AUXDATA II
Account Activation
May 2020
AUXDATA II Account Activation

• When your account is ready to be activated, an email will be sent to your primary email address in AUXDATA II from “USCG Auxiliary Members Community auxdataii_accounts@cgauxnet.us” with the subject “Your new USCG Auxiliary Members Community password”

• To begin the account activation process, click on the link provided in the message and follow the instructions for activating your account in the new system

• If by the end of the planned week for rollout of your account you have not yet received an email, and you have checked your spam or junk folder for the email, contact Auxdata@acumensolutions.com
AUXDATA II Account Activation

- AUXDATA II login requires a user name, password, and a second form of verification (“two-factor authentication”)
- Your AUXDATA II user name is your seven-digit member id number followed by “@uscg.aux”, e.g., 1234567@uscg.aux
- Don’t login with your email address or your Auxiliary Member Zone credentials; AUXDATA II uses a unique user name and password
- You will be asked to select a method to receive a verification passcode, either to an email address or to a mobile authentication app*
- Click “Next”

* The recommended app is called “Salesforce Authenticator”, which can be downloaded from the Apple or Android app stores. More information is available at https://www.salesforce.com/solutions/mobile/app-suite/security/ and in Slides 13 through 18 of this presentation
AUXDATA II Account Activation

- If you select “email” to receive your verification code, you will receive an email from “me” with the subject “Hi – This is your code: xxxxx”
  - Check your spam or junk folder for this email
- The code will be in the subject line and in the body of the message
AUXDATA II Account Activation

- This screen will appear asking you to enter your verification code
- You will be sent a one-time verification code to your primary auxiliary email address or mobile device authentication app
  - You will be prompted to enter a new passcode whenever you login to AUXDATA II
- Enter your verification code and click “Next”
AUXDATA II Account Activation

- You will be prompted to change your password
- Your password must be at least:
  - 10 characters
  - Have at least 1 letter
  - Have at least 1 number
Once you have successfully completed entering and confirming your new password, select “Change Password”

- You will be prompted to change your password every 90 days
- Every time you login you will be asked to enter a different one-time passcode which you will receive by either email or mobile device
AUXDATA II Account Activation

- Upon successful login you will be taken to the AUXDATA II landing page
- You are now logged into AUXDATA II
- Bookmark this page for future logins:
  https://uscg.force.com/auxcommunity/s/
AUXDATA II Account Activation

- After approximately 30 minutes of inactivity you will be prompted to either continue working or log out
- This notification only stays on the screen for about 30 seconds
- If you do not make a selection you will be logged out automatically
AUXDATA II Account Activation

- If you are automatically logged out due to inactivity you will see this screen
- You will need to login again with your AUXDATA II user name (memberid@uscg.aux), password, and a new verification code
AUXDATA II Account Activation

• Can I get an account if I don’t have an email address?
  • You need an email address in order to have an account.

• What if I only use text messaging?
  • AUXDATA II is not configured to support text messaging.

• What if I forgot my password?
  • On the login screen at the bottom of the login section select “Forgot Your Password”. You will be prompted to change your password. There is no need to submit a Help Desk ticket.

• I haven’t been in AUXDATA II in over six months and I can’t login or reset my password. What do I do?
  • After 180 days of inactivity accounts are “deactivated” and require an administrator to activate them. Contact your IS Officer who can submit a service request ticket to initiate the process to reactivate your account.
AUXDATA II Account Activation – Mobile Devices

To set up the Salesforce Authenticator app for your mobile device, go to your app store and look for the Salesforce Authenticator app.

Follow the instructions to download the app.

Click on “Add an Account” at the bottom of the screen.
• You will be directed to enter a pass phrase on your browser where you are logging in or scan the QR code displayed on that page.
AUXDATA II Account Activation – Mobile Devices

At this point, you will be prompted to enter your phone number.

Once you enter your phone number, you will get a text message to verify your phone number for the authenticator app; click on the link provided in the text message.
You will then be prompted to enter a 4-digit passcode for account restoration when/if necessary.
When prompted on the AUXDATA II login screen, open the authenticator application on your phone and use the 6 digit number displayed in the app.

The number will time out so make sure the countdown circle is green when you enter the number.

If the number does time out, just enter the number number generated.
AUXDATA II Account Activation – Mobile Devices

- Once you have set up Salesforce Authenticator, you will receive an email indicating you set up a new authentication method.