

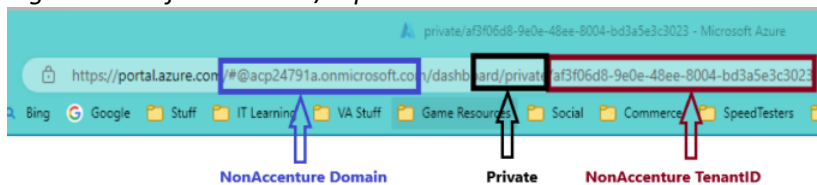
# Issues accessing Azure or other Microsoft Service portals

## Review the symptoms

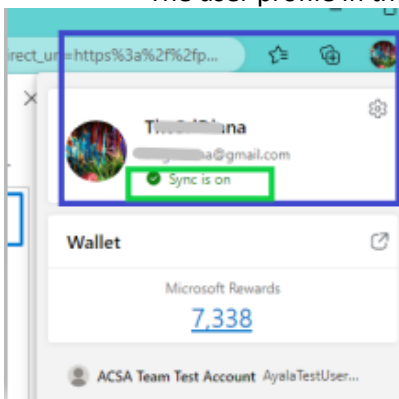
- For Users that are having issues accessing private, project, customer portals, but they can access other Accenture sites.
- Users are receiving prompts for Azure MFA authentication when logging in to the site, but the authentication is failing.
- Users may also try to access Azure or a Microsoft service portal and not receive the expected MFA prompt.

## Indicators you are accessing an external tenant, or a tenant not associated to the profile.

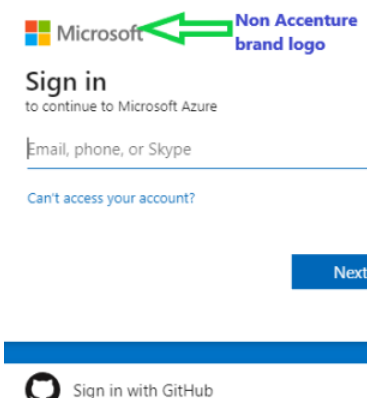
- The URL does not have Accenture in the URL, or the URL looks similar to:  
*login.microsoftonline.com/acpcloud12345outlook.Tenant*



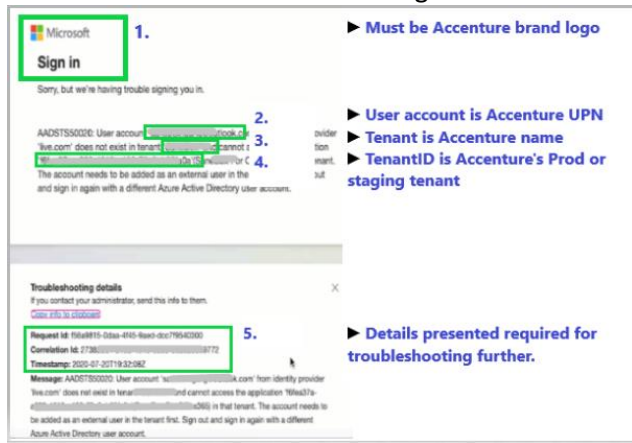
- The user profile in the browser does not match the tenant being accessed (Sync is on).



- The brand iconography in the signin page is either a Microsoft or other brand, not Accenture



- The error indicates the user is not granted access to the tenant



## Accenture Azure tenant access

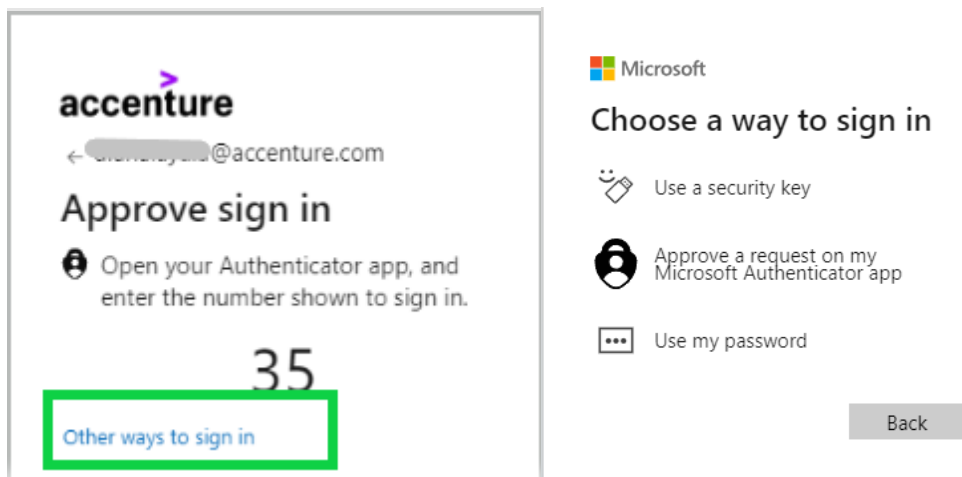
Use the proper URL to access **Accenture LLC tenants**.

- Accenture Production: <https://portal.azure.com/accenture.onmicrosoft.com>
- Accenture Staging: <https://portal.azure.com/accentureAADSyncStage.onmicrosoft.com>

## Resolving access issues

### Self-support access options

- Accenture (LLC) Azure scenarios: Log in to the Accenture production or staging tenant. Make sure you are accessing Accenture (LLC), enterprise production and enterprise staging using the proper links.
  - Production: <https://portal.azure.com/accenture.onmicrosoft.com>
  - Staging: <https://portal.azure.com/accentureAADSyncStage.onmicrosoft.com>
- If the user can access the site in an **incognito/inPrivate** browser: try to delete all cache and cookies from the browser for all time and retry access.
- If you can log in to the portal with the UPN/EID, try to [switch directories](#) to the desired tenant. There are steps below show how to switch directories.
- If trying to access other Microsoft-service portals for Accenture: ensure the user is accessing the proper URL for that service portal the same way for Azure scenarios.
- For other organizations, verify you are signed into the proper organization; you may need to [switch organizations](#).
- If you have configured HfB, Fido2 or other alternate MFA methods for the tenant, then you can, while on the sign-in page for the tenant, select **'use other methods'**, or **'I can't use my authenticator app'**, and retry using HfB, FIDO2, or alternate MFA Methods that are registered to your EID 'user.name@accenture.com



## For users accessing tenants with guest IDs

**For Guest users:** Often Accenture enterprise users are added to client customer tenants for an engagement, or to test tenants. If you are a **Guest** in the tenant, try to [create a TAP](#) in the Passwordless portal.

- You are a Guest if:
  - You have accepted the Guest invite from the external tenant or from the test tenant.
  - Your ID will look something like: `user.name_accenture.com#ext#@acp24791a.onmicrosoft.com`
- The tenant that has invited the user as a guest may have additional requirements for MFA. If creating a TAP or other MFA methods such as FIDO2, or HfB do not work, you will need to **contact the appropriate administrator of that tenant**.

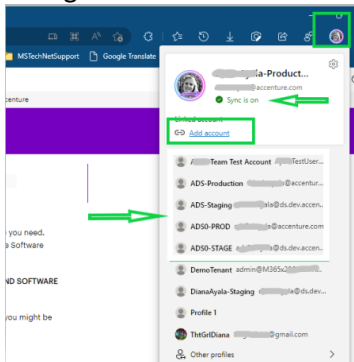
## For users accessing a private tenant or Pay as You Go (VSTN or PAYG)

If the self-support solution above does not work. Users will need to **reach out to a global or authenticator admin or the tenant owner to request access be reinstated**. You can also try to submit a support request following [the ServiceNow support guide](#).

If the user is the owner and no other admins are in the tenant, the user will need to **submit a support request to Microsoft**. <https://support.microsoft.com/contactus>. NOTE: the user will need to be an owner, billing or support administrator. It is recommended that Users with private tenants through VSTN/MSDN subscriptions, configure a second user with Global admin or authenticator admin permissions and have an alternate MFA method. See Microsoft documentation on Emergency access and Breakglass accounts: [Create emergency access accounts](#)

## For users that have separate profiles for accessing different tenants

Consider installing the [MyApps Secure SignIn extension](#) and setting up a browser profile for each UserID and organization so that access to the private/project tenants is dedicated to a specific browser and the credentials configured for that tenant.



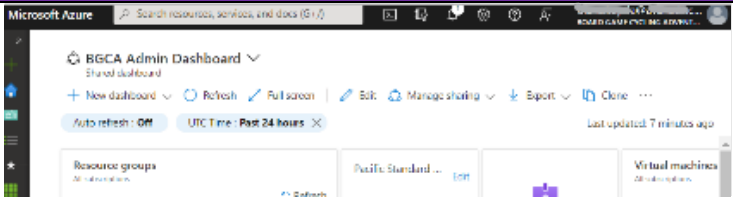
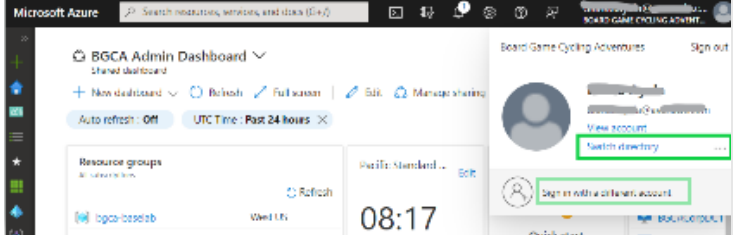
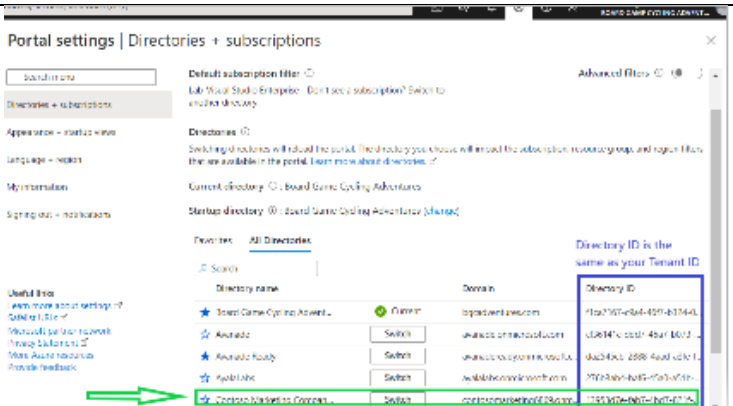
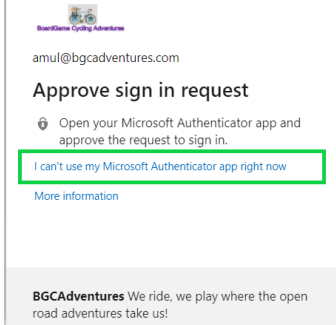
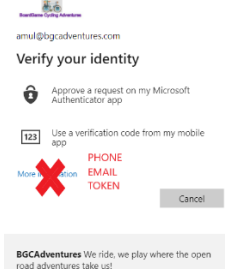
## For users accessing a project-related tenant/Azure site

Try [‘switch organizations’](#) or [‘switch directories’](#) or following the process in the [Guest User](#) section above. If still not successful, the user will need to **connect with the project lead or the person who administers the site** and request restoration of access or authentication registration reset.

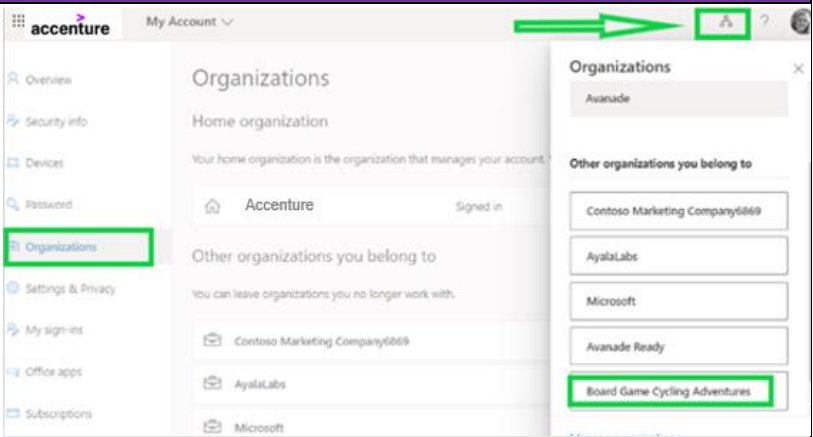
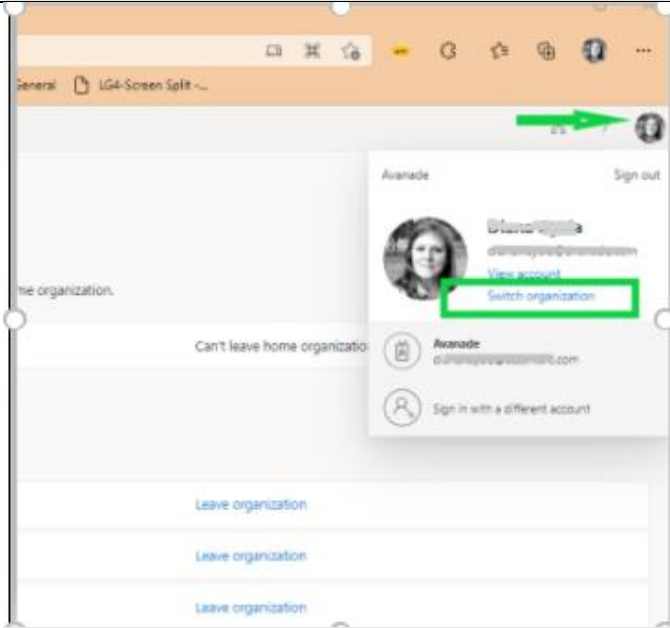
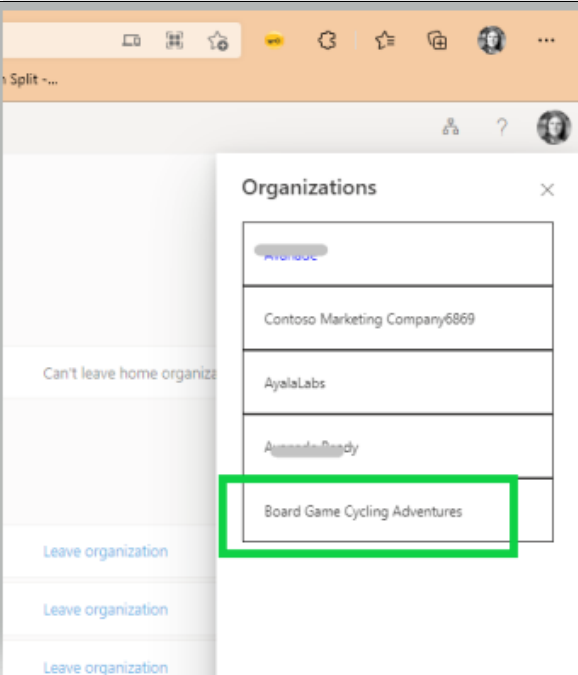
## How to switch directories, organizations and create a TAP

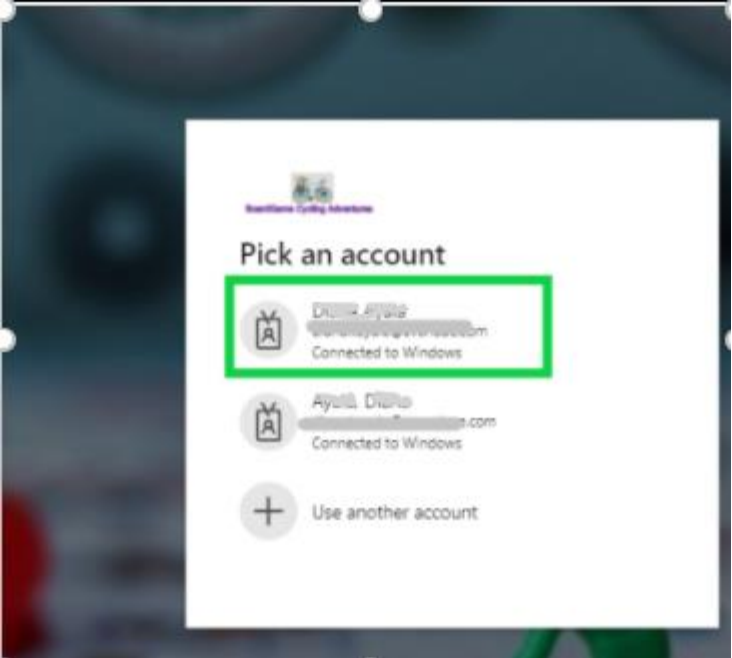
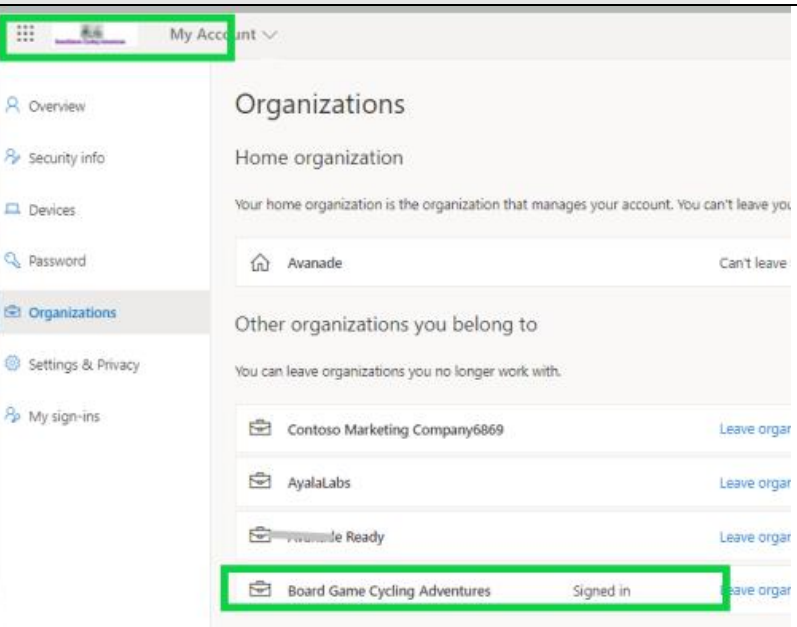
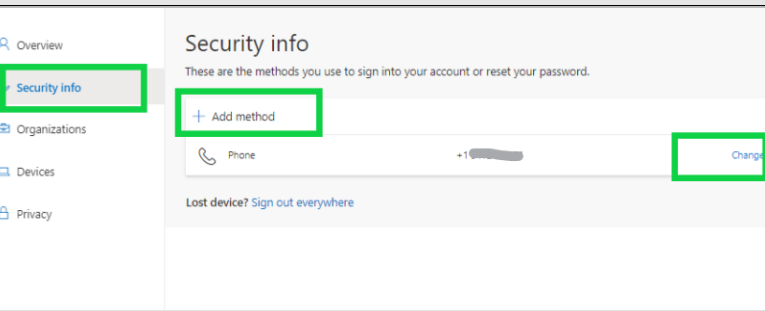
Below are basic steps to assist the user in [switching directories](#), [switching organizations](#) and [create a TAP](#) depending on the users' scenario.

## Switching Directories instructions

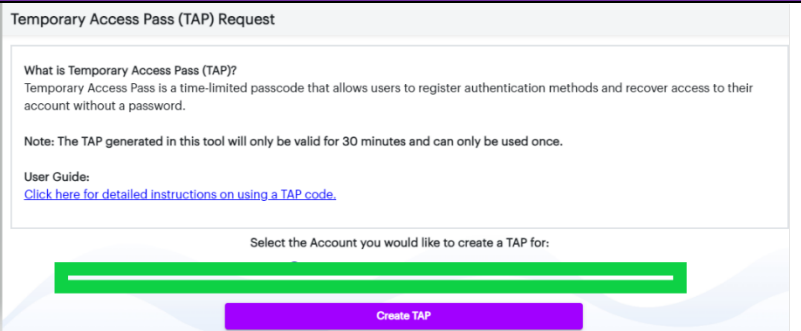
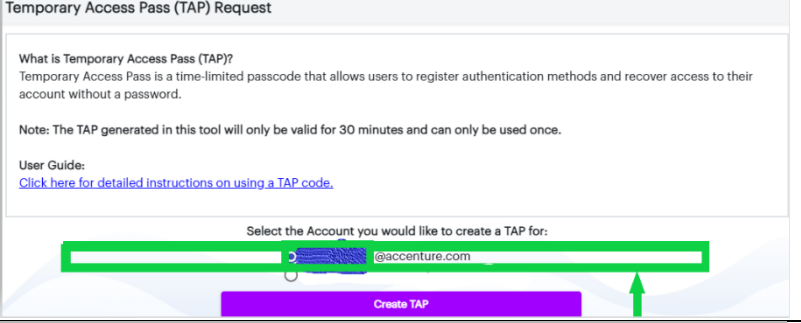
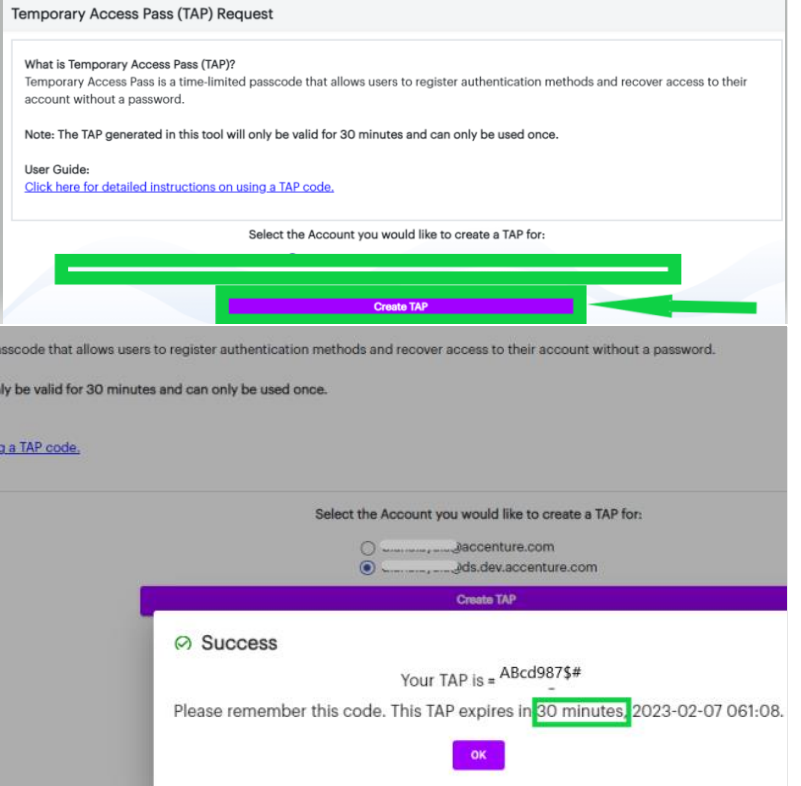
| Step | Instruction   |  |
|------|---|--|
| 1    | <p>Login to:</p> <p><b>Production:</b><br/> <a href="https://portal.azure.com/accnture.onmicrosoft.com">https://portal.azure.com/accnture.onmicrosoft.com</a></p> <p><b>Staging:</b><br/> <a href="https://portal.azure.com/accntureAADSyncStage.onmicrosoft.com">https://portal.azure.com/accntureAADSyncStage.onmicrosoft.com</a></p> |    |
| 2    | <p>Select your profile in the upper right corner</p> <p>Select <b>Switch directory</b> or 'sign in with a different account' if you have different credentials for a different tenant</p>   |    |
| 3    | <p>Select the directory you need to access. It is good practice to set Accenture as your default directory.</p>   |   |
| 4    | <p>If you cannot access the new directory because MFA is not working as expected, Select the hyper link for '<b>I cannot use the Authenticator App right now</b>'. It will prompt for alternate methods</p> <p>If you have configured them for that tenant.</p>   |  |
| 5    | <p>If you do not see alternate methods: <b>Phone, Token, email</b>, <b>TAP</b> this is confirmation alternate methods have not been configured and the user will need to take actions to request access be reinstated .</p>   |   |

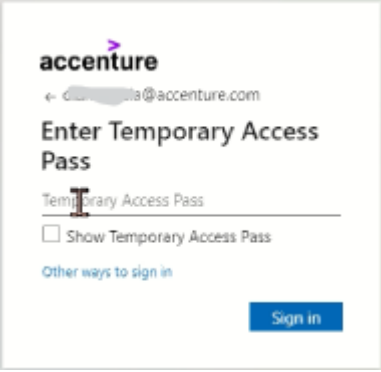
## Switching Organizations

| Step | Instructions   |  |
|------|--|--|
| 1.   | Sign in to: <a href="#">My Account (microsoft.com)</a> select <b>Organizations</b> |  <p>The screenshot shows the Microsoft account page. In the left sidebar, the 'Organizations' link is highlighted with a green box. The 'Organizations' fly-out menu is open, showing the current organization 'Avanade' and a list of other organizations: 'Contoso Marketing Company6869', 'AyalaLabs', 'Microsoft', 'Avanade Ready', and 'Board Game Cycling Adventures'. The 'Board Game Cycling Adventures' option is highlighted with a green box.</p> |
| 2.   | Select <b>Switch organization</b>  |  <p>The screenshot shows the Microsoft account page. The 'Organizations' fly-out menu is open, showing the current organization 'Avanade' and a list of other organizations. The 'Switch organization' button is highlighted with a green box.</p>  |
| 3.   | From the fly-out, select the organization you are trying to access.                |  <p>The screenshot shows the Microsoft account page. The 'Organizations' fly-out menu is open, showing the current organization 'Avanade' and a list of other organizations: 'Contoso Marketing Company6869', 'AyalaLabs', 'Microsoft', 'Avanade Ready', and 'Board Game Cycling Adventures'. The 'Board Game Cycling Adventures' option is highlighted with a green box.</p>  |

|           |  |  |
|-----------|--|--|
| <p>4.</p> | <p>A Sign-in screen or authentication screen will appear: Sign in using the appropriate credentials</p>  |     |
| <p>5.</p> | <p>You should see a new logo if one is designed for the new organization, and you should see that you are '<b>signed in</b>' to the new organization</p> |   |
| <p>6.</p> | <p>Select <b>Security Info</b> in the left side menu<br/>On the security Info page you can + <b>add</b> and <b>change</b> your sign in methods</p>       |  |

## How to create a TAP: for Guest users of a tenant

| Step | Instruction   |   |
|------|---|---|
| 1    | Please go to <a href="#">Temporary Access Pass (TAP) Request</a>  |   |
| 2    | Select your <b>production</b> account as the account you would like to create TAP for:<br><a href="#">User.name@accenture.com</a> |   |
| 3    | Click <b>Create TAP</b><br><br>A Pop-out with your new TAP will be presented  |  |

|   |  |  |
|---|--|--|
| 4 | <p>Return to the MySignIns page for the tenant being accessed. Recommend using Incognito or InPrivate browser.</p> <p>Enter the <b>TAP code</b> for the authentication page and follow any trailing prompts to update user details.</p> <p>Once logged in to the <a href="#">M365-My Sign-Ins</a>, ensure the MFA authentication methods are updated to prevent future access issues</p> |  |
|---|--|--|

## Escalation

### Access to Accenture Production or Staging tenants

If accessing **Accenture Production** or **Accenture Staging** tenant fails after remediation processes above do not work, users can submit a support request. Users should have all the appropriate evidence attached to the support request.

- Description should include last successful access and date access failures started.
- Are you having issues accessing other sites: regular Accenture sites?
- Did you make any changes to your device, or your profile such as a name change prior to access failure?
- What device is being used to access the tenant-personal device, phone, workstation etc...
- Have you gone passwordless and did you review the [FAQs for self remediation?](#)
- Screen shot of the full error – click any hyperlink in the initial failure screen. This will provide a correlationID for support to investigate.
- Screen shot of the URL and signin page-This will provide key indicators of the tenant you are accessing
- Title of the page or service

### For all other access scenarios refer to the instructions

- For users accessing tenants with [guest IDs](#)
- For users accessing a [private tenant or Pay as You Go \(VSTN or PAYG\)](#)
- For users that have [separate profiles for accessing different tenants](#)
- For users accessing a [project-related tenant/Azure site](#)