



U.S. Department of the Air Force

**First time
logging in Non-
CAC users**

Logging into myFSS

The purpose of this Job Aid is to guide members through the navigation of the myFSS platform to register in myFSS for Non-CAC Users on network or mobile devices.

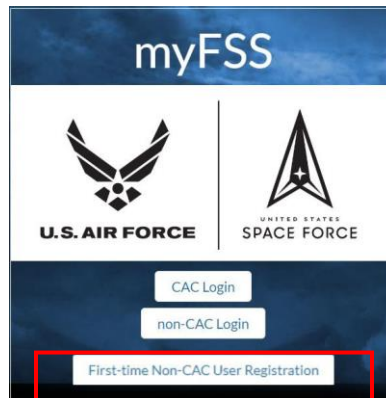
Note: Non-CAC Access is for users who either currently log in with CAC and wish to access platform from non-CAC enabled device or previous employees/retirees who no longer have a CAC.

This process allows users to self-register via the myFSS login page where they will be directed to a registration page to verify their identity and receive instructions to log in using the Okta Verify app. In addition, personnel can be invited to the platform via myFSS UI from Service Console using an existing personnel record or creating a new contact if a personnel record does not exist.

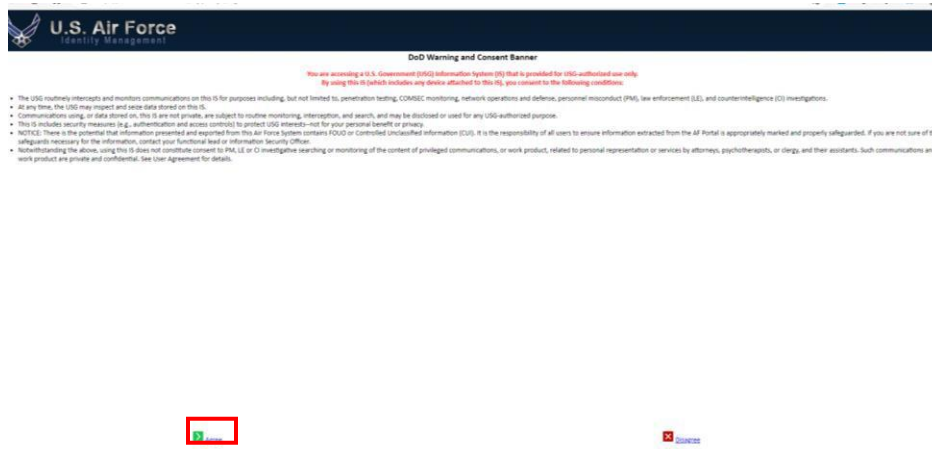
Self-Registration Procedure

1. Go to the following link: <https://myfss.us.af.mil/USAFCommunity/s/> using **Microsoft Edge** or **Google Chrome** and select the **First-time Non-CAC User Registration** icon to begin the registration process.

Note: Each user should be aware that users may not be able to distinguish between Certificates of Authentication within browsers other than Microsoft Edge.



2. Review the information on screen and select the **Agree** button.



- Fill in all required information (**First/Last Name**, **Email** (input your personal e-mail address provided to the CIP manager), and **Date of Birth**. Under Personal Identifier, select **Social Security Number** and enter your **SSN** as directed. Then select **Register**.

Self-service Registration Form

Submit the following form to register.

First Name *

Last Name *

Email *

Social Security Number *

e.g. 123-12-1234

Date of Birth *

mm/dd/yyyy

Cancel Register

- Review your information and select **Confirm**.

Self-service Registration

Confirm your registration request. Click Back to change any information or Confirm to register. You will receive an email when your account has been approved.

First Name *

Jessicka

Last Name *

Valenciano

Email *

jessicka.valenciano@us.af.mil

Verification Information

AUTHORITY: 5 U.S.C. 552a, Records maintained on individuals and Executive Order 9397 (SSN), as amended. PURPOSE: To verify customer identity.

Personal Identifier

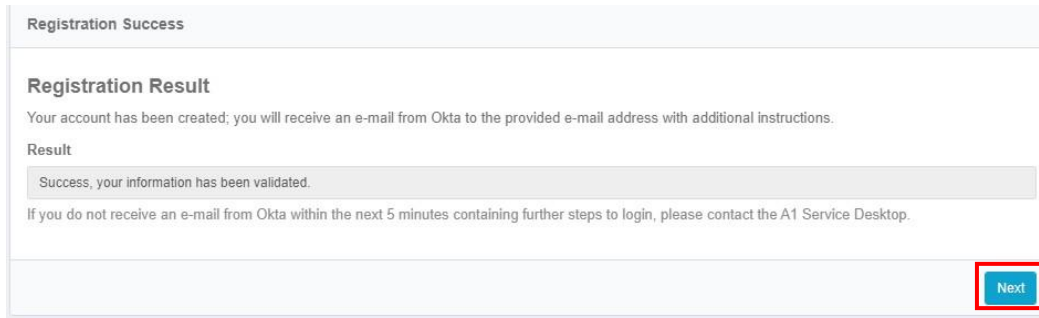
Social Security Number

Date of Birth *

11/22/1988

Cancel Back Confirm

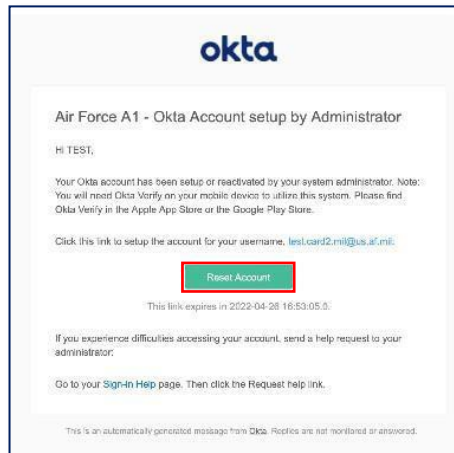
- Registration results will appear and should reflect the success of your information being validated. Select **Next**.



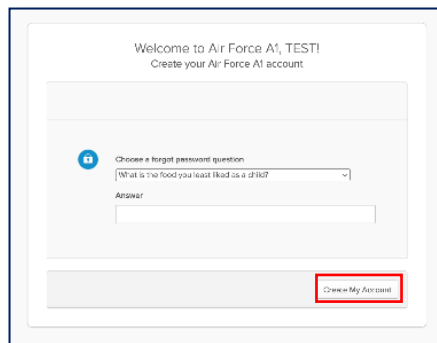
- User will be directed to the screen with the login button (if button is selected, user will be directed to login screen, but login won't work until member receives email from Okta and finishes registering.) ***Note:** If you do not receive an e-mail from Okta within the next 5-15 minutes containing further steps to login, please contact the A1 Service Desk at (800) 525-0102 option 6.



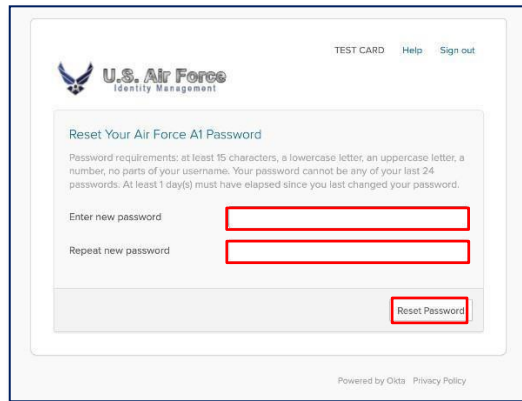
- User will receive an email from Okta to finish initial login and Okta Verify setup. Click Reset Account in the email body.



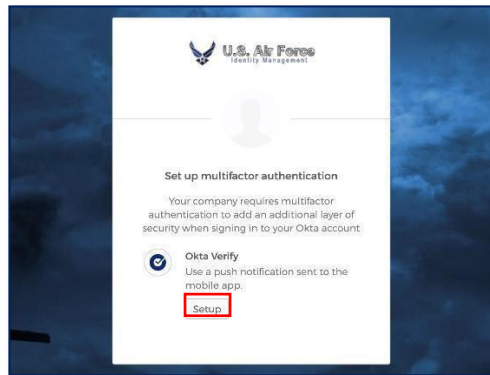
- Select a **Security Question** and answer, then click **“Create my Account.”**



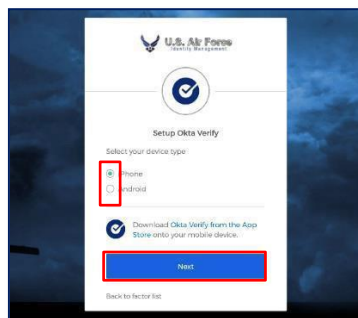
9. Enter **New Password** (only used during initial registration)



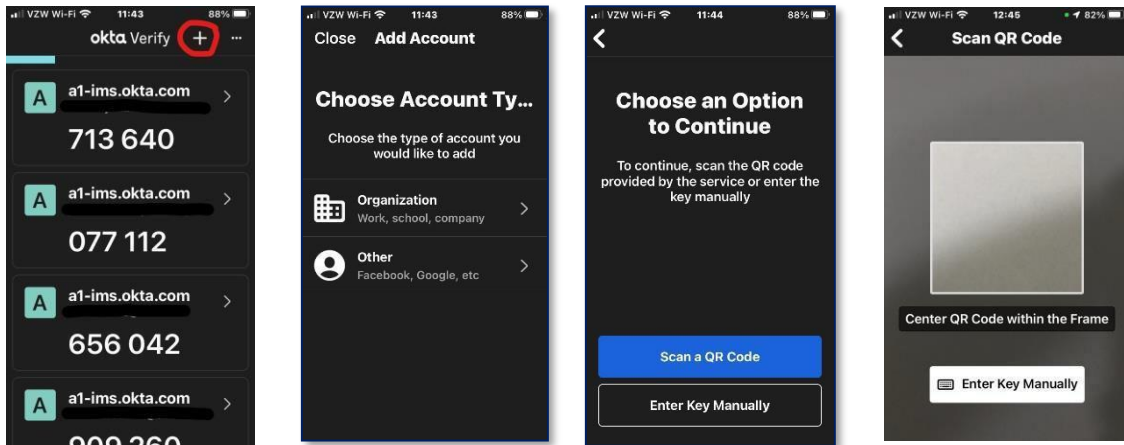
10. Select **Setup**



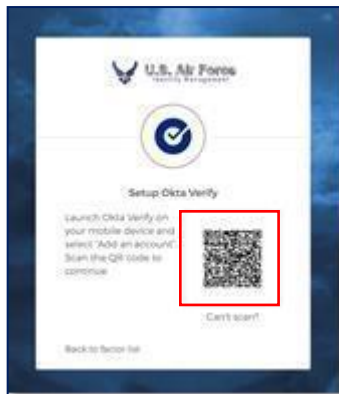
11. Select **Device**, then click **Next**. *Note: If user has not downloaded Okta Verify app click “Okta Verify from the App Store” and follow on-screen instructions to install.*



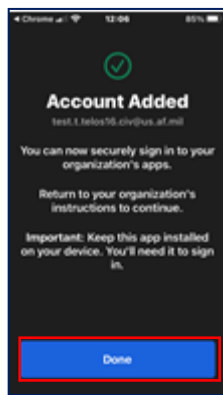
12. On Okta Verify App - select Add (+) => Other => select “Scan a QR Code” (if user does not have ability to scan QR Code click Can’t Scan, go to step 16)



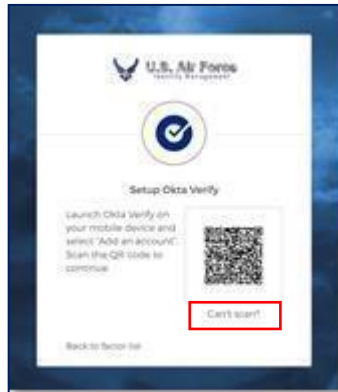
13. Hold device up to screen to scan QR code and follow instructions to finish logging in



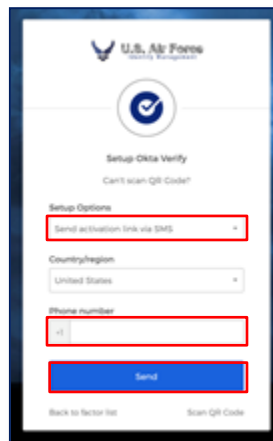
14. Following a successful log in, an **Account Added** page will display



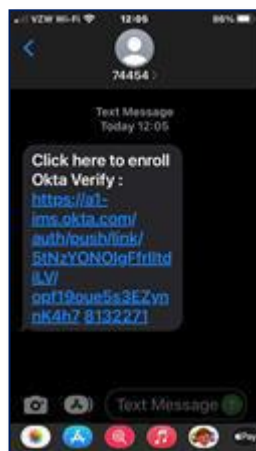
15. If the User isn't able to scan the QR code on phone, click "Can't Scan" on the Setup Okta Verify Screen



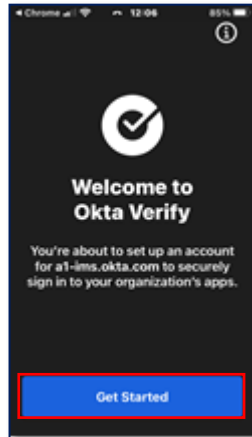
16. User will be directed to "Can't scan QR Code" screen. Select the appropriate Setup Option (options are SMS, Email, etc.) and provide the requested contact information, then click Send.



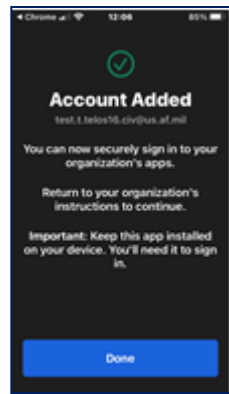
17. The User will receive a link provided via their selected communication method. Click the link to complete enrollment in Okta Verify



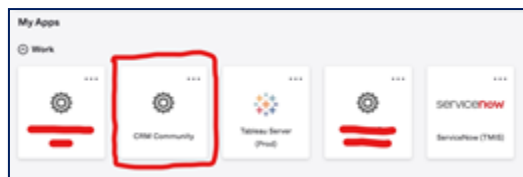
18. Click **Get Started**.



19. User will receive **Account Added** screen and will be logged in.



20. If user is directed to Okta App selector, select CRM Community



Need Help logging in?

Contact the A1 Service Desk at (800) 525-0102 option 6, Or email at A1 DTA/A1 Service Desk <a1dta.a1.sd@us.af.mil>

- **A1SD hours of operations: Monday - Friday 0600 – 2300 Central Time, and the first weekend of each month from 0700 to 1600 Central Time (Saturday & Sunday), to support Unit Training Assembly (UTA) unless it is a holiday weekend then it will fall on the following weekend.**