

ForceNet

The Power to Connect

Frequently Asked Questions



24 July 2019

Frequently Asked Questions

Contents

Table of Contents

Menu items are hyperlinked, hover and click to navigate to the selected section.

1. Welcome to ForceNet.....	4
2. Security & Privacy	5
Security.....	5
Privacy	5
3. User Responsibilities	6
4. Registration.....	7
Who can access ForceNet?	7
How do I join as a Defence member?	8
How do I request to join as a Family member?	11
Defence Sponsor's Details	11
Employee ID	11
Defence Member's Personal Email Address	11
Apply to Join	12
Welcome Email Received	15
How do I accept an invitation to join as a Family member?	16
How do I sponsor a Family member to join ForceNet?	18
How do I invite a Family member to join ForceNet?	20
How do I cancel an invitation to a Family member?	21
5. Access Issues	22
How can I self-reset my login details or unlock my account?	22
Defence Users.....	22
Family Users.....	24
How can I reactivate my account?	26
Defence Users.....	26
Family Users.....	26
6. Mobile App	27
Mobile app vs web for ForceNet.....	27
How do I download the ForceNet mobile app?	27
Android	27
IOS (Apple).....	28
How do I login to the mobile app?	29
How do I navigate the mobile app menu?	30
Home	30
Groups.....	30
Messages	30
Notifications	30
More	30
7. User Guides.....	31

Frequently Asked Questions

Contents

8. Contact Us	32
How do I raise issues, bugs and support queries?	32
Known Issues	32
Where can I find updates and provide feedback?	32

Frequently Asked Questions

1. Welcome

Welcome to ForceNet

ForceNet is a Defence e-communications platform used to connect registered users within secure online communities. ForceNet allows registered users to access and share information via desktop, tablet and mobile devices, without needing to access the Defence Protected Network. ForceNet is available to registered Defence members and sponsored Defence family users.

Defence acknowledges the positive contribution that families make to the morale, performance and retention of ADF members. In doing so Defence accepts an obligation to assist in providing appropriate family support to ADF members. Importantly Defence recognises the need for an effective and secure communications platform to provide a vehicle for ADF leaders, members and their families to connect and share information.

ForceNet offers a range of benefits for all users, including:

- Connecting ADF members and their families;
- Providing a secure online environment for ADF members and their families to access authoritative information from ADF leaders on Defence matters relevant to them;
- Directly connecting users with their respective Service, as well as supporting organisations such as Defence Community Organisation and Defence Families of Australia;
- Supporting ADF members and their families to create and participate in online communities to share information and maintain contact with other users and social groups.

The key to the success of ForceNet is engagement by all members of Defence and their families. At an individual level this means registering onto ForceNet, completing your User Profile and regularly checking the site.

Participation will create success as Defence members and their families remain connected to each other beyond the confines of the Defence Protected Network (DPN). This is the entry point to an extensive communication system, which will allow access to the wider Defence community through your Unit(s), Family Group(s), and Professional and Social groups.

This Guide is designed for all users, including those considering joining ForceNet and focuses on **Frequently Asked Questions** regarding access to the platform.

Other specialist ForceNet Guides are available. They include:

- **Defence User Guide** – for users who have registered as members of Defence.
- **Families User Guide** – for users who have registered as family members.
- **Unit Admin and Commander Guide** – for members who are designated Administrators of a Unit Page (read and write access) and members who are in a Command or senior Management position that need to view Unit Groups within their hierarchy.
- **Career/Personnel Managers** – for Career/Personnel Managers or members who require additional search functions and access to personal information.

The contents of this guide may change as user's needs develop and change over time.

If you believe you need to change your access, please refer to the appropriate guide for instructions. All [Guides and Frequently Asked Questions](#) are available on ForceNet.

Frequently Asked Questions

2. Security & Privacy

Security

ForceNet is a Defence Security accredited system. It has been developed for Defence and approved by Chief Information Officer Group (CIOG) for use by Defence personnel, sponsored Defence family members and other authorised users to communicate. This means ForceNet users can be confident their information and content will be seen only by other authorised users.

ForceNet is a secure communications platform connecting personnel and providing them with access to Defence information without being dependent on Defence fixed ICT infrastructure. The system is accredited to UNCLASSIFIED inclusive of relevant Distributing Limiting Markers (For Official Use Only (FOUO), Sensitive, Sensitive: Legal, Sensitive: Personal) and users can access it anytime if they have a connection to the internet (including via mobile devices). While ForceNet is a secure platform, it is important to note that material that may independently or collectively exceed this security classification is not to be published on ForceNet.

Use of ForceNet must adhere to Defence policy and [Terms of Use](#). When using ForceNet, users must abide by the same rules and regulations as they do when accessing other Defence resources.

Guidelines regarding appropriate and inappropriate use of communications technology is provided in the [Information and Communications Technology Manual](#) and the [Defence Communications Manual](#).

All usage is monitored and every user is known – there is no opportunity to be ‘anonymous’ on the system.

ForceNet is a member’s only system which requires users to sign in each time they use the system. While the user remains engaged with the site it remains available. If ForceNet is left inactive for a period of 10 minutes, users will be prompted to enter their PIN and for periods of inactivity exceeding 30 minutes, users will be automatically signed out, and a message directing them to login again will appear. Members wishing to re-commence their activities will need to re-login to the site.

Privacy

Your privacy is important.

ForceNet users are able to choose who can see their email address, mobile phone number, skills and experience. See the [Defence User Guide or Families User Guide](#) for instructions on how to change your privacy settings.

ForceNet is a professional communications tool and should be used accordingly. Users are reminded that while posting messages to a colleague may be private, other actions - such as posting to groups or when making comments within groups - can be viewed by others.

For further detail, refer to the ForceNet Privacy statement located in the footer bar of your ForceNet window.

Frequently Asked Questions

3. User Responsibilities

User Responsibilities

Defence family members refers to a person over the age of 18 years who has a close personal relationship with a current Defence member. This includes partners, parents, siblings and adult children, but can also be extended to other family members and close friends where the Defence member believes it is in the best interests of their welfare. Defence personnel must ensure that any users they sponsor meet this criteria.

Communications on ForceNet must adhere to Defence policy and [Terms of Use](#). Guidelines regarding appropriate and inappropriate use of communications technology is provided in the Defence Communications Manual.

Placing inappropriate content on ForceNet is not acceptable. Such action may breach Australian law, or result in disciplinary action in accordance with the applicable terms of the Defence Force Discipline Act 1982 or the Public Service Act 1999 for breach of the Public Service Code of Conduct.

All ForceNet users have a responsibility to report inappropriate content. In the first instance the content is to be reported to the group Administrator by clicking on the **red flag icon** or by emailing ForceNet@defence.gov.au. Alternatively, the inappropriate content can be reported to a supervisor.

By logging-on to ForceNet users acknowledge that they understand and accept their responsibilities for both the content they place and their conduct on ForceNet.

When using ForceNet, you are to ensure that you:

- are not abusive;
- do not harass or threaten others;
- do not make defamatory or libelous comments;
- do not use insulting, provocative or hateful language;
- do not use obscene or offensive language;
- do not use words or sentences in languages other than English without the permission of the group administrator;
- do not post material or comments that infringe the intellectual property rights of others;
- do not post multiple versions of the same view to the wall or make excessive postings on a particular issue;
- do not promote commercial interests in your posts or comments;
- do not make unproven or unsupported accusations against individuals or organisations;
- do not use any images or link to sites that may be considered abusive, offensive, indecent or obscene;
- do not encourage conduct that may constitute a criminal offence or give rise to civil liability, or that otherwise violates any local, provincial, national or international law or regulation anywhere in the world
- do not incite hatred on the basis of any personal characteristic, including on the basis of race, gender, marital or domestic status, disability, sexuality or age;
- do not identify matters that are currently the subject of legal proceedings or would break a court's non-publication order; and
- do not make comments that are irrelevant to the group topic.
- do not use personal information for any purpose other than that which is directly related to its intended purpose
- do not obtain, use or disclose personal information that is not reasonably necessary for, or directly related to Defence functions or activities.

Frequently Asked Questions

4. Registration

Who can access ForceNet?

The following groups are currently able to access ForceNet:

- Permanent Defence Force Personnel;
- Reserve Defence Force Personnel;
- Foreign Exchange Personnel from 5 Eyes Nations (Canada, NZ, UK and USA);
- Defence Australian Public Service; and
- Family members and friends as sponsored by the above four (4) groups.

In order for Defence members to access ForceNet, these personnel must have a current and up-to-date PMKeyS record, including a listed **Alternate (Personal) Email Address** and mobile number.

Family members wishing to join require the following information from their Defence sponsor:

- Defence Employee ID (PMKeyS number); and
- Personal Email Address – As per their ForceNet account.

Frequently Asked Questions

4. Registration

How do I join as a Defence member?

Joining ForceNet as a Defence member is quick and easy, simply follow the steps below to register:

1. Some information contained in PMKeyS is used in the registration process for ForceNet. Prior to registering for ForceNet, please ensure that your **Alternate (Personal) Email Address** and **Mobile Phone** details are up to date in PMKeyS Self Service (PSS).

If these details have been **recently updated**, it will take **up to three (3) business days** for changes to be reflected in ForceNet, as PMKeyS and ForceNet are not directly linked.

2. On a computer, laptop, tablet or mobile phone, access the ForceNet website by typing the following URL into your browser's address bar: <https://www.forcenet.gov.au/>
3. Click the **Apply to Join** button, located next to the member's **Log in** button.
4. Select the option for **A Member of Defence or Australian Public Service**.

JOIN FORCENET

WHO ARE YOU JOINING AS?

☒ A MEMBER OF DEFENCE OR AUSTRALIAN PUBLIC SERVICE

☐ A FAMILY MEMBER

[Back to ForceNet home](#)

Figure 1. Join ForceNet - Defence and APS Registration

5. Select your **Membership Type (Service)**.

JOIN FORCENET

IMPORTANT: Ensure your Alternate (Personal) Email Address and mobile phone are up to date in PMKeyS Self Service Home Portal prior to proceeding with registering for ForceNet. If you have recently updated this information, please allow up to 3 business days for any changes to be reflected in ForceNet prior to attempting to register. This email address and mobile phone number are required to facilitate the registration process and to communicate with you once registered.

Registering to ForceNet is easy. Once you identify yourself, you will be sent a username and instructions on how to set your password. You will then be able to log in and start using ForceNet straightaway.

SELECT MEMBERSHIP TYPE

NAVY	ARMY	AIR FORCE	DEFENCE AUSTRALIAN PUBLIC SERVICE

Figure 2. Join ForceNet - Membership Type (Service)

Frequently Asked Questions

4. Registration

6. Enter **Your details** as required. Be sure **not to add any additional spaces** at the end of these fields, as it will cause the system not to recognise your details.
 - **Defence ID** – This is your Defence Employee ID (PMKeyS number).
 - **First and Last name** – As it appears in PMKeyS.

Figure 3. Defence Registration - Your Details

7. Click **Register**.
8. A confirmation email titled '**Welcome to ForceNet**' will be sent to your **Alternate (Personal) Email Address** listed in PMKeyS. The confirmation email will contain your **username** and an orange link to set your password. Note this email is only **valid for 24 hours**.

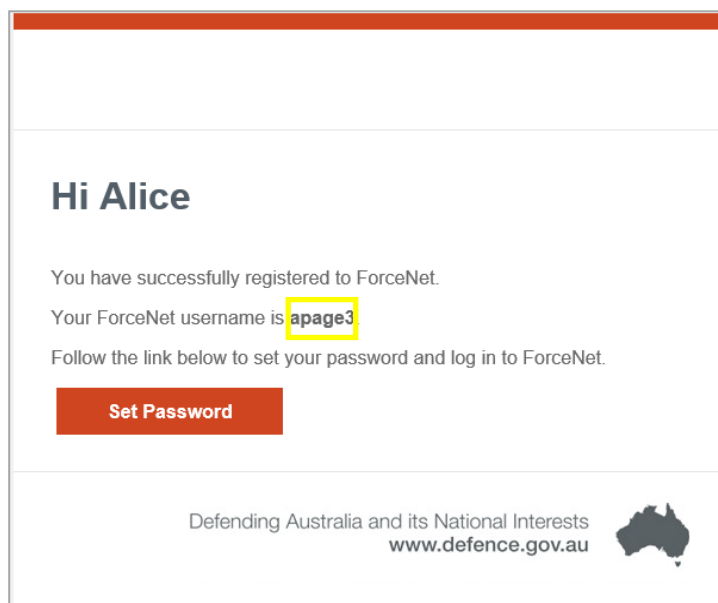


Figure 4. Email - Welcome to ForceNet

Be sure to check your **spam, junk and deleted mail folders** for an email titled '**Welcome to ForceNet**', as the confirmation email often gets re-routed there.

Frequently Asked Questions

4. Registration

9. Click the orange link contained in the confirmation email and complete the required fields to setup your **password** and **PIN**.

You must enter your **Defence Employee ID (PMKeyS number)** in the **Defence ID** field or the system will not recognise your details.

10. Click **Submit** and follow the prompts to setup your basic **Profile details**.
11. Once you have entered all required details you will be directed to the ForceNet Homepage to enter your **username** and **password** in order to login for the first time.

Frequently Asked Questions

4. Registration

How do I request to join as a Family member?

There are two methods, whereby you can gain access to ForceNet as a family member:

- Request to join – This involves completing an application form for your sponsor to review; or
- Invitation to join – This is where a registered Defence User has invited you to join ForceNet.

The first method is described below. For more information about completing the invitation process see the information provided further in this document – [How do I accept an invitation to join as a Family member?](#)

Defence Sponsor's Details

In order to apply to join ForceNet, you will need some key details from your Defence Sponsor. These details include:

Employee ID

To obtain this you should ask your Defence sponsor.

If the member is unsure of where to find this, this number can be found on the member's Defence ID card under their name. It will appear as their Personal No.

Defence Member's Personal Email Address

This should be the same email address your Defence Sponsor uses for ForceNet, as listed in PMKeyS.

Your sponsor can confirm this email address by checking their ForceNet Profile using the instruction below:

1. Access ForceNet at <https://www.forcenet.gov.au>.
2. Enter your login details – username and password.
3. Select the **Profile** icon from the left-hand menu.

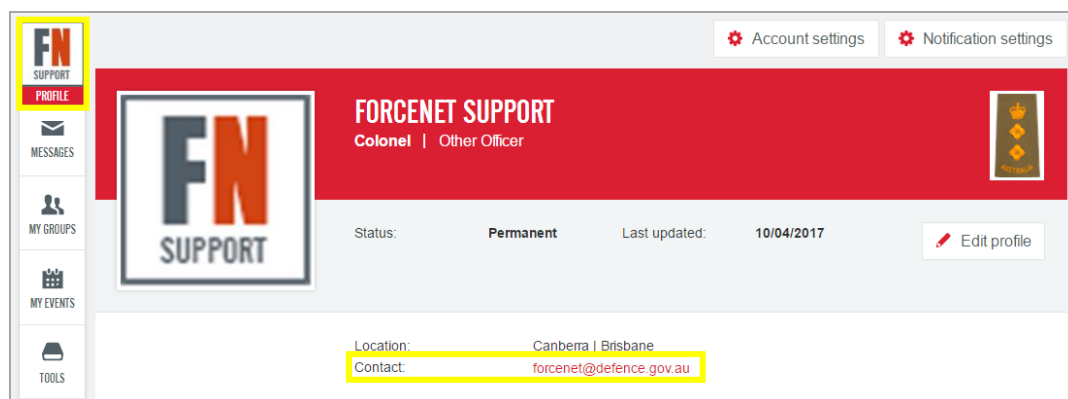


Figure 5. User Profile - Email Address

4. Note the email address listed in the **Contact** section.

Frequently Asked Questions

4. Registration

Your sponsor can also check these details by accessing [Employee Self Service](#) or [Defence Online Services Domain](#) and confirming their **Alternate (Personal) Email Address**:

1. Access Employee Self Service via the PMKeyS Portal or Defence Online Services Domain.
2. Enter your login details.
3. Click **Employee Self Service**.
4. Select **My Personal Details**. The *Alternate (Personal) Email Address* is located under **Emails**.

Apply to Join

You are able to complete the application and registration process using the following devices:

- Computer/PC;
- Laptop;
- Tablet; or
- Mobile Phone.

To apply to join ForceNet, simply follow the steps below:

1. Access the ForceNet website by typing or copying the following URL into your browser's address bar: <https://www.forcenet.gov.au/>
2. Click the **Apply to join** button, located next to the member's **Log in** button.
3. Select the option for **A Family Member**.

Figure 6. Join ForceNet - Family Member Registration

4. Read the brief diagram of how to join and click the **Apply to Join** button.

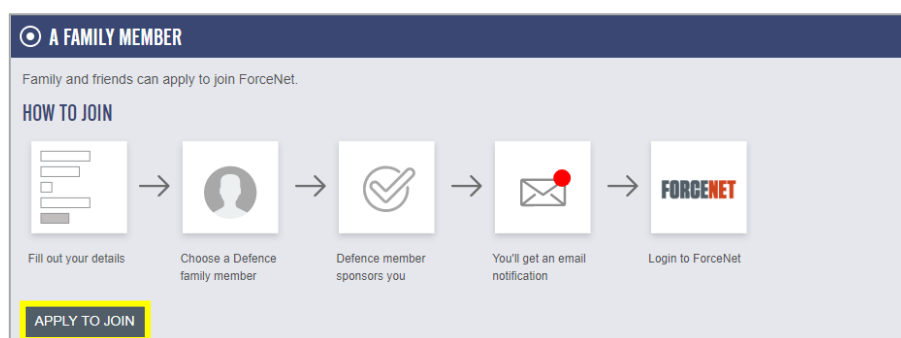


Figure 7. How to Join

Frequently Asked Questions

4. Registration

5. In order to proceed with your application you must read and agree to the **Terms of Use** provided.

When you have read and agreed to these terms, click the '**I agree to the terms of use**' box.

6. Complete the application form, ensuring the following **mandatory fields** are completed:
 - **Defence member's Employee ID (PMKeyS number) or personal email address in PMKeyS** – Select the help (?) icon beside this field to assist if you are unsure of what these are. Information is also provided in the previous section – see [Defence Sponsor's Details](#);
 - **Defence member's last name**;
 - **Your first name**;
 - **Your last name**;
 - **Your email address** – This email address will be used for all email correspondence and notifications, so be sure to check it carefully. Note it cannot be the same email address as your sponsor or another user, and cannot be changed after you have registered;
 - **Relationship** – Select an option that reflects your relationship to your Defence Sponsor; and
 - **Security check** – Click the 'I am not a robot' check box and complete the security check as shown.

If you are unsure of any of these details, please talk to your chosen sponsor.

7. When you have completed all required fields, click the **Apply** button.
8. You should be taken to a **thank you message** letting you know you have successfully submitted your registration form and prompting you to check your supplied email address for the confirmation email to finalise your part of the application process.

If you do not receive the confirmation email within thirty (30) minutes please check your spam/junk mail folders and attempt to register again.

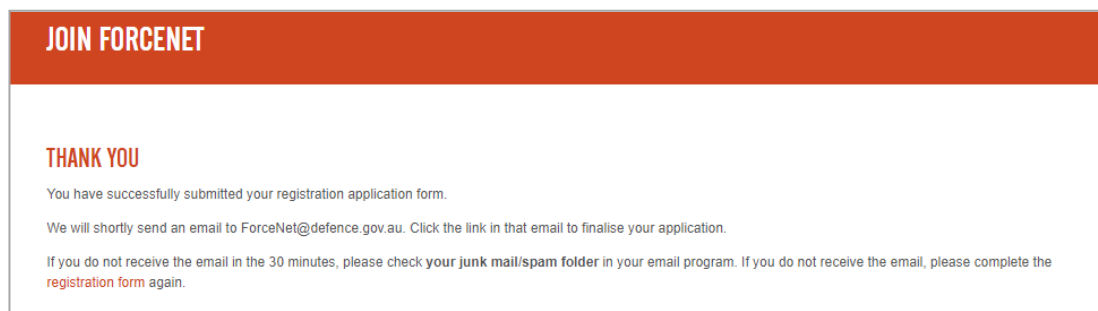


Figure 8. Apply to Join - Thank You Message

Be sure to check your **spam, junk and deleted mail folders** for the email titled '**Finish your ForceNet application**'.

Frequently Asked Questions

4. Registration

9. When you have received the confirmation email to finalise your part of the application process, click the orange link to **confirm your email address**.

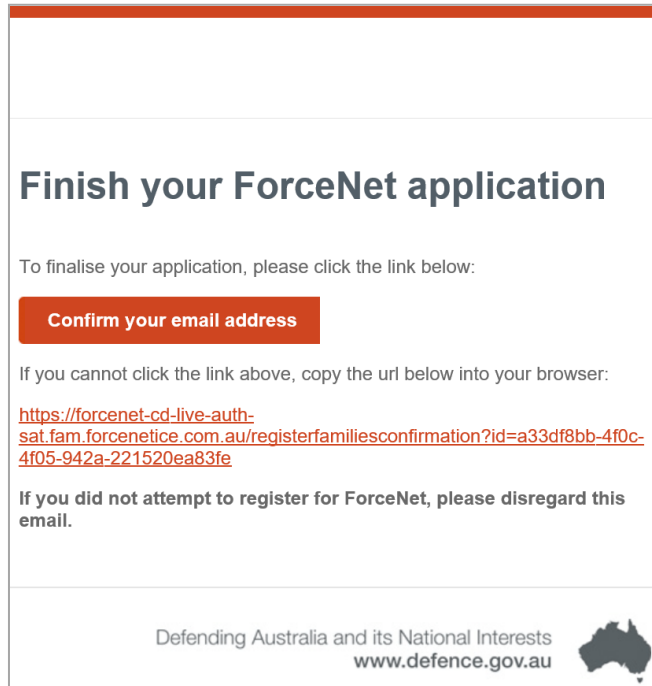


Figure 9. Email - Finish Your ForceNet Application

10. You should be taken to a **thank you message** letting you know your application is now complete and providing a brief summary of **what happens next**. This is a good time to talk to your sponsor and let them know your application is awaiting their approval.

What happens next:

- Your registration application will be sent to your nominated sponsor;
- The sponsor has the option to approve or reject your application;
- If approved, you will receive a **'Welcome to ForceNet'** email containing your login details;
- If your application is rejected, you will be notified by email; and
- Your application will expire if not actioned within **three (3) months**.

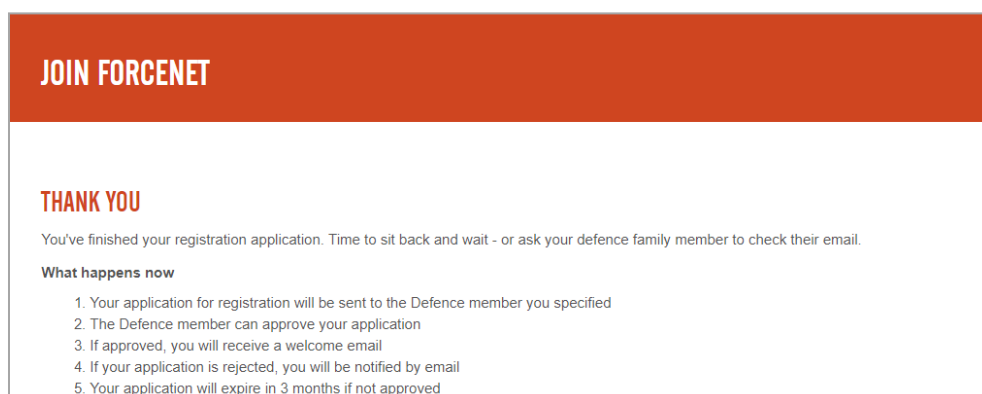


Figure 10. Application Complete - Thank You Message

Frequently Asked Questions

4. Registration

Welcome Email Received

If your sponsor has approved your application, you will receive an email titled '**Welcome to ForceNet**' containing the following information:

- Your **username**; and
- An **orange link** to set your new password and login to ForceNet.

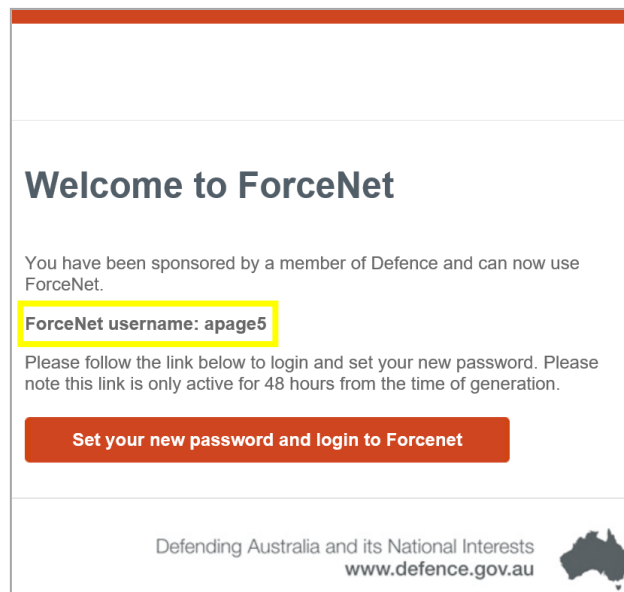


Figure 11. Email - Welcome to ForceNet

1. To activate your account, select the orange link to **set your new password and login to ForceNet**.
2. Type your chosen password into the **New password** field.

Note your password must include the following:

- At least eight (8) or more characters;
- A capital letter;
- A lowercase letter;
- A number; and
- A symbol.

Figure 12. Set Password

3. Type your chosen password again in the **Confirm password** field.
4. Finally, you'll be prompted to choose a **PIN**. Once you have confirmed your PIN, click the **Save PIN** button. You should now be automatically logged in.

Frequently Asked Questions

4. Registration

How do I accept an invitation to join as a Family member?

If you have received an invitation to join ForceNet as a Family member, there are a few remaining steps to complete before you're fully registered.

Please note that the invitation link is only valid for seven (7) days, so it is important that you follow the steps below within that time frame.

If the invitation has expired, you will need to apply to register using the instructions provided earlier in this document – [How do I request to join as a Family member?](#), or ask your chosen Defence Sponsor to send another invitation using the instructions provided further along in this document – [How do I invite a family member to join ForceNet?](#)

To accept the invitation and complete the registration process:

1. Select the **orange link** in the email. You'll be presented with a shortened version of the Families registration form.
2. In order to proceed with your application you must read and agree to the **Terms of Use** provided. When you have read and agreed to these terms, click the '**I agree to the terms of use**' box.
3. Complete the application form, ensuring the following **mandatory fields** are completed:
 - **Your first name;**
 - **Your last name;** and
 - **Your email address** – This email address will be used for all email correspondence and notifications, so be sure to check it carefully. Note it cannot be the same email address as your sponsor or another user.
4. When you have completed all required fields, click the **Join** button.
5. Take note of your assigned username in the first field provided.

ONE LAST STEP...

FORCENET ASSIGNED USERNAME

Username

PLEASE SET YOUR PASSWORD

New password * ?

Confirm password *

[Back to ForceNet home](#)

Figure 13. Family User Invitation - Set Password

Frequently Asked Questions

4. Registration

5. Type your chosen password into the **New password** field.

Note your password must include the following:

- At least eight (8) or more characters;
 - A capital letter;
 - A lowercase letter;
 - A number; and
 - A symbol.
6. Type your chosen password again in the **Confirm password** field and click the **Submit** button.
 7. Finally, you'll be prompted to choose a **PIN**. Once you have confirmed your PIN, click the **Save PIN** button. You should now be automatically logged in.

Frequently Asked Questions

4. Registration

How do I sponsor a Family member to join ForceNet?

Defence users are limited to three (3) family connections on ForceNet as a maximum.

In order for a family member to gain access to ForceNet, there are two registration options available:

- Request to join – This involves the Family member completing an application form. This application must then be reviewed and approved by you prior to access being granted; or
- Invitation to join – This is where you are able to directly invite a Family member to join ForceNet.

The first method is described below. For more information about completing the invitation process see the next section of this document – [How do I invite a family member to join ForceNet?](#)

Once a family member has nominated you as their sponsor during the registration process, you should receive an email notification titled '**ForceNet Families Sponsorship Request**'.

Be sure to check your **spam/junk mail folders**, as the email often gets re-routed there.

To review a sponsorship request:

1. Select the orange link to **review application**.



Figure 14. Email - ForceNet Families Sponsorship Request

2. If you are not already logged in, you will be taken to the ForceNet Homepage to enter your login details.

Frequently Asked Questions

4. Registration

3. Once logged in, you should be taken directly to the application. The application will display the following applicant details:
 - First name;
 - Last name;
 - Email address; and
 - Mobile number (optional).

ALICE PAGE
Not Approved Family Member

Status: Not Approved Last updated: 14/07/2017

MEMBER DETAILS

First name: Alice
Last name: Page
Email address:
Mobile phone:

Lorem Ipsum Placeholder text containing advice about taking responsibility for a family member joining ForceNet.

Sponsor membership

▼ Reject application

I don't know them

I don't want to sponsor them

Figure 15. Sponsorship Application

4. You have three (3) options to choose from when reviewing the application:
 - **Sponsor membership** – This option will accept the person's request to join ForceNet and generate an email notification to their registered email address containing their username and a link to set their password;
 - **Reject application: I don't know them** – This option will send a rejection email to the person's registered email address; or
 - **Reject application: I don't want to sponsor them** – This option will send a rejection email to the person's registered email address.
5. If approved, the Family User will appear at the bottom of your Profile under the Family Access section. You are able to withdraw sponsorship at any time.

Frequently Asked Questions

4. Registration

How do I invite a Family member to join ForceNet?

In addition to a Family member requesting to join ForceNet, a registered Defence User is also able to invite Family members to register.

As a Defence User you can sponsor up to three (3) Family members at a time.

To do this:

1. Login to ForceNet at <https://www.forcenet.gov.au>.
2. Select your **Profile** from the top of the left-hand toolbar.

FAMILY ACCESS You can sponsor up to three family members on ForceNet

Jane Smith
Approved

SEND INVITATION

Complete the fields below to send an invitation to a family member to register for ForceNet. Please read the Information for Sponsors before proceeding.
By clicking "Send Email Invitation" you acknowledge your responsibilities as a sponsor under the **Terms of Use** of ForceNet.

INFORMATION FOR SPONSORS

All persons who wish to use ForceNet must be at least 18 years of age and either:

- a serving Australian Defence Force member;
- a current Defence employee (i.e. an Australian Public Service employee working at the Department of Defence); or
- a sponsored family member of, or person in a significant relationship with, a serving Australian Defence Force member or current Defence Australian Public Service employee.

If you are a serving Australian Defence Force member or current Defence Australian Public Service employee, you may choose to sponsor up to three (3) of your family members or other persons with whom you have a significant relationship who are at least 18 years of age to become ForceNet users. Information on how to do this is contained in the applicable user guide.

You must not sponsor any person to join ForceNet unless they are:

Email *

Relationship * ?

Figure 16. Profile - Family Access - Send Invitation

3. Scroll to the **Family Access** section at the bottom of your Profile.
4. Read the **Information for Sponsors**.

It is important that you read the Information for Sponsors prior to sending an invitation. By sending an invitation you are acknowledging your responsibilities detailed both in this information and also in the Terms of Use.

Frequently Asked Questions

4. Registration

5. Type the **email** address of the person you want to invite to join ForceNet for Families in the field provided.

Note this email address cannot be the same as yours or any other registered user. Each user must have a unique email address for notification purposes.

6. Using the drop-down provided, select the type of **relationship** the invitee has to you. If you do not identify with one of the options listed, please select **Other**.

7. Click **+ Send Email Invitation**.

Your chosen invitee should now receive an email notification from the system within thirty (30) minutes with an orange link to complete the registration process.

If your chosen invitee does not receive the invitation email, ask them to check their **spam/junk mail folder** prior to inviting them again.

How do I cancel an invitation to a Family member?

1. Login to ForceNet at <https://www.forcenet.gov.au>.
2. Select your **Profile** from the top of the left-hand toolbar.
3. Scroll to the **Family Access** section at the bottom of your Profile.
4. Click the **X Cancel** button under the invitation you wish to cancel.

Frequently Asked Questions

5. Access Issues

How can I self-reset my login details or unlock my account?

If you can no longer remember your login details or your account is locked for any reason, you will need to perform a password self-reset to access your account.

Defence Users

1. On the ForceNet Homepage, click the **Forgot login details?** button.
2. Select the option for **A Member of Defence or Australian Public Service**.

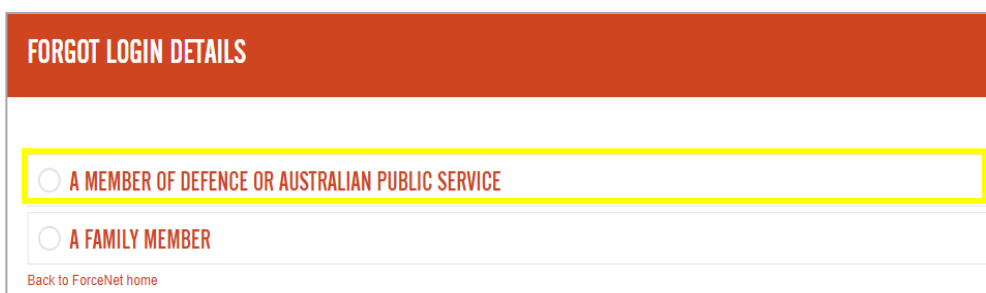


Figure 17. Forgot Login Details

3. Select your **Membership Type (Service)**.

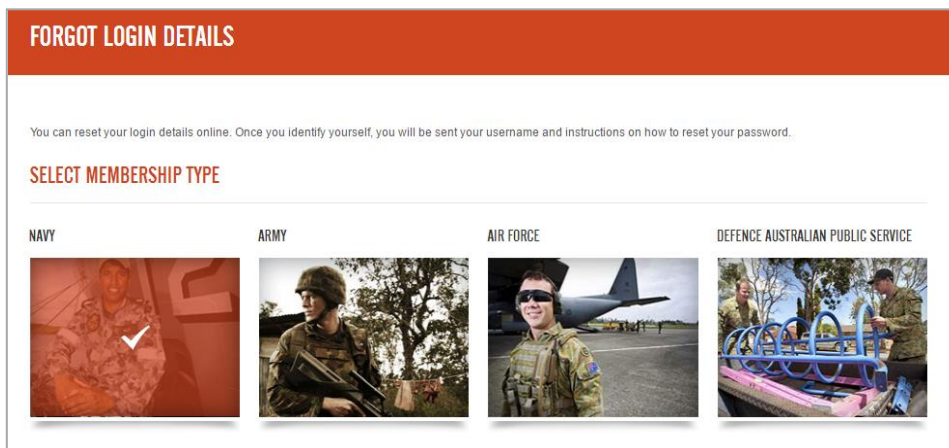


Figure 18. Membership Type (Service)

4. Enter **your details** in the fields provided. Be sure **not to add any additional spaces** at the end of these fields, as it will cause the system to not recognise your details.

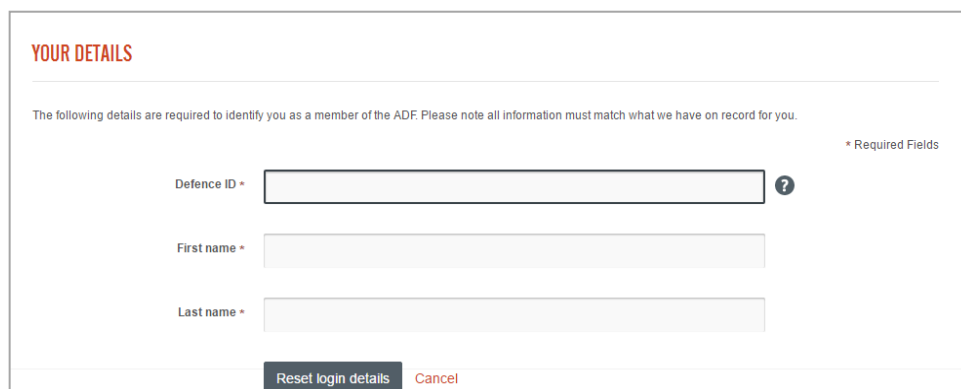


Figure 19. Your Details

Frequently Asked Questions

5. Access Issues

5. Click **Reset login details**.
6. An email titled '**Password Reset**' with your **username** and a **link** to reset your **password** will be sent to your **Alternate (Personal) Email Address** registered in PMKeyS.

Be sure to check your **spam, junk and deleted mail folders**, as the reset email often gets re-routed there.

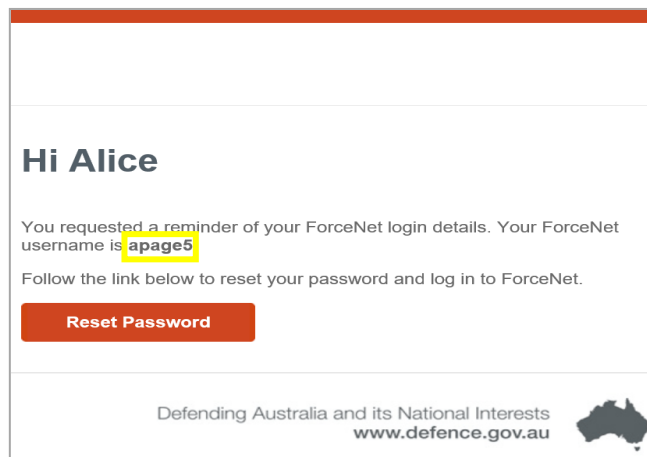


Figure 20. Email - Password Reset

7. Open the email and click the **Reset Password** button.
8. You will need to enter your **new password** and **Defence ID** (Defence Employee ID / PMKeyS number).

Note your password must include the following:

- At least eight (8) or more characters;
- A capital letter;
- A lowercase letter;
- A number; and
- A symbol.

Figure 21. Reset Your Password

9. Click the **Set password** button. You will be redirected to the **ForceNet Homepage**. Use your supplied **username** and **new password**.

Frequently Asked Questions

5. Access Issues

Family Users

1. Access the ForceNet website by typing or copying the following URL into your browser's address bar: <https://www.forcenet.gov.au/>
2. Click the **Forgot login details?** button, located next to the member's **Log in** button.
3. Select the option for **A Family Member**.

FORGOT LOGIN DETAILS

☐ A MEMBER OF DEFENCE OR AUSTRALIAN PUBLIC SERVICE

☒ A FAMILY MEMBER

[Back to ForceNet home](#)

Figure 22. Forgot Login Details

4. Enter the required details as per your initial registration:
 - First Name;
 - Last Name; and
 - Email Address.

FORGOT LOGIN DETAILS

☐ A MEMBER OF DEFENCE OR AUSTRALIAN PUBLIC SERVICE

☒ A FAMILY MEMBER

* Required Fields

First name *

Last name *

Email address *

Reset login details Cancel

[Back to ForceNet home](#)

Figure 23. Forgot Login Details - Family Member

5. Click the **Reset login details** button.
6. You should be presented with a message letting you know that **your ForceNet membership has been successfully verified** and that a reset email has been sent to your nominated email address.

Be sure to check your **spam, junk and deleted mail folders** for the email titled '**Password reset**'.

Frequently Asked Questions

5. Access Issues

- Once you have received the password reset email, take note of your **username** and click the **orange link** to reset your password.

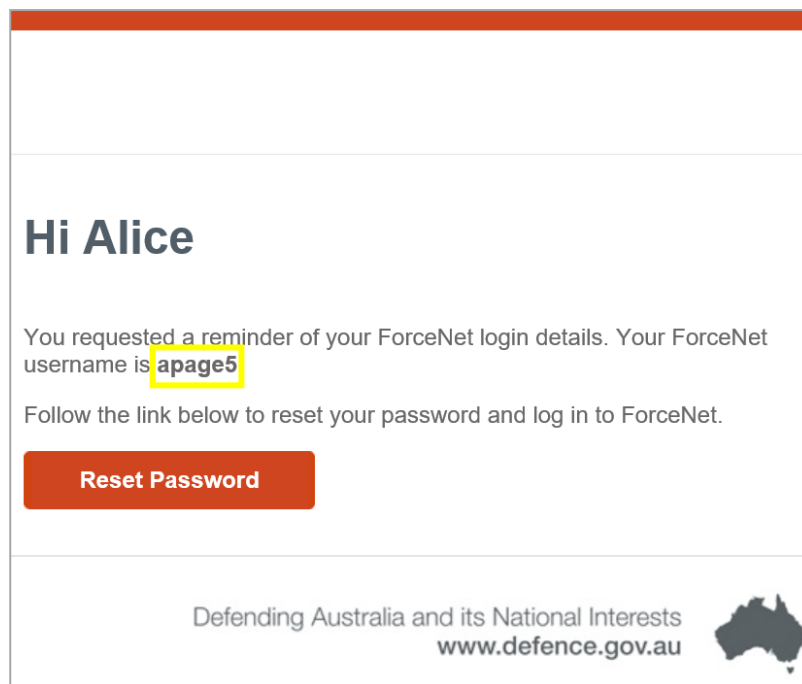


Figure 24. Email - Password Reset

- Type your chosen password into the **New password** field. Note your password must include the following:
 - At least eight (8) or more characters;
 - A capital letter;
 - A lowercase letter;
 - A number; and
 - A symbol.
- Type your chosen password again in the **Confirm password** field.

Figure 25. Reset Your Password

- Click the **Submit** button to set your password. You should be automatically logged into ForceNet.

Frequently Asked Questions

5. Access Issues

How can I reactivate my account?

If you attempt to login to your ForceNet account and receive an error message stating 'Account deactivated', please see the information below applicable to your User Type:

Defence Users

Common causes for Defence User account deactivation are:

- **Transfer of SERCAT** – When a user transfers between elements of the ADF, for example between permanent and reserve service, your PMKeyS data will indicate a status of 'Terminated'. This will result in the automatic deactivation of a user's account.

When the user's PMKeyS data accurately indicates their successful transfer, their account will be automatically reactivated in three (3) business days from the 'Action date' of the data entry.

Please be aware that a user account will not be reactivated (either manual or automatic) until the PMKeyS data indicates successful transfer.

- **Request** – Users can request deactivation of their account at any time.

Users who have requested their account to be deactivated previously and now wish to reactivate their account should contact the ForceNet Support Team via email at ForceNet@defence.gov.au.

If you have any queries regarding reactivation of your account, please contact **Level 1 Support – 1800 DEFENCE (1800 333 362)**.

Family Users

A Family User account can be automatically deactivated for the following reasons:

- Your Defence sponsor has chosen not to re-sponsor your Family Connection;
- Your Defence sponsor has not re-sponsored you within the required timeframe; or
- Your Defence sponsor's account has been deactivated.

If your account has been deactivated for any reason, you will need to complete the [registration process](#) again ensuring you use the same email address to maintain your group memberships.

Frequently Asked Questions

6. Mobile App

Mobile app vs web for ForceNet

The ForceNet mobile app has been developed to provide a lighter, more natural mobile experience for ForceNet. You'll find that the app has been designed with content consumption and ease of access in mind, initially targeting the ability to access groups, events, messages and jobs more easily from your mobile device.

Via the app you'll be able to:

- Create posts and comments
- Access, search and join groups and events
- View and apply for advertised Reserve jobs (Defence Users only)
- Upload files, including documents and media items to Groups
- Create and respond to messages; and
- Manage your notification settings and profile preferences

Please note that using the app you won't be able to perform what are considered primarily administrative functions such as creating groups and events, or editing your Profile. These functions will remain available when logged in via the web only.

If you are unable to perform a function using the mobile app, please refer to the web version at <https://www.forcenet.gov.au>.

How do I download the ForceNet mobile app?

The ForceNet Mobile App is free to download and is available for both Android and IOS (Apple) devices.

For users with a Protected Defence mobile device, use the instructions provided for IOS (Apple) on the next page.

Android

To download the ForceNet Mobile App on your Android device:

1. Access the **Play Store** on your Android device.
2. Search for **ForceNet**. The approved Defence app will appear as pictured below.



Figure 26. ForceNet Mobile App Icon

3. Click **Install**.
4. Once the app has successfully downloaded, click **Open**. You will be presented with the ForceNet login screen.

Frequently Asked Questions

6. Mobile App

IOS (Apple)

To download the ForceNet Mobile App on your IOS (Apple) device:

1. Access the **App Store** on your IOS device.
2. Search for **ForceNet**. The approved Defence app will appear as pictured below.



Figure 27. ForceNet Mobile App Icon

3. Click **Get**.
4. Enter your **App Store password**, **Apple ID** or use your **Touch ID**, if prompted. The app will begin installing.
 - i. If you do not have an Apple ID, tap 'Create New Apple ID' and follow the prompts on screen to create an ID prior to continuing to download the app.
 - ii. If you have a Defence Protected device and are experiencing difficulties downloading the app, contact the Defence Mobiles Service Desk on (0) 133 136.
5. Once the app has successfully downloaded, click **Open**. You will be presented with the ForceNet login screen.

Frequently Asked Questions

6. Mobile App

How do I login to the mobile app?

When accessing the app for the first time, you must enter your assigned ForceNet username and your existing password to login.

If your device has a lock-screen, you can remain logged in and the app will remember your credentials and automatically log you in for any future use.

If your device does not have a lock screen, you will need to enter your username and password each and every time.

To login to the app using your username and password:

1. Open the **ForceNet Mobile App** on your device.
2. Type your **username** in the first field provided.
3. Type your **password** in the second field.
4. Click the orange **Login** button.
5. Once logged in, your **Homepage Feed** will be displayed.

The image shows the login screen of the ForceNet mobile app. At the top, there is a red banner with a faint background image of a helicopter. In the center of the banner is a white rectangular box containing the 'FORCENET' logo in bold, blue, sans-serif capital letters. Below the banner, the text 'Welcome to ForceNet' is displayed in bold black font. Underneath this, there are two white input fields with rounded corners. The first field is labeled 'Username' in a light gray font, and the second field is labeled 'Password' in a light gray font. Below the password field, the text 'Forgot login details?' is shown in a light gray font. At the bottom of the screen, there is a large, rounded orange button with the text 'Log in' in white, bold, sans-serif font.

Figure 28. ForceNet Mobile App Login Screen

Frequently Asked Questions

6. Mobile App

How do I navigate the mobile app menu?

The menu bar located across the bottom of the application consists of five (5) key navigation buttons.



Figure 29. Mobile App Menu Bar

From left to right these menu buttons are:

Home

This button shows your Homepage Feed; a combination of all posts, news and jobs (Defence Users only) that you have elected to view.

Groups

This button allows you to view your group memberships, including pending invitations and allows you to search for other groups on ForceNet.

Messages

Here you can view, manage, create and respond to personal messages.

Notifications

Notifications allows you to view your notifications and access your Notification Settings.

More

These three (3) lines represent an extended menu to access:

- **Your Profile** – Your profile photo and name will appear at the very top. Select your name to view your Profile information;
- **Jobs** – Available to Defence Users only, this menu option allows you to search for, view and apply for advertised Reserve jobs;
- **My Events** – Here you can view your existing events, manage invitations and search for other events on ForceNet;
- **News** – This option takes you to the listing of News articles published on ForceNet. What is displayed here is dependent on your personal Content Preferences;
- **Settings** – Settings contains an additional drop-down menu to access your Profile Preferences, Notification Settings and Login Settings. Login Settings allow you to update both your password and PIN if needed;
- **Help & Support** – This menu provides access to key information such as Help, Contacts, Copyright, Privacy, Disclaimer and Terms of Use; and
- **Logout** – Selecting this will immediately log you out of the application.

Frequently Asked Questions

7. User Guides

User Guides

There are currently a number of specialist User Guides available on ForceNet including this Frequently Asked Questions guide.

Available guides are as follows:

- **Defence User Guide** – For all Defence Users of ForceNet;
- **Families User Guide** – For all Family Users of ForceNet;
- **Unit Admin and Commander Guide** – For users assigned as Unit Administrators and Commanders, or their delegates; and
- **Career / Personnel Manager Guide** – For users assigned as career or personnel managers in ForceNet.

All ForceNet user guides are available via the **Community** tab found on the top menu bar. You can locate these guides by:

- Selecting the [Community](#) option from the drop-down menu; or
- Selecting [ForceNet Support](#) from the drop-down menu.

A link to the User Guides is also available by selecting the **Help** button in the footer of the site.

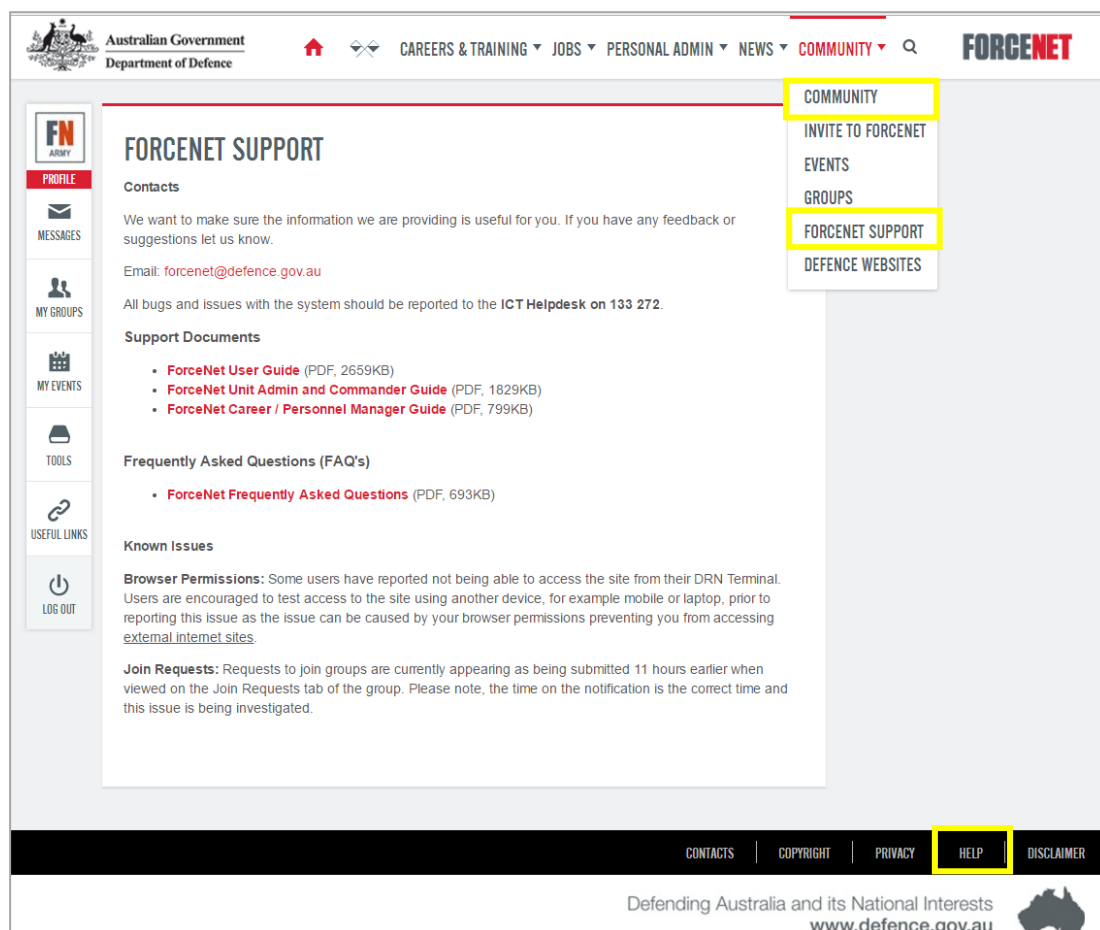


Figure 30. Community Menu (Defence User) - User Guides

Frequently Asked Questions

8. Contact Us

How do I raise issues, bugs and support queries?

1800DEFENCE is the first point of contact for all technical issues you may experience when using ForceNet. They will conduct the initial analysis required to resolve, or correctly assign, your request.

In cases where they are not able to resolve your issue, they will take your details, those of your issue and assign the query to the appropriate area for resolution. You will be contacted at the first available opportunity after that to discuss your issue further or advise you of the resolution.

When you call the 1800DEFENCE ensure that you:

- Advise them that you are a **ForceNet user**;
- Advise the Customer Service Officer whether you are a **Family or Defence member**;
- Clearly articulate the issue you are experiencing including any **error messages** you are receiving; and
- Provide a **personal email address and phone number** so that the ForceNet Support Team can contact you in a timely manner.

1800DEFENCE Hours of Operation:

Mon – Fri 7am - 10pm

Saturday 9am - 5pm

Sunday and National Public Holidays CLOSED

Phone: 1800 DEFENCE (1800 333 362)

Known Issues

A list of [Known Issues](#) for ForceNet is available online via the [ForceNet Support](#) menu option.

Where can I find updates and provide feedback?

ForceNet is constantly evolving through version upgrades and minor releases. Any necessary updates will be broadcast via site-wide notices and posts to targeted user groups, where required.

We are committed to providing a user-friendly and dynamic system and as such, we invite all users to be part of the process by submitting their feedback and suggestions for improvement.

Please direct your comments and suggestions to the ForceNet Support Team at ForceNet@defence.gov.au or join the [ForceNet Feedback](#) group (Defence Users only).

When submitting feedback via email, it is important that users provide their full details, including Defence ID (PMKeyS number) so that the team can accurately identify you and follow up if more information is required.