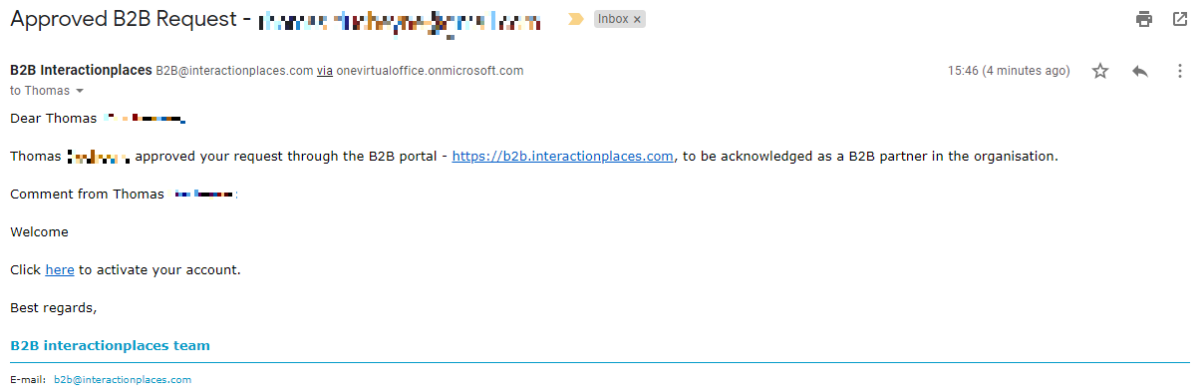


Frequently Asked Questions for Externals AppSecurity

How can I log in to my application with the new platform – AppSecurity?

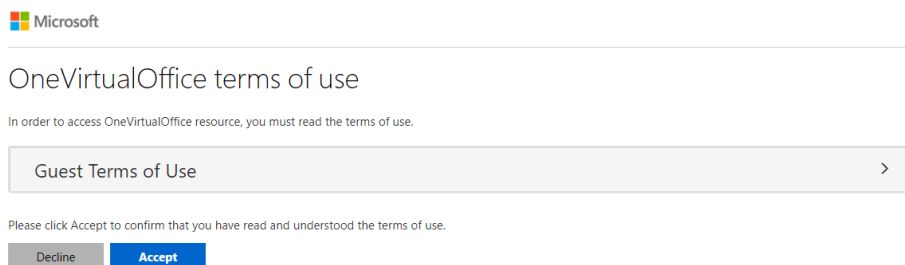
You'll receive an email asking you to activate your account.
The email will look like below:



Please note that there might be slight differences in the text.

- 1. Go to your mailbox and find the invitation email**
- 2. In the invitation email, activate your account by clicking the 'here' hyperlink mentioned in the email**
- 3. Follow the instructions in the browser**
Enter your own work email address and password. It might be that you must choose a new password in case you don't have a Microsoft account. For detailed instructions check the following manual: **"First time account set up"**

You also must to accept the terms of use. It can look like following:



My username and password are not working on the new environment

Your old username and password will not work. With this environment, you can simply log in with your current work email address.

Frequently Asked Questions for Externals

I did not receive the invitation link. What should I do?

Check your spam/junk folder. If you cannot find it there, please contact your local administrator and ask them to resend invitation link.

I have the requirement to resend the invitation to the user?

User administration is generally performed by the application teams who have applications registered in AppSecurity, As such, please contact the application team who has permissions to resend the invitation to the user. Where unsure, contact the application owner who can advise which team is managing user administration for their application.

How does the invitation link look like?

The invitation starts with [https://invitations.microsoft.com/...](https://invitations.microsoft.com/) This is the official link how you can complete your registration for AppSecurity.

How can I reset password?

In case you are facing issues accessing your account, click Can't access your account in the login screen. If you don't see this option, click [here](#). This way you see how you can reset your password. For some organizations, users can reset their password themselves, for other they might need to contact their IT department.



Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

I get an error

You might get an error that might look like below. Contact the local administrator of your customer center.



DistributorWanT

Lo sentimos, tenemos problemas para iniciar su sesión.

AADSTS50177: User account 'info@pneumaticaleo.com' from identity provider 'live.com' does not exist in tenant 'OneVirtualOffice' and cannot access the application '97d24ff9-cbf8-409a-83ad-848aef560888'(DistributorWanT) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.