

# D-ICAM eApp End User FAQs

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## New Applicant Sign in Process

NBIS eApp Applicant user accounts are now managed via DCSA’s Identity, Credential, and Access Management solution, D-ICAM. You can now access NBIS eApp either directly through <https://eapp.nbis.mil/> or from D-ICAM <https://eapp.icam.dcsa.mil/> .

You should have received 2 emails, one from NBIS ([donotreply@nbis.mil](mailto:donotreply@nbis.mil)) and the other from the D-ICAM solution’s software Okta ([noreply@okta.mil](mailto:noreply@okta.mil)). The Okta email will contain an activation link which will allow you to setup your new account for accessing NBIS eApp. Please note that this NBIS eApp account will be different than any other government or industry account you may have, eApp cannot be accessed with your government or industry issued CAC, PIV, or ECA cards.

Locate the email from Okta ([noreply@okta.mil](mailto:noreply@okta.mil)), click the Activation link, and follow the instructions for signing into NBIS eApp.

## I received an email from NBIS but not from Okta

If you have received an email from NBIS informing you of your new account creation, but do not see an email from Okta ([noreply@okta.mil](mailto:noreply@okta.mil)):

**1. Check your Spam or Junk folder:**

Open your email app and look in the Spam, Junk, or Promotions folder to see if the D-ICAM/Okta email from [noreply@okta.mil](mailto:noreply@okta.mil) is there. The subject line usually includes “Activate your Okta account” or “Welcome to Okta. DCSA / NBIS Account Created”

**2. Still don’t see the activation email?**

Try searching your email account for keywords like “Okta”, “Activation”, “Account Created” [noreply@okta.mil](mailto:noreply@okta.mil)

### 3. Try signing in with the username provided in the NBIS Account Creation email

You may be able to sign in directly with your NBIS user ID. Copy the 10-character user ID from your NBIS Account Creation email and try to sign into <https://eapp.icam.dcsa.mil>. *Note, your NBIS user ID is different from your email address, it will be a 10-character username made up of 4-letters and 6-numbers.*

If you receive the following error: “Unable to sign in. Contact support for assistance.”, you will need to request a new Okta Activation Email. Refer to instructions below on how to do this.

## I need a new Okta Activation Email

If you have been unable to locate an Okta Activation Email and cannot sign in with your NBIS email:

1. Add [noreply@okta.mil](mailto:noreply@okta.mil) to your “[Safe Senders](#)” or “Do Not Block” list if possible. Additionally, if your email account is managed by your company or agency, you may also contact your IT Department or Help Desk to request [noreply@okta.mil](mailto:noreply@okta.mil) be whitelisted to avoid being flagged as spam.
2. Contact the DCSA Help Desk at [dcsa.itsupport@mail.mil](mailto:dcsa.itsupport@mail.mil) or 878-274-1344 to request a new activation email. You will need to provide the email address associated with your investigation so that the DCSA Help Desk can send another Okta Activation email to you.

## I did not receive Account Creation emails from either NBIS or Okta

Please contact your Facility Security Officer (FSO) to confirm that you have an active investigation. Your FSO may need to reinitiate your investigation.

## I do not know my password or the forgot/reset password option is not allowed

D-ICAM makes it easy to reset your password yourself if you have forgotten it or do not know it.

1. Go to <https://eapp.icam.dcsa.mil>
2. Enter your NBIS username and click “Next”
3. Complete Email Verification by clicking “Send me an email” and completing verification with the “Sign In” link you receive in your email or the 6-digit code.
4. On the next screen you will be prompted for your password or use the “Forgot Password” option to reset it.

If you do not get prompted to verify your email **BEFORE** being asked for your password, then you have entered an incorrect NBIS username. You must enter the user ID exactly as it appears in the email from [donotreply@nbis.mil](mailto:donotreply@nbis.mil).

Attempting to reset your password after providing the wrong username will result in an error that says “Reset password is not allowed at this time”

## I tried to sign in and received an error saying “Unable to sign in”

The Unable to sign in error may appear for a variety of reasons depending on which action triggered it:

1. **After entering my Username:** Your account may be locked out, use the “Unlock Account” option on <https://eapp.icam.dcsa.mil>
2. **After entering my Password:** You have entered the incorrect password, use the “Forgot Password” option

## I tried to sign in and received an “Activation link no longer valid” error

If you have signed into NBIS eApp and/or D-ICAM already, you do not need to use the Activation link from your email. You will need to sign in directly using the NBIS user ID provided to you in the original email.

If you have not be able to sign into NBIS eApp and/or D-ICAM previously, you may have received more than one Okta Activation Email. This could be due to your investigation being reinitiated or because you requested another activation email from the Help Desk. Search your email account and ensure you are clicking on the newest / most recent Okta Account Creation or Activation email link. If this does not work, you may need to contact the DCSA Help Desk at [dcsa.itsupport@mail.mil](mailto:dcsa.itsupport@mail.mil) or 878-274-1344 to request a new activation email

## I signed into D-ICAM but do not see NBIS eApp on my dashboard

1. Make sure you are signing in with the user ID provided to you by NBIS. Your NBIS user ID is a 10-character username made up of 4-letters and 6-numbers.
2. Do not sign into D-ICAM with your email address.
3. Do not sign in using your CAC, PIV, or ECA card.

## I signed into D-ICAM or eApp, but my application could not be found

If you have signed into eApp but receive the following message, "We could not find your application with the information provided", contact your FSO. Your investigation will need to be reinitiated by NBIS.