

## Mattermost Setup Instructions

### Creating an Account with your CAC

Visit [https://sso-info.il2.dso.mil/new\\_account.html](https://sso-info.il2.dso.mil/new_account.html) for directions and to start creating your account. Registration guidance below

1. Account Info **NOTE: You cannot change USERNAME** everything else you can change later.
  - a. **First Name:** “First name”
  - b. **Last Name:** “Last name”
  - c. **Affiliation / Pay Grade:** choose from the dropdown menu
  - d. **Unit:** “97 TRS”
  - e. **Username:** your exact email, but without the “@us.af.mil” **NOTE: Cannot be changed**
  - f. **Email:** your complete .mil email. **NOTE: Do not use a non-mil email**
  - g. **Access Request Notes:** leave blank
  - h. **Password (optional):** make a password. Pro tip – make it iPad/phone friendly too

#### Example

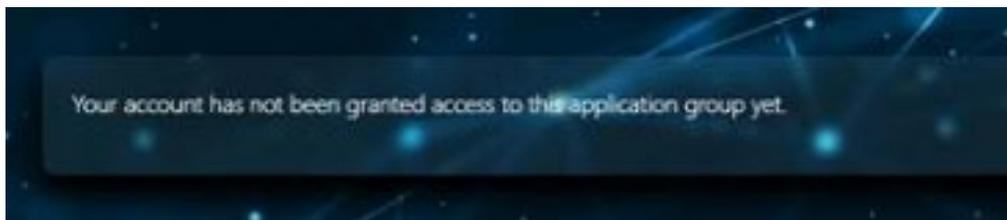
The screenshot shows a registration form with the following fields and values:

- First name:** Ned
- Last name:** Stark
- Affiliation:** US Air Force
- Pay Grade:** O-4
- Unit, Organization or Company Name:** 97 TRS
- Username:** ned.stark.31
- Email:** ned.stark.31@us.af.mil
- Access Request Notes:** (empty)
- Password (optional):** (empty)
- Confirm password:** (empty)

At the bottom of the form is a blue button labeled "Register".

Below the form, there is a blue box with white text that reads: "If you would like the option to log in without a CAC (e.g. personal mobile device), you can set up a password below. *You will be required to set up multi-factor authentication (MFA) in the next step which requires access to your mobile device.* If you do not have access to your mobile device, you can set up a password at a later time."

2. (Optional) Set-up Multi-Factor Authentication (needed for any non-CAC device)
  - a. Setup MFA by downloading an authenticator app on your personal device or EFB
  - b. Scan the QR code in the app you downloaded
  - c. Input 6 digits before they change from the app into the webpage
3. Verification email
  - a. Once you get the email, click to verify
  - b. Email can take up to 30 minutes to show up in your inbox
4. Drop account info (<https://login.dso.mil/> if needed) into TrackVia
5. TRS will grant access to the 97 TRS Team. Mattermost can be accessed at <https://chat.il4.dso.mil/>.
  - a. Expect access in 1-2 weeks. If you try to login, you'll get a message "Your account has not been granted access to this application group yet." (seen below)
  - b. If you don't have access within a couple weeks, email [97trs.tra.altusmmlicensing@us.af.mil](mailto:97trs.tra.altusmmlicensing@us.af.mil) and [97trs.inprocessing@us.af.mil](mailto:97trs.inprocessing@us.af.mil).

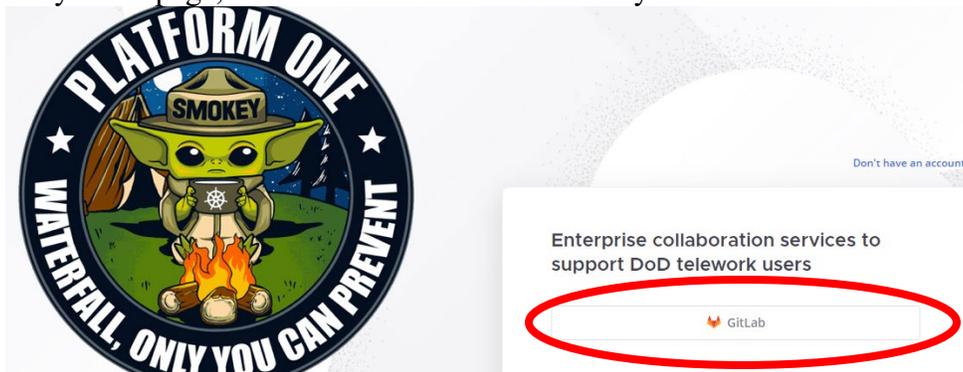


### Common Errors preventing granting access

- **Email** – must be a military email, you can update email at <https://login.dso.mil/>
- **CAC not associated** – follow instructions below:  
<https://confluence.il2.dso.mil/display/IRONBANK/Associate+CAC+with+Existing+IL2+Account>

### Mattermost Familiarity

1. Once you have access, navigate to Mattermost at <https://chat.il4.dso.mil/>.
2. On the Baby Yoda page, click on "GitLab" button. Barely noticeable other than the outline.



3. Choose your CAC certificate.
4. Next page, hit continue.
5. Lastly, hit accept to login.
6. Below is an example home page.
  - a. Teams list – current one will be outlined
  - b. Current team name
  - c. Join a new team – see guide on joining/leaving teams
  - d. Channel list – see guide on joining/leaving channels
  - e. Direct messages
  - f. Current channel name
  - g. Pinned Messages – opens a side window with all pinned messages
  - h. Messaging window
  - i. Message box
  - j. Mattermost settings – various options, but can be used to turn off leave/join messages

