



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 18-06: New Process to Access CalCloud

ISSUE DATE: November 2, 2018
ATTENTION: All CalCloud Tenants
ACTION REQUIRED: Acquire a soft token to access CalCloud environment by November 25, 2018
EFFECTIVE DATE: December 1, 2018

Overview:

CalCloud has created a new portal interface, which requires all CalCloud tenants to use a soft token to access their environments. With this new process, customers will have faster access to their Virtual Machines and console access through the CalCloud portal.

Reason for Change:

Beginning December 1, a Multi-Factor Authentication (MFA) token generated by SafeNet MobilePASS will grant access to the CalCloud environment and will replace the current MFA delivered by email.

Action Requested:

Before November 25, tenants must perform a one-time logon using SafeNet MobilePASS by taking the following actions:

1. All CalCloud tenants will log into the CalCloud portal at <http://CalCloud.ca.gov>.
2. Click on the Self-Enrollment MobilePASS Icon and follow the instructions for creating a new soft token.
3. Once complete, use the new URL (www.portal.calcloud.ca.gov) and generate a token with the MobilePASS for CalCloud access.

Due Date:

Tenants must complete the above tasks by November 25. If a tenant has not created a new token by the deadline, they will not have access to the CalCloud portal on December 1. If necessary, customers can open a Remedy Service Request for a CalCloud token any time after December 1.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.