milSuite Login Guide - Global Federated User Directory Edition

Purpose

milSuite recently changed its login process to use the DoD's Global Directory, also known as the Global Federated User Directory or GFUD. For those users who have accounts on a Microsoft 365 / Teams tenant such as the DoD's DoD365, Army's A365, or the Navy's Flank Speed, the login experience will be very familiar. For those who don't actively participate in one of those tenants, or who do not have an account on any of these tenants, this guide will assist in determining the correct login credentials you should use and walk you through the process.

All Users

The first step for logging in to milSuite is to head to https://www.milsuite.mil. Before going on into milSuite, you will see the milSuite Login page. Click the "I Agree" button to start the login process.

What you see next will depend on your specific situation, as described on the following pages.

Users with Tenant Account

Users not on M365 Tenant (or don't know which email to use to login)
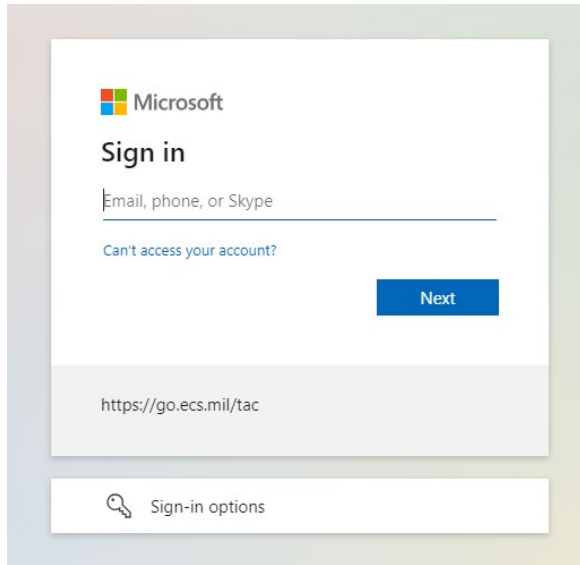
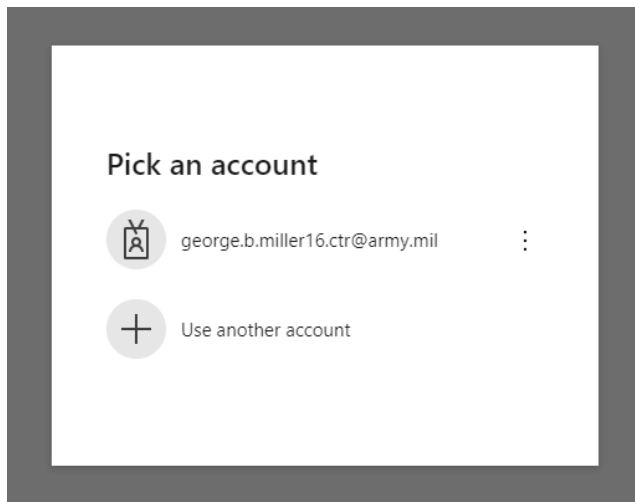Note for first time log in

Account issue in GFUD

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Users with Tenant Account

If you have an account on one of the many M365 Tenants in the DoD, you are familiar with the process you will see when logging in to milSuite. Depending on when you last logged in to your M365 / Teams Tenant, you should see one of the following options after clicking the "I Agree" button on the milSuite login page.

Cached login credentials:

Enter or select your tenant email address and continue through the process as you normally do when logging in to your M365 / Teams Tenant.

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Users not on M365 Tenant (or don't know which email to use to login)

Not everyone in the DoD has an account on one of the M365 / Teams tenants, and not everyone who does have an account on one of the tenants knows what email address is associated with that account. You will see a similar "Sign In" screen to what users with a tenant account will see, the following steps will help you determine the email address you should use when logging in to milSuite.

1. Go to the GFUD Self-Service Portal (https://portal.apps.deas.mil/) and login with your CAC (no email address required)
2. Go to the My Self-Service -> Account Profile page
3. If the Current Tenant field lists a tenant name, then use the "Tenant Login Name" as the email address on the Sign in screen.

4. If the Current Tenant field does not list a tenant name, and the "Tenant Login Name" is blank, go to the My Self-Service -> Account Info page
5. From this page, combine the values of the "Persona User Name" and the "Tenant Email Domain" fields and use that combination as the email address on the Sign in screen.
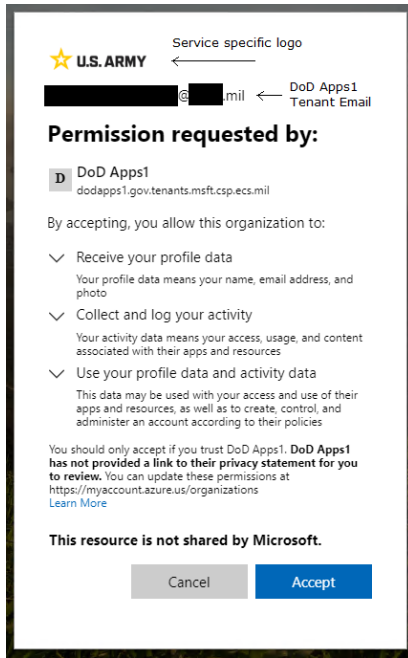
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Note for first time log in

If this is your first time logging in to milSuite using the GFUD process, you will see a "Permission requested by: DoD Apps1" message. Click the "Accept" button to grant the requested permissions.

Example of message:

Upon accepting the request users may see a one-time error. If you see the below error, close the browser and go back to https://www.milsuite.mil to login.

Example of one-time error:
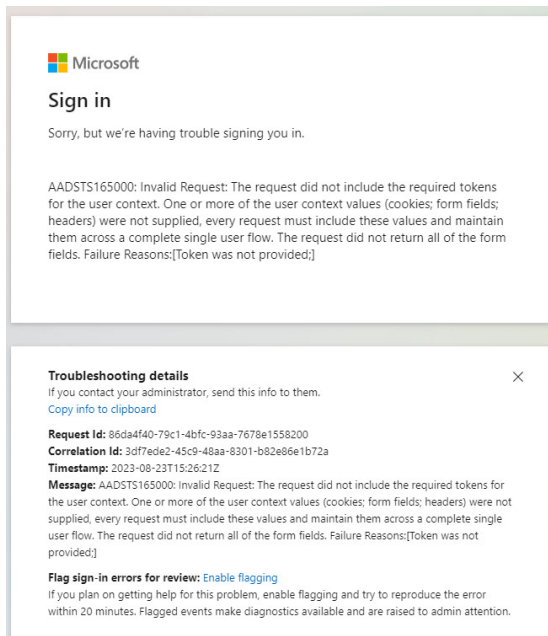
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The above error will only appear once and upon returning to milSuite you will be able to login. If a user has accepted this disclaimer at some point prior to logging into milSuite they will not see the above disclaimer.

If a user does not see the above disclaimer and a "does not exist in tenant" account error the following issues could be the cause:

Example of Account Error:
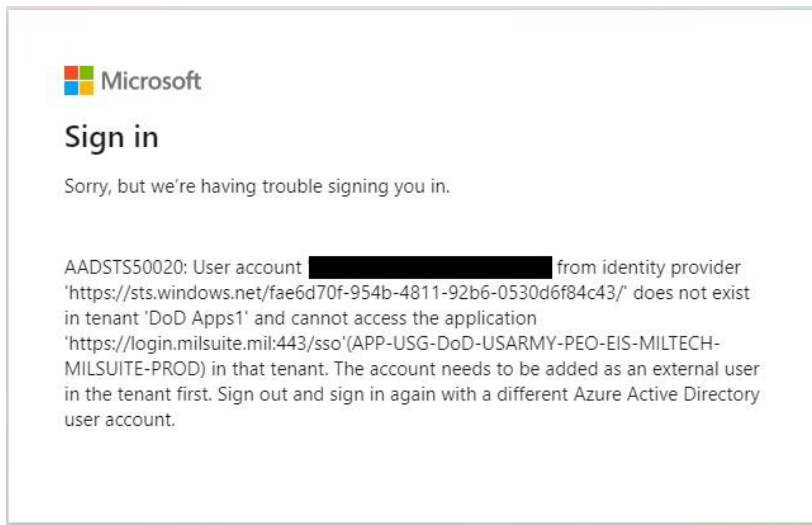
Permission disclaimer blocked by Pop-Up Blocker

One potential cause of not seeing the Permission Disclaimer is a local pop-up blocker on the user's machine. Many installations / locations block pop-ups and require exceptions to be added for official pop-ups. If you suspect that may be the case check your favorite browser's pop-up exceptions.

Example of Pop-up Exceptions in the Chrome Browser:
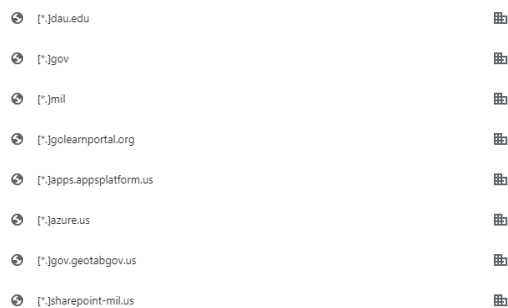
Here are some popular browser pop-up exception pages:

Google Chrome | Microsoft Edge | Mozilla Firefox

*Browser must be open to use the above links

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Account issue in GFUD

Finally, there could be an issue with your account in GFUD. The best way to determine that is to go to the GFUD Self-Service Portal (https://portal.apps.deas.mil/) and login with your CAC (no email address required). Follow the instructions in the "Users not on M365 Tenant (or don't know which email to use to login)" above to verify your information looks correct.

If there is an issue with your account information, i.e. wrong email address, wrong persona information, etc. click the Contact Enterprise Service Desk to find your service specific support desk and submit a ticket to fix your account in the DoD Apps1 Tenant.
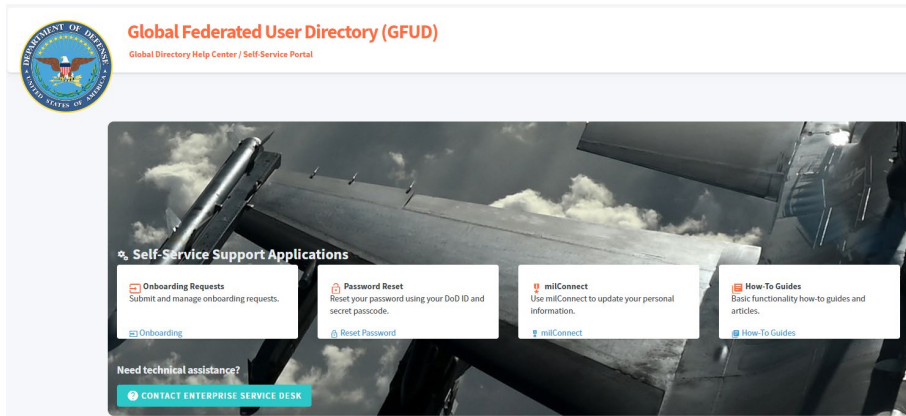
For any login issues not reflected in the above GFUD Edition please visit the milSuite Help and Support page for more information.