AEMO MarketNet SSLVPN (Using DUO Security Authentication) Participant Guide

DATE: 30 May 2017

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1. Introduction

This document describes the installation and configuration of the AEMO MarketNet SSLVPN solution when used to connect to selected AEMO systems.

2. Cisco Anyconnect VPN Client Installation

Note: If you already have the Cisco Anyconnect SSLVPN client installed, please skip this section.

The AEMO Cisco Anyconnect VPN client is required to be downloaded and installed onto your relevant desktop/server. The installation requires the end user to have local admin privileges on their computer for the software to install successfully.

To install the client software, browse to https://marketnetvpn.aemo.com.au and login using your AEMO provided username/password combo and your DUO Security authentication device.

Note: If you do not know your VPN username/password, please contact the AEMO Support Hub for further assistance.

Depending on which browser is being used to connect to the AEMO portal, the Cisco Anyconnect client may install by itself or may request you to download the client for an offline installation.

Diagram1: AEMO MarketNet SSLVPN Web Portal Login Screen

Diagram2: Illustration of client auto installation

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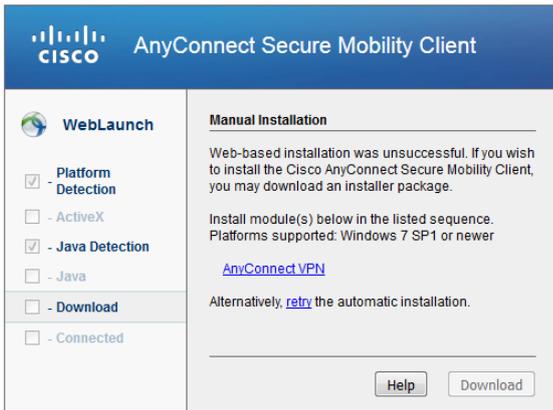
Diagram3: Illustration of client offline installation

Note: If you have the Cisco Anyconnect client already installed on your computer, the client software may update to the current deployed AEMO version.

Once the client is downloaded and installed, please follow the process detailed in the below sections to establish connectivity.

3. Standard Login Process

- Ensure you have the Cisco Anyconnect client software installed.
- Launch the Cisco Anyconnect VPN Client from your computer. Type in the URL marketnetvpn.aemo.com.au and click Connect
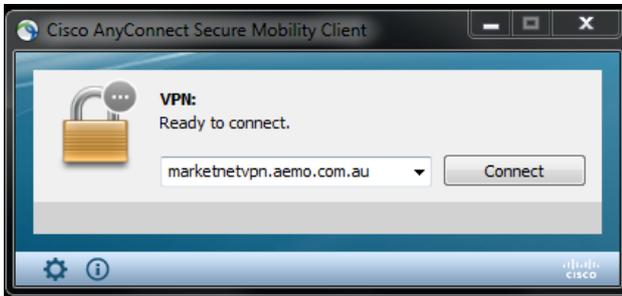
- Enter your VPN user-id in the Username Field and your AEMO Active Directory password in the password field.
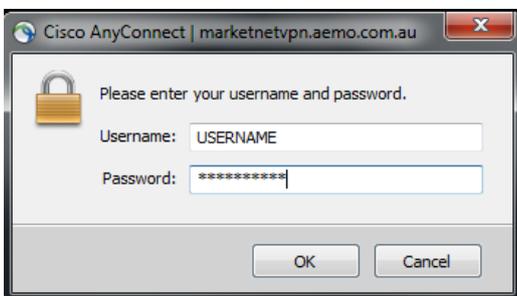
- If your credentials are successful, you will be requested to approve the connection attempt via the DUO Security Mobile App running on your registered mobile phone.

 Note: Please ensure you have internet access on your registered device to accept data push notifications. If you do not have internet access, please authenticate as detailed in the section below labelled "Offline Authentication Mode".
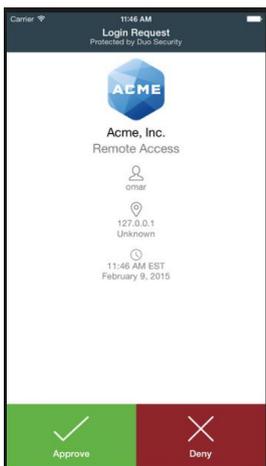
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 Offline Authentication Mode

- Enter your password and your DUO Security Passcode in the format of - AEMO Password and then the DUO App Security Passcode separated by a comma(,).
  (i.e.) *PASSWORD1,817674*
    - o Offline authentication mode requires the end user the manually enter the DUO Security Mobile Passcode or the assigned physical DUO token passcode.
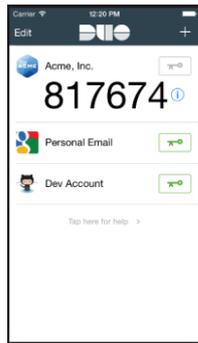
Mobile App Passcode   **DUO Token Passcode**

- If successful, you will be prompted to read and accept/reject a disclaimer message
  Click **Accept** to continue
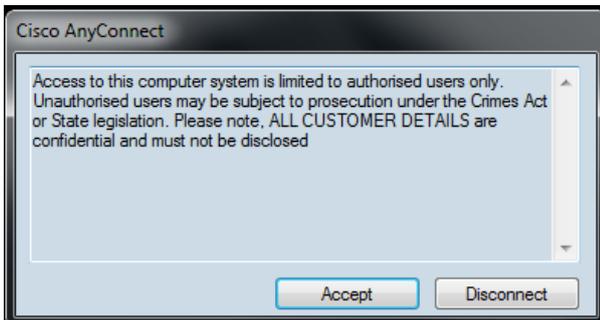
- Once Connected, the client will auto minimize into your taskbar tray. The client will also display as connected and secure.

4. Changing/Managing your AEMO Active Directory Password

Participants will be able to self-manage their AEMO AD password/s via the MarketNet exposed URL of
https://pwdreset.prod.marketnet.net.au

NOTE: The AEMO Password Self Service portal is only accessible via any valid and active MarketNet VPN connection. The web address listed is accessible via the general internet.

4.1. Enrolling for Password Self-service

- Browse to https://pwdreset.prod.marketnet.net.au
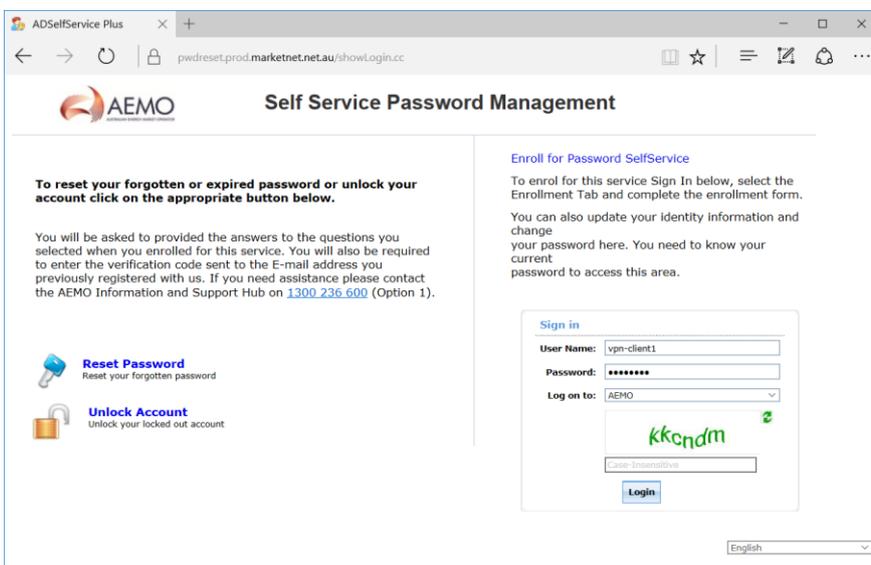
- *NOTE: DUO Security passcodes or mobile app approvals are not required on this web portal.*
  Enter your VPN user-id in the Username Field, your AEMO Active Directory password in the password field and select AEMO in the Log on to field.
- Enter the verification ID displayed on your screen and click Login

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- Register your Security Questions and Email address which will be used during password reset/change processes.
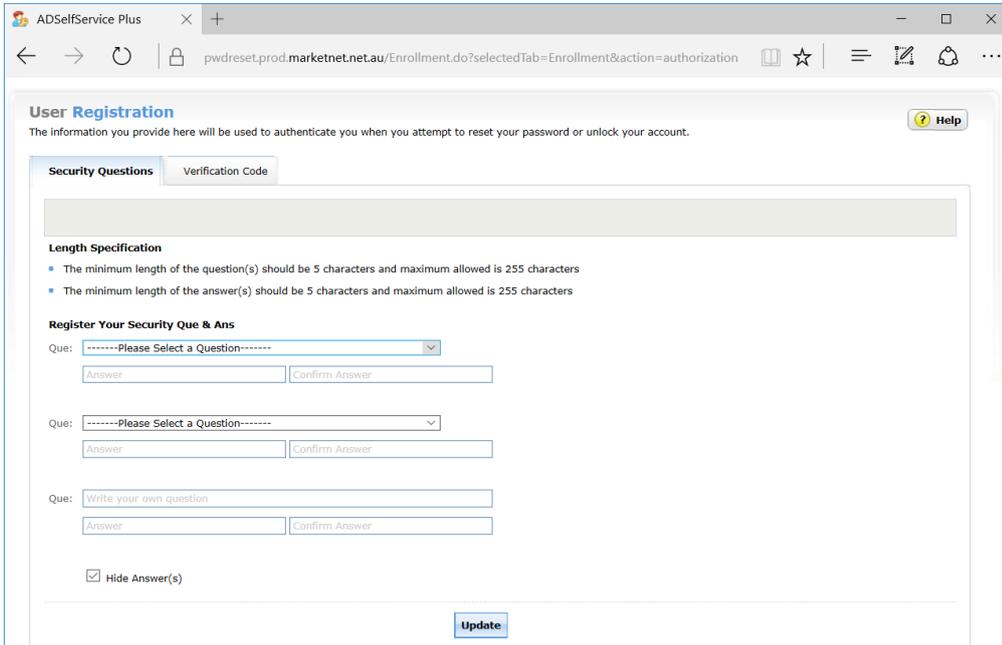
4.2. Change/Reset your Password

- Browse to https://pwdreset.prod.marketnet.net.au
- Click Reset or Unlock Account
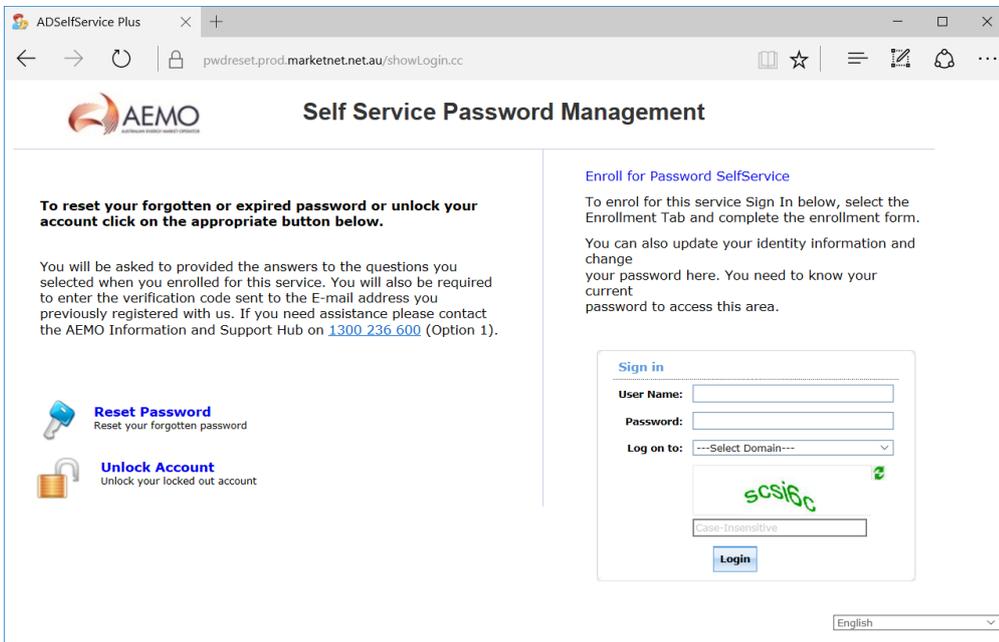
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- *NOTE: DUO Security passcodes or mobile app approvals are not required on this web portal.*
  Enter your VPN user-id in the Username Field, your AEMO Active Directory password in the password field and select AEMO in the Log on to field.
- Enter the verification ID displayed on your screen and click Login
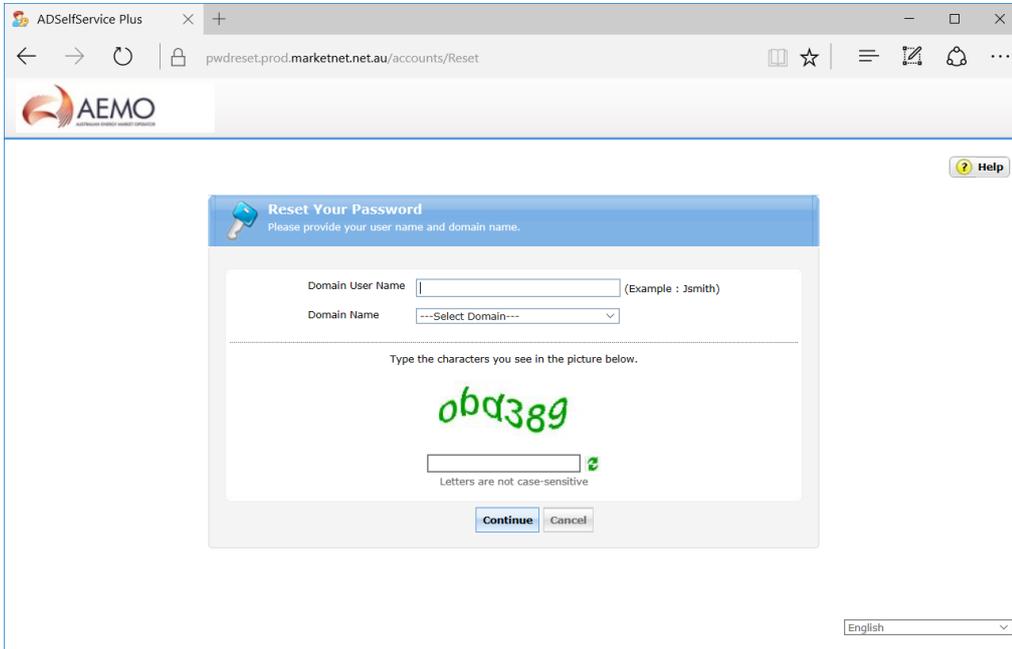
- Select the method you wish to use to reset/unlock your account and follow the prompts
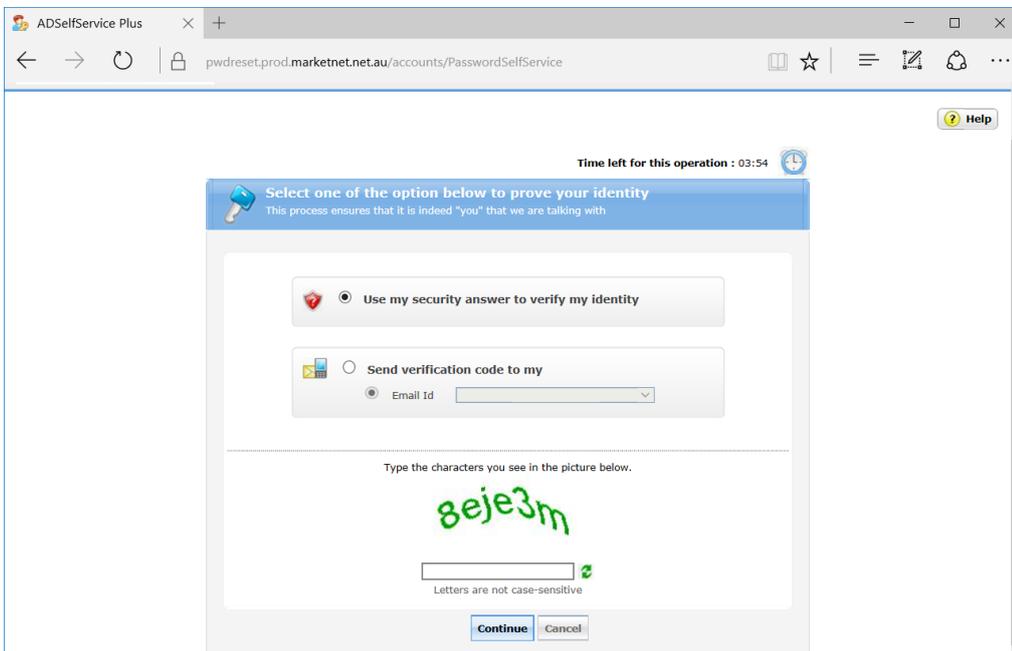
5. Contacts

AEMO Support Hub

supporthub@aemo.com.au

1300 236 600