

User guide: How to set-up and login to your Nets account

Below are the guides for how to login to your Nets Office 365 email (incl. set-up the first time), and how to login remotely to Nets systems:

(These guides will be updated continuously as new functionality is added)

Contents

General information	3
Login to your Nets Office 365 account.....	4
Set-up your Nets Office 365 account	6
Set-up of Multifactor authentication (MFA)	8
Step 1: Download and install Microsoft Authenticator app.....	8
Step 2: Choose the mobile app	8
Step 3: Wait for configuration pop-up box	9
Step 4: Add account to Microsoft Authenticator	9
Step 5: Confirm activation status on your computer	9
Step 6: Approve sign in on your phone	10
Step 7: Finish set up	10
Set-up your profile for Edge Chromium browser	11
Set-up your remote access (VDI).....	14
Download a Vasco mobile token	14
Get a Vasco Hardware token	16
Connect remotely to Nets systems using VDI	16
Using assigned applications	17
User Support	18

General information

When your Nets account is created the first time, your manager receives an email with your Corp ID – this is your user ID that you will need to login to Nets systems.

Your Corp ID consists of 5 letters (typically related to your first and last names).

Your Nets email is your Corp ID followed by @nets.eu.

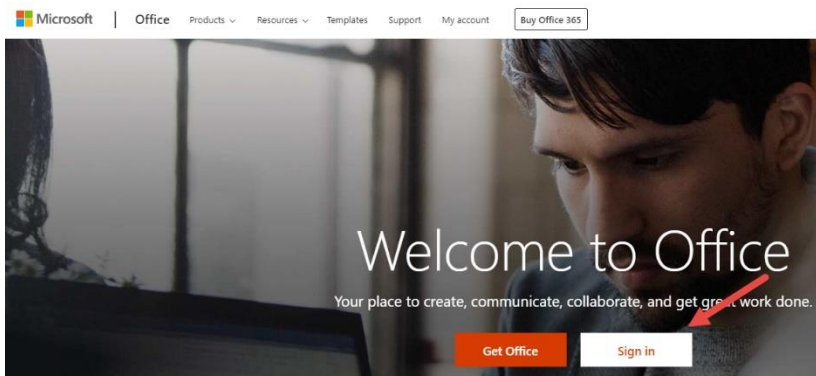
You receive an SMS (sent to the mobile phone number you have provided Nets - required) containing a one-time password (this is for users who need access to Nets on-promise systems).

IF you need access only to Office 365 (O365), follow the steps below (incl. how to reset/create a password for O365).

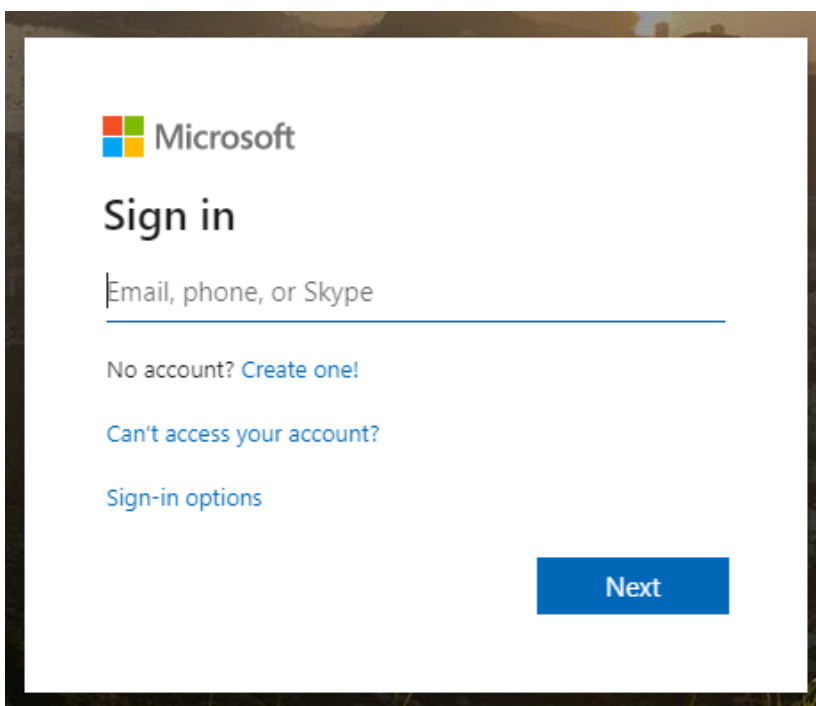
Login to your Nets Office 365 account

Open the link: www.office.com in your browser.

During phase 1 – access to Nets cloud-based application (Mail, Teams, OneDrive and SharePoint) will only be available via web access. For best user experience and compatibility, we recommend using Microsoft Edge Chromium browser (*NB! Recommendation is to not use Internet Explorer*).

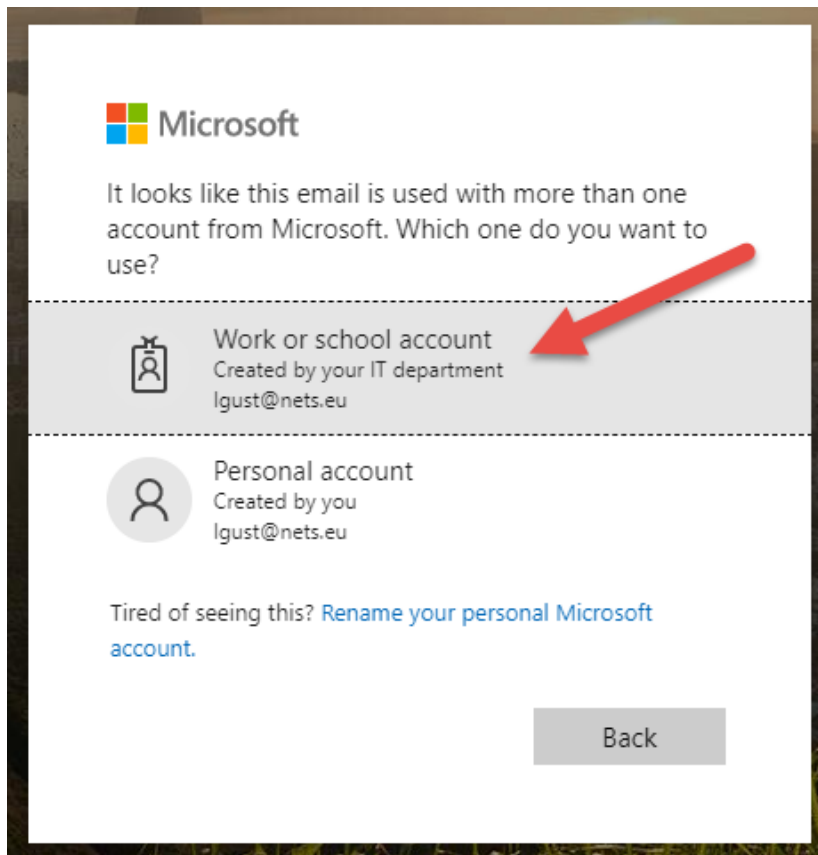


1. Click on 'Sign in'

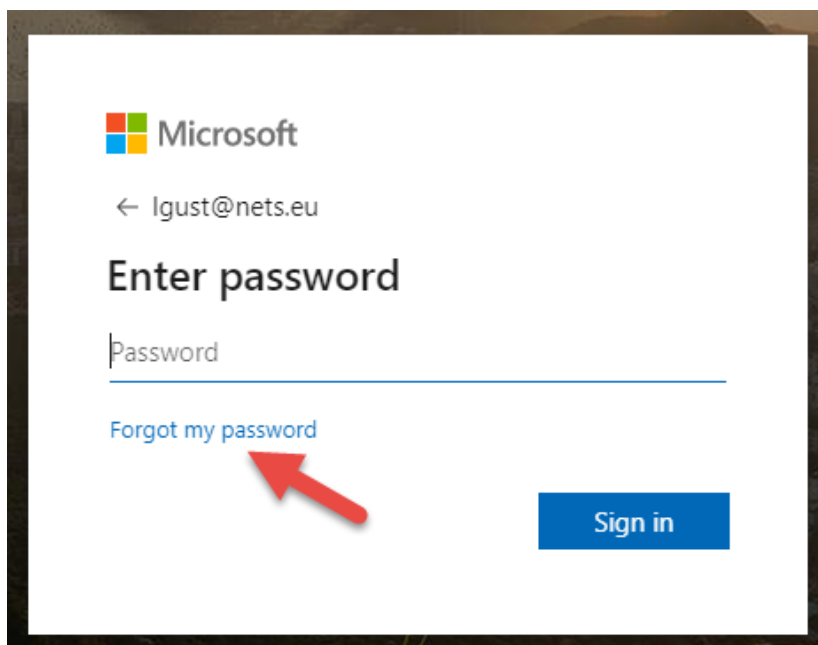


2. Enter your Nets email and click 'Next'

(Your email is your Corp ID followed by @nets.eu)



3. Click on 'Work or school account'



4a. The **first** time you login to your Nets email, you need to create a password for your O365 mail.

Click on this link: <https://passwordreset.microsoftonline.com/> or click 'Forgot my password' to create/reset your password – and follow the instructions.

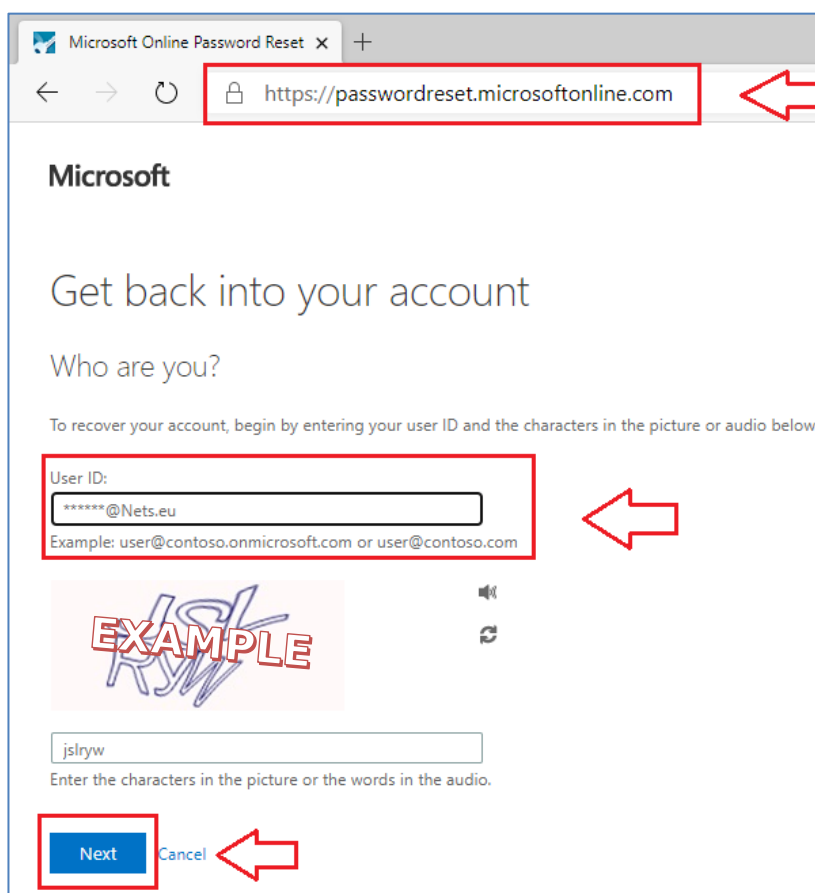
4b. If you already have created a password for your Nets O365 mail, then all you do is enter it and click 'Sign in'

Set-up your Nets Office 365 account

The **FIRST** time you take your Nets Office 365 account into use, you need to complete a set-up of your account. The below guides will walk you through how to set it up:

- Set-up your Nets Office 365 account
- Set-up your Multifactor authentication
- Set-up your profile for Edge Chromium browser (*Optional*)

Open the link: <https://passwordreset.microsoftonline.com/> in your browser.



1. Under 'User ID', you enter your Nets email

(Your email is your Corp ID followed by @nets.eu)

2. In the blank field underneath the field 'User ID', you enter the characters that will be shown on your screen

3. When the requested information is filled out, you click 'Next'

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☐ Email my alternate email

☒ Text my mobile phone **1**

☐ Call my mobile phone

☐ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****18) below. You will then receive a text message with a verification code which can be used to reset your password. **2**

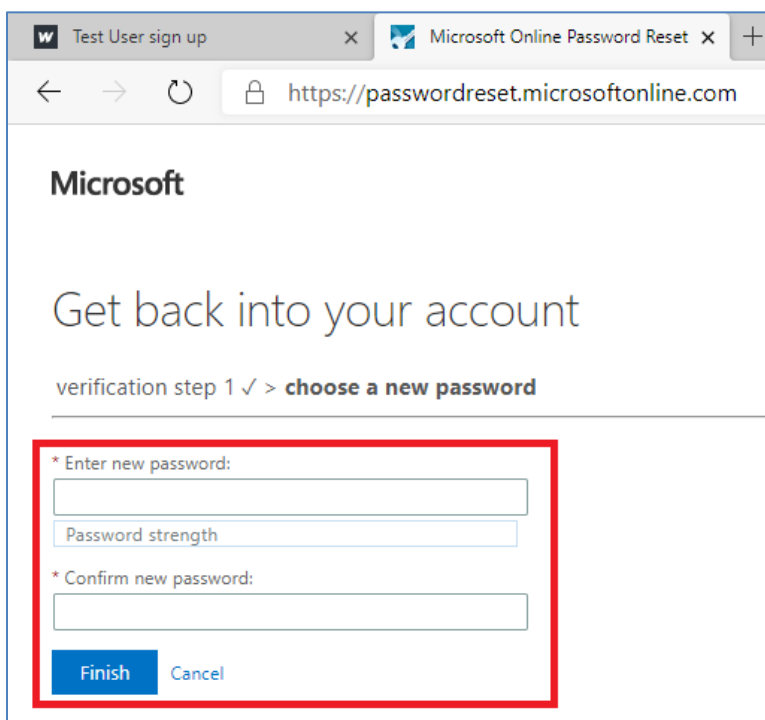
Enter your phone number **3**

Text **4**

[Cancel](#)

4. Select "Email my alternate email"

5. Follow the instructions



6. A new tab will open – here you can create your password for your Nets Office 365 account

7. When you have created your new password – click 'Finish'

8. After this, you need to set-up your MFA

(See guide: 'Set-up of multi-factor authentication (MFA)' below)

Set-up of Multifactor authentication (MFA)

The **first** time you take your Nets Office 365 account into use, you need to set-up your Multifactor authentication (MFA) to ensure security compliance.

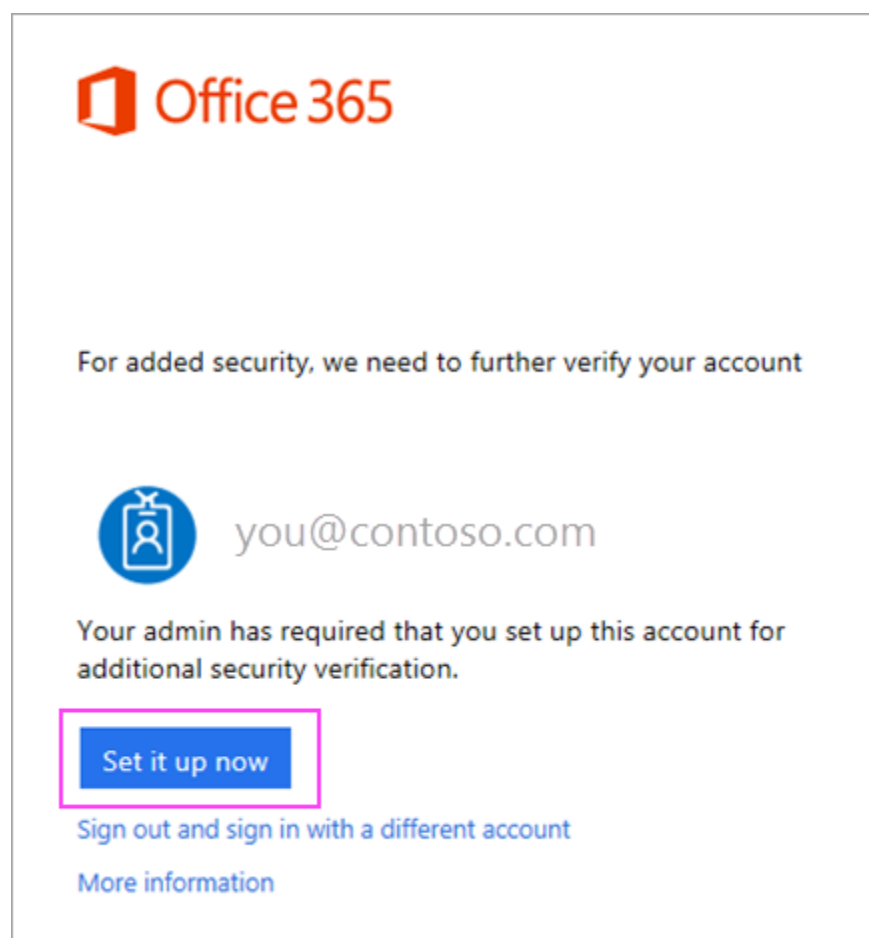
Open the link: <https://passwordreset.microsoftonline.com/> in your browser. When you are in the window: 'Additional security verification', follow the below steps:

Step 1: Download and install Microsoft Authenticator app

Download and install the Microsoft Authenticator app for [Android](#), [iOS](#) or [Windows Phone](#).

Step 2: Choose the mobile app

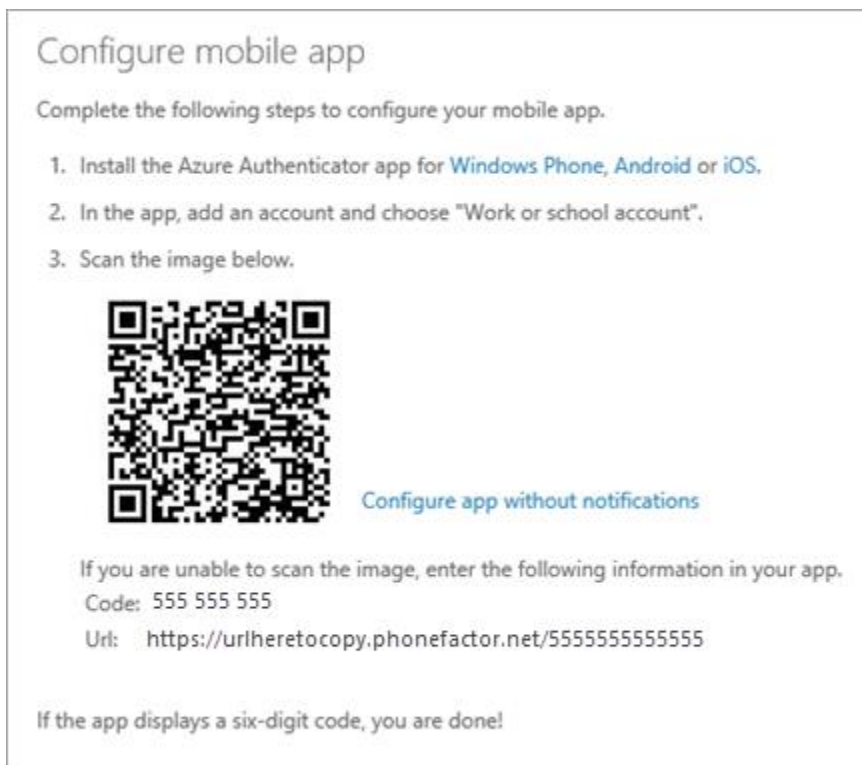
Open a browser on your computer and go to portal.office.com. Sign in to your Office 365 account.



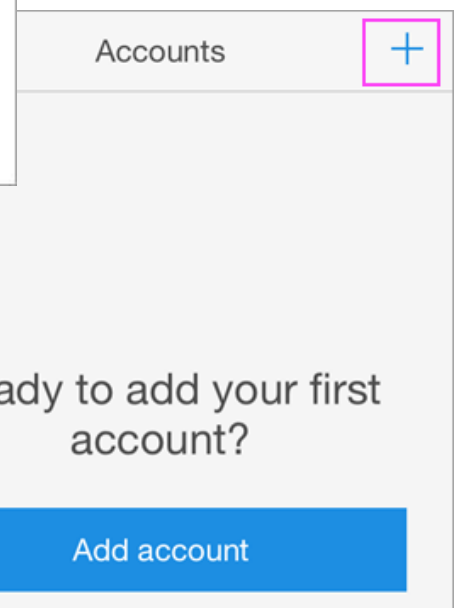
Click **Set it up now**.

1. Choose **Mobile app** from the dropdown.
2. Make sure "**Receive notifications for verifications**" is selected. Click **Set up**.

Step 3: Wait for configuration pop-up box.



You should see a window on your computer that looks like this.



Step 4: Add account to Microsoft Authenticator

1. Open the Microsoft Authenticator app on your phone.
2. Tap the + > **Work or school account**.
3. Use your phone to scan the QR square that is on your computer screen.

Notes:

- iPhone users may have to enable the camera in Settings in order to scan.
 - If you can't use your phone camera, you'll have to manually enter the 9 digit code and the URL.
4. Your account will be added automatically to the app and will display a six-digit code.

Step 5: Confirm activation status on your computer

1. Switch back to your computer and click **Done**.
2. Now wait for the **Checking activation status** text to finish configuring your phone.
3. When it's complete, you'll be able to click the **Contact me** button on the right.

Note: If configuration fails, just delete and retry the previous steps again.

Additional security verification

Secure your account by adding phone verification to your password. [View video](#)

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

- ☒ Receive notifications for verification
- ☐ Use verification code

To use these verification methods, you must set up the Azure Authentication app.

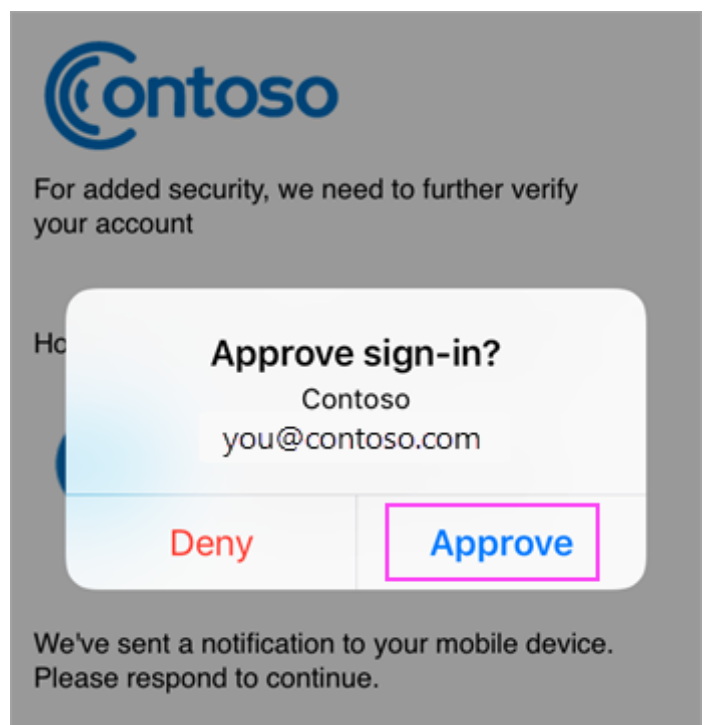
Set up

Mobile app has been configured for notifications and verification codes.

Contact me

Step 6: Approve sign in on your phone

1. Switch back to your phone and you'll see a notification for a new sign in.
2. Go to the Microsoft Authenticator app.
3. Tap **Approve** to allow it.



Step 7: Finish set up

1. Back on the computer, follow any prompts that you might see such as adding a mobile number. If you do not have a personal phone number, please add your desk phone number or company's main telephone.
2. You're good to go!

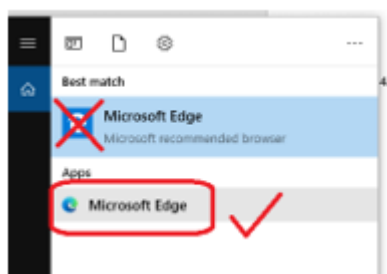
From now on, whenever you have a new sign in or add your Microsoft 365 work or school account to an app, you'll open the Authenticator app on your phone and tap **Approve**.

Set-up your profile for Edge Chromium browser

During the enablement phase – where Nets, Concardis and MPSI are working together to align and integrate systems cross companies, there will be variations in the user login experience dependent on which company you are located in.

To improve the login experience for Nets Office 365 it is highly recommended to use Edge Chromium browser as your default browser. In the Edge browser you can create a profile which allow you to stay logged into multiple accounts – independent of which environment/company they are located in.

Follow the below steps to set-up your profile for Edge Chromium browser:



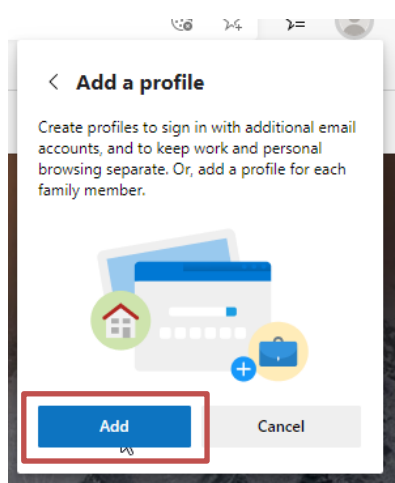
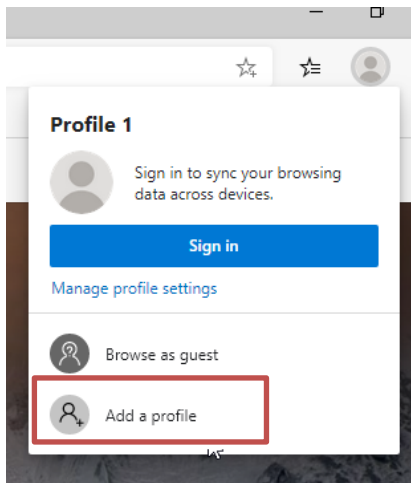
1. Start the Microsoft Edge Chromium browser

Make sure to start the latest version

(If the browser isn't available on your device – contact your local 1st level support for assistance)

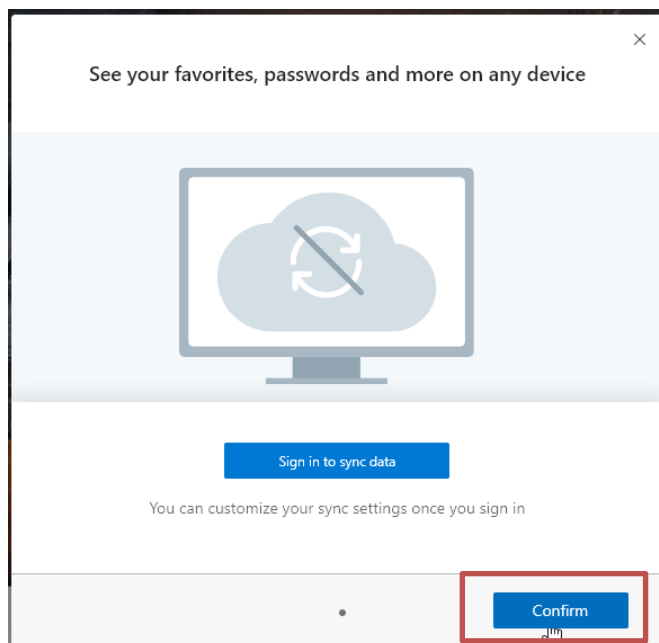


2. In the upper right corner – click on the profile icon

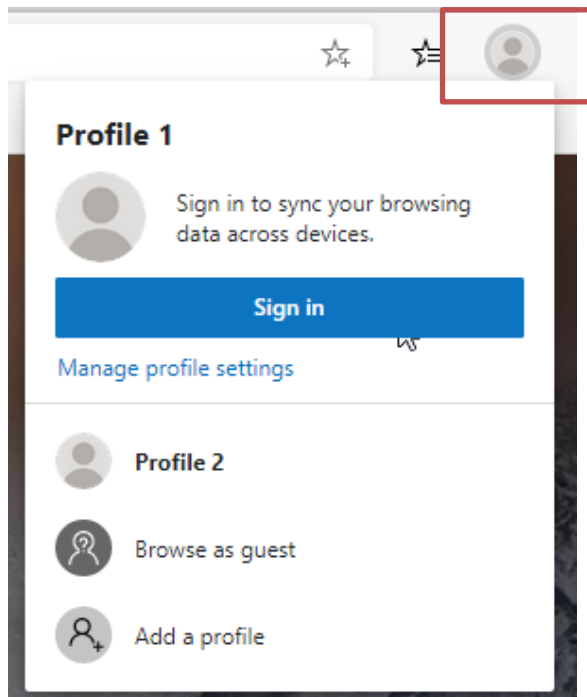


3. Click on 'Add a profile'

4. Click 'Add'



5. This will take you to the new Edge screen – Click 'Confirm'



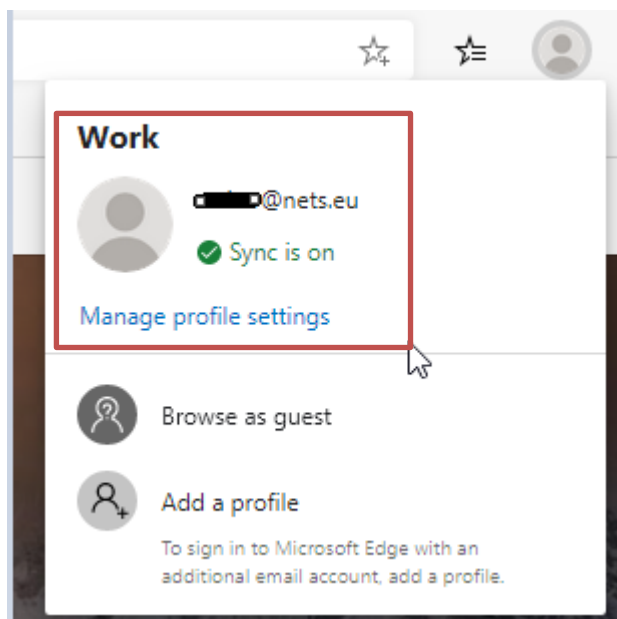
6. In the upper right corner – click on the profile icon and then on 'Sign in'

7. Sign in using your Nets credentials:

a) xxxxx@nets.eu

b) Password

(see above for how to create your O365 password)



8. Once you are signed in, your Edge Chromium profile should look like this

(You can add additional profiles to the browser – just repeat step 3. – 7.)

9. You are now ready to start using Nets Office 365 web applications

Make sure to check that your Nets profile is the one active when trying to access Nets Office 365

Set-up your remote access (VDI)

For users with a required need to access more systems in Nets, other than Office 365, then you can do this remotely via MyOffice.nets.eu (VDI).

Nets DACH (Concardis)

The respective Concardis-manager must raise a JIRA-ticket to request what the employee or consultant needs. IT-support will then take care of installing the Citrix-Receiver and provide the user with the guide to reset his IDM-password, in case this is needed.

Pre-requisite: You have a Nets account with a Corp ID and a Corp ID password. (see above for more information). You have also received an email from Nets user administration containing Vasco token ID and a QR code – and a PIN is sent to you in an SMS.

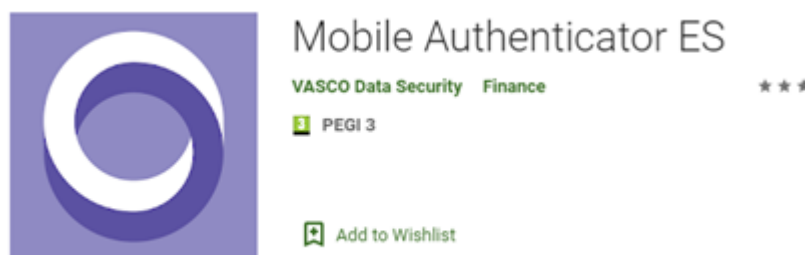
You need to get a small Client (Citrix Receiver) installed at your local workstation – this can be download from <https://www.citrix.com/products/citrix-workspace/> and have it installed on your PC by your local software distribution tool. The Citrix Receiver client is supported on Windows, Mac and Linux.

If you experience challenges with the process – contact your local 1st level support / Helpdesk.
(**NB!** VDI's not used for 3 months are automatically deleted from the infrastructure.)

Download a Vasco mobile token

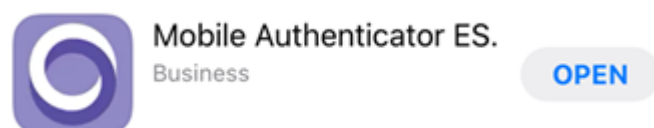
You also need a Vasco token for login to your VDI. For users **without** a mobile phone – skip down to the steps for Vasco hardware token.

For users **with** a work mobile phone – follow the below steps to download a Vasco mobile token



1. Download the mobile app: 'Mobile Authenticator ES'

Google Play (image 1)



Apple App Store (image 2)



2. Open the app to activate your Vasco mobile token – you have 2 options:

- a) Manual activation
- b) QR code activation



3. Open the email you have received from Nets user administration – you need the following information:

- a) Serial number: VESxxxxxxx
- b) Activation data: xxxxxxxxxxxxxxxxxxxxxx



4a. Manual activation:

Enter your serial number – without the letters (VES) – and the activation data

Then press 'OK'

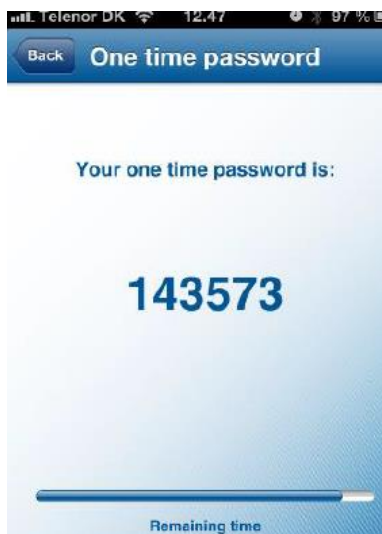
This will activate your Vasco mobile token



4b. QR code activation

Scan the QR code with your phone

This will activate your Vasco mobile token



5. Your Vasco mobile token is now ready for use

Whenever you want to login to Nets systems via VDI, you just open the Vasco mobile token and it will provide you with a One- time password (OTP)

Get a Vasco Hardware token

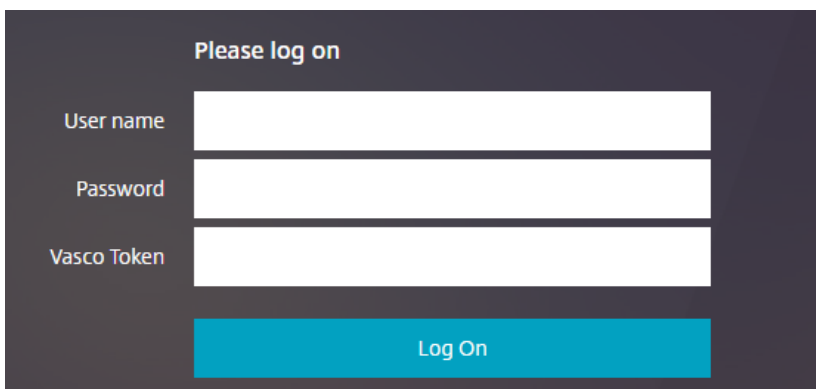
If you don't have a work mobile phone, you can provide Nets user administration with your private mobile phone number and request that it is being tagged with 'private' – which means that your private mobile phone number will only be visible to Nets user administration and only used for sending passwords.

If you choose this option, you need a Vasco hardware token to be able to connect remotely to Nets systems. Contact your local 1st level support / Helpdesk for a Vasco hardware token.

(If you only have a private mobile phone but choose not to have it tagged as 'private' then go to the guide: 'Download a Vasco mobile token' and follow the steps described.)

Connect remotely to Nets systems using VDI

You connect to Nets via the URL: <https://myoffice.nets.eu>



1. Under 'User name' - enter your Corp ID

2. Under 'Password' – enter your Corp ID password (Corp ID password is sent to you on SMS)

3. Under 'Vasco token' – enter PIN + OTP (PIN is sent to you on SMS when you receive email with QR code – OTP you get from the Vasco token)

Please log on

User name

Password

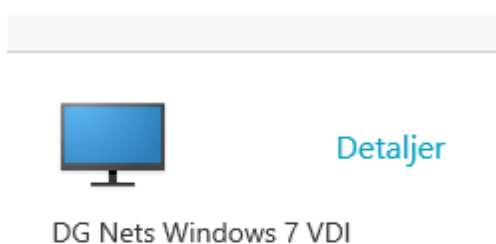
Vasco Token

4. Example of login:

Corp ID: abcde
Corp ID password: Nets
PIN: 1234
OTP: 567890



5. Click on “SKRIVEBORDE”



6. In “SKRIVEBORDE”, you click on the VDI assigned to you and login with your Corp credentials (Corp ID and Password)

Using assigned applications

You connect to Nets via the URL: <https://myoffice.nets.eu>

Please log on

User name

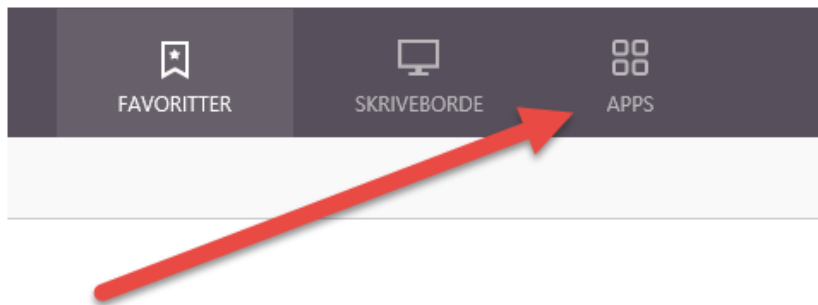
Password

Vasco Token

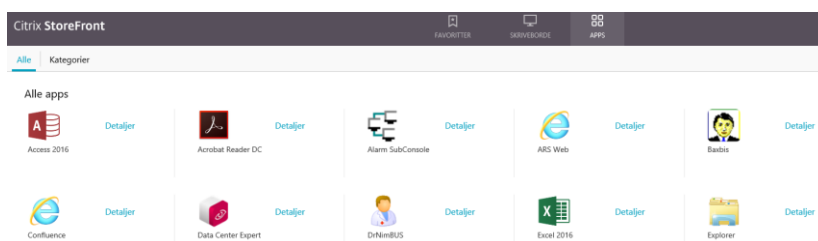
1. Under ‘User name’ - enter your Corp ID

2. Under ‘Password’ – enter your Corp ID password

3. Under ‘Vasco token’ – enter PIN + OTP



4. Click on “APPS”



5. Click on the app (representing various systems) to access it

User Support

If you need user support related to your Nets Office 365 account and remote access (MyOffice.com) contact your local 1st level support

At Nets:

- Live Chat: <https://nets.service-now.com/sp>
- Phone: +358 103 021 925

At Concardis:

- Phone: +49 69 7922 2020 (1st level hotline)
- Email: itserviceline@concardis.com

At MPSI:

- Email: ITsupport@mercury-processing.com

If relevant, Concardis and MPSI 1st level support will contact Nets for additional support.