Mattermost Setup Instructions

Creating an Account with your CAC

Visit 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

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 and 97trs.inprocessing@us.af.mil.
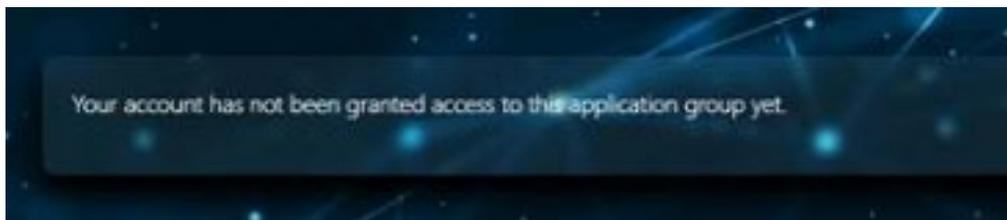
Common Errors preventing granting access

- **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.
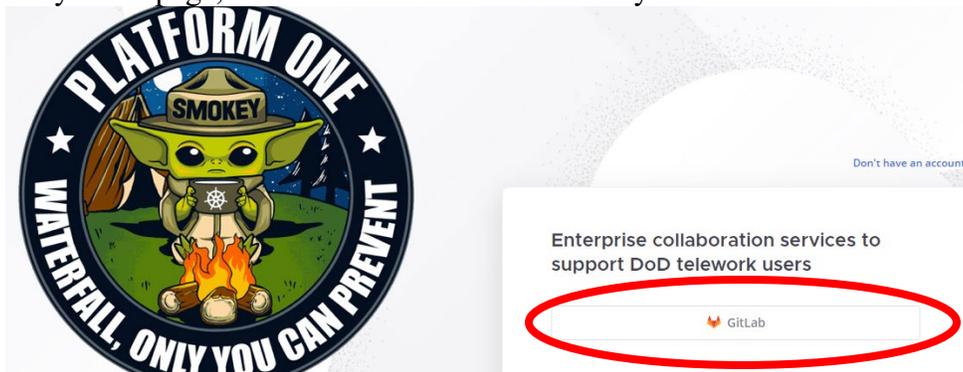
3. Choose your CAC certificate.

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