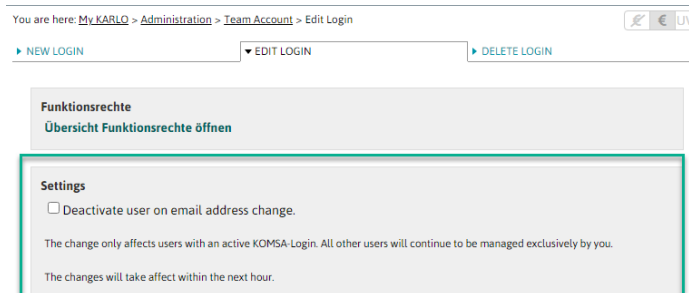
Main menu section MY KARLO → Team Account

TIP:

As an admin/primary user, you will be notified by email if one of your sub-users changes their email address within the KOMSA-Login.

If you want the sub-user to be temporarily deactivated when changing their email address, you can configure that in the KARLO Onlineshop accordingly under:

Main menu section MY KARLO → Team Account → Edit login



You will also receive an email through which you can quickly reactivate the user.

FAST Network portal

The user creation and the management of visibility and functional rights are done through:

Main menu section BENUTZERVERWALTUNG

