OTP Portal - Instructions for External Users

User Guide

Version 2.0 ● Jan. 2026
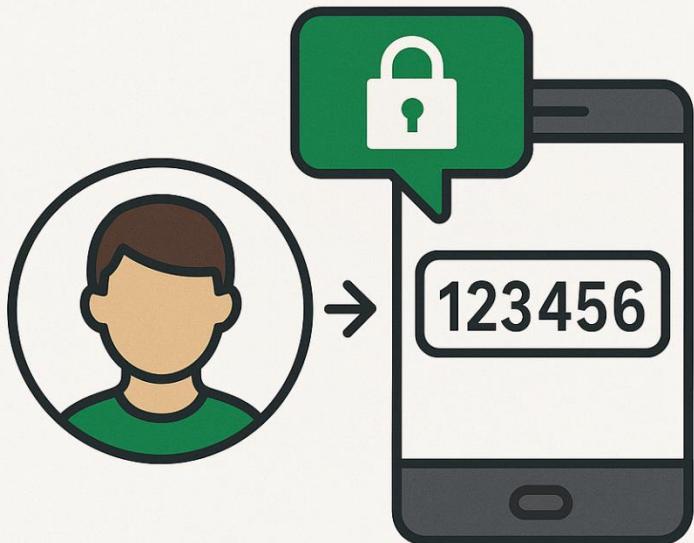
1   Introduction

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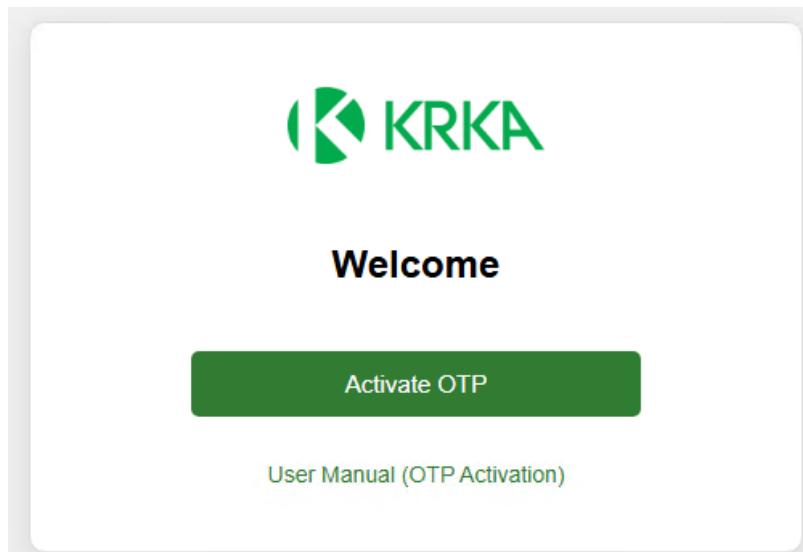
Step 2: Enter your username and click Send verification code. If the username is valid, a verification code will be sent to your email address.

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.

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.

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.
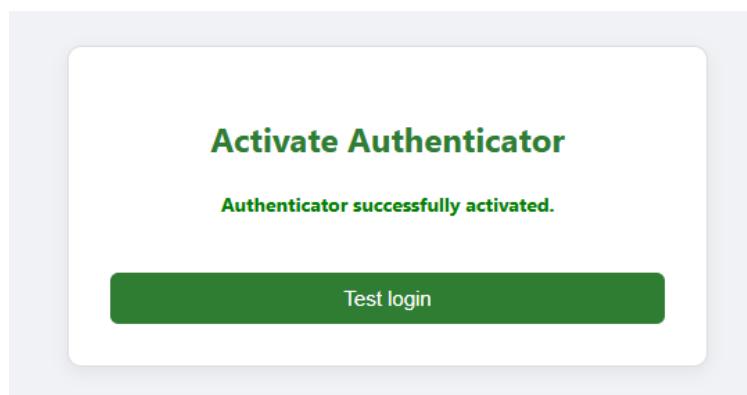
4 Login to the Extranet Portal

Step 1: Enter your username and password on the portal https://partners.extranet.krka.biz
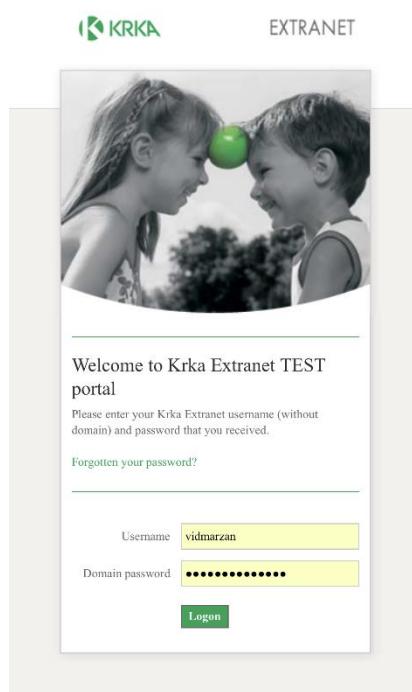
Step 2: Enter the code from the authenticator app
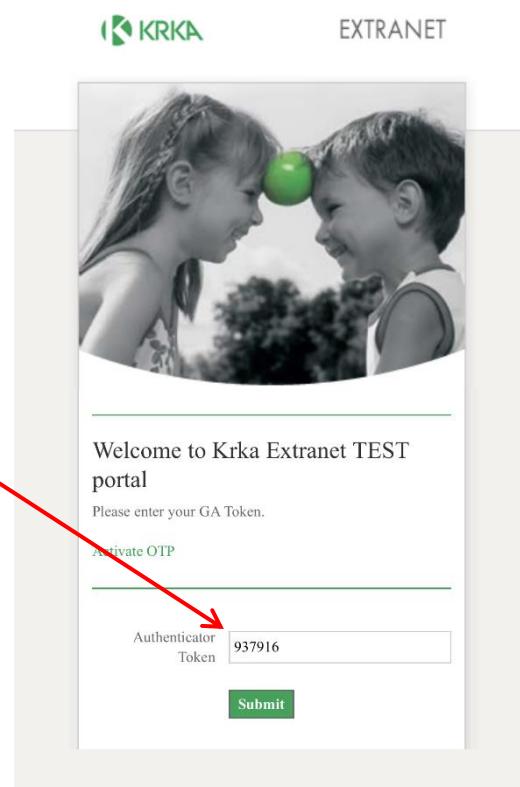
5 Troubleshooting

- **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