Flank Speed Startup Guide

Contents

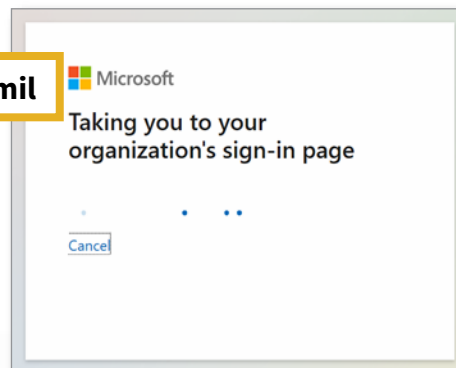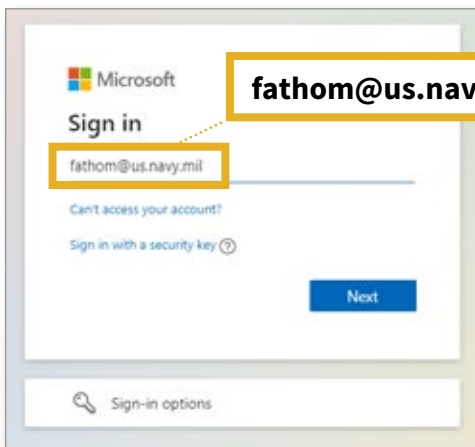Stay connected on Teams

How to Log On to Flank Speed

1 Ensure you are connected to the **DoD network either in the office or via VPN** Pulse Secure Client. *For the most expanded capability set, it is recommended to access Flank Speed via the above method. However, you can log into Flank Speed directly from the internet. Please note, direct internet access is progressively being introduced into the Navy and will be a limited capability set.*

2 Open a **private web browser window (Edge is recommended)**. Ensure you are logged out of any other environments such as CVR and/or NMCI O365 and have closed all associated browser windows. Enter "**https://portal.apps.mil/**".

3 Select "**Use another account**".
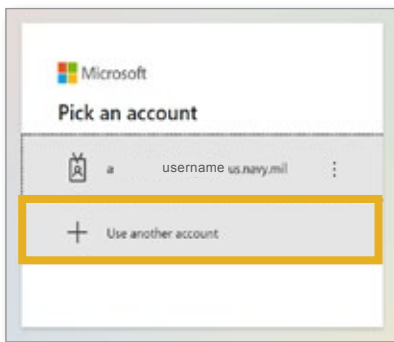
PLEASE NOTE: *For the best user experience, it is strongly recommended to use the **"private" browsing feature in your internet browser for all sessions in Flank Speed** (not just initial log on). Depending upon the browser type, this may be referred to by different names. Common names are "InPrivate window" (Edge), "Incognito Window" (Chrome) or "Private Window" (Safari).*
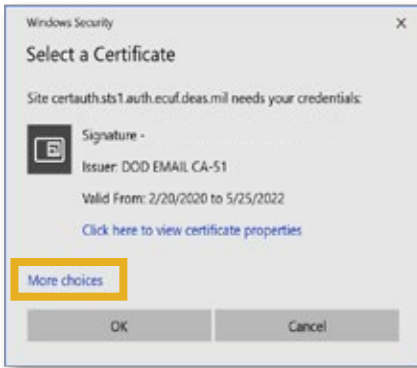
4 Enter **"fathom@us.navy.mil"** and select **"Next"**. The following screens should appear in order.
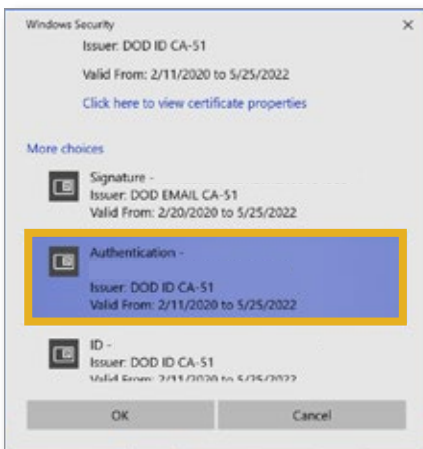
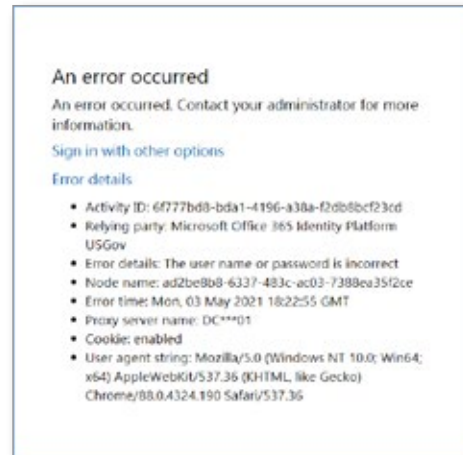**5** When password is requested, select **"Sign in with CAC/PIV"**.

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6 Select **"More Choices"**.

Windows Security   ×

Select a Certificate

Site certauth.sts1.auth.ecuf.deas.mil needs your credentials:

Signature -
Issuer: DOD EMAIL CA-51

Valid From: 2/20/2020 to 5/25/2022

Click here to view certificate properties

More choices

OK   Cancel

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7 Select your **"Authentication"** certificate.
If "Authentication" isn't available, choose **"ID"**.

Windows Security   ×

Issuer: DOD ID CA-51

Valid From: 2/11/2020 to 5/25/2022

Click here to view certificate properties

More choices

Signature -
Issuer: DOD EMAIL CA-51
Valid From: 2/20/2020 to 5/25/2022

Authentication -
Issuer: DOD ID CA-51
Valid From: 2/11/2020 to 5/25/2022

ID -
Issuer: DOD ID CA-51
Valid From: 2/11/2020 to 5/25/2022
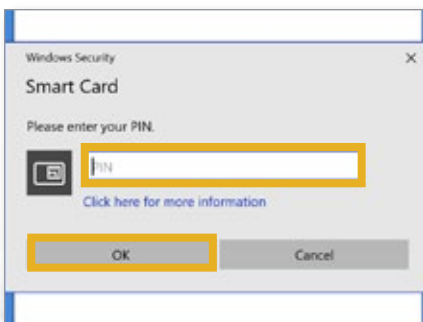
OK   Cancel

In case of error... →

*Worked great?
Keep going...*

7a *If that certificate doesn't work – you will receive an error similar to the one below. Close your browser completely (not just the tab or window), start the process again and select a different certificate.*
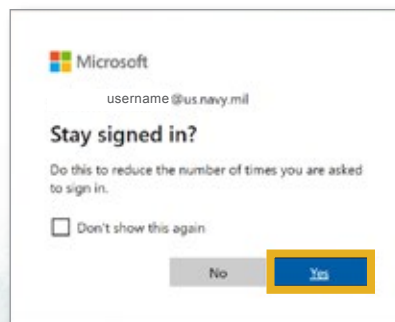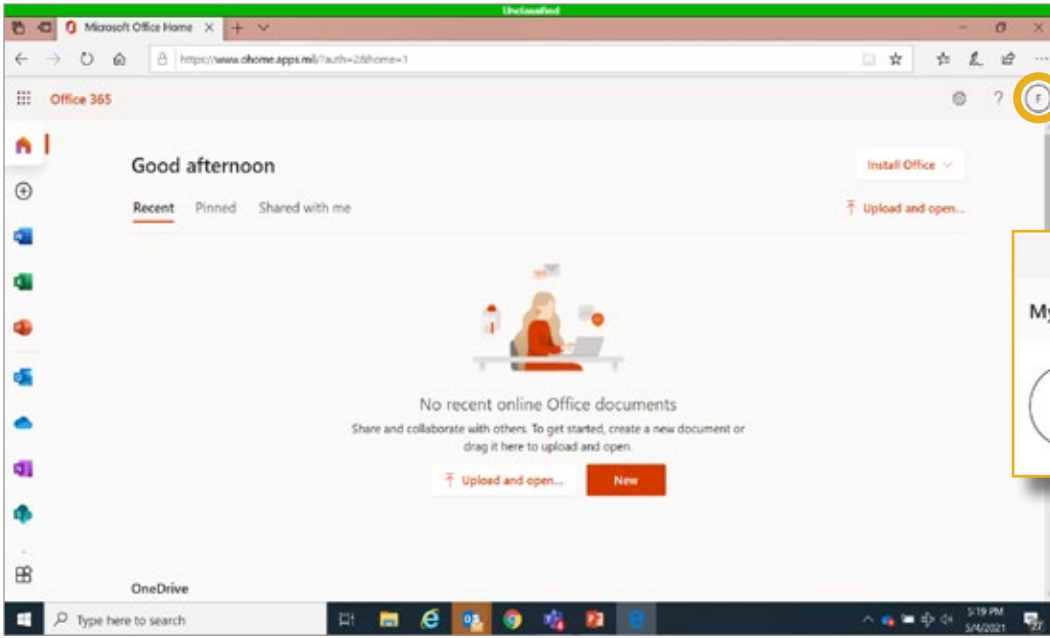
An error occurred

An error occurred. Contact your administrator for more information.

Sign in with other options

Error details

- Activity ID: 6f777bd8-bda1-4196-a38a-f2db8bcf23cd
- Relying party: Microsoft Office 365 Identity Platform USGov
- Error details: The user name or password is incorrect
- Node name: ad2be8b8-6337-483c-ac03-7388ea35f2ce
- Error time: Mon, 03 May 2021 18:22:55 GMT
- Proxy server name: DC***01
- Cookie: enabled
- User agent string: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/88.0.4324.190 Safari/537.36

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8 Enter your PIN and select **"Ok"**.

Windows Security   ×

Smart Card

Please enter your PIN.

PIN

Click here for more information

OK   Cancel

Stay signed in? Select **"Yes"**.

Microsoft

username @us.navy.mil

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again
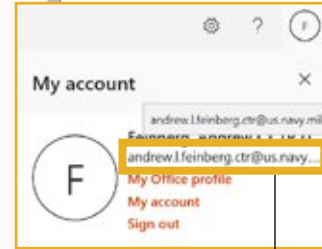
No   Yes

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Congratulations – You are in Flank Speed!
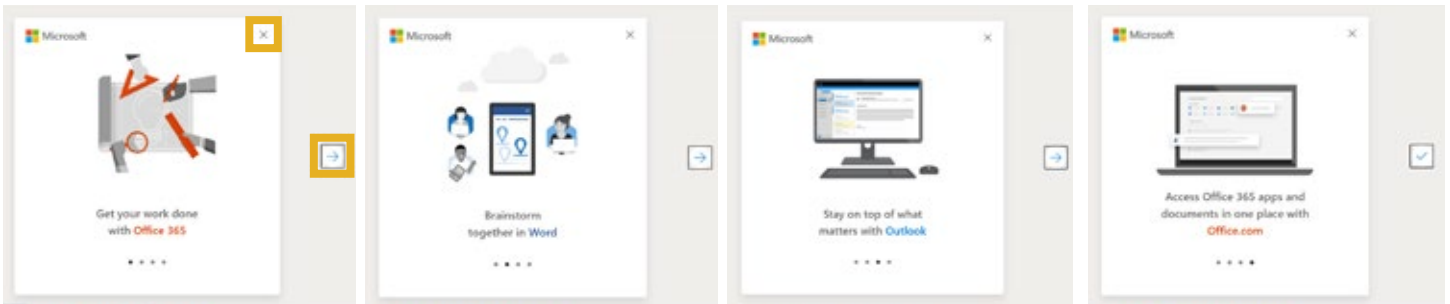

USERNAME

Click on the avatar circle to display your account information

Here is your DoD assigned username:

first.m.last.(mil,civ,ctr) @us.navy.mil

START UP

The following screens will walk you through the startup. You can either select the **arrow** to walk through the process or select the **X** to proceed.

Getting Started in Teams

PLEASE NOTE: If you have been using Teams in NMCI O365 or other environment, you must sign out of that environment in Teams in order to sign into the Flank Speed Teams. Signing out means clicking on the **Sign Out** label. Closing a web page or even rebooting your machine will not sign you out of the environment.
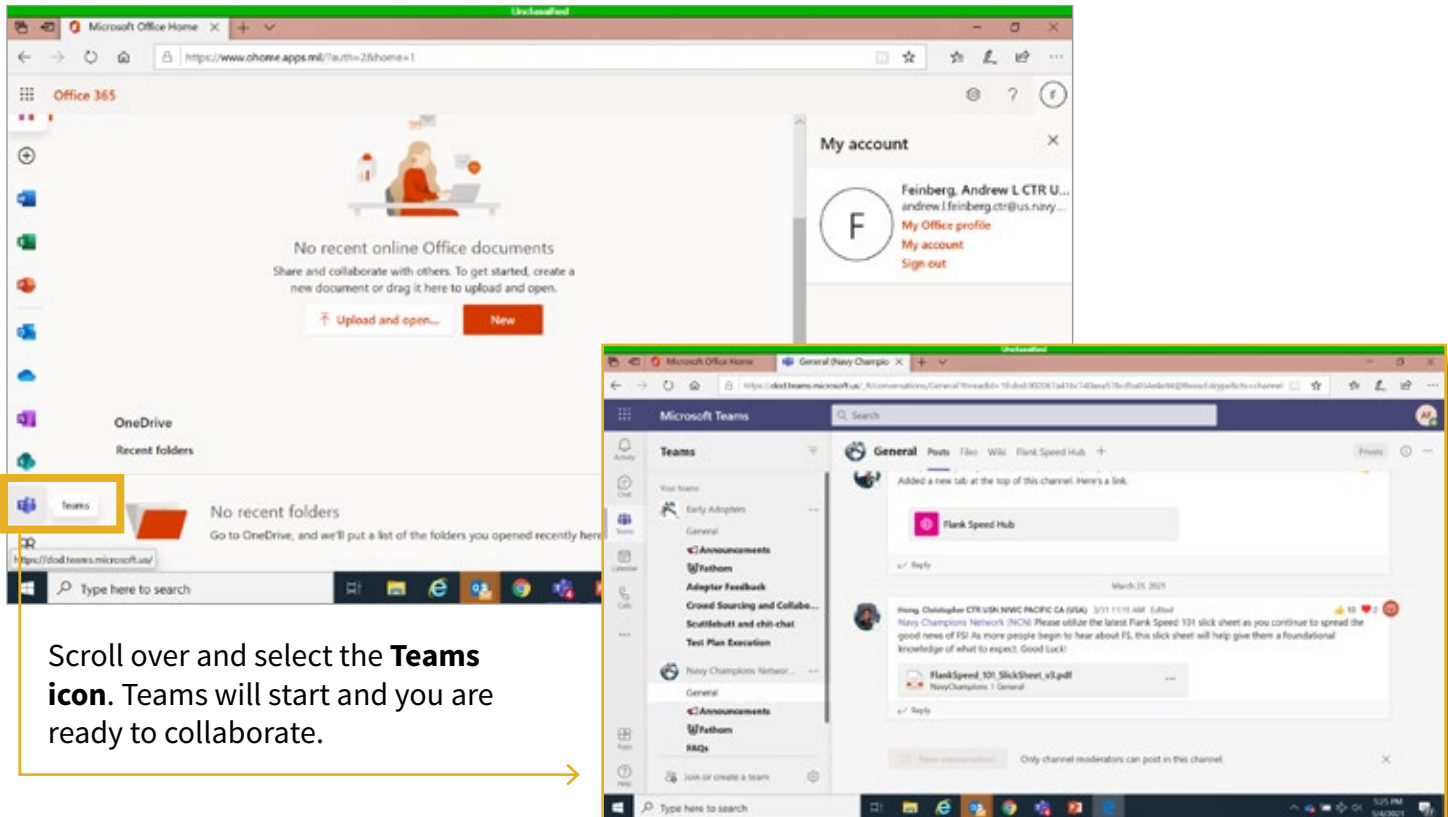
Scroll over and select the **Teams icon**. Teams will start and you are ready to collaborate.
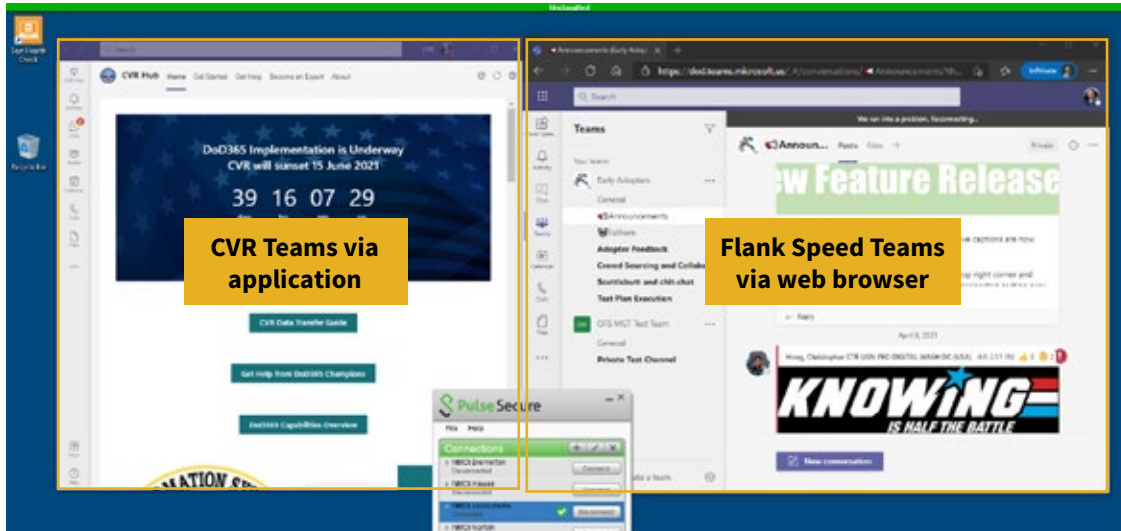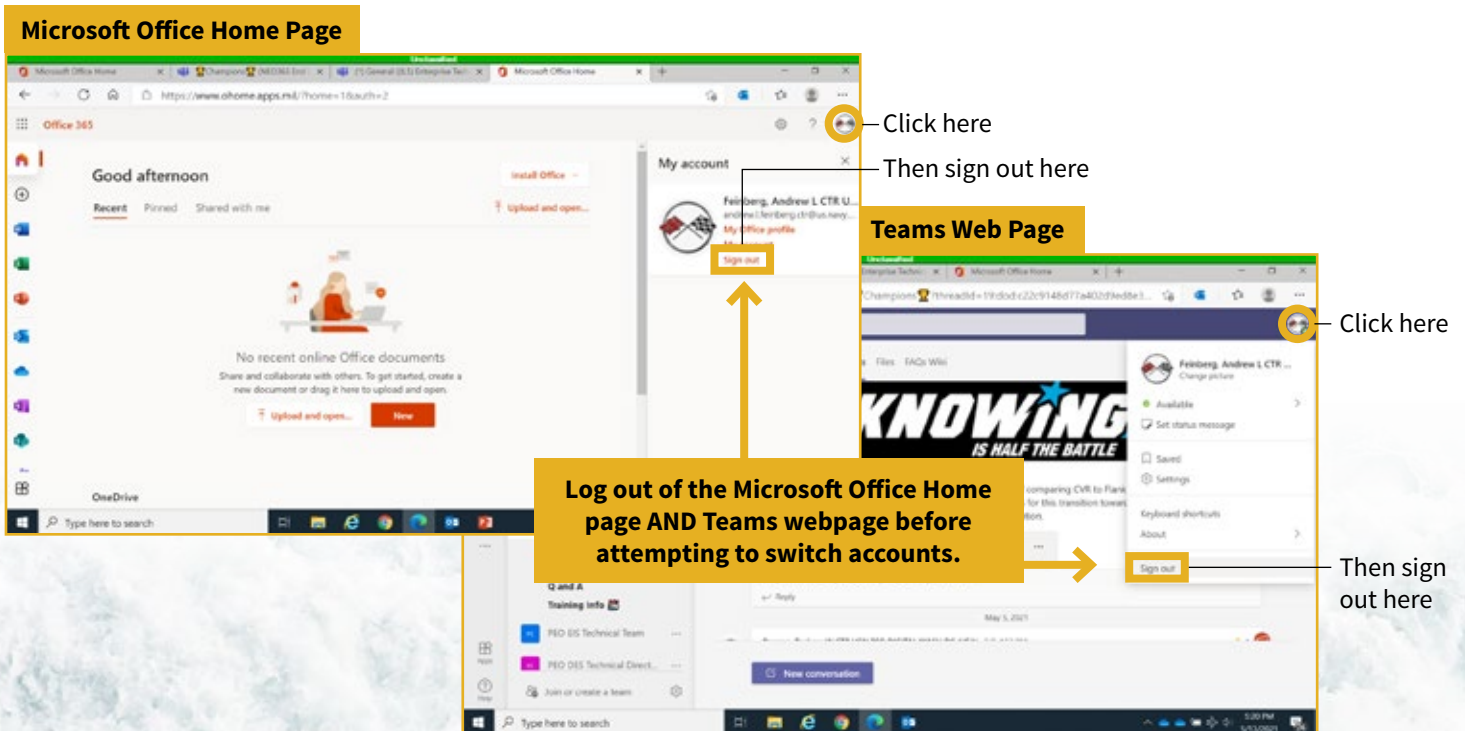
TEAMS APP
You can also log in from the **Teams app**.

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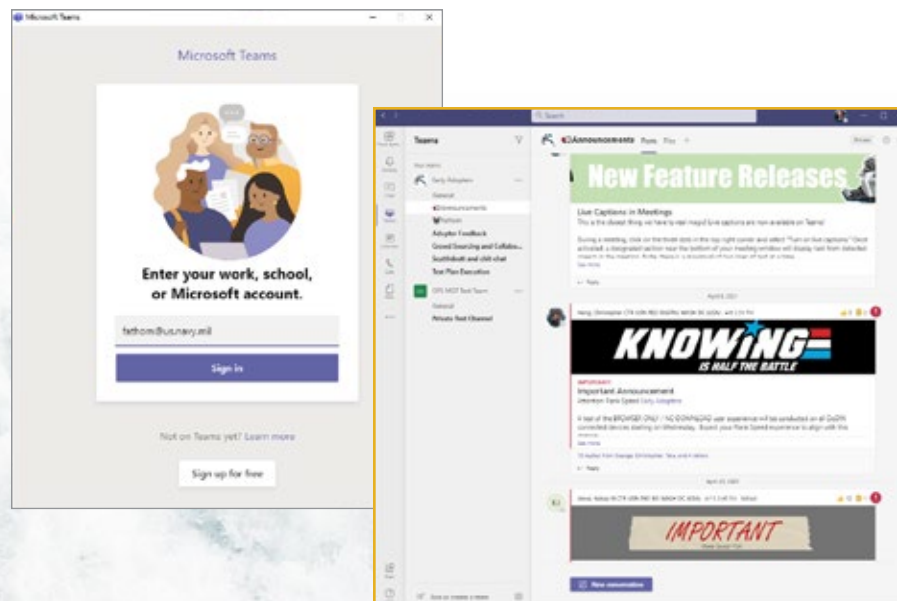
MULTIPLE LOG INS

You can be logged into Flank Speed Teams and CVR at the same time.
Log in to one via the application and one via web access.

CVR Teams via application

Flank Speed Teams via web browser

PLEASE NOTE: When finished in a web browser session, best practice is to sign out of both the Microsoft Office Home page AND the Teams webpage, then completely close all associated browser tabs.

If you log into Flank Speed and go to Teams and are seeing your NEO or CVR Teams loaded (or vice versa), log out of the Microsoft Office Home page AND Teams, close all associated browser windows, and sign back in with Flank Speed.


Microsoft Office Home Page

Click here

Then sign out here

Teams Web Page

Click here

Log out of the Microsoft Office Home page AND Teams webpage before attempting to switch accounts.

Then sign out here

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What to Expect: Email, Teams, and Calendar

Email migration to Flank Speed will happen in waves throughout FY21. As this process is ongoing, **there are three varying user experiences within Flank Speed that will impact where you receive email and how you schedule Teams meetings.**

But which user experience can I expect? To determine, log in to Flank Speed and answer these two questions:

1 Do I have a Teams calendar?

Log into Teams and look for this calendar button
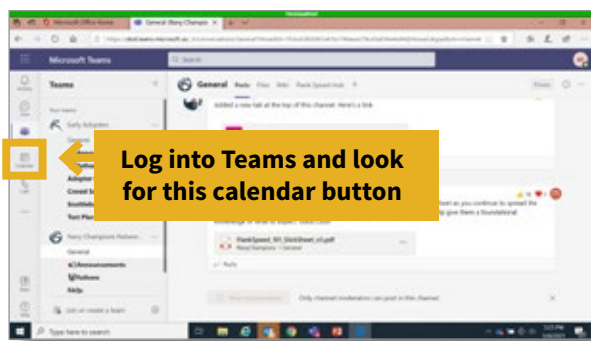
2 Is my Flank Speed Outlook enabled?
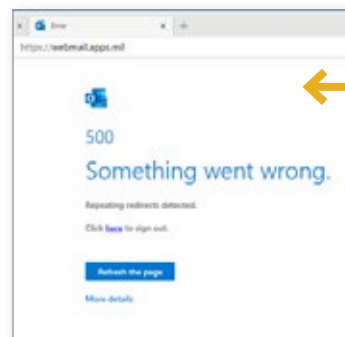
Log into Flank Speed Outlook Web Access. If you see this message your email hasn't been enabled.

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1 Teams without a calendar
2 No Flank Speed email

These users will not use Flank Speed Outlook, but will continue accessing email as they have in the past. However, **the lack of a Teams calendar is a sign that your email will be migrated in a matter of weeks**—this is a short-term situation. Without a Teams calendar, users will have to schedule Teams meetings in @navy.mil Outlook.

1 Teams with a calendar
2 No Flank Speed email

These users will not use Flank Speed Outlook, but will continue accessing email as they have in the past. Users can schedule a meeting directly in the Teams calendar or in their non-Flank Speed Outlook, but the two calendars will not operate in-sync with one another.

1 Teams with a calendar
2 Flank Speed email

These users have had their email migrated to Flank Speed (@us.navy.mil) and therefore Teams and Outlook work in-sync (scheduling in either application will populate the other). Forwarding has been set up for any new emails or invites sent to your old email address to your Flank Speed inbox. Outgoing messages will be sent from your new @us.navy.mil account.

AN IMPORTANT NOTE ON COLLABORATION

For the time being, the only guaranteed user group that will be able to join Flank Speed Teams meetings are users with Flank Speed accounts (~260,000 Navy ashore users). Additional guest access capabilities are expected for imminent release, users will be notified as these become available.

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A M E R I C A' S NAVY

Setting up a Teams Meeting

Teams meetings can be scheduled directly in the Teams calendar. However, if you do not have a Teams calendar or prefer scheduling from Outlook, please review options A and B below.

## A. VIA THE "NEW TEAMS MEETING" PLUG-IN BUTTON IN OUTLOOK

Anyone can use this method to schedule a Teams meeting via Outlook (using your Flank Speed account or legacy email). However, if you don't have a Teams calendar, this is the only method currently available to you.

PLEASE NOTE: This plug-in button is only available via your installed Outlook client, not Outlook Web Access (OWA). Therefore, you can only access it when connected to Flank Speed via the DoD network from the office or via VPN. You cannot access the rich client applications via direct internet access.

1. From your government-owned desktop/laptop, launch the **installed Teams client** and log in to Flank Speed.

2. Launch your **installed Outlook client**. If you already had it open you will need to close it completely and relaunch.

NOTE: *Steps 1 and 2 will not work using the browser versions of Teams and Outlook.*
You must launch these in this order.

3. Click "**Create new meeting**".

4. Use the "**New Teams Meeting**" plug-in button to generate a Flank Speed Teams meeting link in your meeting invite.
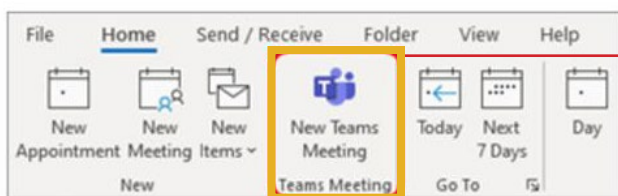
Don't see this button?

*First, confirm that you are logged into the Teams client with Flank Speed credentials and repeat Steps 1 and 2, **in that order**.*

If you are and the button still does not appear, call your local service desk for support.

5. Send this link to meeting participants via their existing (@navy.mil) email addresses. If they also have a Flank Speed account, it will automatically be forwarded to that account.

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B. COPY AND PASTE THE LINK FROM TEAMS

1 Open Teams and create a "**New Meeting**" on your Teams calendar on the appropriate day and time. You will need to invite at least one person for the meeting invite to populate with a meeting link.

2 Select "**Save**" and the window will close, revealing your Teams calendar.

3 Double click the newly created meeting invite on your calendar to view. **Copy the meeting link.**

4 In your existing email calendar, create a new meeting and paste in the link copied from Teams.

WHO DO I INVITE? When adding meeting participants, add users via their current email address (e.g. @navy.mil). If they also have a Flank Speed account, it will automatically be forwarded to that account.

PLEASE NOTE: Audio conferencing is not available at this time. It is planned for an upcoming release and—once available— those users provisioned with the capability will be notified with next steps.

A NOTE FOR PARTICIPANTS: Participants will need to copy the Teams meeting link into a web browser where they are logged into Flank Speed. This will give them the option to join the meeting via the web browser or the Teams client (if logged in with their Flank Speed account).

Help!

THE FLANK SPEED HUB—YOUR ONE-STOP SHOP

Once you're inside of Flank Speed, be sure to check out the Flank Speed Hub, which you can find at the top of your Teams toolbar when you log in. The Flank Speed Hub is your one-stop shop for knowledge, resources, and training to make you successful. The Hub is constantly refreshed with the most up to date information—from feature stories to how-to guides—and provides multiple ways for you to give feedback and suggestions to improve the user experience.
Be sure to check it out often!
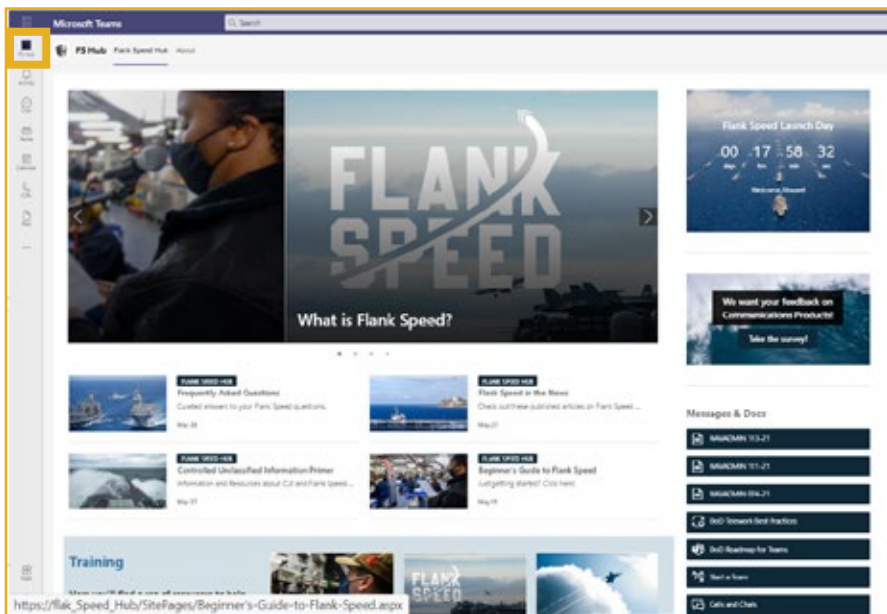
WHEN ALL ELSE FAILS, CONTACT SERVICE DESK

First, contact your existing network service desk.

Ensure supporting components (end user device, network/transport components, CVR, NEO 365, etc) are not the source of the issue. Common network service desks are listed below, but there are also 18 additional in-scope networks with various contact details.

NMCI	**ONENet Far East**	**ONENet Middle East**	**ONENet Europe**
1.866.843.6624	DSN: 315.243.3883	DSN: 318.439.6287	DSN: 314.626.4357
https://www.home-port.navy.mil/	Phone: 011-81-816-3883	Phone: 011-973-1785-6287	Phone: 39-081-568-4357
	servicedesk@fe.navy.mil	servicedesk@me.navy.mil	servicedesk@eu.navy.mil

Second—if existing service desk is unknown—contact the NESD (FSSvD).
NESD will resolve issue or escalate to the appropriate service desk tier.
1.833.NESD.NOW (6373.669) • NESD_O365.fct@navy.mil

Third—if all else fails—contact NAVY311.
NAVY311 will route to the appropriate service desk.
1.855.NAVY.311 (6289.311) • NAVY311.navy.mil • navy311@navy.mil

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