

Instruction



4 steps to start KIDICAP.Postfach

KIDICAP-Postfach for your salary documents

In future, you will receive your salary information, such as salary notifications, tax certificates, social security documents, etc. online in KIDICAP.Postfach. This will make your personnel documents available to you as quickly as possible, more securely than by e-mail and in compliance with the General Data Protection Regulation (GDPR).

To activate your personal digital mailbox you must carry out a defined **login procedure with 2-factor authentication** when you first log in. For security reasons you need a password that you set yourself and a system-generated one-time passcode. You can use the **Microsoft Authenticator App** on your smartphone for this.

This guide explains exactly how the registration process works and what you need to do. Step by step.

Step 1

Create your own password for your KIDICAP.Postfach



Please open the **e-mail from "RZV im Auftrag Ihrer Personalabteilung"**, which is send on behalf of your HR department. You can find it in your private e-mail account (possibly in the spam folder). Then click on "**Link zur Vergabe eines neuen Passwortes**", contained in the e-mail.

With this link you set a **personal, permanent password** between 8 and 12 characters, consisting of:

- › at least 1 capital letter and
- › at least 1 lower case letter and
- › at least 1 number and
- › at least 1 of these special characters # ? ! \$ %
- › not allowed are umlauts ÄäÜüÖö, inverted commas, e-mail address or user name

After **saving**, you will see a message that your **user account** has been **updated**.

For security reasons, you will not be taken directly to KIDICAP.Postfach after creating the password. You can close the window.

Step 2

Install app „Microsoft Authenticator“ on your Smartphone



You can find this app in Google Play Store or Apple App Store.

Your KIDICAP.Postfach can only be accessed if you use your **password** from the first step and also a **valid one-time passcode**. "Microsoft Authenticator" app generates these one-time passcodes every 30 seconds. One-time passcodes are valid for one minute.

After **installing the app**, you will see a white screen with a coloured plus at the bottom right.

You can **leave the app open**, it is required in step 4.



Step 3

Log in with your password



You can reach KIDICAP.Postfach at this address:

<https://serviceportal.rzv.de/Postfach>

Please enter your **private e-mail address** as your user name and the **permanent password** from step 1.

After **clicking on "Log In"** you will be taken to the multiple authentication. In the next step, you can connect Microsoft Authenticator to your KIDICAP.Postfach account.

Step 4

Pair KIDICAP.Postfach with your smartphone (there are two variants)



Variant A

For this first log in you use Microsoft Authenticator on a smartphone and KIDICAP.Postfach on another device

Open the Microsoft Authenticator app and select "**Add account**" or the white plus in the top right-hand corner. Create an "**Other account**" and allow the app to **access your camera**. **Now use your smartphone to scan the square QR code** that you see displayed in the KIDICAP.Postfach. This process **connect the two components**.

Click on „Submit“ to get started and to access your documents.

Tip: If a Microsoft Authenticator password has expired - no problem. A new one is provided every 30 seconds. You can also copy it by clicking on it and pasting it on the KIDICAP.Postfach registration screen page.

Variant B on the back >

Step 4 Pair KIDICAP.Postfach with your smartphone (there are two variants)



Variant B

For this first login you use KIDICAP.Postfach and Microsoft Authenticator on your smartphone

In KIDICAP.Postfach you find a link "**Unable to scan?**" below the square QR code. Click on it to split the QR code into its components. Please **copy the number combination** by tapping and holding on the code. If it is highlighted in blue, check the marking of the code. If it is set correctly from start to finish, select "copy".

Now open the Microsoft Authenticator app and select "**Add account**" or the white plus in the top right-hand corner. Create an "**Other account**" and **disallow the app from accessing** your camera. In the following screen, add the code in Microsoft Authenticator in the field "**Secret key**" by copy and paste. As the account name, enter for example "**KIDICAP.Postfach**". Then use the "**Finish**" button.

Then switch to KIDICAP.Postfach and enter a device name (e.g. "Smartphone") and the **one-time passcode** provided by Microsoft Authenticator.

Click on „Submit“ to get started and to access your documents.

Tip: If a Microsoft Authenticator password has expired - no problem. A new one is provided every 30 seconds. You can also copy it by clicking on it and pasting it on the KIDICAP.Postfach registration screen page.

Finalization

The Registration process is now complete.

The next time you log in, simply enter your password together with a new one-time passcode generated in Microsoft Authenticator.

You only have to pair again if you change your smartphone, for example.

First aid Can't reach your KIDICAP.Postfach?

- + Close the browser and try again
- + Make sure that you have adopted the spelling correctly:
<https://serviceportal.rzv.de/Postfach>
- + Check whether you can call up other Internet pages again. If this is not the case, you probably have problems with your **internet connection**.
- + Do not navigate to the KIDICAP.Postfach via the bookmark, but enter the **exact address**. Pay attention to the correct spelling of each character. If the URL works but the bookmark does not, there is an error in your bookmark.
Correct is: <https://serviceportal.rzv.de/Postfach>
Please revise the URL in the bookmark.
- + Use a **different device** (e.g. laptop, smartphone, tablet).
If KIDICAP.Postfach is functional on the second device, cookies on the first device used may be hindering the functions. **Delete the cookies in your browser** (different for each browser, for example for Firefox: Burger menu / Settings / Privacy & Security / Cookies and Site Data, Clear data / Clear).
- + Please try **another browser**, e.g. Microsoft Edge, Chrome, Firefox
- + If you open KIDICAP.Postfach but cannot see documents, please **deactivate the pop-up blocker** in the settings of your browser or device (see instructions).

Further information, help, FAQs and data protection information can be found at:

<https://www.rzv.de/loesungen/personalmanagement/postfach>

