

# AEMO MarketNet SSLVPN (Using DUO Security Authentication) Participant Guide

DATE: 30 May 2017

Document Reference:

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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 <u>https://marketnetvpn.aemo.com.au</u> 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.

	English
AEMO MarketNet SSLVPN Service	Username Password Login Clear

Diagram1: AEMO MarketNet SSLVPN Web Portal Login Screen

າງກາງກ່າງ cisco AnyC	Connect Secure Mobility Client
S WebLaunch	Using ActiveX for Installation
Platform Detection	AnyConnect Secure Mobility Client Downloader           Downloading AnyConnect Secure Mobility Client 4.3.02039.           Please wait
- ActiveX	Time Left: 2 mins 34 secs (464.0 KB of 4.67 MB copied)
<ul> <li>Java Detection</li> <li>Java</li> </ul>	Cancel
Download	
Connected	
	Help Download

Diagram2: Illustration of client auto installation



AnyConnect Secure Mobility Client										
<ul> <li>WebLaunch</li> <li>Platform Detection</li> <li>ActiveX</li> <li>Java Detection</li> <li>Java</li> <li>Download</li> <li>Connected</li> </ul>	Manual Installation Web-based installation was unsuccessful. If you wish to install the Cisco AnyConnect Secure Mobility Client, you may download an installer package. Install module(s) below in the listed sequence. Platforms supported: Windows 7 SP1 or newer AnyConnect VPN Alternatively, retry the automatic installation.									

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

۲	Cisco AnyCon	nect Secure Mobility Client	×
		VPN: Ready to connect. marketnetvpn.aemo.com.au  Conne	ct
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- Enter your VPN user-id in the Username Field and your AEMO Active Directory password in the password field.

🕙 Cisco	AnyConnect	marketnetvpn.aemo.com.au
	Please enter Username: Password:	your username and password. USERNAME
		OK Cancel

- 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 "<u>Offline</u> <u>Authentication Mode</u>".





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

• 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 <a href="https://pwdreset.prod.marketnet.net.au">https://pwdreset.prod.marketnet.net.au</a>

### 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

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$\leftarrow$ $\rightarrow$ O   $\triangle$ pwdreset.prod.marketnet.net.au/showLogin.cc	$\square \Rightarrow   = \mathbb{Z} \land$	
AEMO Self Service Passwor	rd Management	
To reset your forgotten or expired password or unlock your account click on the appropriate button below. You will be asked to provided the answers to the questions you selected when you enrolled for this service. You will also be required to enter the verification code sent to the E-mail address you previously registered with us. If you need assistance please contact the AEMO Information and Support Hub on 1300-236.600 (Option 1).	Enroll for Password SelfService To enrol for this service Sign In below, select the Enrollment Tab and complete the enrollment form. You can also update your identity information and change your password here. You need to know your current password to access this area.	
Reset Password Reset your forgotten password Unlock Account Unlock your locked out account	Sign in User Name: vpn-client1 Password: Log on to: AEMO	
	English	~

- 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



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

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## 4.2. Change/Reset your Password

- Browse to <a href="https://pwdreset.prod.marketnet.net.au">https://pwdreset.prod.marketnet.net.au</a>
- Click Reset or Unlock Account

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$\leftarrow$ $\rightarrow$ $\circlearrowright$ pwdreset.prod.marketnet.net.au/showLogin.cc	
AEMO Self Service Password	d Management
To reset your forgotten or expired password or unlock your account click on the appropriate button below. You will be asked to provided the answers to the questions you selected when you enrolled for this service. You will also be required to enter the verification code sent to the E-mail address you previously registered with us. If you need assistance please contact the AEMO Information and Support Hub on <u>1300</u> <u>236</u> <u>600</u> (Option 1).	Enroll for Password SelfService To enrol for this service Sign In below, select the Enrollment Tab and complete the enrollment form. You can also update your identity information and change your password here. You need to know your current password to access this area.
Reset Password Reset your forgotten password Unlock Account Unlock your locked out account	Sign in User Name: Password: Log on to:Select Domain
	English V



- 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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					()	Help
	Reset Your Password Please provide your user name and domain name.					
	Domain User Name (Example : Jsmith)					
	Type the characters you see in the picture below.					
	obd389					
	Letters are not case-sensitive					
	Continue					
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- Select the method you wish to use to reset/unlock your account and follow the prompts

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				Select one of the option below to prove your identity This process ensures that it is indeed "you" that we are tailing with					
				<ul> <li>Use my security answer to verify my identity</li> </ul>					
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				Send verification code to my					
				Email Id					
				Type the characters you see in the picture below.					
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				Letters are not case-sensitive					
				Continue					

## 5. Contacts AEMO Support Hub

supporthub@aemo.com.au

1300 236 600