

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	2
Login to your Nets Office 365 account	3
Set-up your Nets Office 365 account	5
Set-up of Multifactor authentication (MFA)	6
Set-up your profile for Edge Chromium browser	7
Set-up your remote access (VDI)	10
Download a Vasco mobile token	10
Get a Vasco Hardware token	12
Connect remotely to Nets systems using VDI	12
Using assigned applications	13
User Support	14

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.

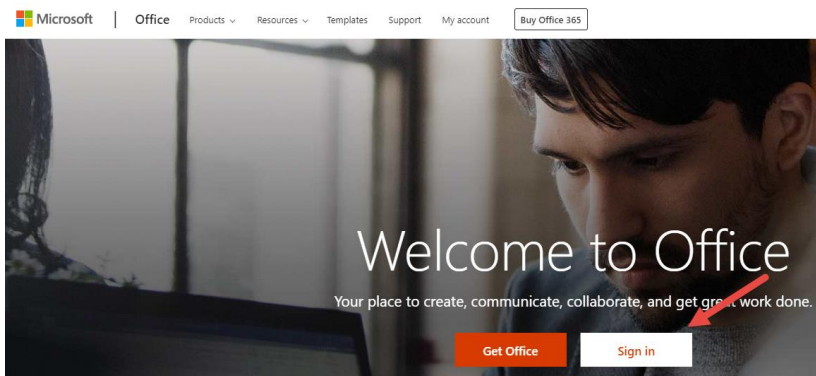
You receive an SMS (sent to the mobile phone number you have provided Nets - required) containing a one-time password (this is for users who need access to Nets on-promise systems).

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

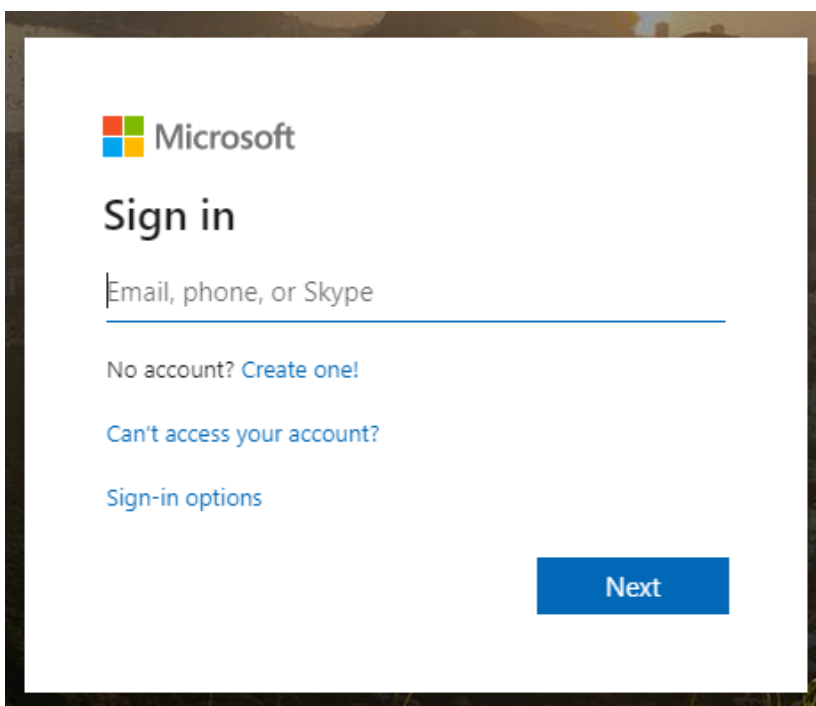
Login to your Nets Office 365 account

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*).

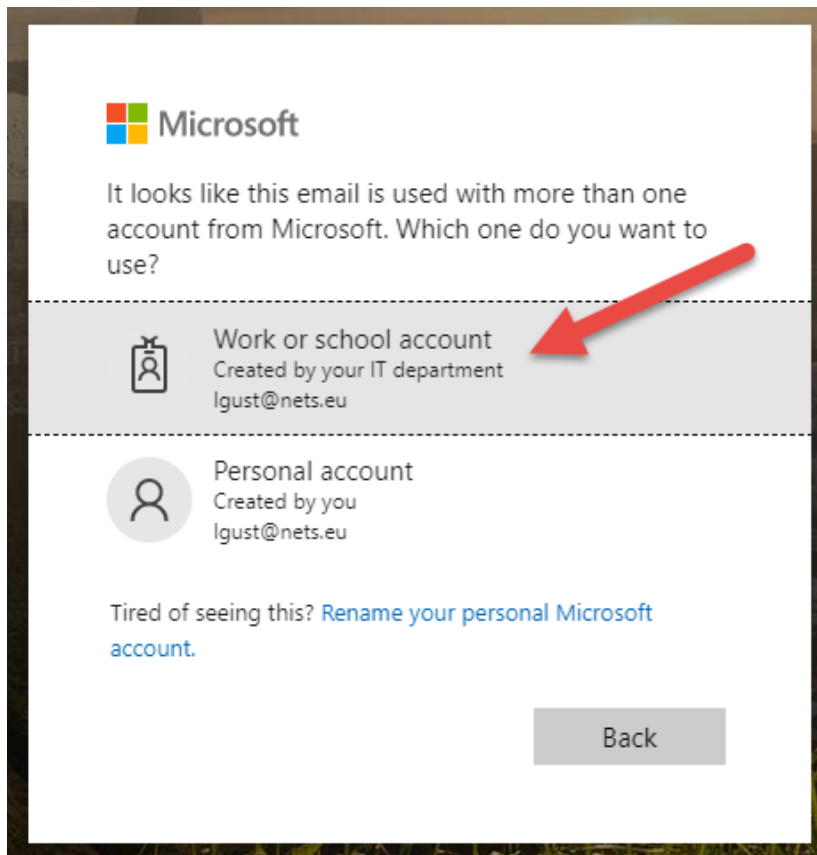


1. Click on 'Sign in'

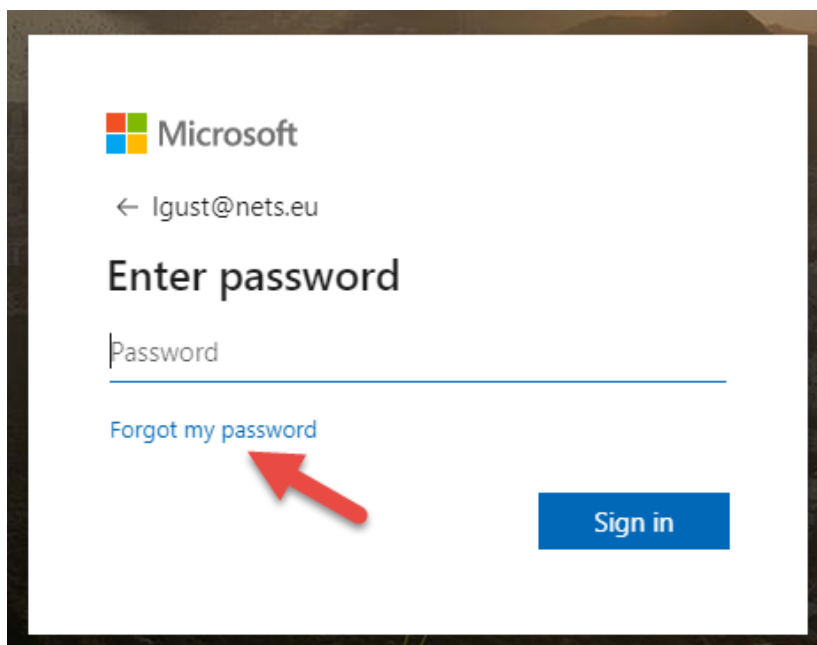


2. Enter your Nets email and click 'Next'

(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.

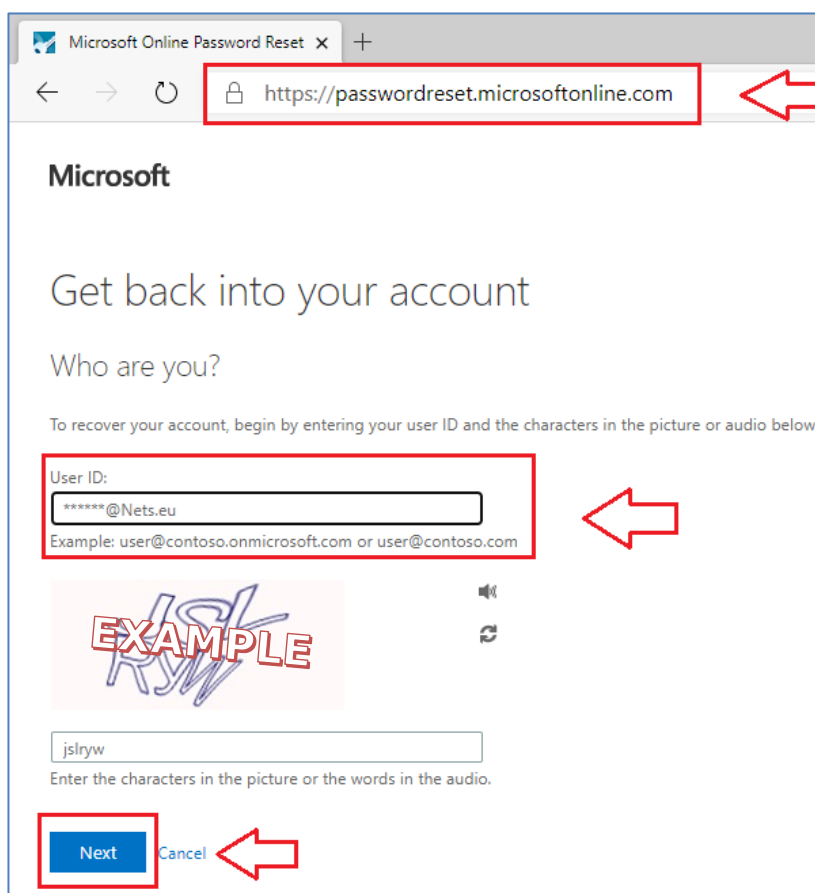
4b. If you already have created a password for your Nets O365 mail, then all you do is enter it and click 'Sign in'

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.



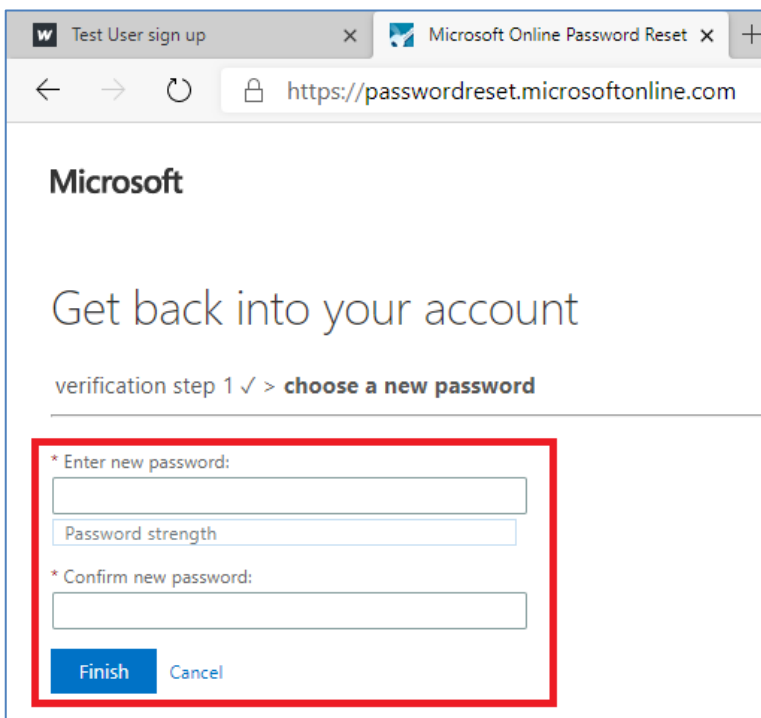
The screenshot shows the Microsoft Online Password Reset page. A red box highlights the browser address bar containing the URL <https://passwordreset.microsoftonline.com>, with a red arrow pointing to it. Another red box highlights the 'User ID' input field containing '*****@Nets.eu', with a red arrow pointing to it. Below this, there is a CAPTCHA image with the word 'EXAMPLE' overlaid in red. A third red box highlights the 'Next' button at the bottom left, with a red arrow pointing to it. The page also includes a 'Cancel' link next to the 'Next' button.

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'



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

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

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

(See guide: 'Set-up of multifactor 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.

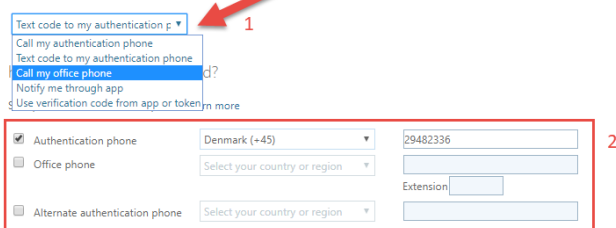
Open the link: <https://passwordreset.microsoftonline.com/> in your browser. When you are in the window: 'Additional security verification', follow the below steps:

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. View video to know how to secure your account

what's your preferred option?

We'll use this verification option by default.



restore multi-factor authentication on previously trusted devices

Restore

Save cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

1. Select how you wish to be verified/authenticated

Preferred solution is using your mobile phone – but if you don't have a mobile phone, you can choose to be verified through a call to your e.g. office phone

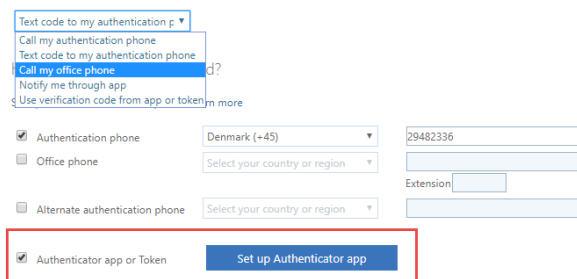
2. Fill out the phone number in the option that you have selected

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
View video to know how to secure your account

what's your preferred option?

We'll use this verification option by default.

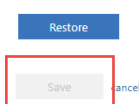


Text code to my authentication phone
Call my authentication phone
Text code to my authentication phone
Call my office phone
Notify me through app
Use verification code from app or token

☒ Authentication phone Denmark (+45) 29482336
☐ Office phone Select your country or region Extension
☐ Alternate authentication phone Select your country or region

☒ Authenticator app or token Set up Authenticator app

restore multi-factor authentication on previously trusted devices



Restore Save Cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

3. Click 'Set up Authentication app' and follow the steps guided by Microsoft

(The Guide will vary dependent on which option you choose in step 1 and step 2)

4. When done – click 'Save'

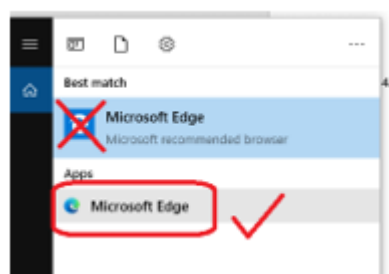
5. You are now able to login to your Nets Office 365 account

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:



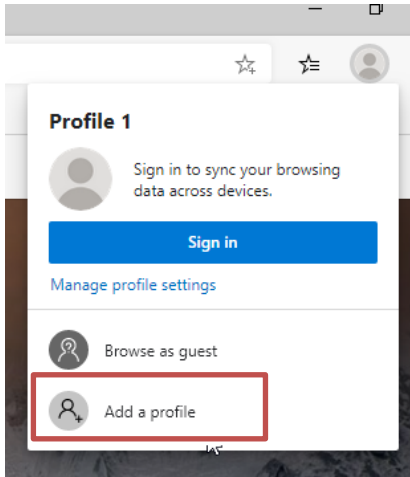
1. Start the Microsoft Edge Chromium browser

Make sure to start the latest version

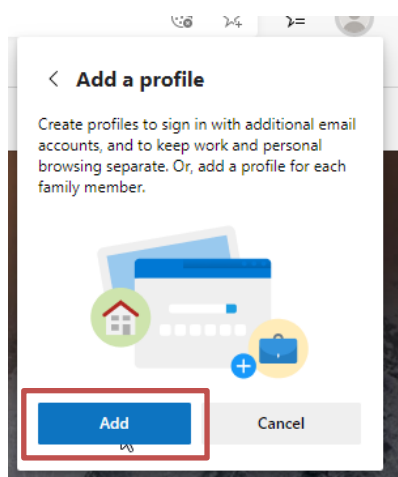
(If the browser isn't available on your device – contact your local 1st level support for assistance)



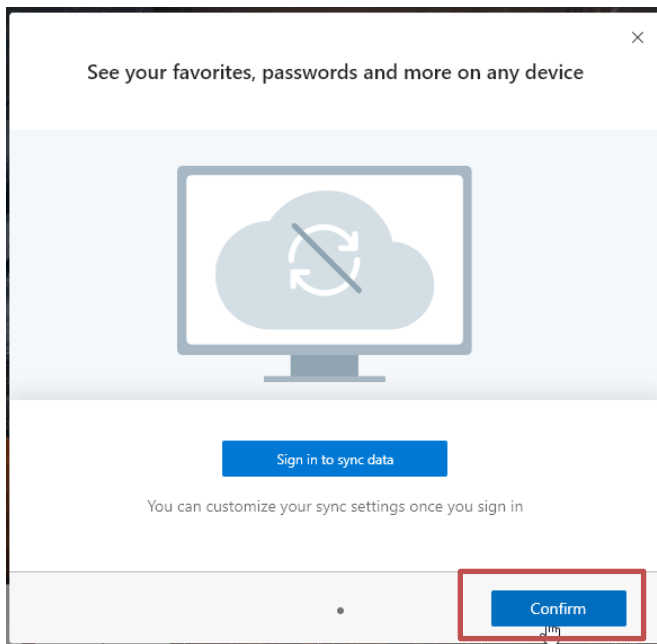
2. In the upper right corner
– click on the profile icon



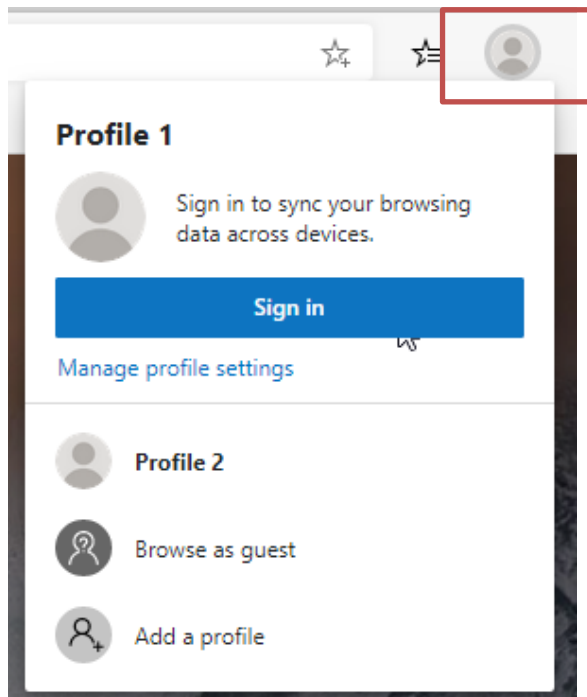
3. Click on 'Add a profile'



4. Click 'Add'



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

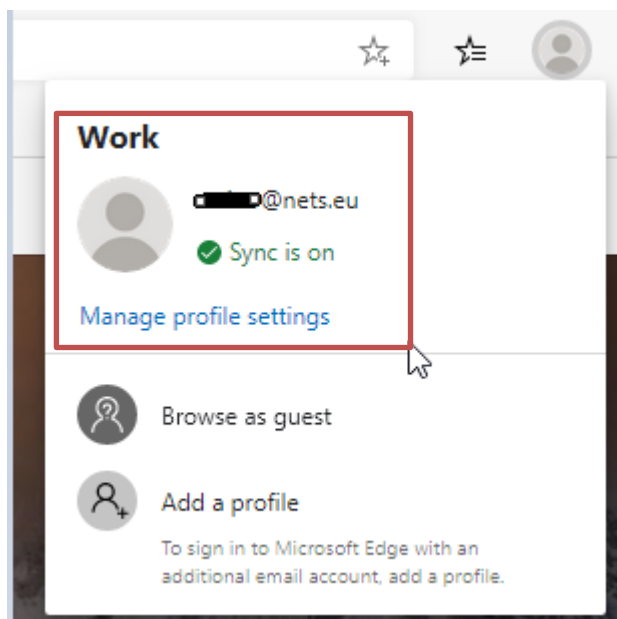


6. In the upper right corner – click on the profile icon and then on 'Sign in'

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).

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



DP4Mobile Enterprise Sec.
VASCO Data Security Finance
★★★★★ 983
PEGI 3
This app is compatible with all of your devices.

1. Download the mobile app: 'DP4Mobile Enterprise Sec.'

Google Play (image 1)



DP4Mobile Enterprise Sec.
Erhverv
★★★★☆ 1

HENT

Apple App Store (image 2)



2. Open the app to active 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'

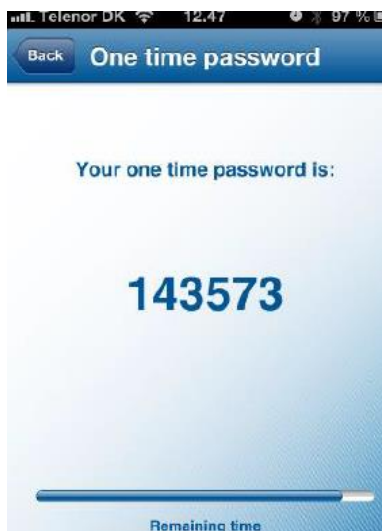
This will activate your Vasco mobile token



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

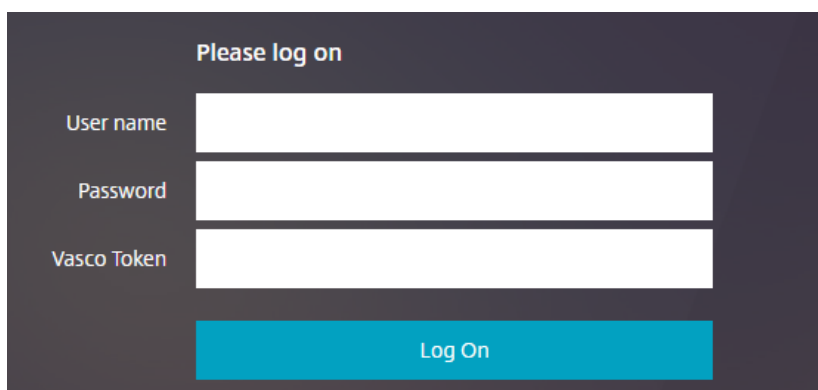
If you don't have a work mobile phone, you can provide Nets user administration with your private mobile phone number and request that it is being tagged with 'private' – which means that your private mobile phone number will only be visible to Nets user administration and only used for sending passwords.

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

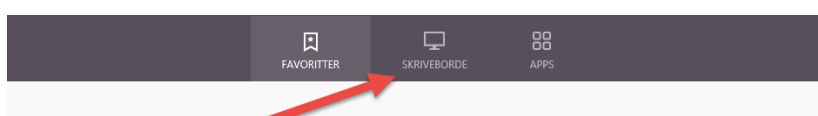
User name

Password

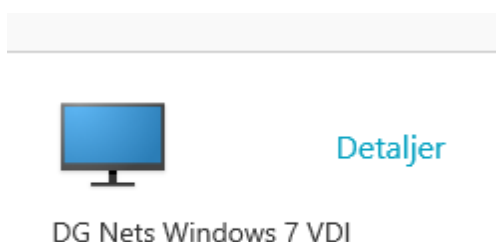
Vasco Token

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

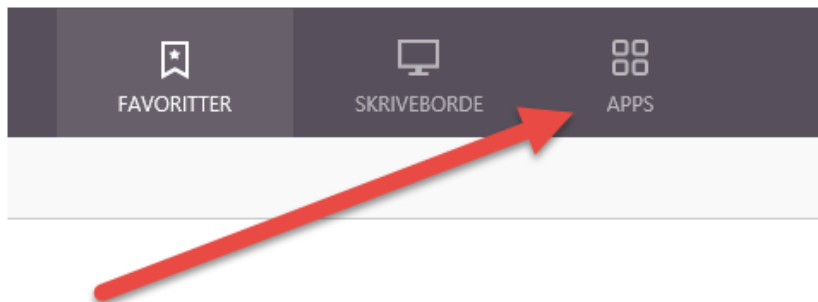
Password

Vasco Token

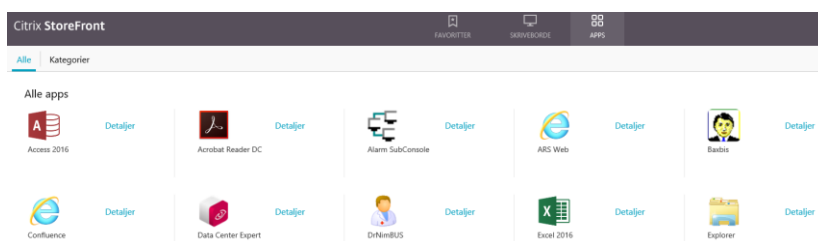
1. Under ‘User name’ - enter your Corp ID

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 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.