



Global Security Portal

Registration Guide

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1 Introduction

The Global Security Portal (GSP) provides authorized users with access to security-related information about Diebold Nixdorf products and solutions, including fraud incidents and security notifications. This guide explains how to register for access, sign in, and manage your user account.

We take ACTION to secure people, data and assets.

1.1 About this Document

This user manual explains how to access the Global Security Portal (GSP), complete the onboarding process, and manage user profile-related actions.

2 Getting Started

The Global Security Portal supports two options for user authentication,

- a) **Federated authentication** between your organization and Diebold Nixdorf, or
- b) access through a Diebold Nixdorf **Guest Account**.

This guide focuses on the registration and use of a Diebold Nixdorf guest account for access to applications such as the Global Security Portal. If your business/company prefers to establish federated authentication, please directly get in contact with info.gsp@dieboldnixdorf.com.

2.1 Registration Process

To register for the Global Security Portal, go to <https://www.dieboldnixdorf.com/en-us/support/globalsecurityportal/> and select „Subscribe now” from the top or bottom of the page:



Figure 1 – Register on the Login Page

Step 1: Registration

As a first step of the registration you must enter your contact details.

Please make sure to use your company email address, as private email addresses are not allowed.

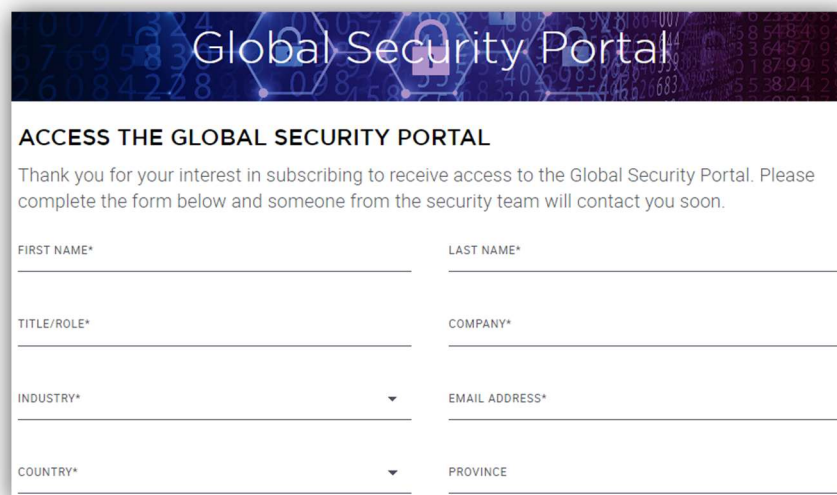
A registration form titled "Global Security Portal" with the heading "ACCESS THE GLOBAL SECURITY PORTAL". Below the heading is a thank-you message: "Thank you for your interest in subscribing to receive access to the Global Security Portal. Please complete the form below and someone from the security team will contact you soon." The form contains several input fields: "FIRST NAME*", "LAST NAME*", "TITLE/ROLE*", "COMPANY*", "INDUSTRY*" (with a dropdown arrow), "EMAIL ADDRESS*", "COUNTRY*" (with a dropdown arrow), and "PROVINCE".


Figure 2: Registration Process

As part of this submission, you must choose your subscription type:

- **ACTIVE Security Alerts**
Provides information on attack vectors and modus operandi relevant to the Diebold Nixdorf portfolio. Financial institutions should review the information and take action where applicable to their operations. Access to ACTIVE Security Alerts also includes access to fACT Sheets.
- **ACTIVE Security Notifications**
Provides preliminary information on reported incidents in anonymized form. The information may be unconfirmed, evolving, or subject to change while the investigation is still ongoing. Access to these notifications is permission-based and **requires agreement to specific Terms and Conditions**. Access must be requested via info.gsp@dieboldnixdorf.com. Access to ACTIVE Security Notifications also includes access to ACTIVE Security Alerts and fACT Sheets.

Step 2: Create Guest Account

After submission, a Diebold Nixdorf Agent will check whether a Guest Account already exists for your e-mail address. If it exists, please proceed to Step 3). If not, an invitation to create a Diebold Nixdorf Guest account is sent to your e-mail address (by no-reply@dieboldnixdorf.com). Please follow the “Click here to accept the invite” link to start the account creation.



The screenshot shows a web form for creating a Diebold Nixdorf Guest Account. At the top, the Diebold Nixdorf logo and name are displayed. Below the logo, the email address 'john.doe@dieboldnixdorf.com' is shown. The form contains several input fields: two for passwords (indicated by dots), a field for the full name 'John Doe', and three fields for the first name 'John', last name 'Doe', and a phone number '+1 555 567 9999'. A blue 'Create' button is located at the bottom of the form.

Figure 3: Create Diebold Nixdorf Guest Account

Step 3: Accept invitation to the Global Security Portal

Once the Diebold Nixdorf Guest Account is created successfully, an invitation to use the Global Security Portal is sent by info.gsp@dieboldnixdorf.com to the registered e-mail address.

Please follow the “Click here to accept the invite” link and navigate to finalize the process. Please choose “Sign in using Unily B2C”

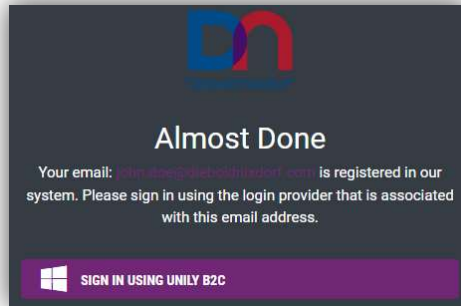


Figure 4: Diebold Nixdorf B2C Login

Step 4: Login to the Global Security Portal

Your browser will open a page like this. Sign in using the credentials of your Diebold Nixdorf Guest Account.

You will be prompted to select an “MFA Method”, please select your preferred option, and click “Send Email/SMS Code”. Once the verification code is received, please enter and click “Verify Email/SMS Code”

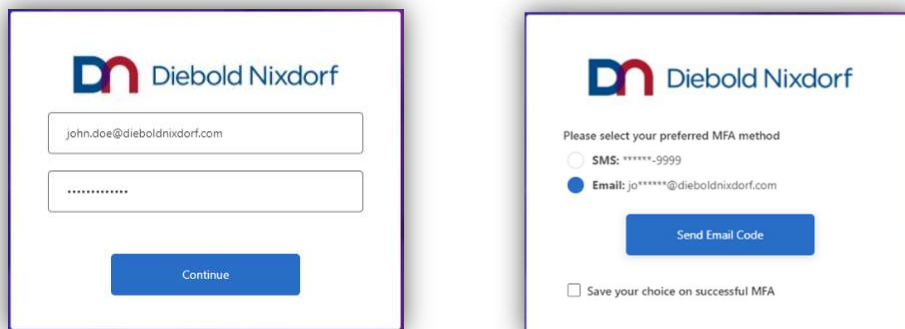


Figure 5: Login with MFA

You will now be redirected to the Diebold Nixdorf Global Security Portal

Note: It is possible that a “Permission denied”- error is displayed on first login. If that is the case, please manually navigate to: <https://exchange.dieboldnixdorf.com/sites/global-security-portal/startpage/SitePageModern/103917/gsp-agreement>

2.2 Sign In

The log in procedure into the portal can be distinguished by the log in type provided to the user in different situations.

To log into the Global Security Portal, please navigate to <https://www.dieboldnixdorf.com/en-us/support/globalsecurityportal/> and select „Login” from the bottom of the Login Page:



Figure 6 – Login to the Global Security Portal

You will now be redirected to <https://exchange.dieboldnixdorf.com/loginprompt>. Please enter the email address associated with your Diebold Nixdorf login.



Figure 7: Diebold Nixdorf B2C Login

Depending on the account type (Guest Account/Federated Account), you are being redirected to the respective Credential Provider to authenticate using your credentials. In case of a Diebold Nixdorf Guest account, the following login screen is displayed.

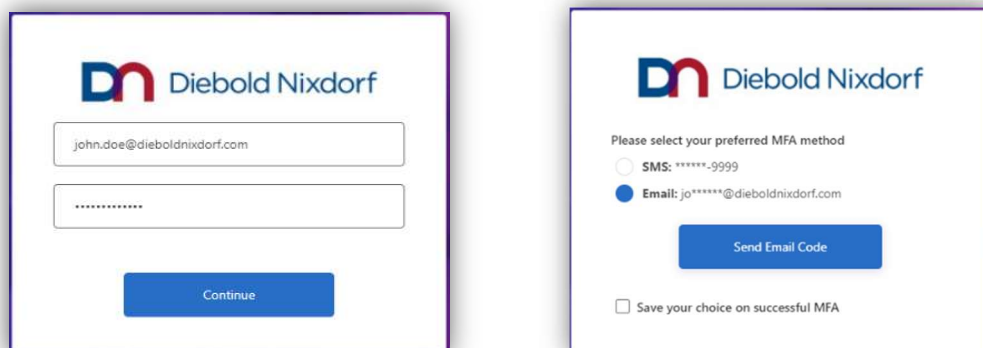


Figure 8: Login with MFA

As part of the login process you will be prompted to select an “MFA Method”, please select your preferred option, and click “Send Email/SMS Code”.

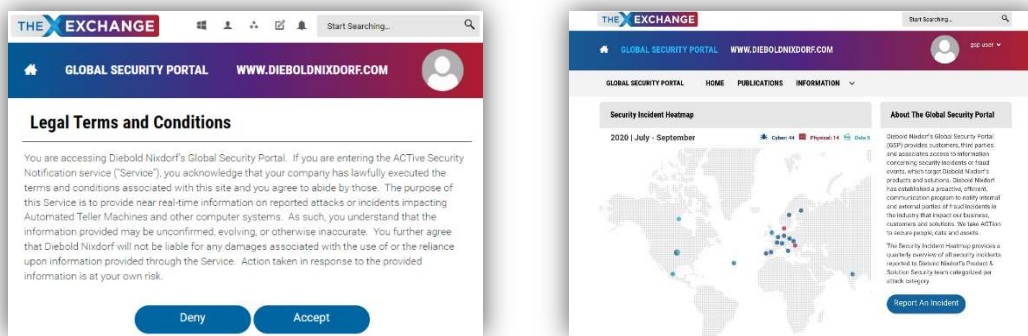


Figure 9: T&C's and Global Security Portal Home Page

You will be automatically redirected to the Global Security Portal. After accepting the legal terms and conditions you will be able to use the Global Security Portal.

2.3 User Management

To adjust the information of the logged in user account, it is currently required to send an e-mail to the info.gsp@dieboldnixdorf.com. You may request to change your personnel information or request any of the following services:

Account specific settings:

- Change Password
- Delete Account
- DN Contact Email
- Reset Password

Company Information

- Occupation / Title
- Street Address
- City
- State or Province
- ZIP / Postal Code
- Country

Contact Information

- Phone Number
- Mobile Number

2.4 Logout

For security reasons it is recommended to log out after using the portal. The related section can be accessed through the navigation pane under the menu item “My Account” > “Log Out”.

The user session automatically times out after an idle period of 15 minutes for security reasons. Whenever this happens, you can always sign in again to a new session.

3 Appendix

3.1 Contact

In case of questions or suggestions for this user manual, please contact:

Diebold Nixdorf Product & Solution Security
info.gsp@dieboldnixdorf.com