

Common Problems with Authentication.

“Lets keep your account secure” not working as expected

Some users are currently experiencing an issue where they are unable to proceed past Multifactor Authentication (MFA) screen when accessing CadetNet M365.

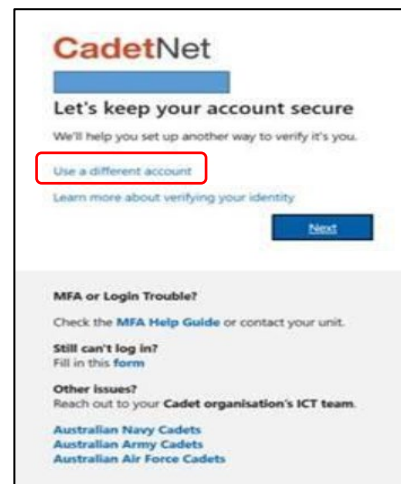
This issue occurs when users only having one MFA registered on the system.

While we continue working a permanent resolution, a workaround is available. This guide will step you through the process to access CadetNet M365 and complete your account set up.

Follow the Following steps.

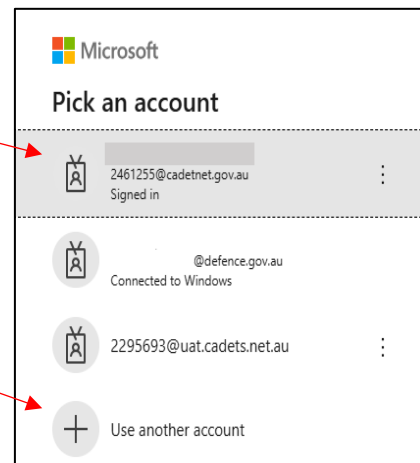
1. Open Chrome or Edge on your laptop/PC
2. Click the [...] at the top right corner of the browser and select Incognito / InPrivate Window
3. Go to: <https://mysignins.microsoft.com.mcas.ms/security-info>
4. Enter your CadetNet login as normal

5. Once you reach the “Lets keep your account secure” screen, select “Use a Different account”

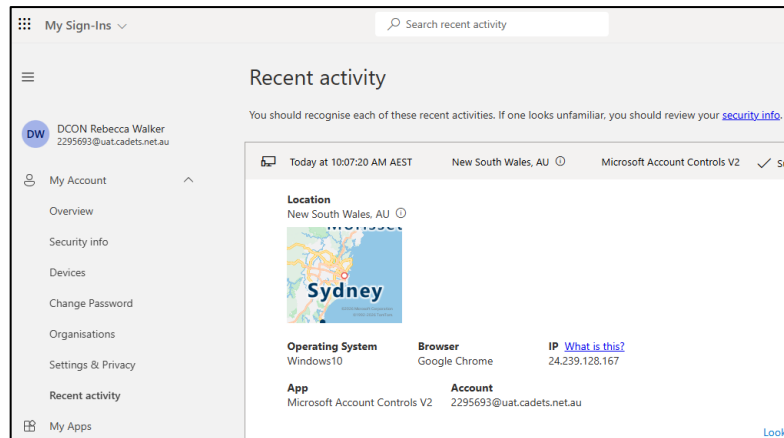


6. Select your **CadetNet User name.**

Note: If your user name is not listed please select “Use another account”

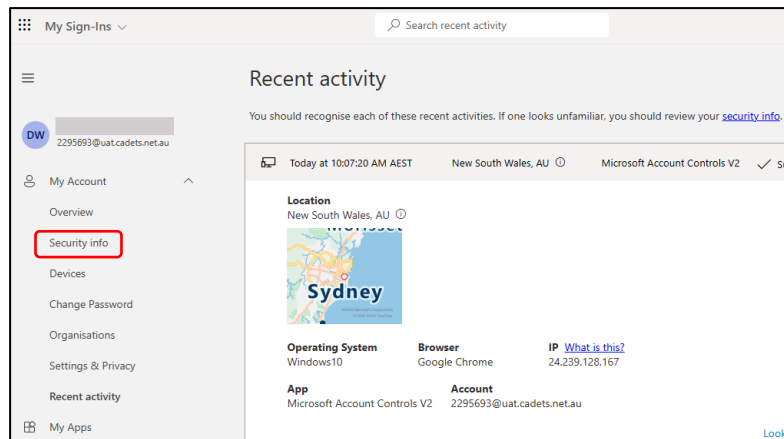


7. Repeat **Step 6 and 7** a **few time** until you get through to this “My Sign-Ins” screen.
8. **Note:** This could take up to 3 or 4 times to get through.

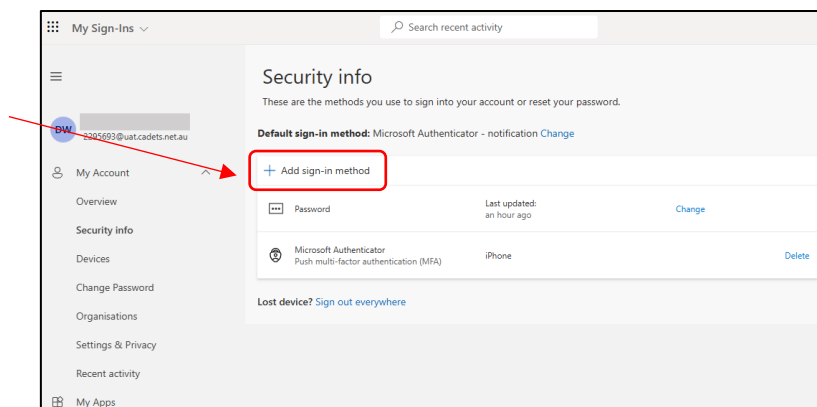


Now that you have successfully logged in, please follow this Help Guide to set up your second authentication method and three security questions, enabling self-service password reset in just a few easy steps.

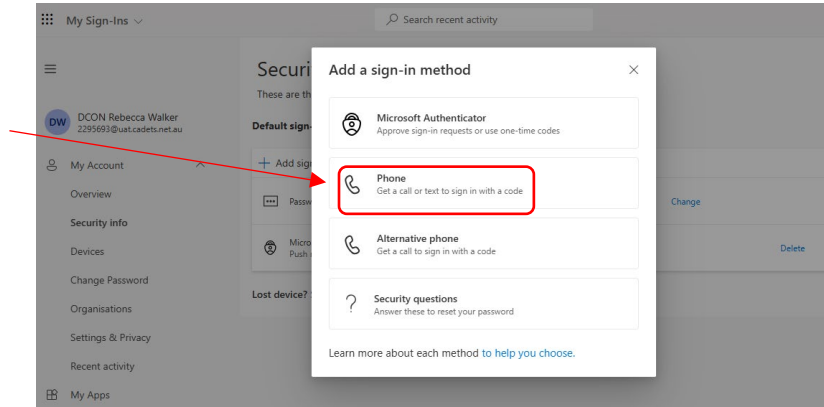
1. Select **‘Security Info’** here is where you will select and or update all your security setting anytime.



2. To add your second method. Select **+ Add sign-in method**



3. For this example, 'Phone' method is being select as the second method of authentication.



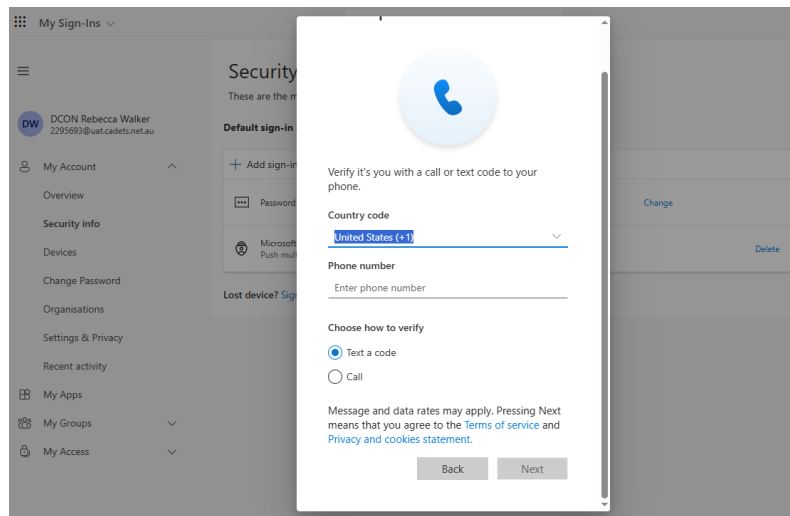
When you select the 'Phone' you have two options to progress;

Option A – Link a Mobile Number	Option B – Link a Landline
<p>Country Code: Australia</p> <p>Phone Number: Enter your mobile number</p> <p>Verify: Verify: For mobile set up you can select either option here. For this example select 'Text a code' verification code will be sent as a text to your mobile. If you select 'Call' you will receive an automated call that will ask you the select # to verify.</p>	<p>Country Code: Australia</p> <p>Phone Number: Enter your mobile number</p> <p>Verify: Landline option select 'Call' This will initiate an automated voice call to your phone which will ask you the select # to verify.</p> <p>Note: This option is recommends for ADF members that access CadetNet in a Zone3. Here you will enter your Skype number.</p>

For this example **Option A – Link a mobile** is being selected

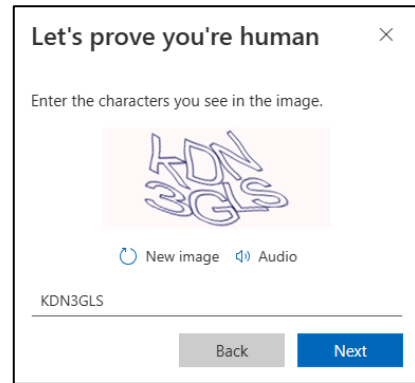
4. Enter mobile details as follows;

Country Code: Australia (+61)
Phone Number: Enter your mobile number
 then Select **Next**

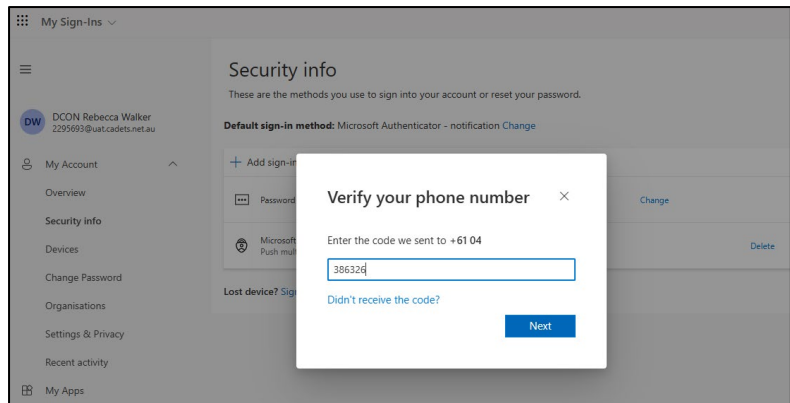


The system may ask you to then verify you're not a Robot. **If not progress to step 6.**

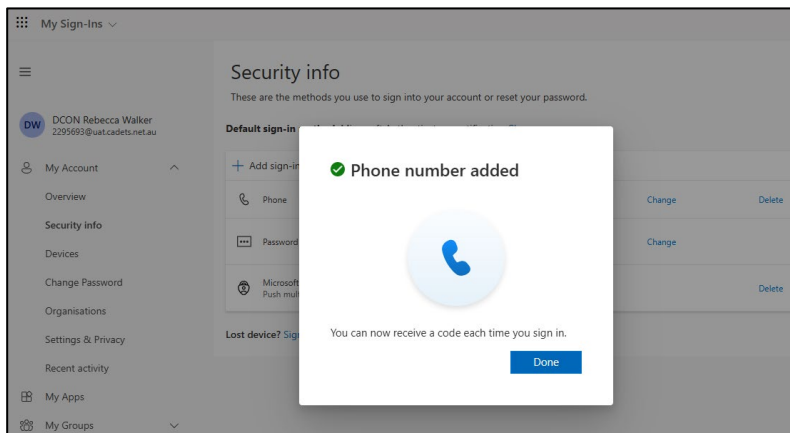
5. Enter the code you see, then select **Next**



6. Now you should receive a verification code to your mobile that you will need to enter here and select **Next**

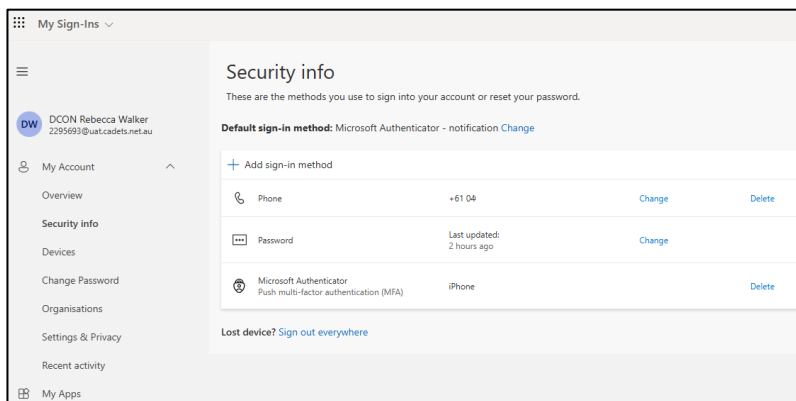


7. Select **Done**.

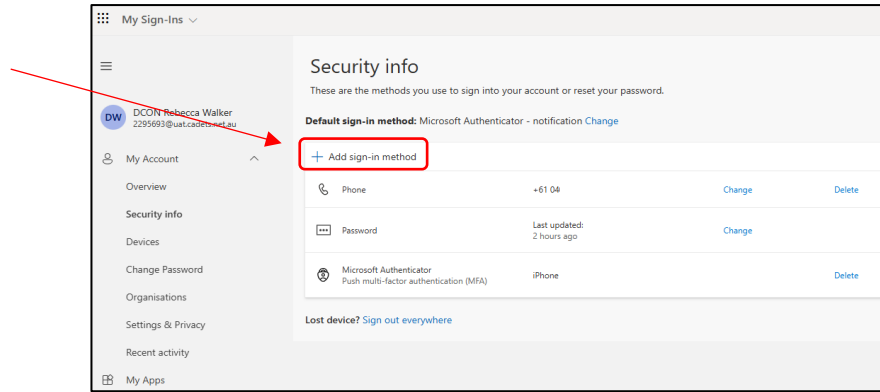


8. Listed will be your two methods of authentication.

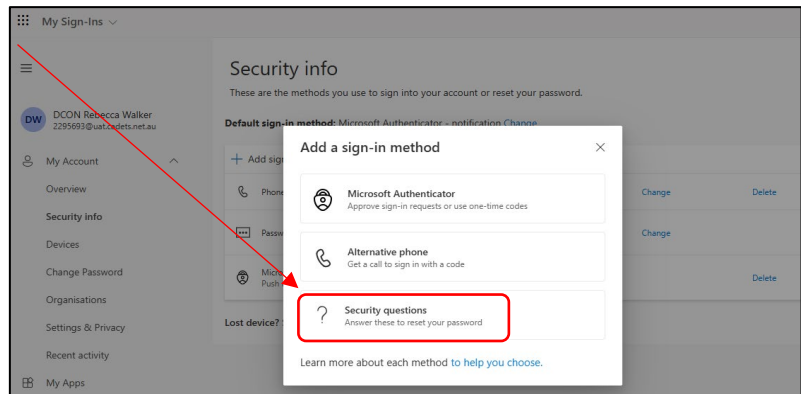
Now let's finish off by setting up your three security questions. This will enable self-service password reset.



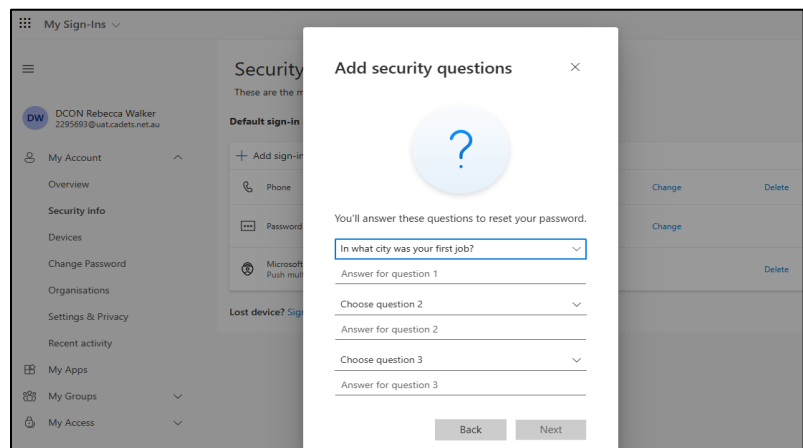
9. Select + Add sign-in method



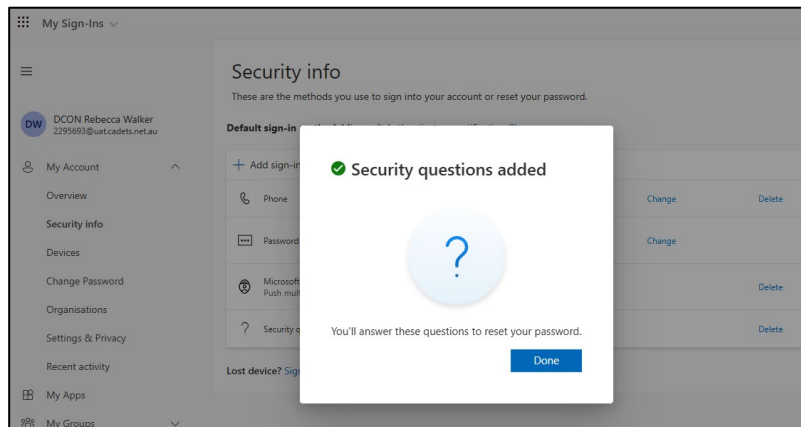
10. Select security questions



11. Click on each 'choose question #' a dropdown list of questions will present. Select three different options and apply answers to each. Once completed select **Next**



12. Select **Done**



System will default back to the 'Security info' screen which now list's your **two methods of authentication**, and your **three security question**.

Congratulations! You have finalised and futureproofed your future capability to login to CadetNet whist also enabling self-service password reset for your account.

