



Login Issues

How can I find more information about problems logging in to Secure Email Threat Defense?

Secure Email Threat Defense uses Cisco Security Cloud Sign On for user authentication management. For information on Security Cloud Sign On, including FAQ, see the [Cisco Security Cloud Sign On Quick Start Guide](#).

Why can't I log in with my email address?

Make sure the email address you are using for Security Cloud Sign On matches the email associated with your Secure Email Threat Defense account. Some customers may have Security Cloud Sign On accounts using multiple email addresses. Secure Email Threat Defense does not support multiple email addresses for a single user. You must log in using the email address that was used to create your Secure Email Threat Defense account. If you don't know which email address was used, check with your Secure Email Threat Defense administrator.

How can I reset my password?

During the Security Cloud Sign On login process you will be prompted to enter your password; click **Forgot password** to get to the **Reset Password** page.

Why do I see a 400 Bad Request error when trying to sign in to Security Cloud Sign On with my Microsoft account?

Microsoft 365 does not require accounts to have a defined first name and last name. When trying to authenticate with a Microsoft account that does not have a last name, Security Cloud Sign On returns the following error:

400 Bad Request. Unable to create the user. Required properties are missing.

To work around this issue, make sure both first name and last name are defined in your Microsoft 365 account.

How can I access Secure Email Threat Defense from the SecureX Application Portal?

To access Secure Email Threat Defense from the [SecureX Application Portal](#), locate your region (North America, Europe, or APJC) and find the Secure Email Threat Defense icon.

How can I switch between Secure Email Threat Defense instances?

You can access multiple Secure Email Threat Defense instances using the same Security Cloud Sign On account. This makes it easier to keep track of each instance without having to log out and log back in with a separate account. Secure Email Threat Defense accounts using the same Security Cloud Sign On are available from your User menu. Note that this is limited to accounts in the same region.

How can I find out the operational status of Secure Email Threat Defense?

If you suspect Secure Email Threat Defense may be down or having an issue, check our system status page. You can access the page from the User Profile menu, or directly at <https://ciscosecureemailthreatdefense.statuspage.io>.

