



# Registration and Login

## Bertelsmann Collaboration Platform



# Topics

- ▶ Register with O365 Slide 3
- ▶ Common problems and solutions Slide 15



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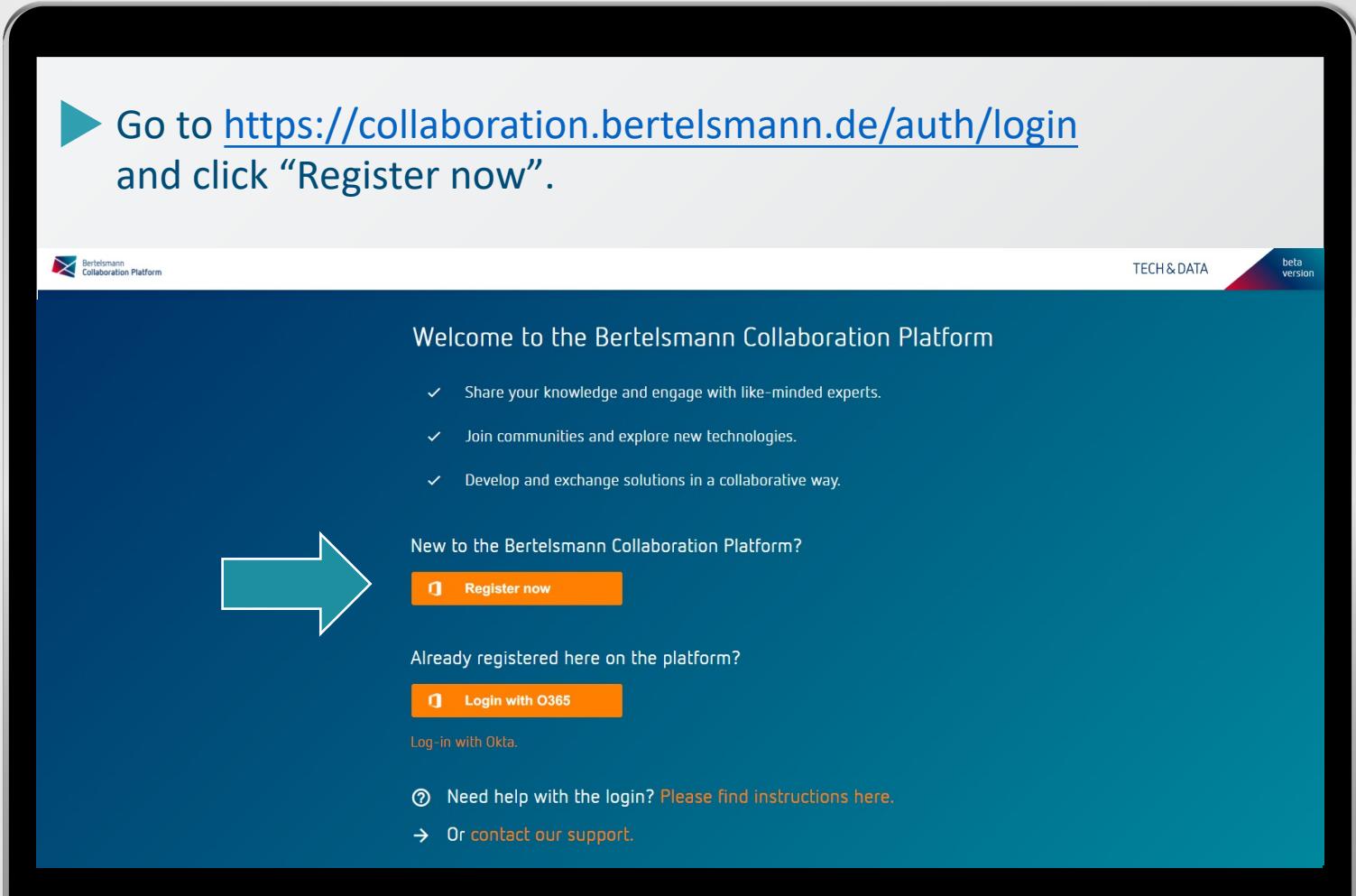
# Register with 0365

Register and login with Office365



# Step 1

► Go to <https://collaboration.bertelsmann.de/auth/login> and click “Register now”.





## Step 2

► Follow the instructions on the page and click the button „Open Microsoft Access Package Portal“.

### Activate BCP Access Package

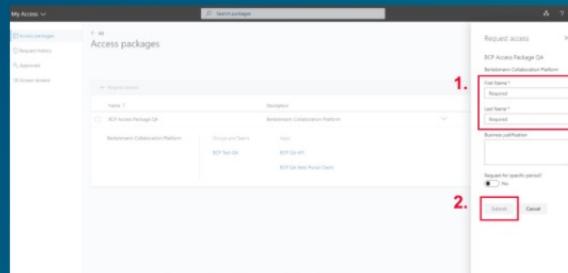
We noticed that you are logging in to the BCP via O365 for the first time. In order to complete your registration, you need to request access to the BCP application via the Microsoft Access Package. This process is automated and only necessary once.

#### Instructions (please read all steps before executing):

1. Click on the button below to open the Microsoft Access Package Portal in a new tab.

[Open Microsoft Access Package Portal](#)

2. On the new tab, fill out the required fields (if any) and click on „Submit“.

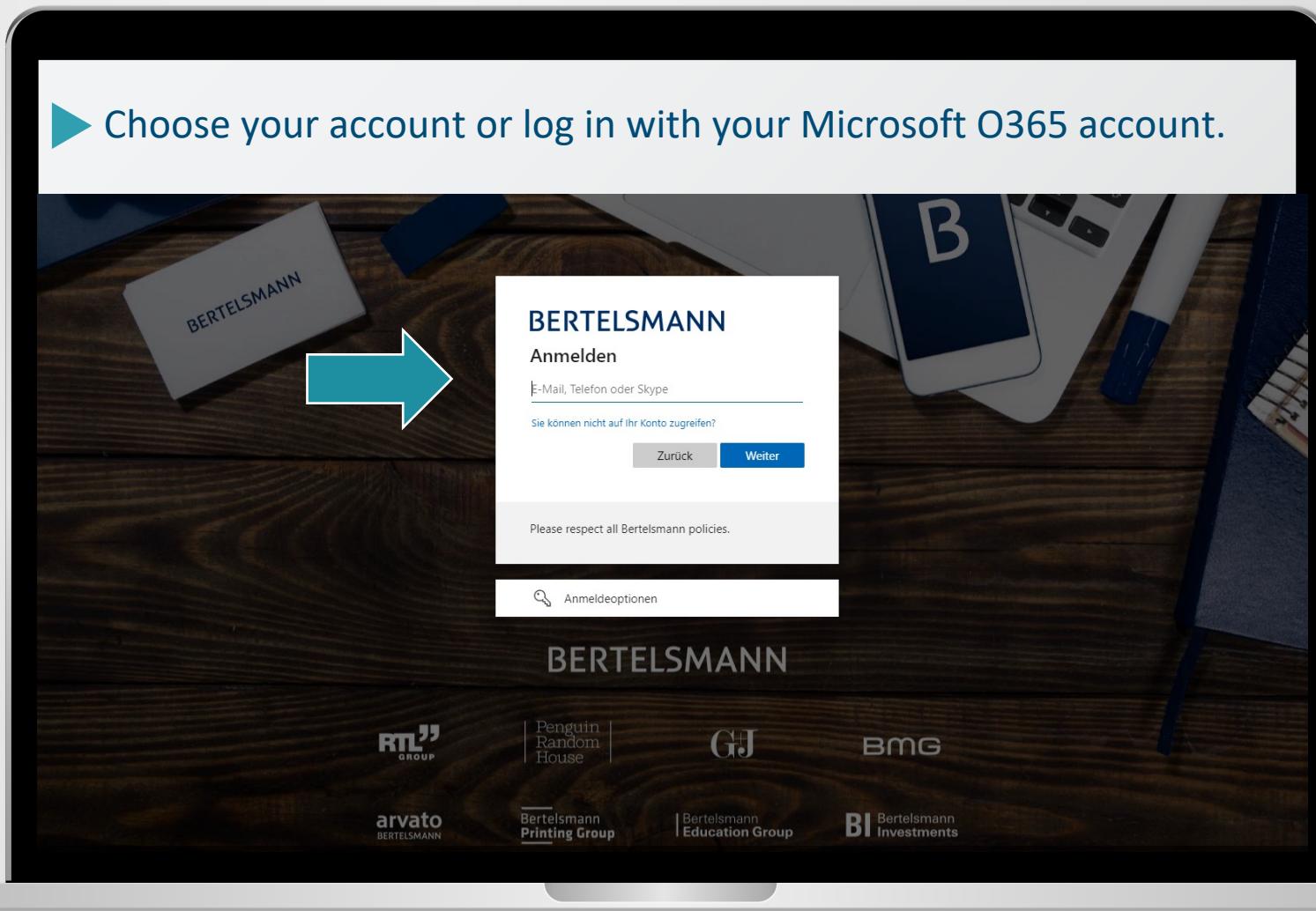


3. Wait for 1-2 minutes, and continue your login by entering your O365 e-mail and password

[Login with O365](#)



## Step 3



**Information:**  
It is likely that multi-factor authentication will be conducted during this process.

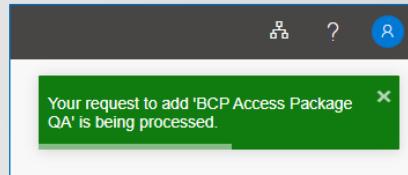


## Step 4

► Type in your personal data into the fields on the right and press Submit (if you are member of the BGroup, there are no fields, just press Submit). Your request will be processed.

The screenshot shows the 'Access packages' interface. On the left, there is a sidebar with 'My Access' dropdown, 'Access packages' (selected), 'Request history', 'Approvals', and 'Access reviews'. The main area is titled 'Access packages' with a search bar. A 'Request access' button is visible. Below it, a table lists an 'Access package' named 'BCP Access Package' with a description 'Bertelsmann Collaboration Platform'. The table also shows 'Groups and Teams' (BCP) and 'Apps' (BCP API, BCP Web Portal Client). A large teal arrow points from the 'Request access' button to the 'Request access' dialog on the right. The dialog is titled 'Request access' and contains fields for 'First Name \*' (John), 'Last Name \*' (Doe), and 'Business justification' (empty). A radio button for 'Request for specific period?' is set to 'No'. At the bottom are 'Submit' and 'Cancel' buttons.

Information:  
The following message  
will appear after submit:





## Step 5

► Close the „Access Package“ tab and click „Login with O365“ on the previous page (which shoud still be open).

Activate BCP Access Package

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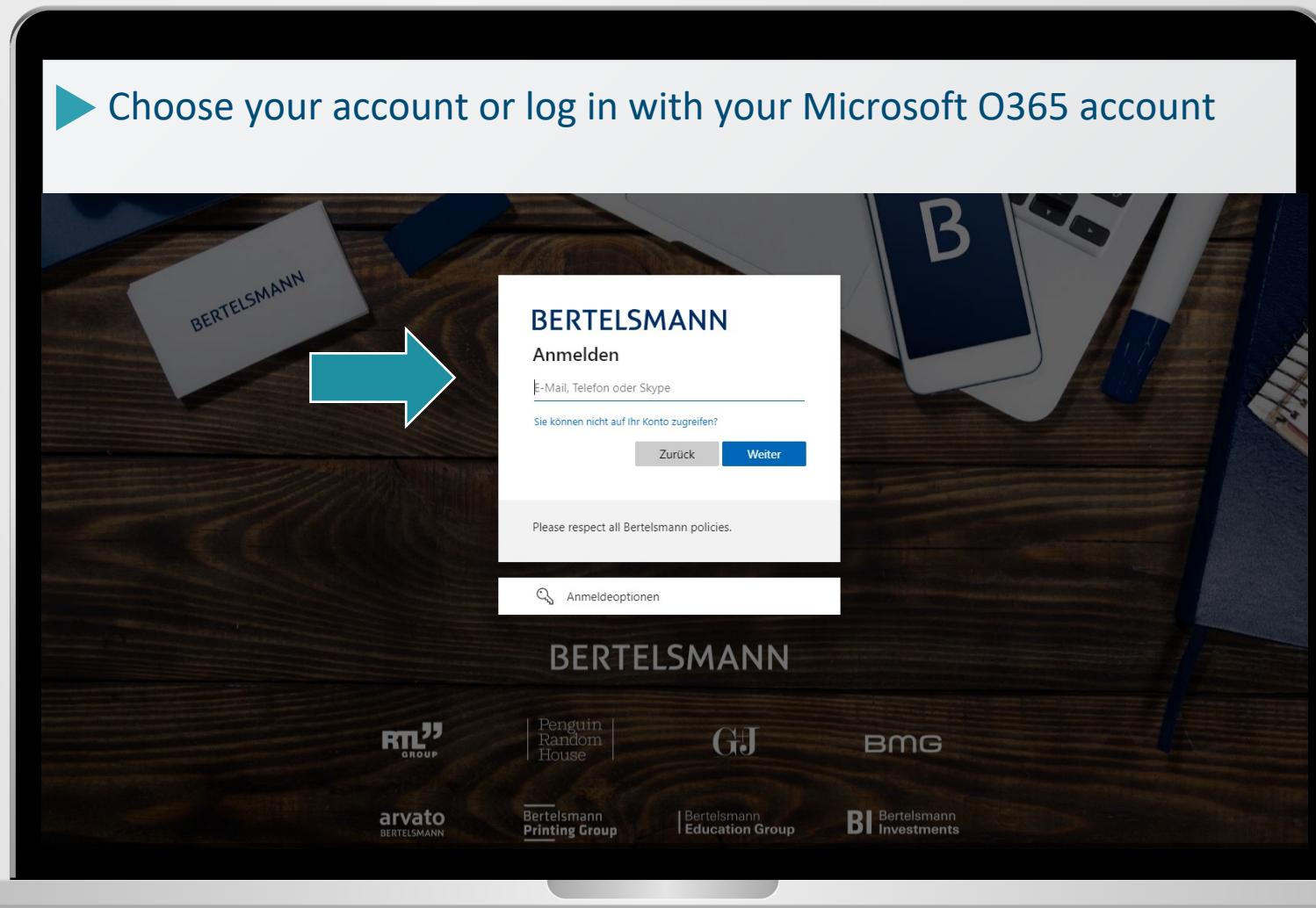
3. Wait for 1-2 minutes, and continue your login by entering your O365 e-mail and password

[Login with O365](#)

**Information:**  
The access package provision takes up to two minutes and registration is possible only after that.  
**If a login fails, try again after some time via:**  
<https://collaboration.bertelsmann.de/auth/login>



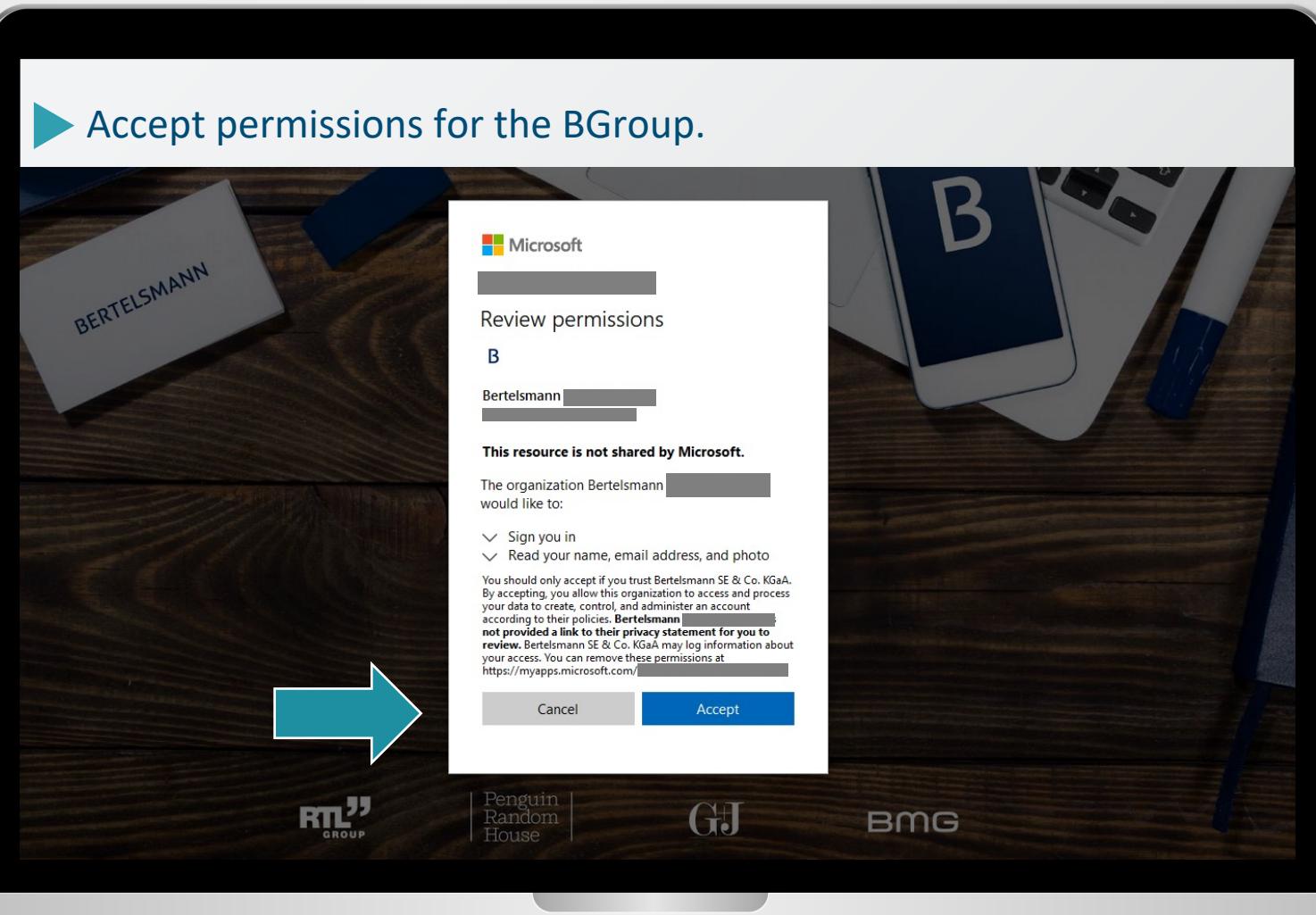
## Step 6



**Information:**  
It is likely that multi-factor authentication will be conducted during this process.



## Step 7

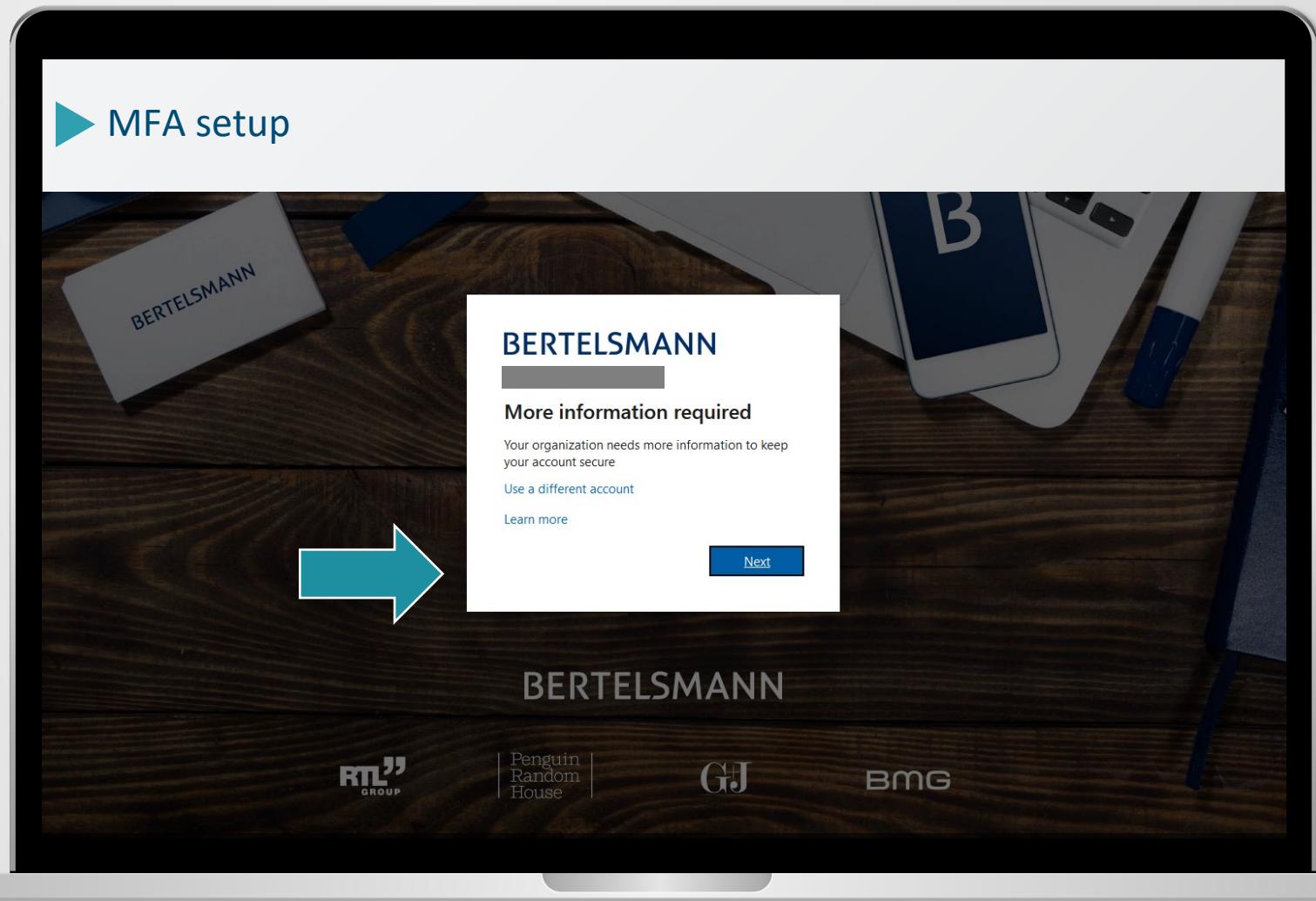


Information:  
This happens for non-BGroup users only.

# Step 8



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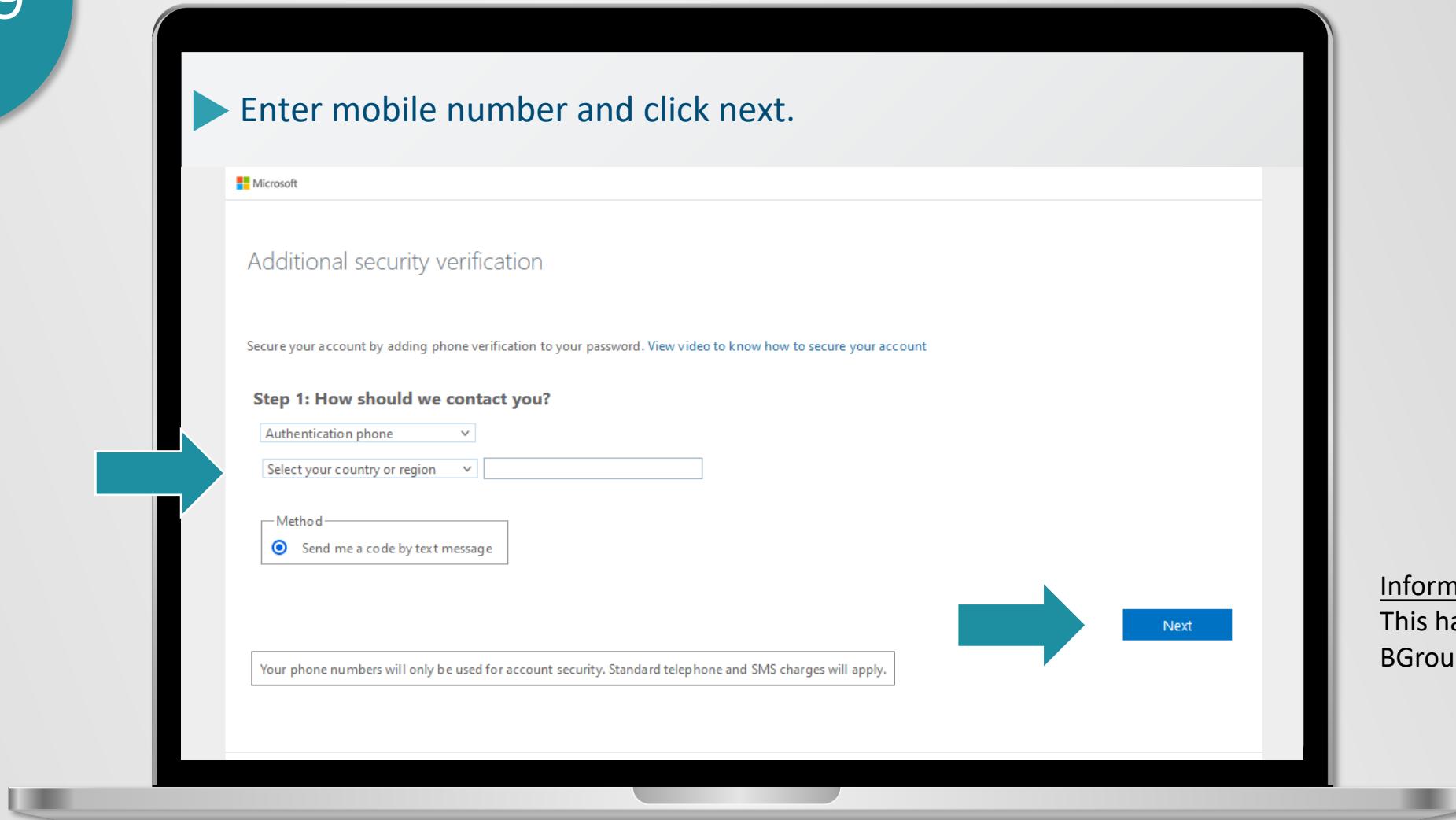


Information:  
This happens for non-BGroup users only.

Support: bcp-feedback@bertelsmann.de



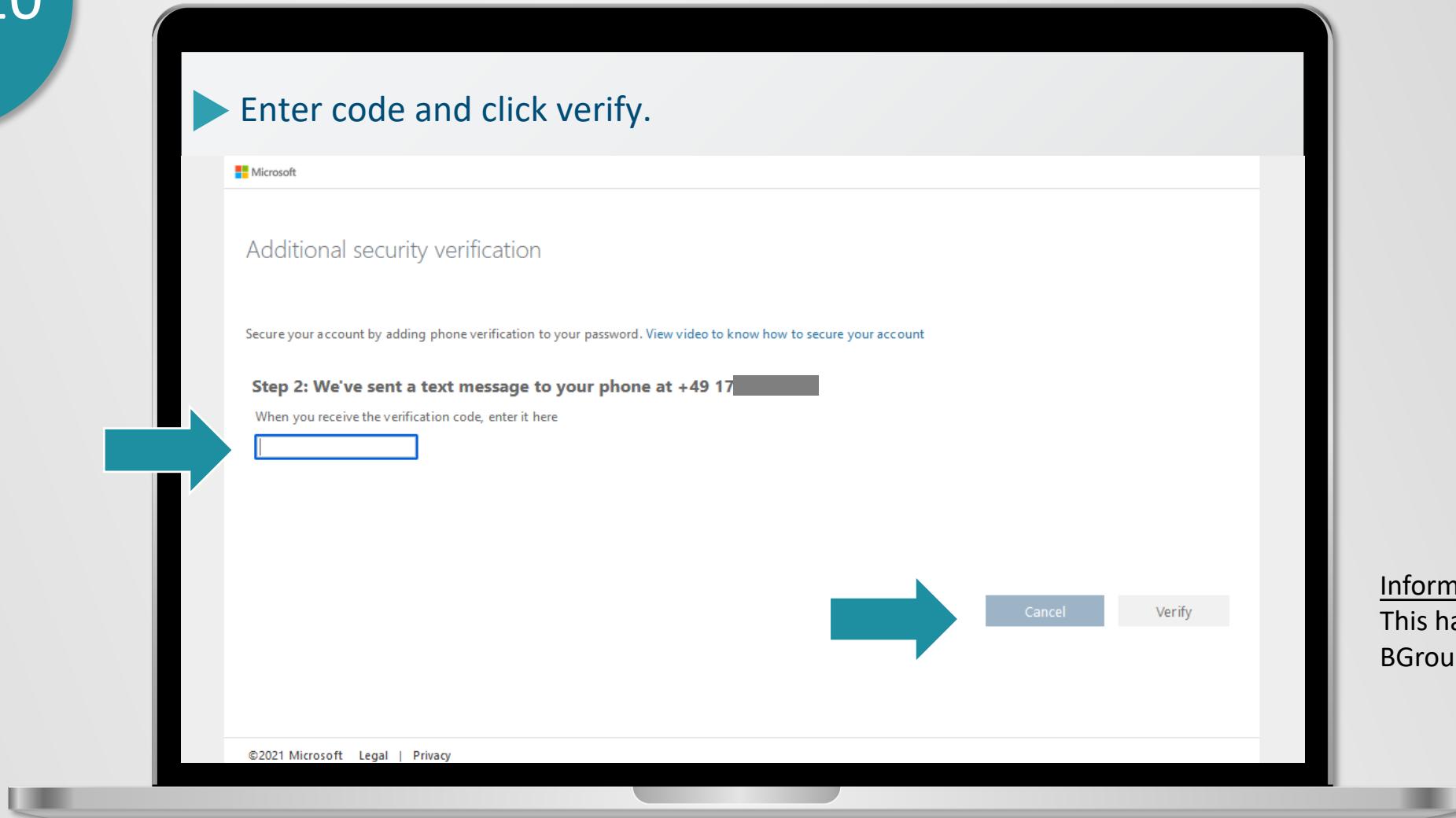
## Step 9



**Information:**  
This happens for non-BGroup users only.



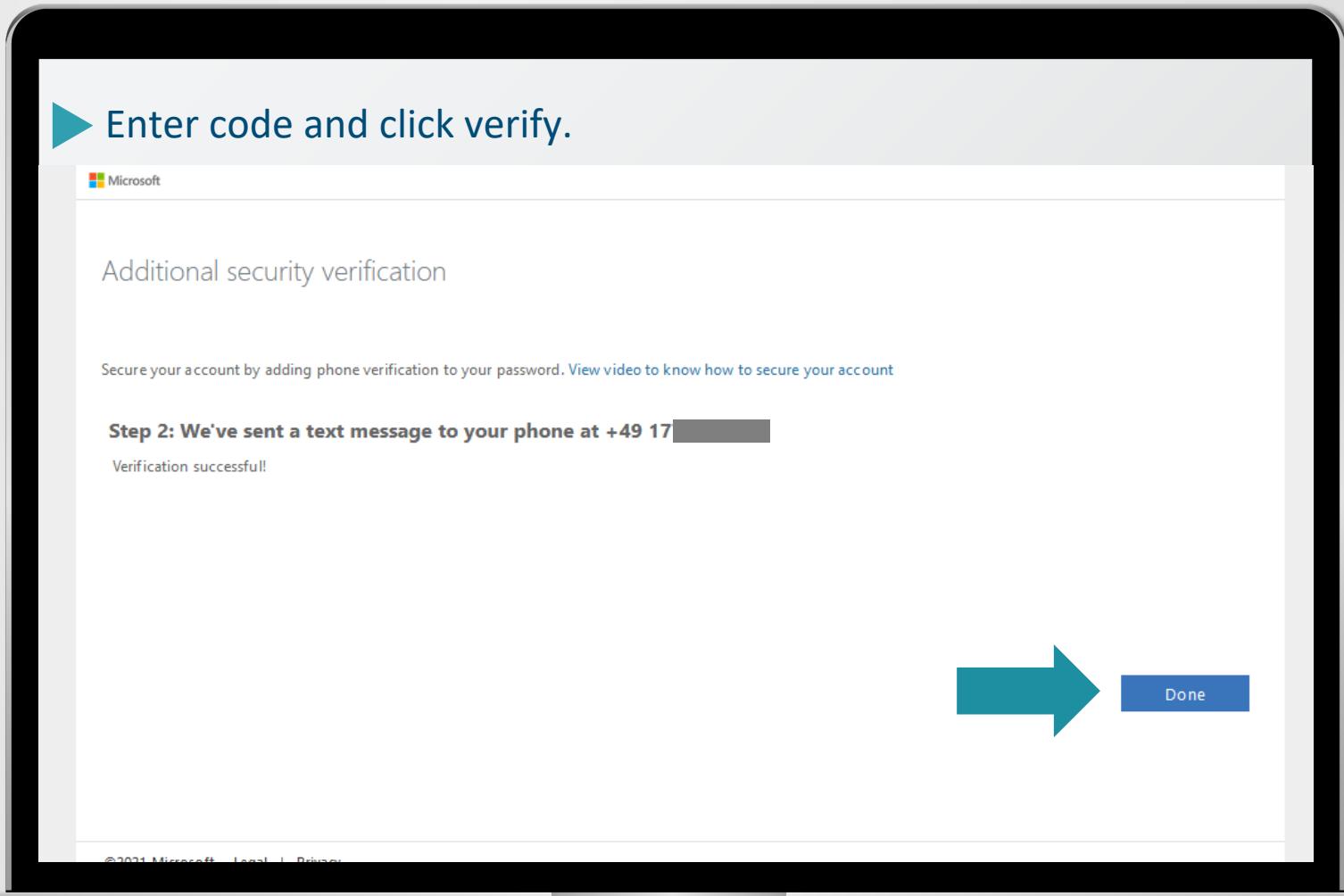
## Step 10



**Information:**  
This happens for non-BGroup users only.



## Step 11



**Information:**  
This happens for non-BGroup users only.



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# Common problems



► **AADSTS90072 or AADSTS50105 Error when trying to log in**

Cause: The access package was not installed successfully.

Solution: Follow the instructions above to register and install the BCP access package. If you have followed the instructions and still see the error, wait a few minutes and try again. If the installation of the access package failed, please contact our support.

A screenshot of a web browser showing a login page. The page has a dark header with the Bertelsmann logo and the word "Anmelden". Below the header is a red-bordered error message box containing the text "Leider können wir Sie nicht anmelden." Underneath this, there is a larger text block with a red box around the error message: "AADSTS90072: User account '...' from identity provider 'https://sts.windows.net/...' does not exist in tenant '...' and cannot access the application". At the bottom of the page, there is a note: "(BCP PROD Web Portal Client) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account".

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Anmelden

Leider können wir Sie nicht anmelden.

AADSTS90072: User account '...' from identity provider 'https://sts.windows.net/...' does not exist in tenant '...' and cannot access the application

(BCP PROD Web Portal Client) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account

A screenshot of a web browser showing an error page for the BCP PROD Web Portal Client. The page has a dark header with the Bertelsmann logo and the text "BCP PROD Web Portal Client". Below the header is a red-bordered error message box containing the text "Leider können wir Sie nicht anmelden." Underneath this, there is a larger text block with a red box around the error message: "AADSTS50105: Your administrator has configured the application BCP PROD Web Portal Client (...) to block users unless they are specifically granted ('assigned') access to the application. The signed in user '...' is blocked because they are not a direct member of a group with access, nor had access directly assigned by an administrator. Please contact your administrator to assign access to this application".

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BCP PROD Web Portal Client

Leider können wir Sie nicht anmelden.

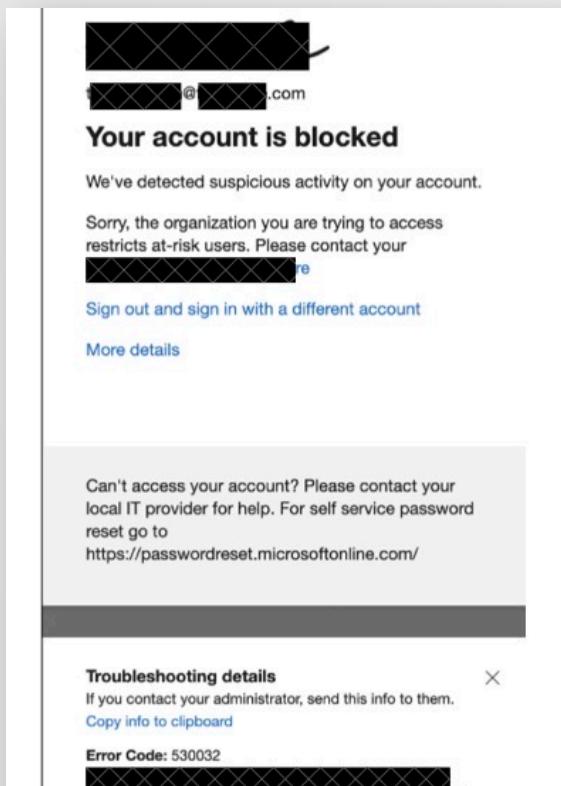
AADSTS50105: Your administrator has configured the application BCP PROD Web Portal Client (...) to block users unless they are specifically granted ('assigned') access to the application. The signed in user '...' is blocked because they are not a direct member of a group with access, nor had access directly assigned by an administrator. Please contact your administrator to assign access to this application.



## ► 530032 Blocked account

Cause: The user in the home tenant is marked "at risk". The BGroup tenant blocks "risky" users.

Solution: Contact your local user help desk / Azure Active Directory/Entra administrator. They need to verify that the user is in fact not at risk and if that's the case, dismiss the user risk. (see 2<sup>nd</sup> screenshot below)



NAME	USERNAME	RISK STATE	RISK LEVEL	RISK LAST UPDATED	STATUS
Alain Charon	Alain@contoso.com	At risk	Low	11/2/2018, 7:38:29 AM	Active



## ► **How to reset / update MFA Settings**

1. Open you browser in Inkognito/InPrivate mode
2. Navigate to <http://aka.ms/mfasetup>
3. Sign in with your BGroup user
4. Setup or change your MFA method