

# OTP Portal - Instructions for External Users

## User Guide

Version 2.0 ● Jan. 2026



## 1 Introduction

This guide provides step-by-step instructions for external users on how to activate and use the OTP authenticator through the OTP Portal. The authenticator ensures secure access to Krka's Extranet portal.

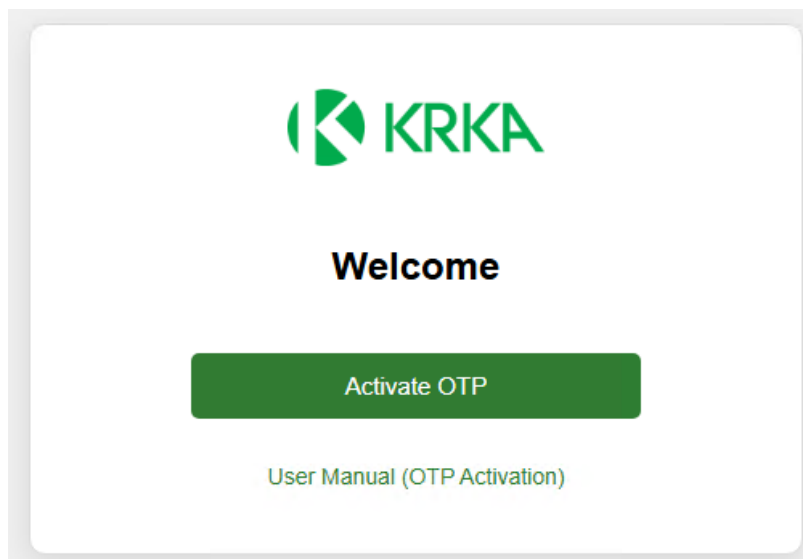
## 2 Requirements

**Before starting the activation process, make sure that you have:**

- A valid user account in Krka's Extranet Active Directory.
- Access to your registered email address (to receive verification codes).
- A mobile device with Google Authenticator, Microsoft Authenticator or any other authenticator app installed.
- A supported internet browser (Chrome, Edge, Firefox, Safari).

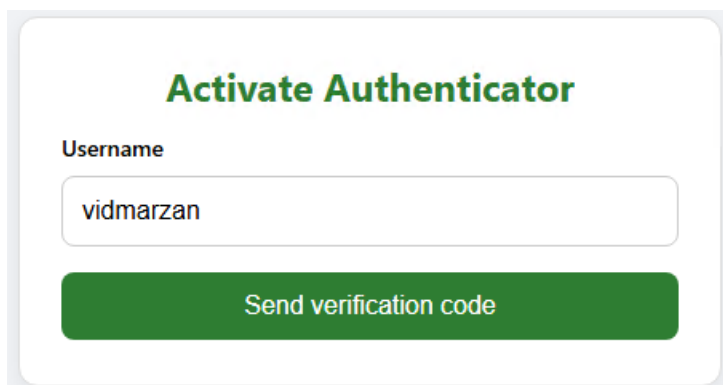
## 3 Activation procedure

**Step 1:** Open link <https://mssp.krka.biz>. You will be redirected to the activation portal, where you need to click the "Activate OTP" button.





**Step 2:** Enter your username and click Send verification code. If the username is valid, a verification code will be sent to your email address.



**Activate Authenticator**

Username

vidmarzan

Send verification code

**Step 3:** Enter the verification code you received by email in the Verification code (from email) field. The code is valid for 5 minutes. If the code expires or you do not receive it, click Resend verification code to request a new one. Then enter your password and click Continue.

Dear user,

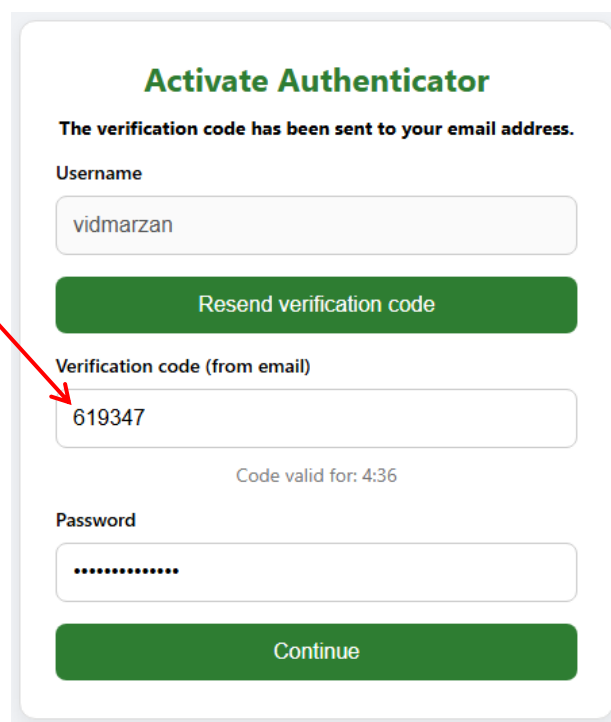
You are receiving this email because a request was made to activate an OTP authenticator for your account on the Krka OTP Portal.

Your verification code is: 619347  
The code is valid for 5 minutes.

If you did not request this verification code, please forward this message to Krka IT Service Desk (sos@krka.biz).

Thank you for helping us keep your account secure.

Kind regards,  
Krka IT



**Activate Authenticator**

The verification code has been sent to your email address.

Username

vidmarzan

Resend verification code

Verification code (from email)

619347

Code valid for: 4:36

Password

.....

Continue

**Step 4:** After successful verification, you will be redirected to the final step. Scan the displayed QR code using your authenticator app on your mobile device (for example, Google Authenticator or Microsoft Authenticator). Alternatively, you can enter the setup key manually. Once the app generates a verification code, enter it in the provided field and click Verify and save.

Krka Extranet Portal: vidmarzan

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### Activate Authenticator

Step 1: Scan the QR code using your authenticator app



Having trouble scanning the QR code? ▼

Step 2: Enter code from your authenticator app

Enter code from authenticator

Verify and complete setup

If you have successfully completed all the steps, a confirmation screen will appear with the message “Authenticator successfully activated.” At this stage, you can verify the setup by clicking the Test login button. By doing so, you will be redirected to the test Extranet portal at <https://testpartners.extranet.krka.biz>, where you can confirm that your authenticator is correctly linked and functioning.

### Activate Authenticator

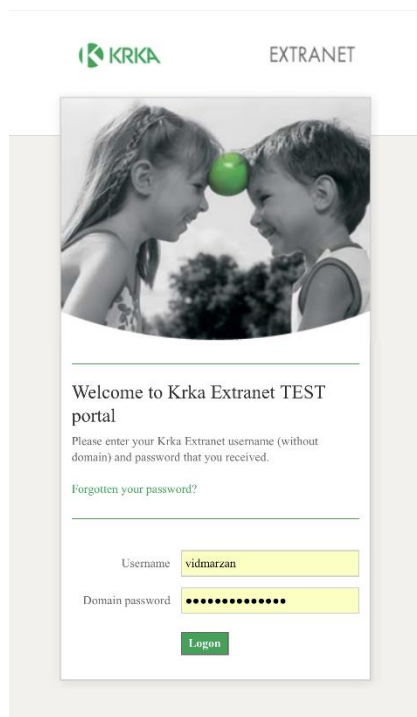
Authenticator successfully activated.

Test login



## 4 Login to the Extranet Portal

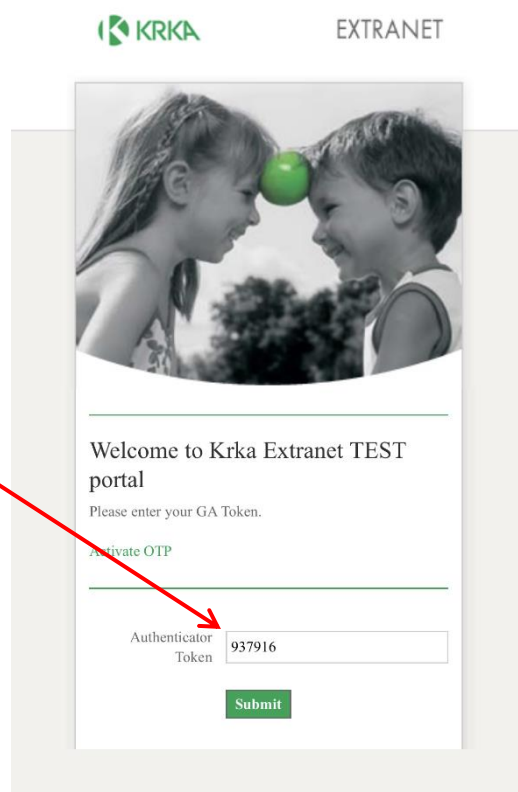
**Step 1:** Enter your username and password on the portal <https://partners.extranet.krka.biz>



**Step 2:** Enter the code from the authenticator app

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## 5 Troubleshooting

- **Did not receive the email?** Check your spam/junk folder.
- **Verification code expired?** Click “Resend Code” and use the new code within one minute.
- **Still cannot activate?** Contact Krka’s IT support.

## 6 Support

- If you encounter difficulties during the activation process, please contact:
- Krka IT Service Desk
- Phone: +386 (0)7 331 21 14
- Email: [sos@krka.biz](mailto:sos@krka.biz)