

Issues accessing Azure or other Microsoft Service portals

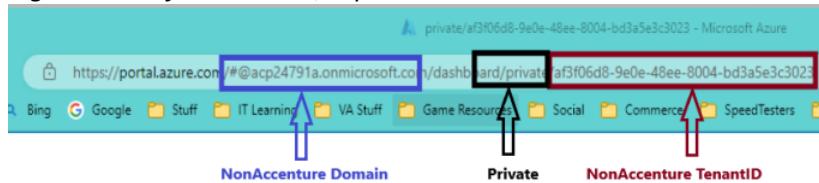
Review the symptoms

- 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.

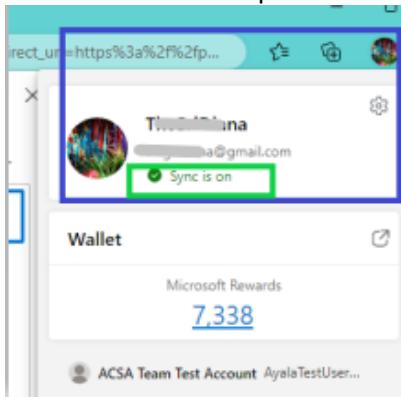
Indicators you are accessing an external tenant, or a tenant not associated to the profile.

- The URL does not have Accenture in the URL, or the URL looks similar to:

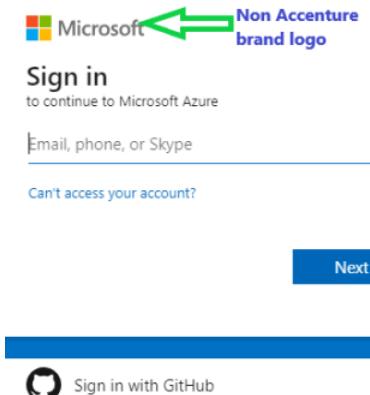
login.microsoftonline.com/acpcloud12345outlook.Tenant



- 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

1. Microsoft Sign in

Sorry, but we're having trouble signing you in.

AADSTS50020: User account [REDACTED]@accenture.com does not exist in tenant [REDACTED] and cannot be used to sign in. Please contact your administrator to add this account to your 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.

2. Must be Accenture brand logo

3. User account is Accenture UPN

4. Tenant is Accenture name

5. TenantID is Accenture's Prod or staging tenant

6. Troubleshooting details

If you contact your administrator, send this info to them.

More info [REDACTED]

Request ID: 765a9f11-0a85-4f05-8ec6-795d42000
Correlation ID: f778e-0000-0000-0000-000000000000
Timestamp: 2020-07-27T19:32:08Z

Message: AADSTS50020: User account [REDACTED]@accenture.com from identity provider [REDACTED] does not exist in tenant [REDACTED] and cannot access the application 'Accenture Sync Stage' (00000000-0000-0000-0000-000000000000) 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.

7. Details presented required for troubleshooting further.

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'

accenture

[REDACTED]@accenture.com

Approve sign in

Open your Authenticator app, and enter the number shown to sign in.

35

Other ways to sign in

Microsoft

Choose a way to sign in

Use a security key

Approve a request on my Microsoft Authenticator app

Use my password

Back

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**.

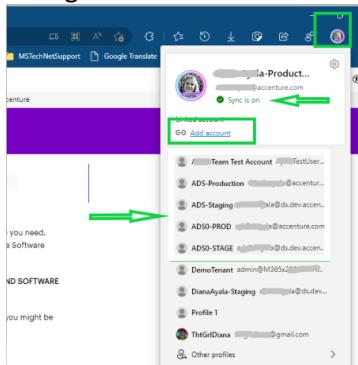
For users accessing a private tenant or Pay as You Go (VSTN or PAYG)

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.

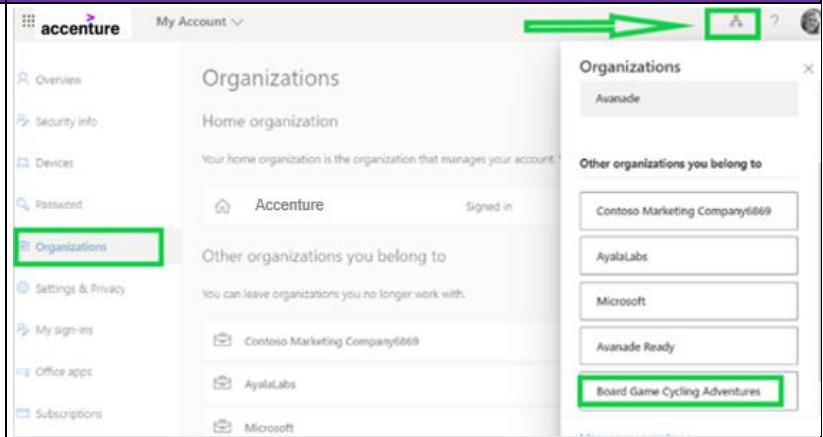
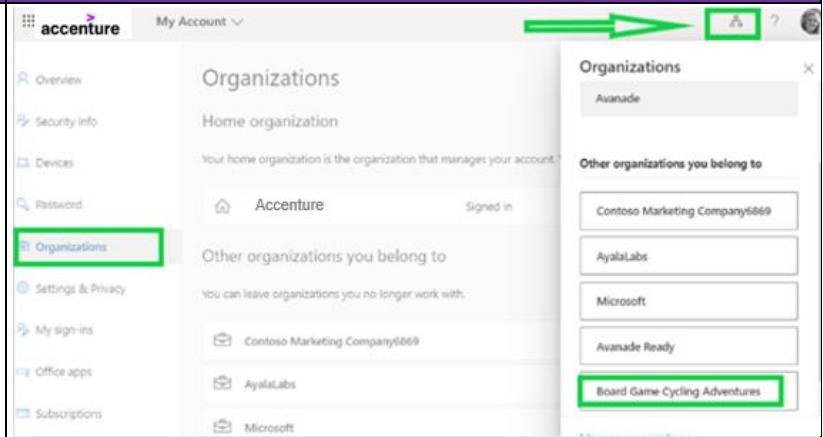
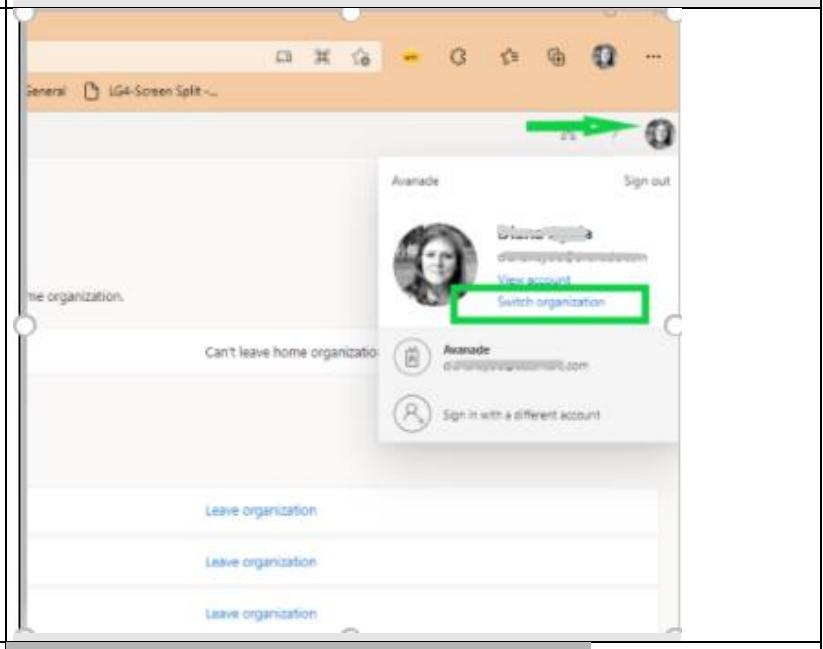
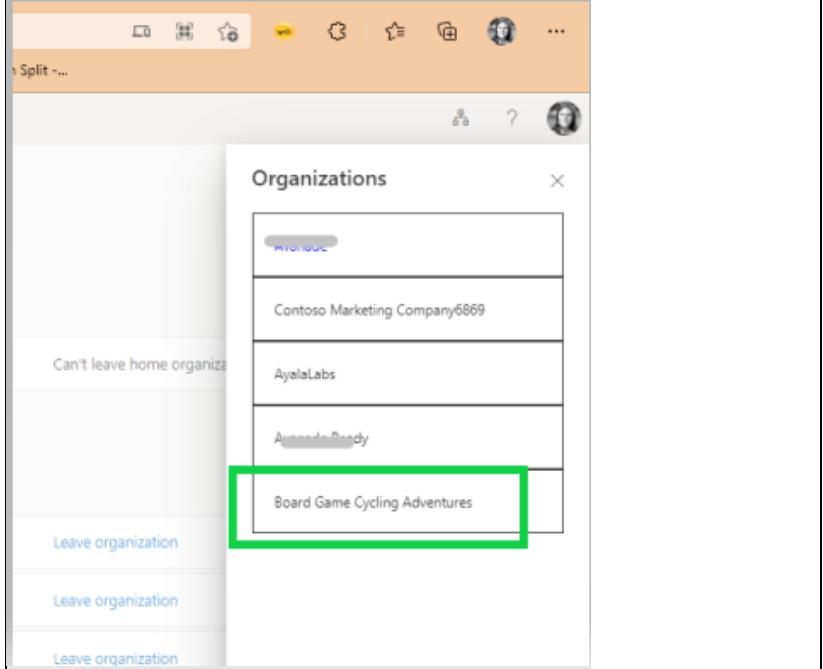
How to switch directories, organizations and create a TAP

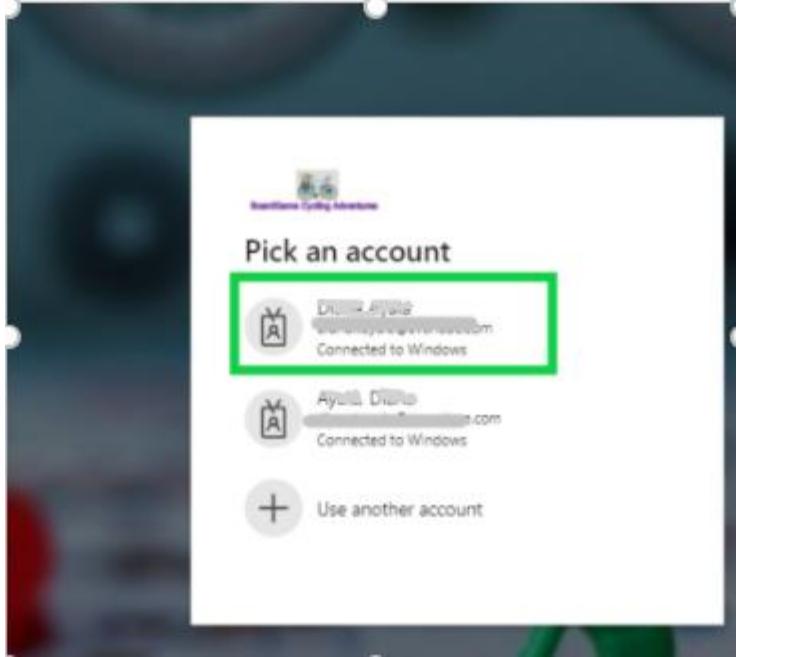
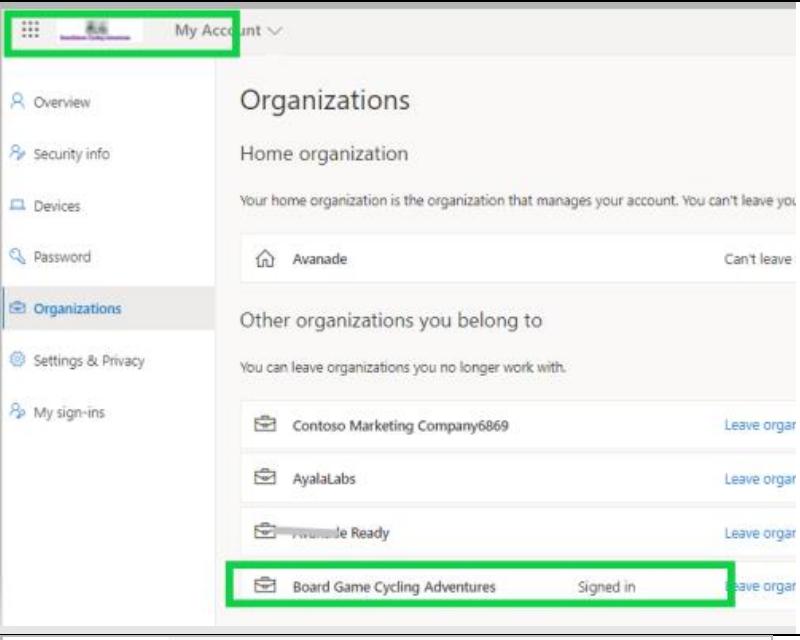
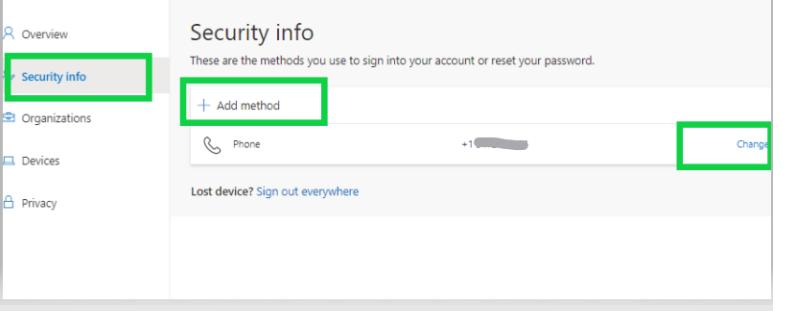
Below are basic steps to assist the user in [switching directories](#), [switching organizations](#) and [create a TAP](#) depending on the users' scenario.

Switching Directories instructions

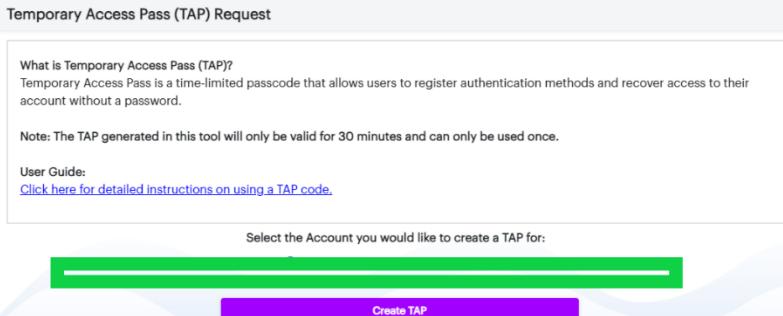
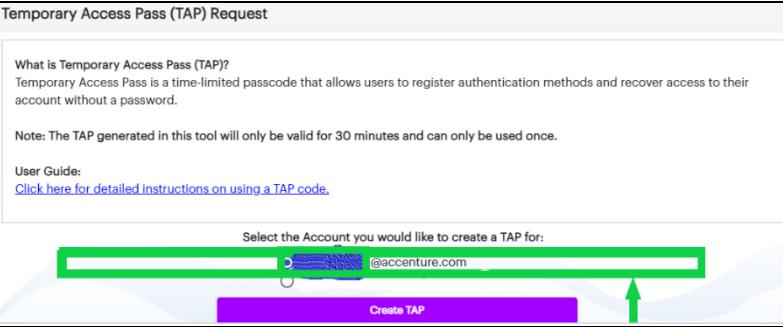
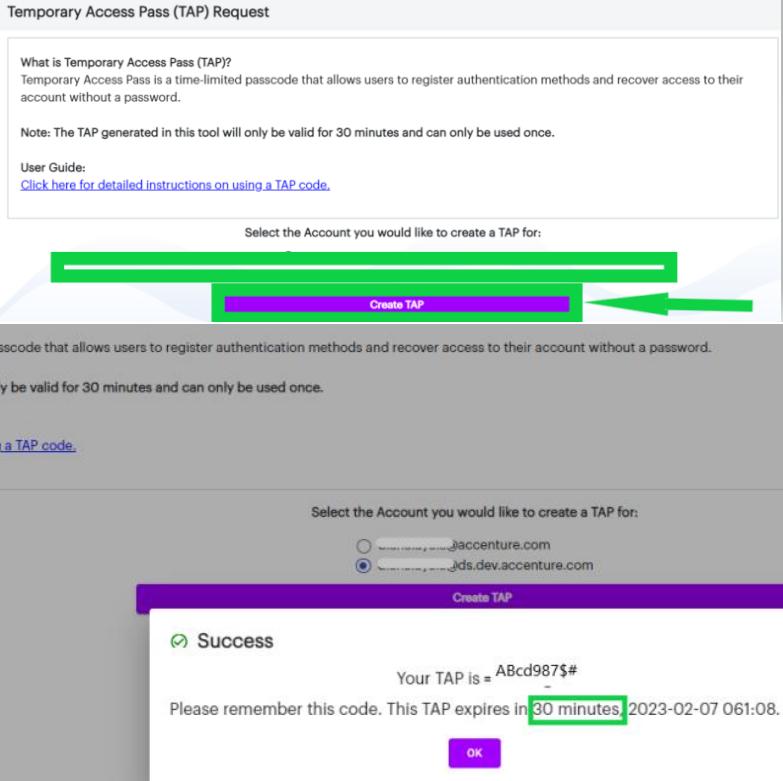
Step	Instruction	
1	<p>Login to:</p> <p>Production: https://portal.azure.com/accenture.onmicrosoft.com</p> <p>Staging: Https://portal.azure.com/accentureAADSyncStage.onmicrosoft.com</p>	
2	<p>Select your profile in the upper right corner</p> <p>Select Switch directory or 'sign in with a different account' 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 'I cannot use the Authenticator App right now'. 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: Phone, Token, email, TAP this is confirmation alternate methods have not been configured and the user will need to take actions to request access be reinstated .</p>	

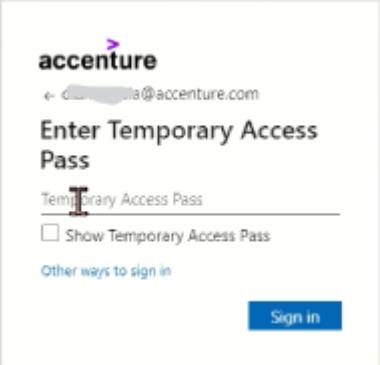
Switching Organizations

Step	Instructions	
1.	Sign in to: My Account (microsoft.com) select Organizations	
2.	Select Switch organization	
3.	From the fly-out, select the organization you are trying to access.	

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

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

Step	Instruction	
1	Please go to Temporary Access Pass (TAP) Request	<p>Temporary Access Pass (TAP) Request</p> <p>What is Temporary Access Pass (TAP)? Temporary Access Pass is a time-limited passcode that allows users to register authentication methods and recover access to their account without a password.</p> <p>Note: The TAP generated in this tool will only be valid for 30 minutes and can only be used once.</p> <p>User Guide: Click here for detailed instructions on using a TAP code.</p> <p>Select the Account you would like to create a TAP for:</p> 
2	Select your production account as the account you would like to create TAP for: User.name@accenture.com	<p>Temporary Access Pass (TAP) Request</p> <p>What is Temporary Access Pass (TAP)? Temporary Access Pass is a time-limited passcode that allows users to register authentication methods and recover access to their account without a password.</p> <p>Note: The TAP generated in this tool will only be valid for 30 minutes and can only be used once.</p> <p>User Guide: Click here for detailed instructions on using a TAP code.</p> <p>Select the Account you would like to create a TAP for:</p> 
3	<p>Click Create TAP</p> <p>A Pop-out with your new TAP will be presented</p>	<p>Temporary Access Pass (TAP) Request</p> <p>What is Temporary Access Pass (TAP)? Temporary Access Pass is a time-limited passcode that allows users to register authentication methods and recover access to their account without a password.</p> <p>Note: The TAP generated in this tool will only be valid for 30 minutes and can only be used once.</p> <p>User Guide: Click here for detailed instructions on using a TAP code.</p> <p>Select the Account you would like to create a TAP for:</p>  <p>Success Your TAP is = ABcd987\$# Please remember this code. This TAP expires in 30 minutes, 2023-02-07 061:08. OK</p>

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