

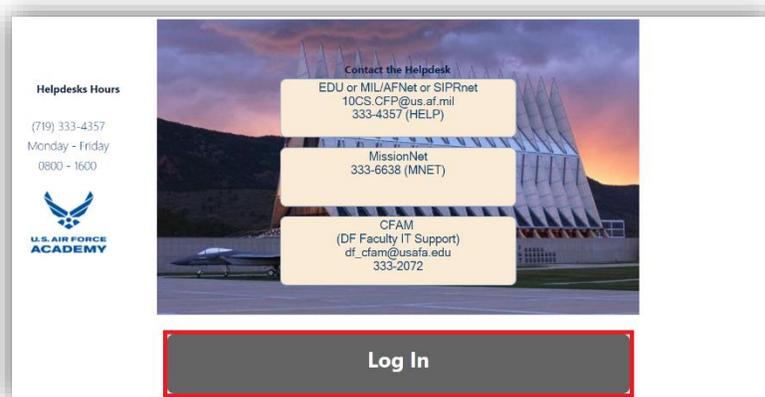
# New Account Request

## Prerequisite(s):

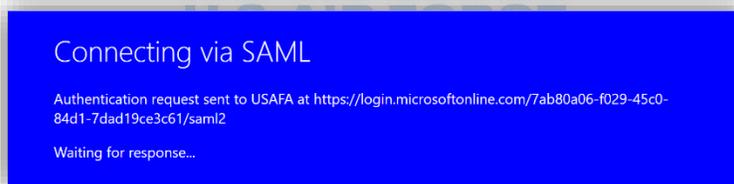
- You must have a POC with a M365 Account already Established to Submit on your behalf.
  - If you/POC do not have an M365 Account Established you can also submit for an account via E-Mail (O-10 Form Filled/Signed Attached) to [Cherwell@afacademy.af.edu](mailto:Cherwell@afacademy.af.edu) or refer to Pg. 5 for further assistance.

## Submitting a Ticket(s) for M365 Account:

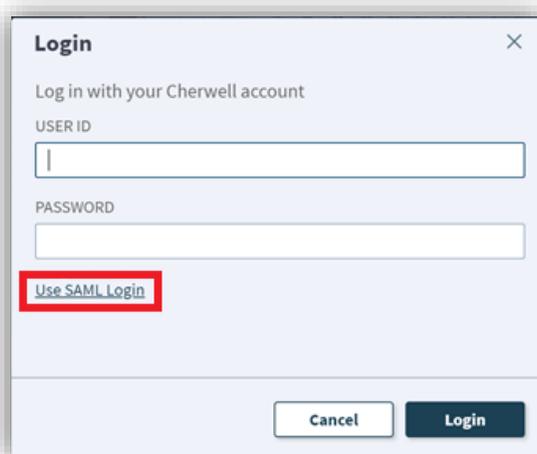
- Navigate to our Cherwell Portal - [Cherwell Portal](#).



- Select “Log In”.
- You should see a Quick Prompt of “Connecting via SAML”.



- Note: If “Connecting via SAML” doesn’t automatically populate and you get a different prompt, select “Use SAML Login”.



# New Account Request

- After the SAML Prompt you will be prompted for your @afacademy.af.edu Credentials.
  - Enter your @afacademy.af.edu E-Mail.
    - Select “Next”.
  - Enter your Password.
    - Select “Sign in”.

- After Selecting “Sign in”, A “Stay Signed In?” Will Prompt.
  - Yes – Your Password will Cache and will be Prompted Less when Signing-In.
  - No – Every time you attempt to Sign-In, you will be Prompted to Enter your Password.
- Don't Show This Again – Once a “Yes” or “No” Selection is made, you are able to Check this box, so it Caches your “Yes” or “No” Selection.
- After Selection or Lack Of, Select “Yes” or “No”.

# New Account Request

- Once the Cherwell Landing Page Populates, select “New User” or “Create a New Ticket”.

**Welcome to the USAFA NOSC Helpdesk**

For Assistance Please Use the Following

- Account Lockout
- Password Reset
- New User**
- Hardware Assistance
- Software Assistance
- Forms & Documents
- HELP Create a New Ticket**

| Noti... | Status | Title               | Details            | Notifica...       | Nt... |
|---------|--------|---------------------|--------------------|-------------------|-------|
| 1027    | Active | Request Form ...    | Repository: htt... | 11/9/2020 3:35... | 12/3  |
| 1036    | Active | Form O-10           | Please Copy & ...  | 8/10/2021 12:0... | 12/3  |
| 1039    | Active | Changing Your ...   | Plea Copy & P...   | 8/18/2021 12:0... | 12/3  |
| 1042    | Active | Initial M365 Lo...  | Please Copy & ...  | 8/18/2021 12:1... | 12/3  |
| 1045    | Active | Teams Initial In... | Please Copy & ...  | 8/18/2021 1:17... | 12/3  |

**My Tickets**

[Open](#) Recently Closed Any ▾

- Select “Account Management”.

Service Catalog

SEARCH:

**Account Management**  
This service is for any account related requests

**Cell Phone - Gov Issued**  
Government Issued Cell Phone Service

**Shared Drive**  
Shared Drives add/modify/delete

- Select “Office 365”.

**Account Management**

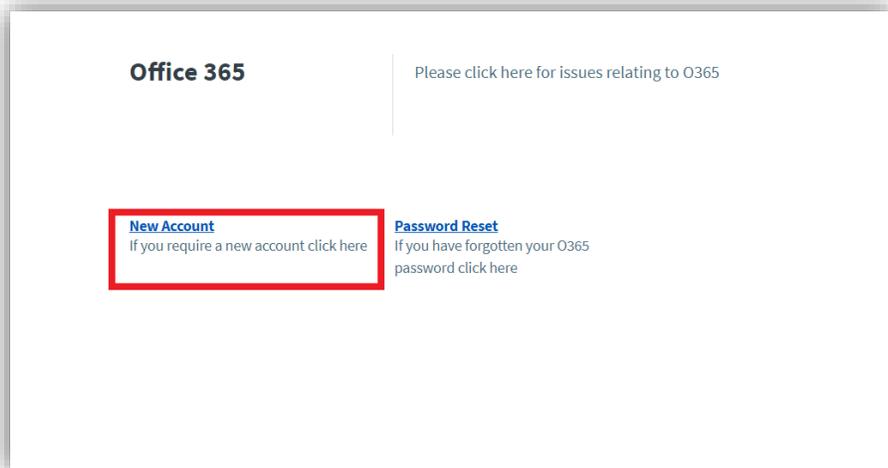
This service is for any account related requests

**Office 365**

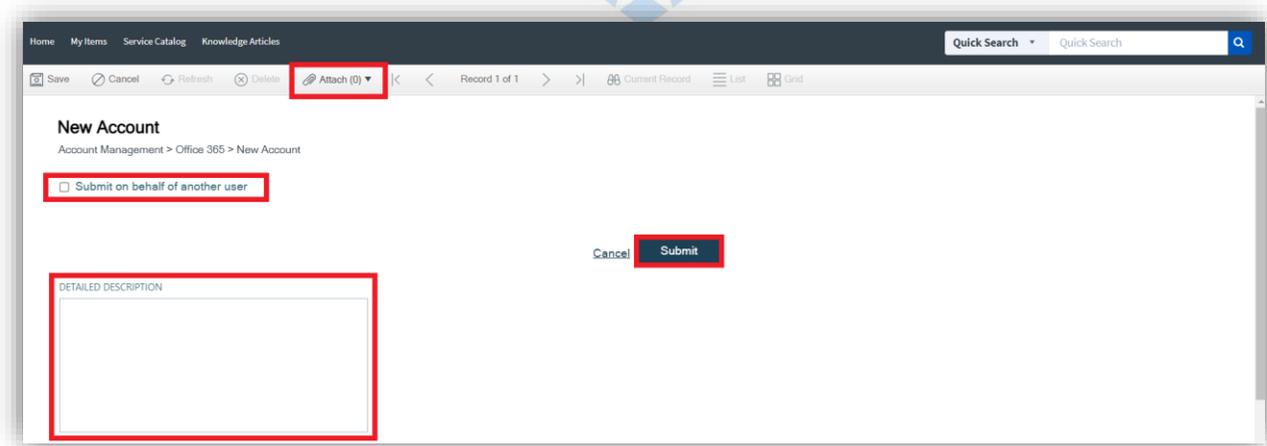
Please click here for issues relating to O365

# New Account Request

- Select “New Account”.



- Make sure the O-10 Forms Attached (Filled and Signed).
- Check the Box “Submit on behalf of another user” if you are submitting the ticket for another personnel.
- Fill in the “DETAILED DESCRIPTION” Box if more information is needed aside from just the Account Creation.
- Select “Submit” when you are ready to Submit.



# New Account Request

## Contact Us:

- Email: [USAFA.Mission.Net@afacademy.af.edu](mailto:USAFA.Mission.Net@afacademy.af.edu).
- Phone: (719) 333-6638.
- O365 Teams: USAFA Mission Network (Join with Code: wjt4i3y).
- O365 SharePoint: Search for "USAFA Mission Network", then filter on Sites.
- MissionNet Office: Fairchild 2H17.



**U.S. AIR FORCE  
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