



CHANGE COMING:

# MICROSOFT AUTHENTICATOR PASSKEY

Beginning **January 10**, users will need Microsoft Authenticator Passkey and Common Access Card (CAC) to access Flank Speed on a non-government issued device.



**CLICK HERE TO  
GET STARTED**

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## Do I need to use Microsoft Authenticator Passkey?

What type of **device** do you use to access Flank Speed?

A **government issued device.**

A **personal or professional non-government issued device.**

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**No.** You do not need to use Microsoft Authenticator.

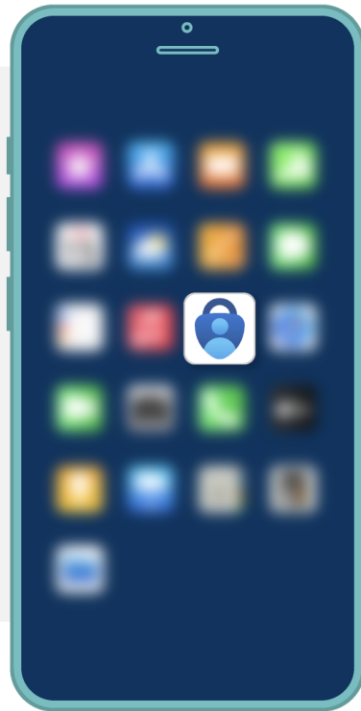
However, to access Flank Speed remotely on an NMCI device  
you must now use the **NMCI VPN**.

[Learn about NMCI VPN here](#)

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**Yes.** You need to use Microsoft Authenticator.



Do you have the **Microsoft Authenticator app** downloaded onto your mobile device?

Yes

No/Not Sure

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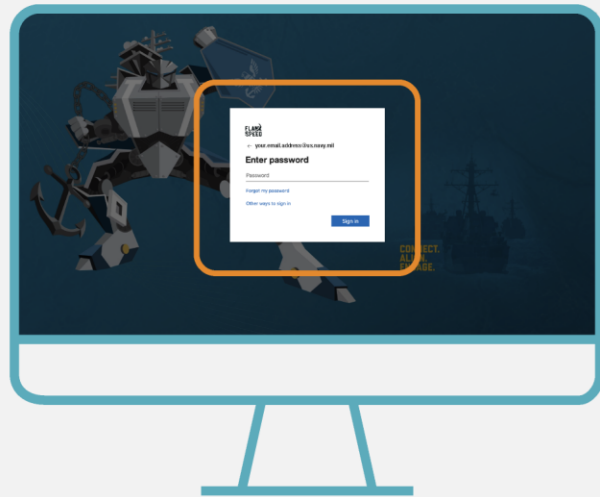


Open the Microsoft Authenticator App. Do you see your **Flank Speed email address** as pictured here?

Yes

No/Not Sure

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## Have you used your Flank Speed password in the past 30 days?

! This is **not the same** as logging in with your CAC pin or Physical Security Key. This password contains letters AND numbers.

Yes

No/Not Sure

# FLOW 1

(MICROSOFT AUTHENTICATOR IS  
ALREADY SET UP)

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Great! Let's make sure you're ready to set up your passkey.



*I have a **mobile device** (iPhone/iPad/ Android) that's accessible and connected to the internet.*

Next



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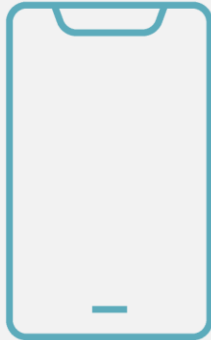
*My mobile device is at least **iOS/iPadOS 18+**  
or **Android 14+**.*

**Next**

[Go Back](#)



## You're ready to set up a passkey!



Follow [these instructions](#) to set-up passkey.

I've completed this step.

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You've completed the set up process.  
Let's try logging into Flank Speed with your passkey.

✓ Follow [these instructions](#). Are you able to log in?

**YES.** It worked!

**NO.** Something's wrong.

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**Congratulations!**  
No further action is needed.

Beginning **January 10th**, you will need your **passkey** **AND** your **common access card (CAC)** to log into Flank Speed.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

# FLOW 2

(MICROSOFT AUTHENTICATOR IS NOT SET  
UP)

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That's ok. We'll help you set this up.  
Let's make sure you're ready to begin the set up process.



***My non-government issued computer is  
accessible and connected to the internet.***

**Next**

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*I also have a **mobile device** (iPhone/iPad/Android) that's accessible and connected to the internet.*

Next



[< Go Back](#)



*My mobile device is at least **iOS/iPadOS 18+**  
or **Android 14+**.*

**Next**

[< Go Back](#)



*I have my **common access card (CAC)** and  
a CAC reader available.*

**Next**

[< Go Back](#)



*Both my computer and mobile device have  
**Bluetooth** turned on.*

Yes

No

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Great! Let's get started.  
**What type of mobile device do you have?**



Nautilus-Managed  
Government-Furnished  
Mobile Device



Personal  
iPhone/iPad



Personal  
Android

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## Where do you need help enabling Bluetooth?



### On my computer

 [Enable Bluetooth](#) on Windows 11

 [Enable Bluetooth](#) on Windows 10

 [Enable Bluetooth](#) on Mac



### On my mobile device

 [Enable Bluetooth](#) on iPhone/iPad

 [Enable Bluetooth](#) on Android

## Were you able to resolve the issue?

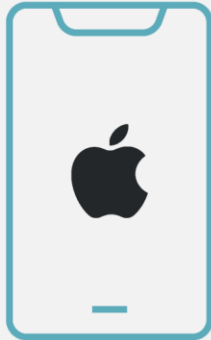
**YES.** It worked!

**NO.** Something's wrong.

< Go Back



First, let's get Microsoft Authenticator set up  
on your **personal iPhone/iPad**.



- ✓ Download the Microsoft Authenticator app onto your iPhone/iPad from the App Store.
- ✓ Check that Microsoft Authenticator is the [default method for setting a Passkey](#).

I've completed these steps.

< Go Back



First, let's get Microsoft Authenticator set up on your  
**personal Android.**



- ✓ Download the Microsoft Authenticator app onto your Android device from the Google Play.
- ✓ Check that Microsoft Authenticator is the [default method for setting a Passkey.](#)

I've completed these steps.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)



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## What type of computer do you use to access Flank Speed?



Windows 10



Windows 11



Mac

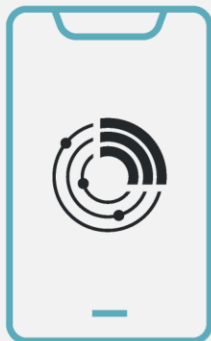
# FLOW 3

NAUTILUS MANAGED GFE'S

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Let's create a passkey using your  
**government-furnished mobile device.**



Follow [these instructions](#) to set up passkey.

I've completed this step.

Something's not working.

[< Go Back](#)



## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

< Go Back



You've completed the set up process.  
Let's try logging into Flank Speed with your passkey.

✓ Follow [these instructions](#). Are you able to log in?

**YES.** It worked!

**NO.** Something's wrong.

[Go Back](#)



**Congratulations!**  
No further action is needed.

Beginning **January 10th**, you will need your **passkey** **AND** your **common access card (CAC)** to log into Flank Speed.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

# FLOW 4

(PERSONAL MOBILE DEVICE + WINDOWS  
10)



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Next, let's set up Microsoft Authenticator with your  
**Windows 10** computer.

Step 1/4



Do you have the **remote desktop app** installed and configured on your computer?

Yes

No/Not Sure

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Ok. Let's set up the **remote desktop app** on your computer.



✓ Follow [these instructions](#) to set up the remote desktop app.

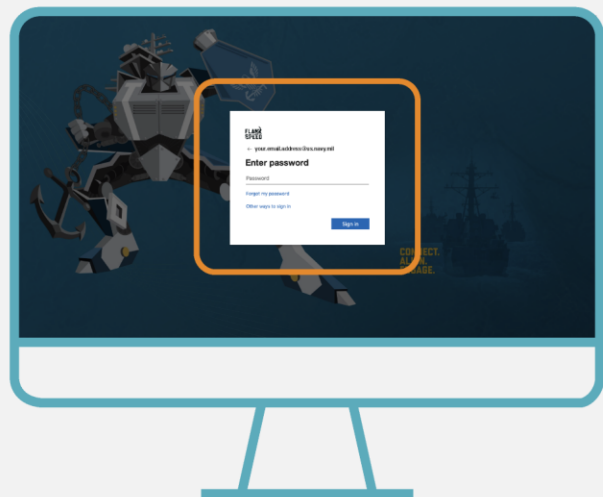
I've completed this step.

Something's not working.

< Go Back

## Set up Microsoft Authenticator with Windows 10 cont.

Step 2/4



Have you used your Flank Speed **password** in the last 30 days?

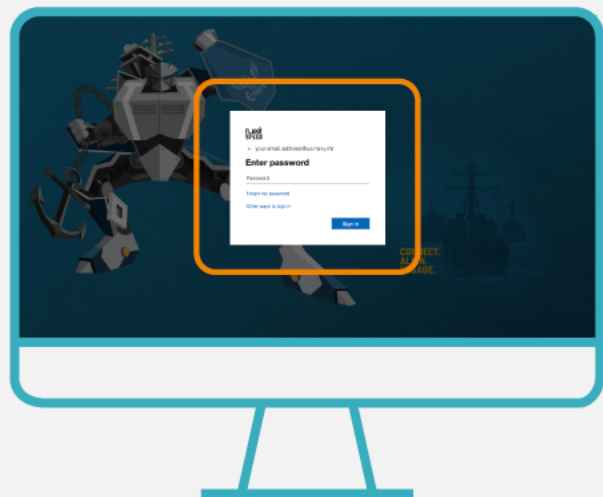
! This is **not the same** as logging in with your CAC pin or Physical Security Key. This password contains letters AND numbers.

Yes

No/Not Sure

[Go Back](#)

# Ok. Let's reset your Flank Speed **password**.



✓ Follow [these instructions](#) to create/reset your password.

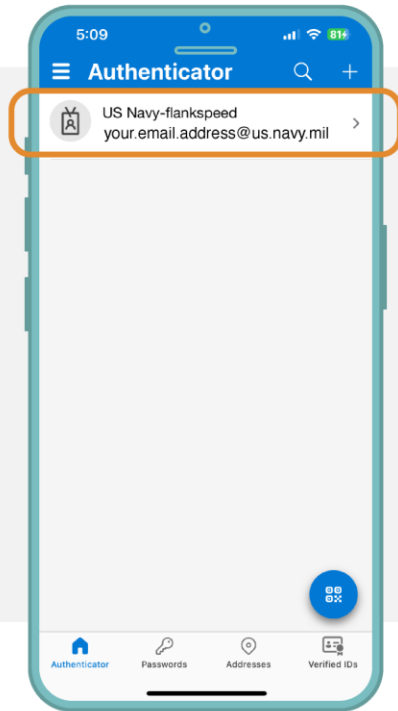
**I've completed this step.**

**Something's not working.**

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## Set up Microsoft Authenticator with Windows 10 cont.

Step 3/4



Open the Microsoft Authenticator App. Do you see your **Flank Speed email address** as pictured here?

Yes

No/Not Sure

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Ok. Let's connect your **Flank Speed account**.



- ✔ Follow [these instructions](#) to connect Microsoft Authenticator with your Flank Speed account.

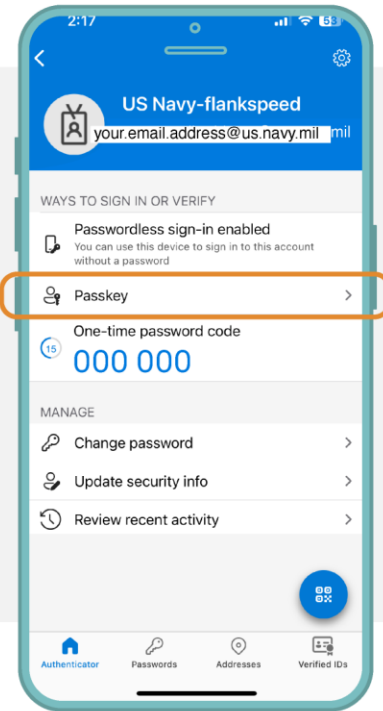
**I've completed this step.**

**Something's not working.**

< Go Back

## Set up Microsoft Authenticator with Windows 10 cont.

Step 4/4



✔ Great! Let's create a passkey using your mobile device.

I've completed this step.

Something's not working.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)



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You've completed the set up process.  
Let's try logging into Flank Speed with your passkey.

✓ Follow [these instructions](#). Are you able to log in?

**YES.** It worked!

**NO.** Something's wrong.

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**Congratulations!**  
No further action is needed.

Beginning **January 10th**, you will need your **passkey** **AND** your **common access card (CAC)** to log into Flank Speed.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

# FLOW 5

(PERSONAL MOBILE DEVICE + WINDOWS 11)

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Next, let's set up a passkey with your **Windows 11** computer and mobile device.



Check that you've downloaded the [remote desktop app](#).



Set-up your passkey.



[Follow these instructions](#) if you downloaded Microsoft Authenticator to your **iPhone/iPad**.



[Follow these instructions](#) if you downloaded Microsoft Authenticator to your **Android**.

I've completed these steps.

Something's not working.

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You've completed the set up process.  
Let's try logging into Flank Speed with your passkey.

✓ Follow [these instructions](#). Are you able to log in?

**YES.** It worked!

**NO.** Something's wrong.

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**Congratulations!**  
No further action is needed.

Beginning **January 10th**, you will need your **passkey** **AND** your **common access card (CAC)** to log into Flank Speed.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)



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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

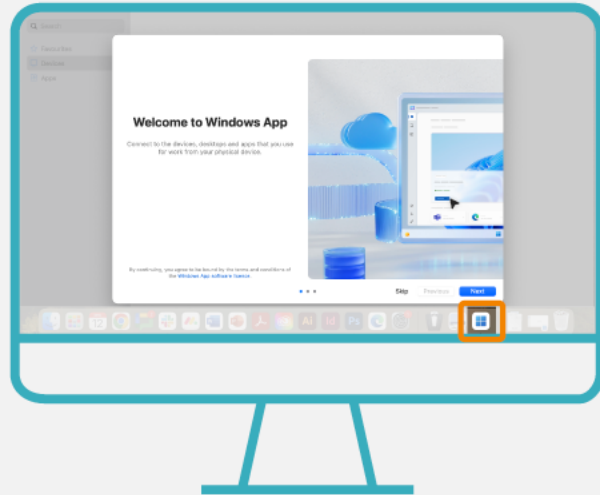
# FLOW 6

(PERSONAL MOBILE DEVICE + MAC)

< Go Back

Next, let's set-up Microsoft Authenticator with  
your **Mac** computer.

Step 1/4



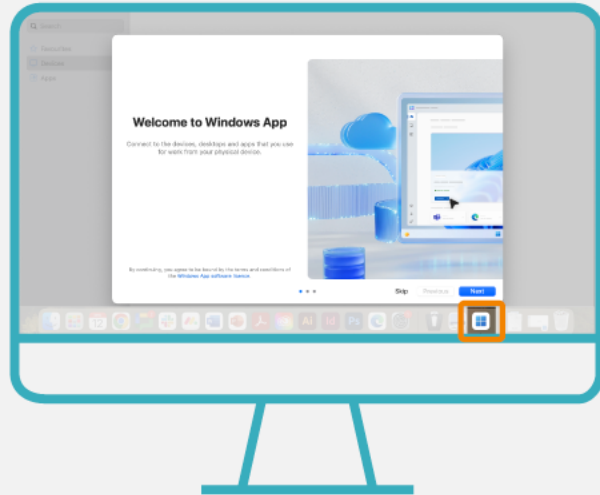
Do you have the **Windows app** installed  
and configured on your computer?

Yes

No/Not Sure

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Ok. Let's set up the **Windows app** on your computer.



✓ Follow [these instructions](#) to set up the Windows app.

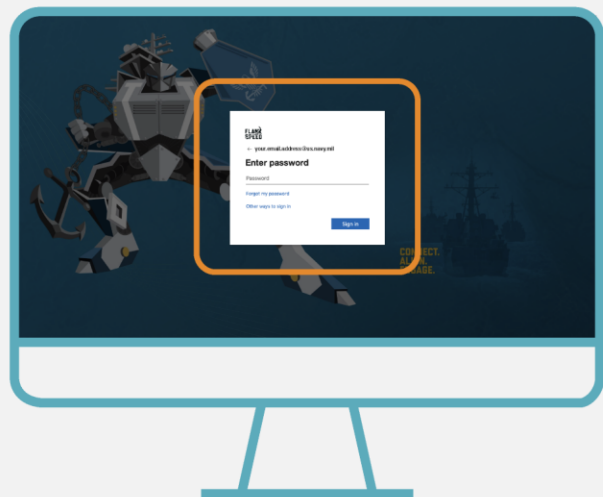
I've completed this step.

Something's not working.

< Go Back

## Set up Microsoft Authenticator with **Mac** cont.

Step 2/4



Have you used your Flank Speed **password** in the last 30 days?

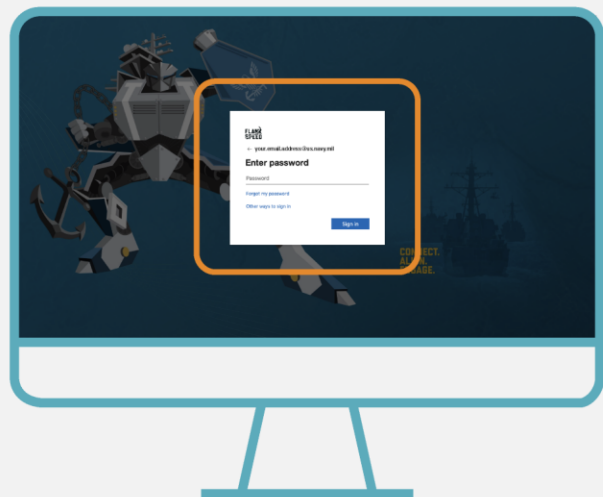
! This is **not the same** as logging in with your CAC pin or Physical Security Key. This password contains letters AND numbers.

Yes

No/Not Sure

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Ok. Let's reset your Flank Speed **password**.



✓ Follow [these instructions](#) to create/reset your password.

I've completed this step.

Something's not working.

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## Set up Microsoft Authenticator with **Mac** cont.

Step 3/4



Open the Microsoft Authenticator App. Do you see your **Flank Speed email address** as pictured here?

Yes

No/Not Sure

[< Go Back](#)

Ok. Let's connect **your Flank Speed account.**



- ✔ Follow [these instructions](#) to connect Microsoft Authenticator with your Flank Speed account.

**I've completed this step.**

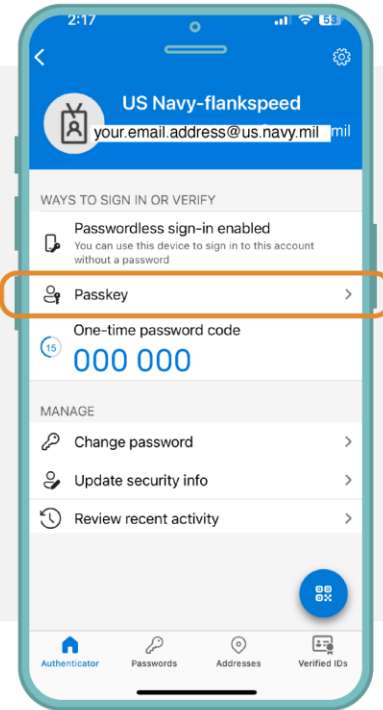
**Something's not working.**



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## Set up Microsoft Authenticator with Mac cont.

Step 4/4



✔ Great! Let's create a passkey using your mobile device.

I've completed this step.

Something's not working.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

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You've completed the set up process.  
Let's try logging into Flank Speed with your passkey.

✓ Follow [these instructions](#). Are you able to log in?

**YES.** It worked!

**NO.** Something's wrong.

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**Congratulations!**  
No further action is needed.

Beginning **January 10th**, you will need your **passkey AND** your **common access card (CAC)** to log into Flank Speed.

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## **We can help!**

Please anticipate longer wait times due to an increase in ticket volume.

[Submit a service ticket to NESD.](#)

# NEW

JAN 10<sup>th</sup> additions

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## Do I need to use Microsoft Authenticator Passkey?

Do you access Flank Speed via **Nautilus Virtual Desktop (NVD)**?

**Yes**

**No. I access Flank Speed  
via internet browser.**

[Go Back](#)



**No.** You do not need to use Microsoft Authenticator.



Only your **Common Access Card (CAC)** and **PIN** are required to access Flank Speed via NVD.

However, you will need to use Microsoft Authenticator should you access Flank Speed **via an internet browser** after January 10th.