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](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](http://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.