

AFN Connect

Trusted User Processes For Decoders

Table of Contents

Table of Contents	2
Overview	3
Browser Specific Issues	3
Initial Login	4
Activating a decoder	8
Deactivating a Decoder	12
Reactivate a Decoder	15
Lost or Forgotten Password	17
How Do I Change My Trusted User Information?	19
How Do I Get Help?	19
How Do I Suggest Features or Report Issues?.....	19

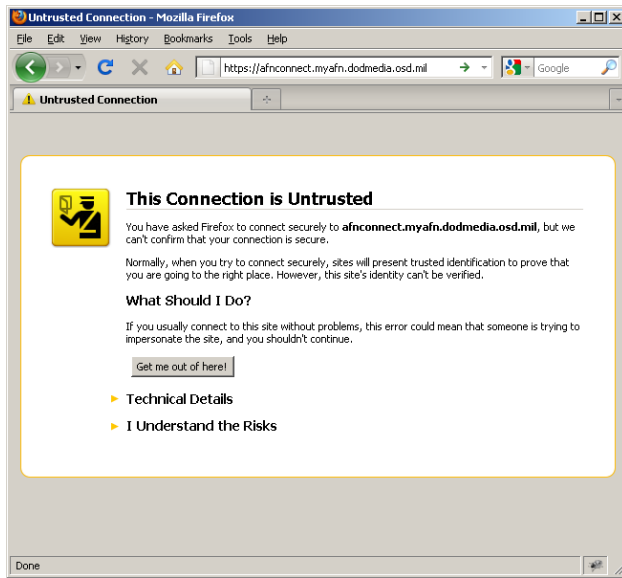
Overview

Effective 1 September 2011, the decoder functions serviced by PVConnect will be serviced by AFNConnect. These services are performed at the American Forces Network-Broadcast Center (AFN-BC). Personnel are available 24 hours a day, 365 days a year for decoder transactions and to answer questions.

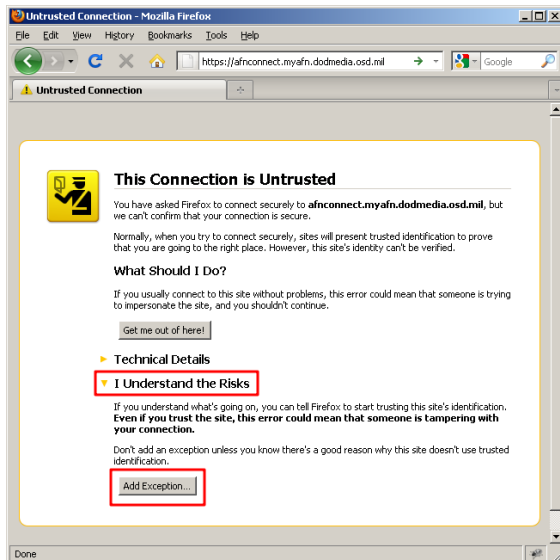
Requests will be handled within 24 hours of the AFN-BC receiving them.

Browser Specific Issues

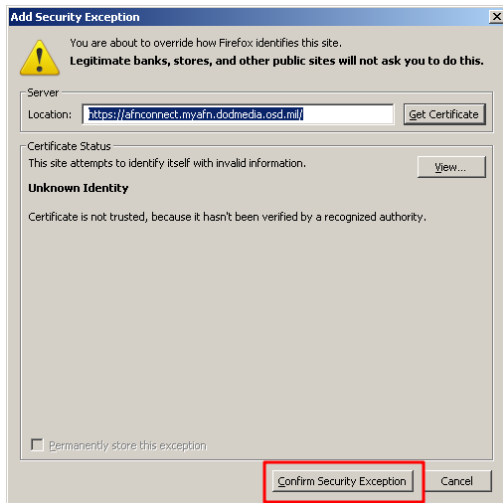
The AFNConnect system has been tested with all major browsers. Most major browsers accept Secure Socket Layer (SSL) certificates from the Department of Defense. However, FireFox displays an “Untrusted Connection” warning when entering the site.



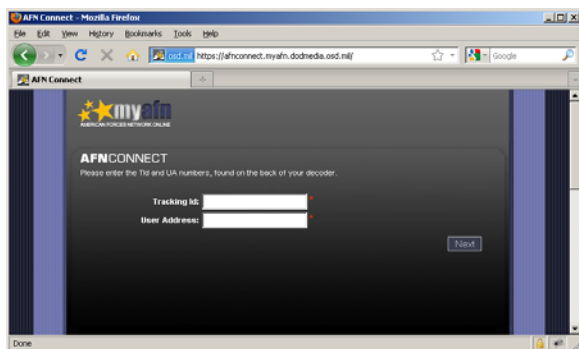
To get past this message, please click the *I Understand the Risks* link followed by the *Add Exception...* button.



An **Add Security Exception** dialog will appear – click the **Confirm Security Exception** button at the bottom.

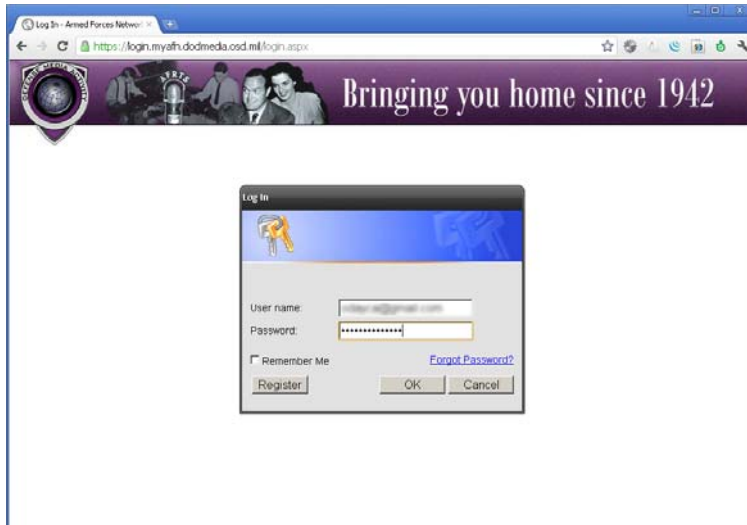


You will be directed to the entry page for AFNConnect after you have confirmed the Firefox security exception.

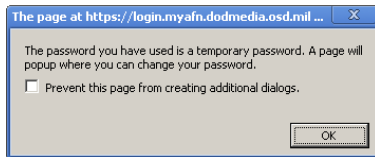


Initial Login

You will receive your Trusted User credentials by e-mail which includes your user name (e-mail address) and a temporary password. Before taking action on a decoder you must change your password. Navigate your web browser to <https://login.myafn.dodmedia.osd.mil/login.aspx> and enter your e-mail address and the password you received.





The system will tell you that the password you entered was temporary and needs to be changed.



When the OK button is clicked, the Account Information screen is displayed. Some of the information is already populated. Please fill in the rest of the required information which is indicated by a red asterisk (*). This screen will either open in a new window or in a new tab of the same browser session depending on your browser settings.

Account - Armed Forces Network - Defense Media Activity - U.S. Department of Defense - Google Chrome
https://account.myafn.dodmedia.osd.mil/Secure/AccountManagement.aspx?SSO=4E002AFESA79349F70EE9BB72CB6C8CD7FA1EE50884DB3CD091F8E1568FFCD32ECE



Account Management

Your e-mail address: *

Change password:

14-character minimum, case sensitive

- Must contain at least one lower case letter, one upper case letter, one digit and one special character
- Valid special characters are - !@#\$%^&+=

Retype password:

First name: *

Last name: *

Base affiliation:

Rank:

Company:

Position:

Street Address: *

City: *

Country:

State/Province: *

Postal Code: *

Commercial phone: *


Commercial fax:

DSN: *

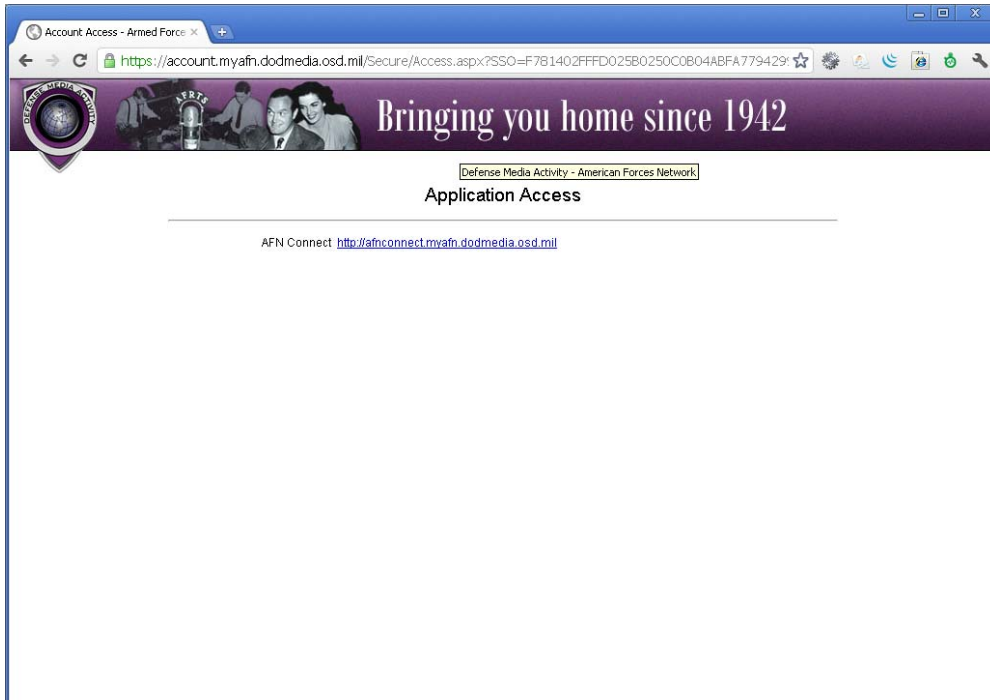
Fax DSN:

Mobile phone:

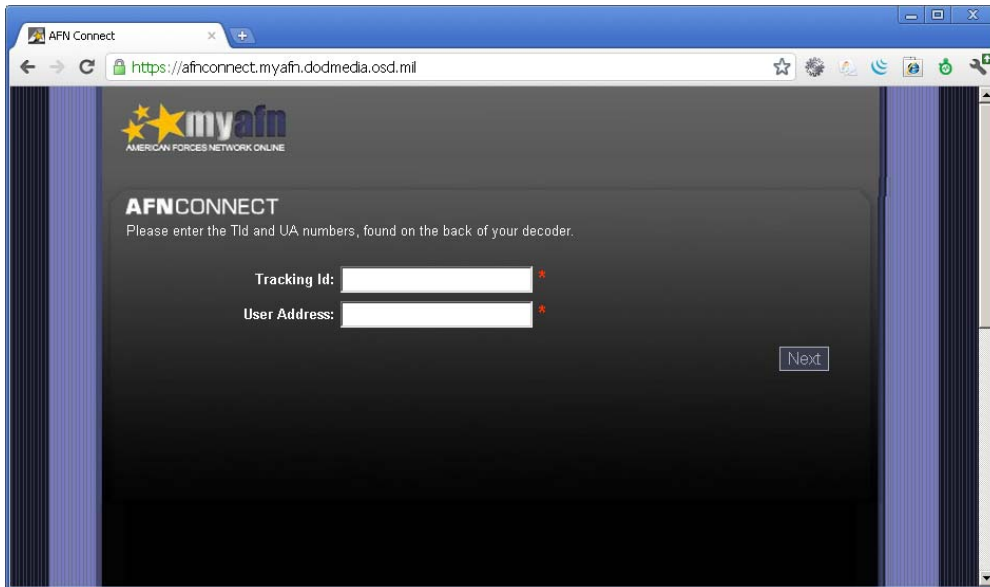
Retype the characters from the picture:



After your information has been submitted, please go back to the original browser window. The page will have redirect to the Application Access page.



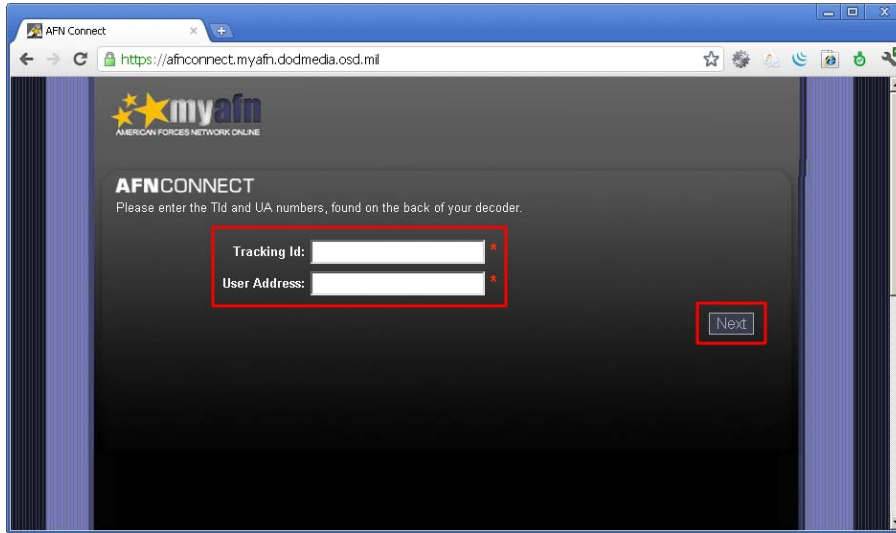
Clicking the AFN Connect link on the Application Access page will take you to the entry page.



Activating a decoder

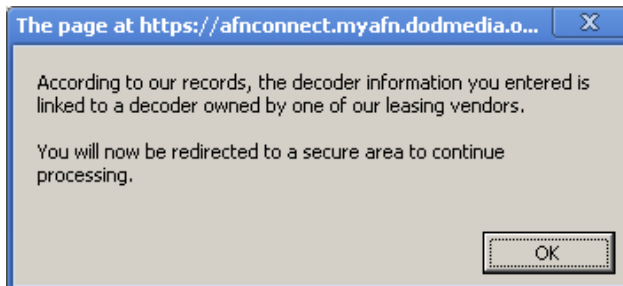
The Activate Decoder procedure takes place when a decoder has been *leased or issued to a new customer*. This process creates a new customer record in the AFNConnect database as well as request that the decoder be activated.

Navigate to the AFNConnect entry page either through the *Manage My Decoder* link on the myAFN.net home page or at <https://afnconnect.myafn.dodmedia.osd.mil>.

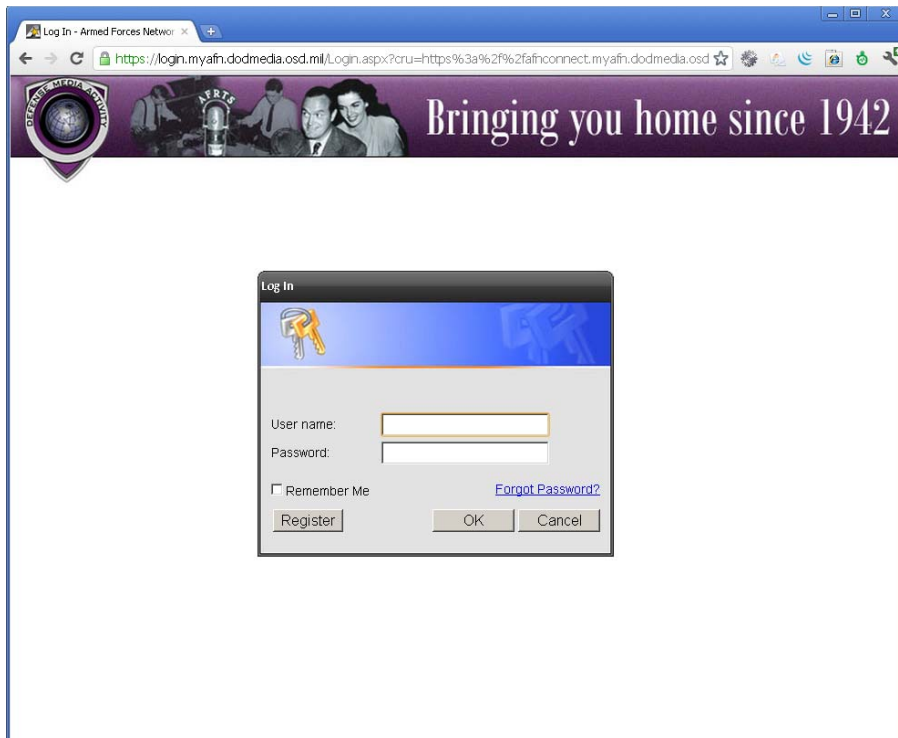


The screenshot shows a web browser window titled "AFN Connect" with the URL "https://afnconnect.myafn.dodmedia.osd.mil". The page features the "myafn" logo and the text "AFNCONNECT" and "Please enter the Tid and UA numbers, found on the back of your decoder." Below this, there are two input fields: "Tracking Id:" and "User Address:". A red box highlights these two fields. To the right of the fields is a "Next" button, also highlighted with a red box.

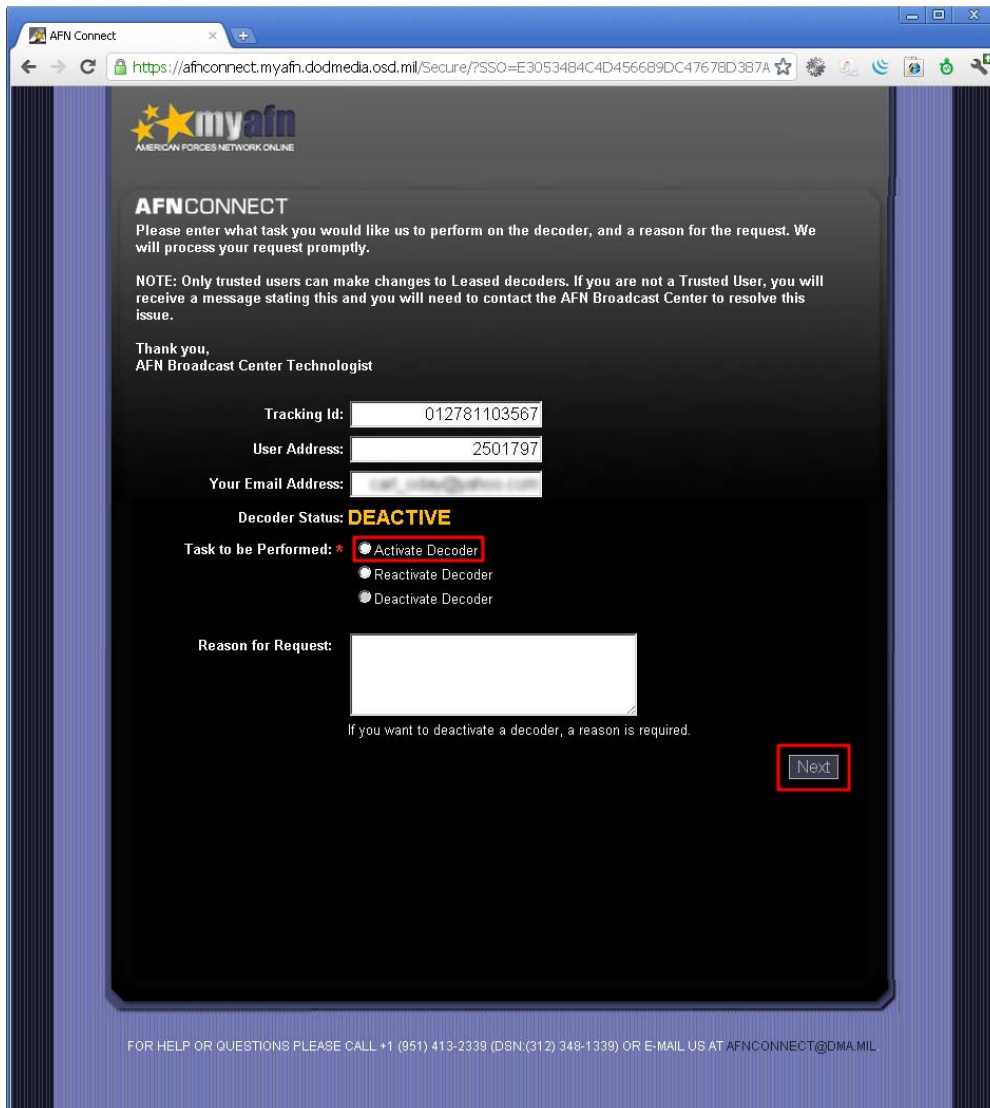
Enter the Tracking ID (TID) and User Address (UA) of the decoder to be activated. You will be prompted to log in. If the decoder is leased or issued, the system will notify you and take you to the Login page when you click **OK**.



The screenshot shows a dialog box titled "The page at https://afnconnect.myafn.dodmedia.o...". The text inside the dialog box reads: "According to our records, the decoder information you entered is linked to a decoder owned by one of our leasing vendors. You will now be redirected to a secure area to continue processing." At the bottom right of the dialog box is an "OK" button.



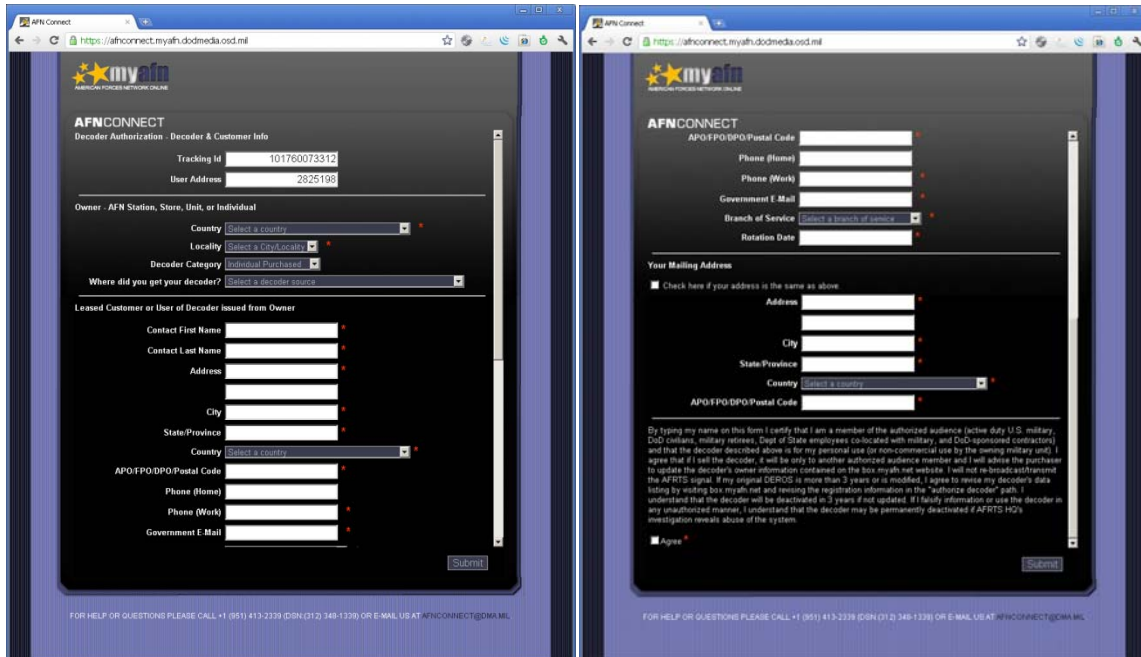
Enter your Trusted User credentials and click **OK**. You will be taken to the Trusted User landing page. If you have logged in recently your credentials may be cached and the login process will be skipped.



Each of the tasks has “Tool Tip” help describing their function.



Select the *Activate* radio button and click next. You will be taken to the customer information screen.



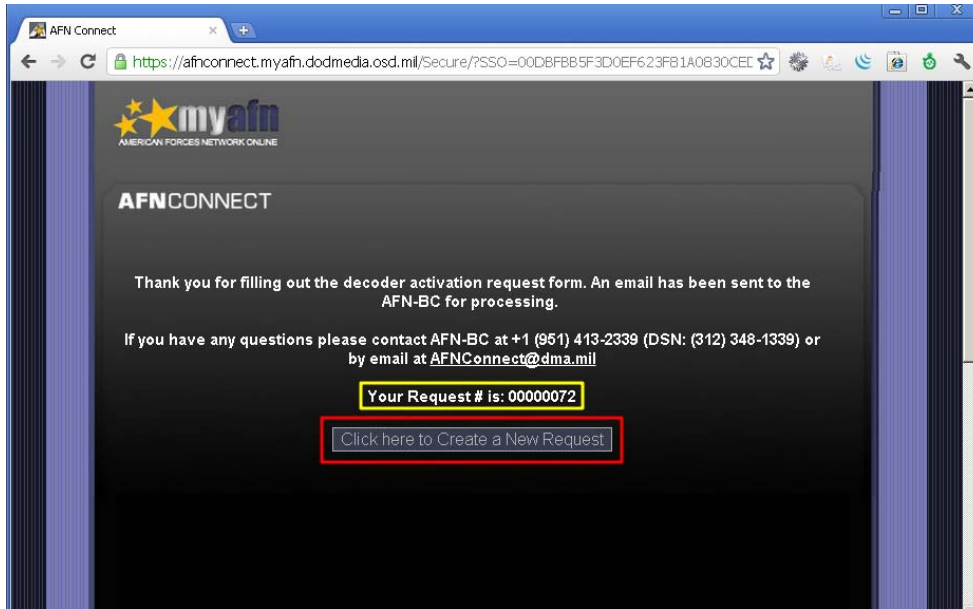
All fields marked with a red asterisk (*) are required. Many fields will display “Tool Tip” help when they are entered or clicked on. These pop-ups explain in more detail what information is required and any help specific to that data.



The **Locality** field will auto-filter based on the country selected. When entering the system as a Trusted User, the **Decoder Category** field will default to “Leased.”

A government e-mail address (.mil, @state.gov) is required for everyone who obtains a decoder except for DoD contractors and military retirees. The exceptions are DoD contractors and retired veterans that are eligible to receive AFN service. Before requests for these personnel will be processed a copy of their current military ID or CAC card needs to be scanned and e-mailed to decoders@dma.mil. Please advise decoder users to blank out their Social Security number if it is on their ID before they send it. If no e-mail is accessible, please fax a copy to +1 (951) 413-2410.

Click the **Submit** button when all of the viewer’s information has been entered. The page will redirect you to the Acknowledgment screen. When this screen appears an e-mail is sent notifying the AFN-BC that action needs to be taken on the decoder. The activation will take place within 24 hours. Both the Trusted User and the person receiving the decoder will receive an e-mail when the activation has been completed.

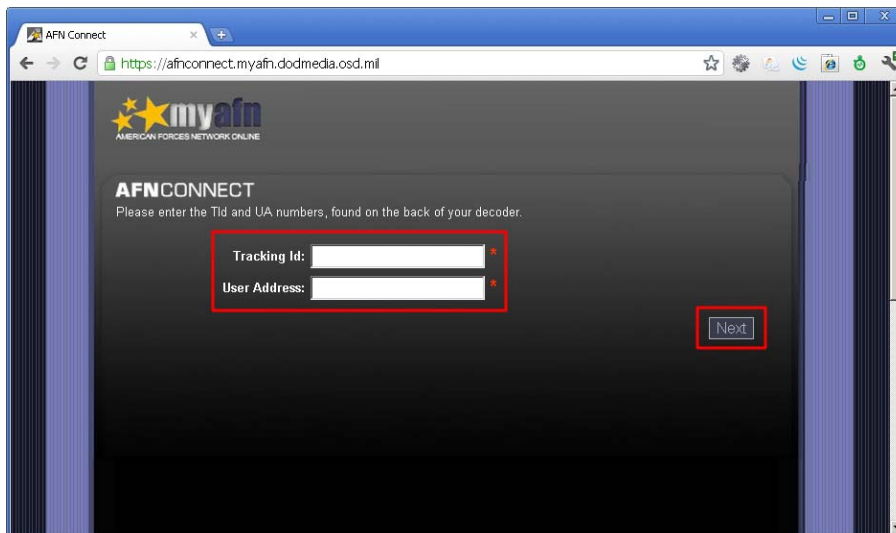


Your request number will be displayed on the Acknowledgement screen – in yellow above. Click the *Click here to Create a New Request* button to take action on another decoder.

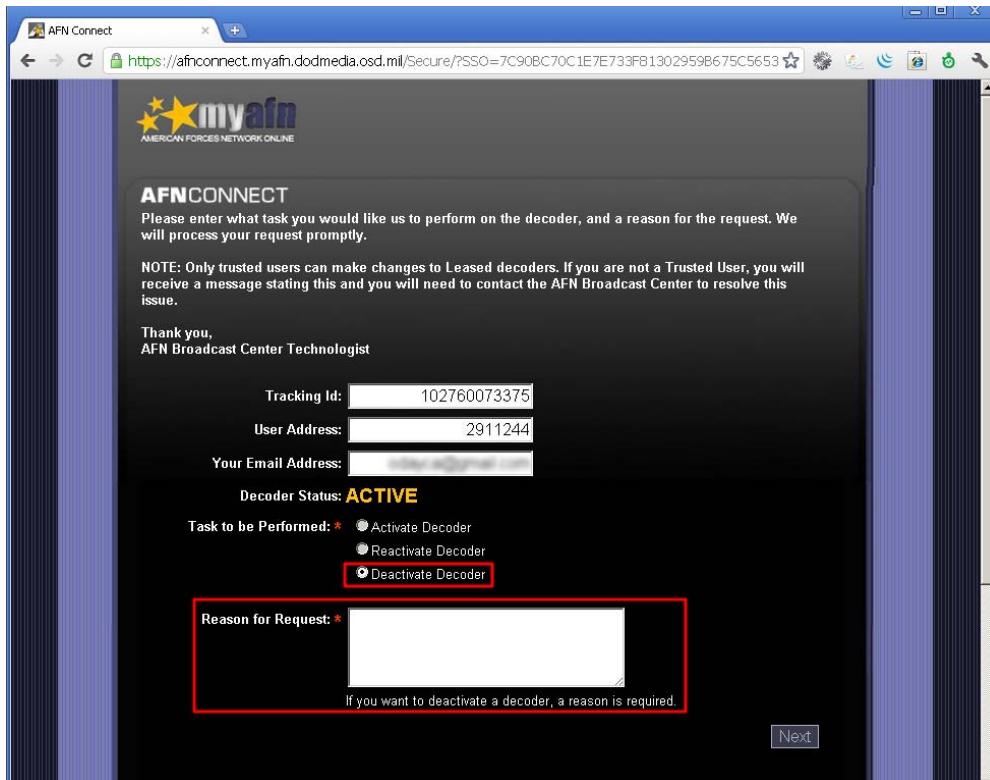
Deactivating a Decoder

The Deactivate Decoder procedure takes place when a decoder has been *Turned in to be re-leased, temporarily taken off-line due to lack of rental payment, turned in and is to be sold, or is taken out of service.*

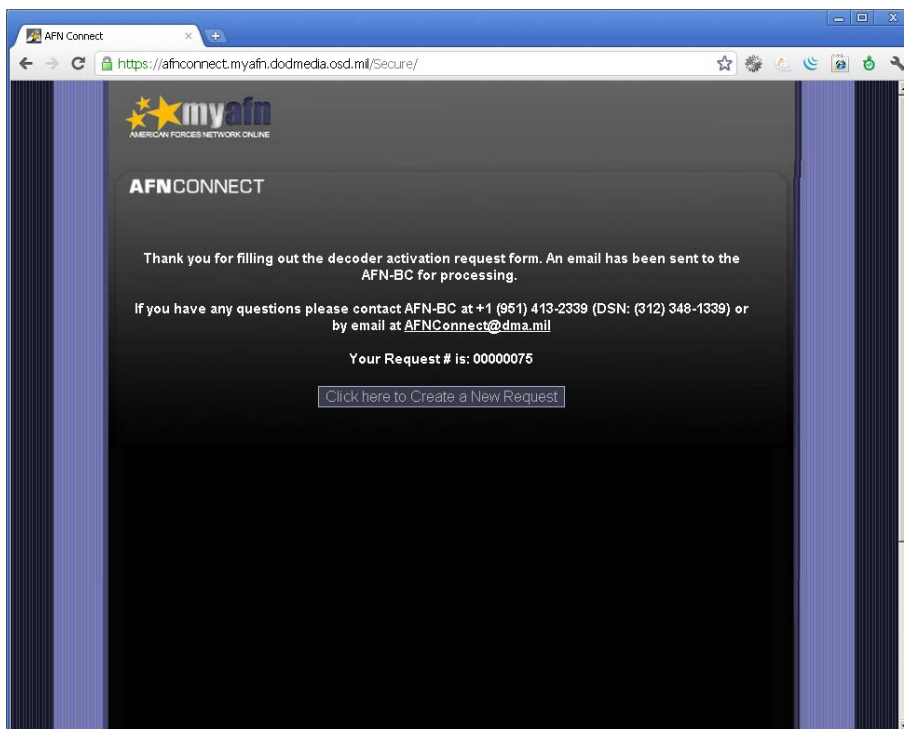
Navigate to the AFNConnect entry page either through the *Manage My Decoder* link on the myAFN.net home page or at <https://afnconnect.myafn.dodmedia.osd.mil>.



Enter the TID and UA of the decoder to be Deactivated. You will be prompted to log in. If the decoder is leased or issued, the system will notify you and take you to the Login page when you click *OK*.



Select the *Deactivate Decoder* radio button and enter a reason for the request. For record keeping purposes, a reason is required when deactivating a decoder. Click *Next* when this data has been entered and you will be sent to the Request Acknowledgement page.

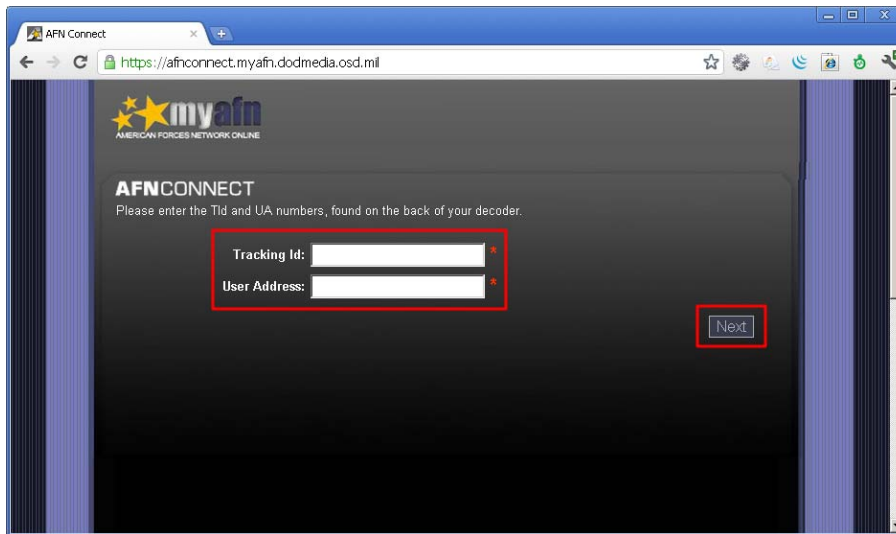


When the acknowledgement page is displayed an e-mail is sent to the AFN-BC letting them know that the decoder in question needs to be deactivated. These requests will be completed within 72 hours.

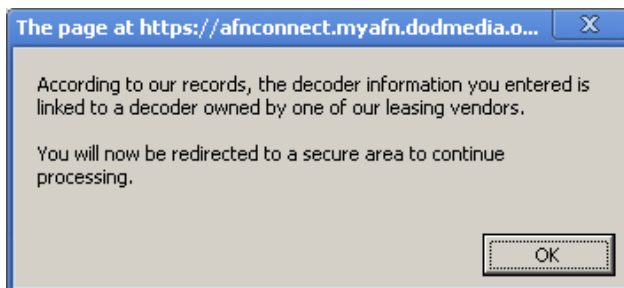
Reactivate a Decoder

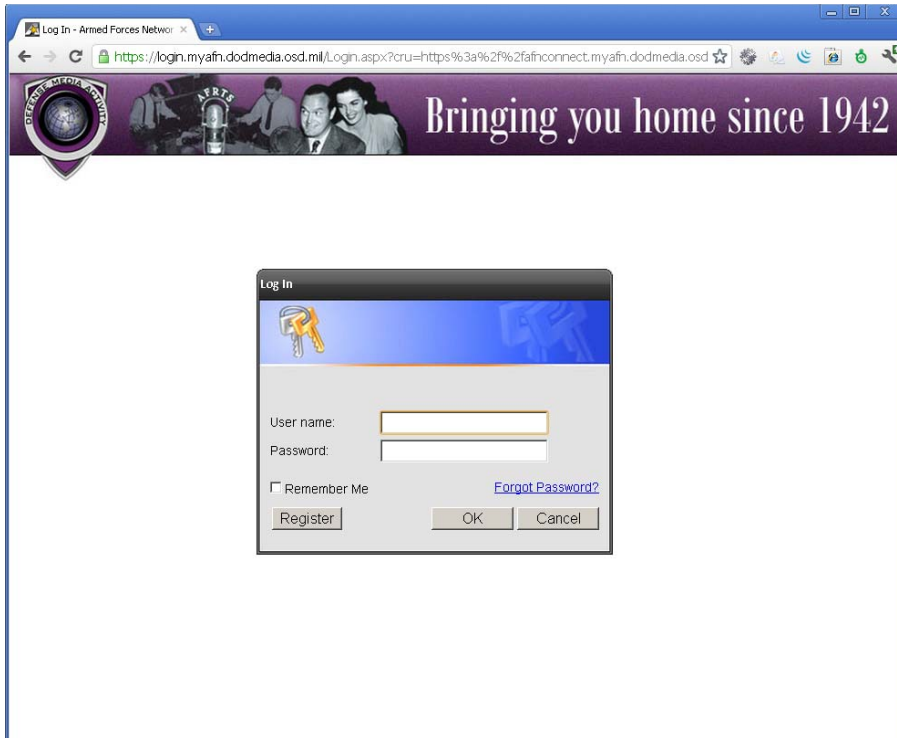
The Reactivate Decoder procedure is used to *turn a decoder back on that has been taken temporarily off-line*. An example would be authorizing a decoder that was deactivated do to lack of rental payment.

Navigate to the AFNConnect entry page either through the *Manage My Decoder* link on the myAFN.net home page or at <https://afnconnect.myafn.dodmedia.osd.mil>.

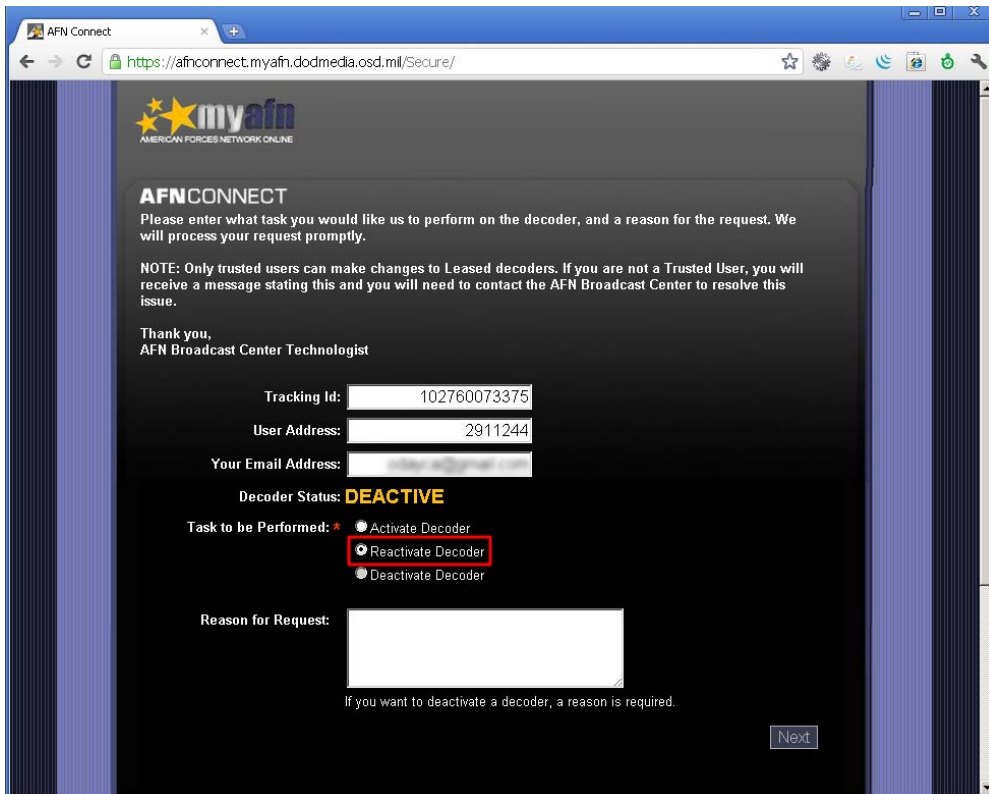


Enter the TID and UA of the decoder to be reactivated. You will be prompted to log in. If the decoder is leased or issued, the system will notify you and take you to the Login page when you click **OK**.

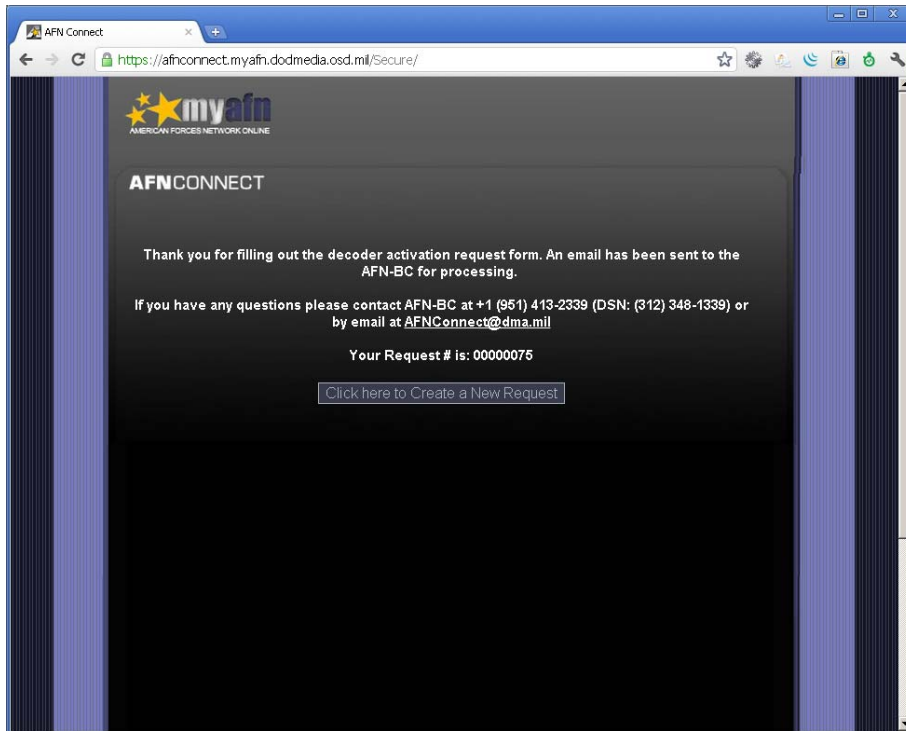




Enter your Trusted User credentials and click **OK**. You will be taken to the Trusted User landing page. If you have logged in recently your credentials may be cached and the login process will be skipped.



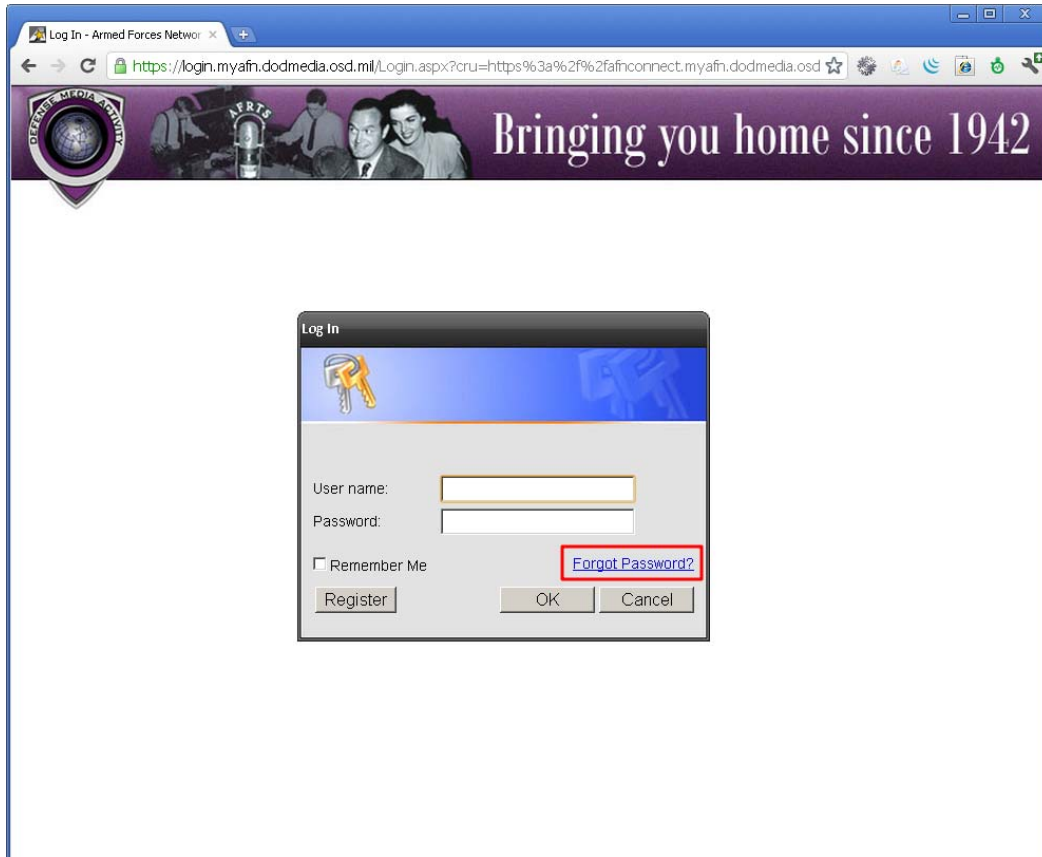
Select the **Reactivate Decoder** radio button. Click next when this data has been entered and you will be sent to the Request Acknowledgement page.



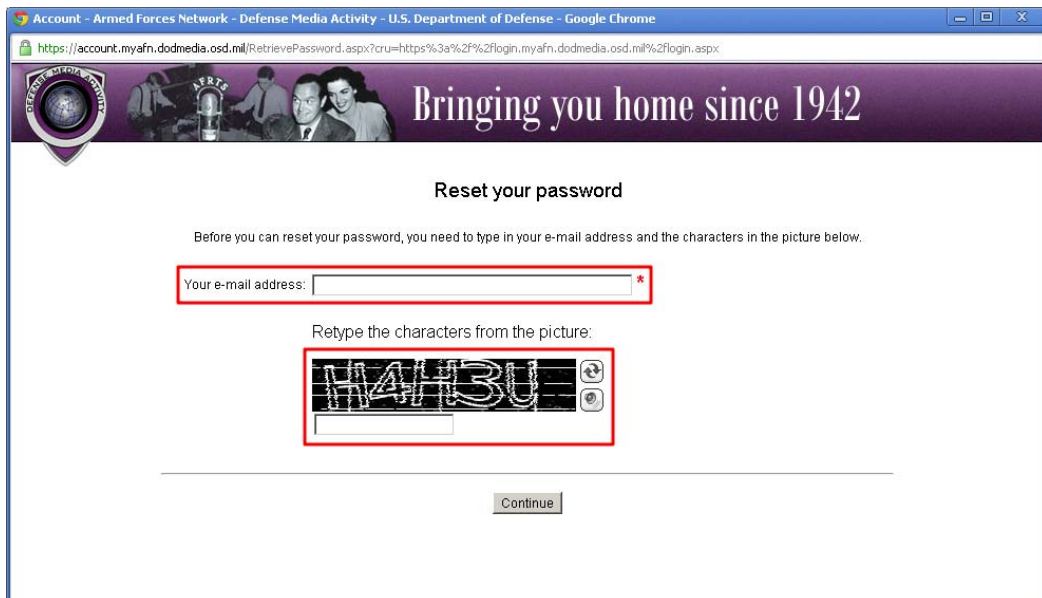
When the acknowledgement page is displayed an e-mail is sent to the AFN-BC letting them know that the decoder in question needs to be reactivated. These requests will be handled as soon as possible.

Lost or Forgotten Password

If you have lost or forgotten your password access the login page at <https://login.myafn.dodmedia.osd.mil/login.aspx> and click the **Forgot Password?** link.



You will be redirected to a page allowing you to reset your password. Enter your e-mail address and the characters from the graphic at the bottom of the page and click continue.



A temporary password will be e-mailed to you at the address on file. Follow the instructions under “Initial Login” to change your password to something permanent.

How Do I Change My Trusted User Information?

Currently only the Technologists at the AFN-BC have this ability. Please send them an e-mail with your name and the information to be changed. These requests will be completed within 72 hours.

How Do I Get Help?

The contact information for the AFN-BC is located at the bottom of each of the AFNConnect site pages.

FOR HELP OR QUESTIONS PLEASE CALL +1 (951) 413-2339 (DSN:(312) 348-1339) OR E-MAIL US AT AFNCONNECT@DMA.MIL.

The contact information for the Technologists at the AFN-BC is:

Phone (United States):	+1 (951) 413-2339
DSN:	(312) 348-1339
Fax:	YTD
E-Mail:	afnconnect@dma.mil

How Do I Suggest Features or Report Issues?

Please send any suggestions you have or issues you find to the Technologists at afnconnect@dma.mil.