

# LOGIN PROCESS FOR EAPP VIA D-ICAM

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

---



3 December 2025



## Login Process For eApp via D-ICAM

**Updated Date: 3 December 2025**

**Organization Type: SSC, FSO**

### Table of Contents

[NEW USER](#)

[EXISTING USER](#)

[SELF-SERVICE RESET PASSWORD](#)

**Purpose: To demonstrate the login process to eApp using D-ICAM.**

### NEW USER

1. Receive one email; the invitation email will come from NBIS (noreply@nbis.mil). Subject line will read **\*ACTION REQUIRED\*** Activate Your New NBIS eApp Account

\*ACTION REQUIRED\* Activate Your New NBIS eApp Account



donoreply@nbis.mil

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Welcome to the Defense Counterintelligence and Security Agency (DCSA) National Background Investigation Services (NBIS) eApp system.

eApp contains the form you need to complete for your security-clearance background investigation. Access to eApp is safeguarded by DCSA ICAM (D-ICAM), an authentication tool powered by Okta.

Your new eApp Username and activation link are provided below. Do not forward this email or share its contents with anyone.

eApp Username: [REDACTED]

Form: SF85

Organization: Defense Counterintelligence and Security Agency

**Important:** This username is unique to eApp. You cannot use your email address, CAC, or PIV to sign into your eApp account.

#### Instructions for Activating Your eApp Account

If you have previously activated your eApp account, skip to Step 8.

To activate your new eApp account:

1. Select this [link](#) to activate your eApp account. Important: The link will expire 30 days after the date of this email. Activate your eApp account today. You can begin completing the form later.
2. Create a password that meets the criteria listed on the screen. Re-enter your new password, then select Next.
3. Each time you log into eApp, you will receive a one-time passcode. By default, you will receive your passcode via email. However, on this "Set up security methods" screen, you can choose to receive your passcode via the Okta Verify app on your phone or computer instead. To choose Okta Verify, which is strongly recommended, select Set up. Select Continue.
4. Select the NBIS eApp tile.
5. Carefully read the instructions for completing this form. If you agree with the statement, select Yes to continue.
6. You have successfully logged into your account. Enter your U.S. Social Security Number. Select the up or down arrow to enter the Month and Day of your birth. Enter the Year of your birth. (You are only prompted to enter this validation information when you create or change your password.) Select Submit.
7. A tile containing your form name displays on the left. Select the blue box at the bottom of the tile to open your form. Complete the form as soon as possible to avoid delays in processing your background investigation. The system auto-saves as you enter data, so you can complete your eApp form in multiple sessions if needed.
8. If you previously activated your eApp account, log into eApp [here](#).

#### Helpful Resources

For a step-by-step guide on completing your form, [go here](#).

For troubleshooting tips on activating your new NBIS eApp account or logging into your existing NBIS eApp account, [the DCSA NBIS website](#) is always available.

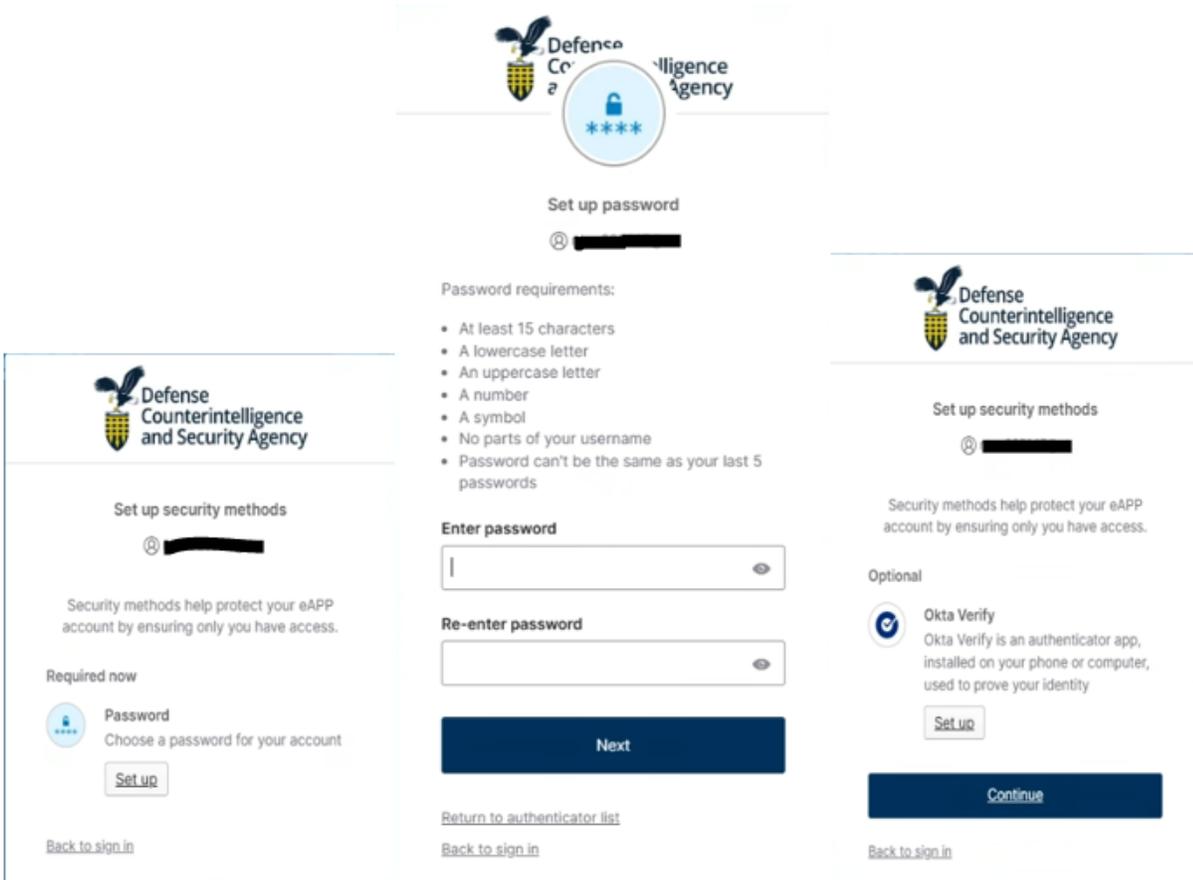
For help Monday through Friday, from 8am to 8pm Eastern:

- Call the DCSA Help Desk at: 878-274-1344
- Email the DCSA Help Desk [here](mailto:dcsa.itsupport@mail.mil): (dcsa.itsupport@mail.mil)

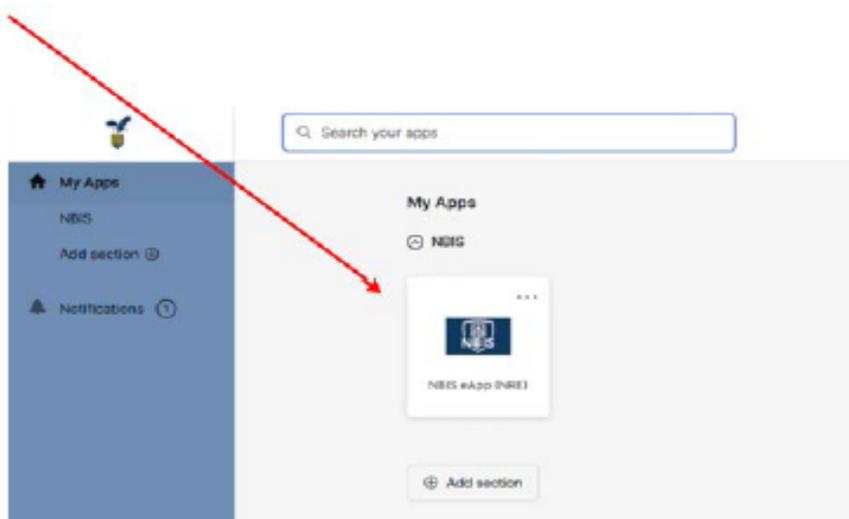
Regards,

NBIS Administrative Team  
National Background Investigation Services  
Defense Counterintelligence and Security Agency  
<https://eapp.ot.nbis.mil/>

2. In the email under step 1 select the hyperlink 'link.' The three screens below will prompt you to set up a password. Screen number three is optional, if you choose to bypass the set up security methods, click continue. (Applicants should never choose smart card login):



3. Password is entered; you will see the screen below. Select the NBIS eApp tile to launch your form:



4. Provided are the instructions for completing the form, select yes to proceed:

### Questionnaire for Non-Sensitive Positions

National Background Investigation System (NBIS) eApp version 12.0.3

Your last login was: Never

**Follow instructions completely or your form will be unable to be processed. If you have any questions, contact the office that provided you the form.**

#### Instructions for completing this form

- Follow the instructions provided to you, by the office that gave you this form** and any other clarifying instructions, provided by that office, to assist you with completion of this form. You should retain a copy of the completed form for your records.
- All questions on this form must be answered.** If no response is necessary or applicable, indicate this on the form by checking the associated "Not Applicable" checkbox, unless otherwise noted.
- Do not abbreviate the names of cities or foreign countries.** Whenever you are asked to supply a country name, you may select the country name by using the country dropdown feature.
- All dates provided in this form must be in Month/Day/Year or Month/Year format.** The year should be entered as a four character number (e.g., 1978 or 2001). If you are unable to report an exact date, approximate or estimate the date to the best of your ability, and indicate this by checking the "Estimated" checkbox.

---

All questions on this form must be answered **completely and truthfully** in order that the Government may make the determinations described below on a complete record. Penalties for inaccurate or false statements are discussed below. **If you are a current civilian employee of the federal government:** failure to answer any questions completely and truthfully could result in an adverse personnel action against you, including loss of employment with

**Persons completing this form should begin after carefully reading the preceding instructions**

I have read the instructions and I understand that if I withhold, misrepresent, or falsify information on this form, I am subject to the penalties for inaccurate or false statement (per U. S. Criminal Code, Title 18, section 1001), or removal and debarment from Federal Service.

5. Enter your SSN/DOB to ensure the right individual is accessing the correct account. If the eApp indicates your SSN and/or DOB is incorrect, recommend reaching out to the POC for the case request to confirm they have your correct PII:

You have successfully logged into you account.  
The eApp application requires this account be validated before accessing the personal information associated to it upon initial access and when certain account changes occur.  
Once validated you will be provided the details on your form(s).

Provide your U.S. Social Security Number

What is your date of birth?

Month Day Year

Submit

6. Select available form to proceed:

The National Background Investigation Ser investigations.

## My Forms

Review the form(s) assigned to you below.

**Form Name**  
SF85

**Form Version**  
2024-02

**Status**  
INCOMPLETE

**Point of Contact**  
[REDACTED]

**Point of Contact Email**  
[REDACTED]

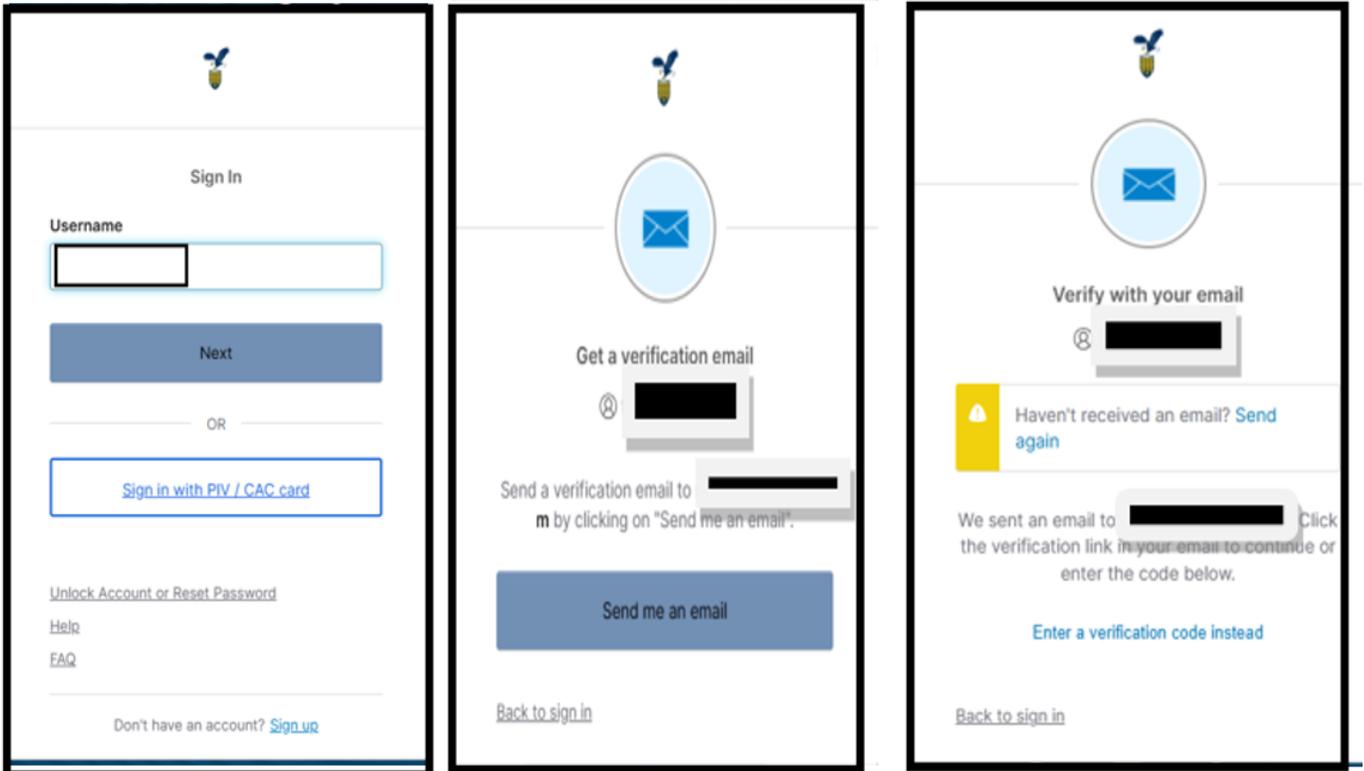
**Organization**  
[REDACTED]

**Date Added**  
5/8/2025

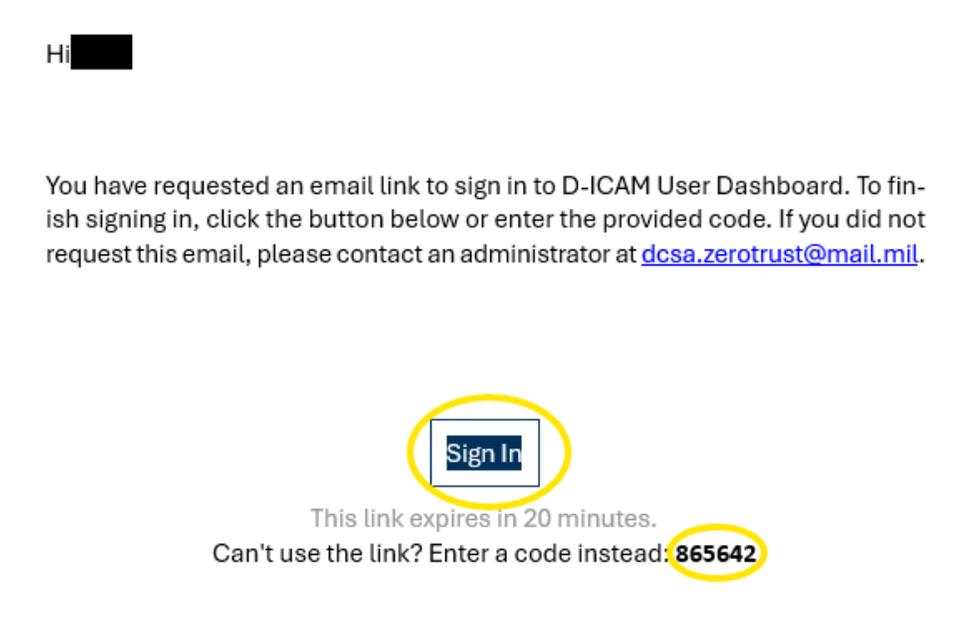
Select SF85

## EXISTING USER

1. Navigate to <https://icam.dcsa.mil/>, Enter Username from your initial email notification from donotreply@nbis.mil.

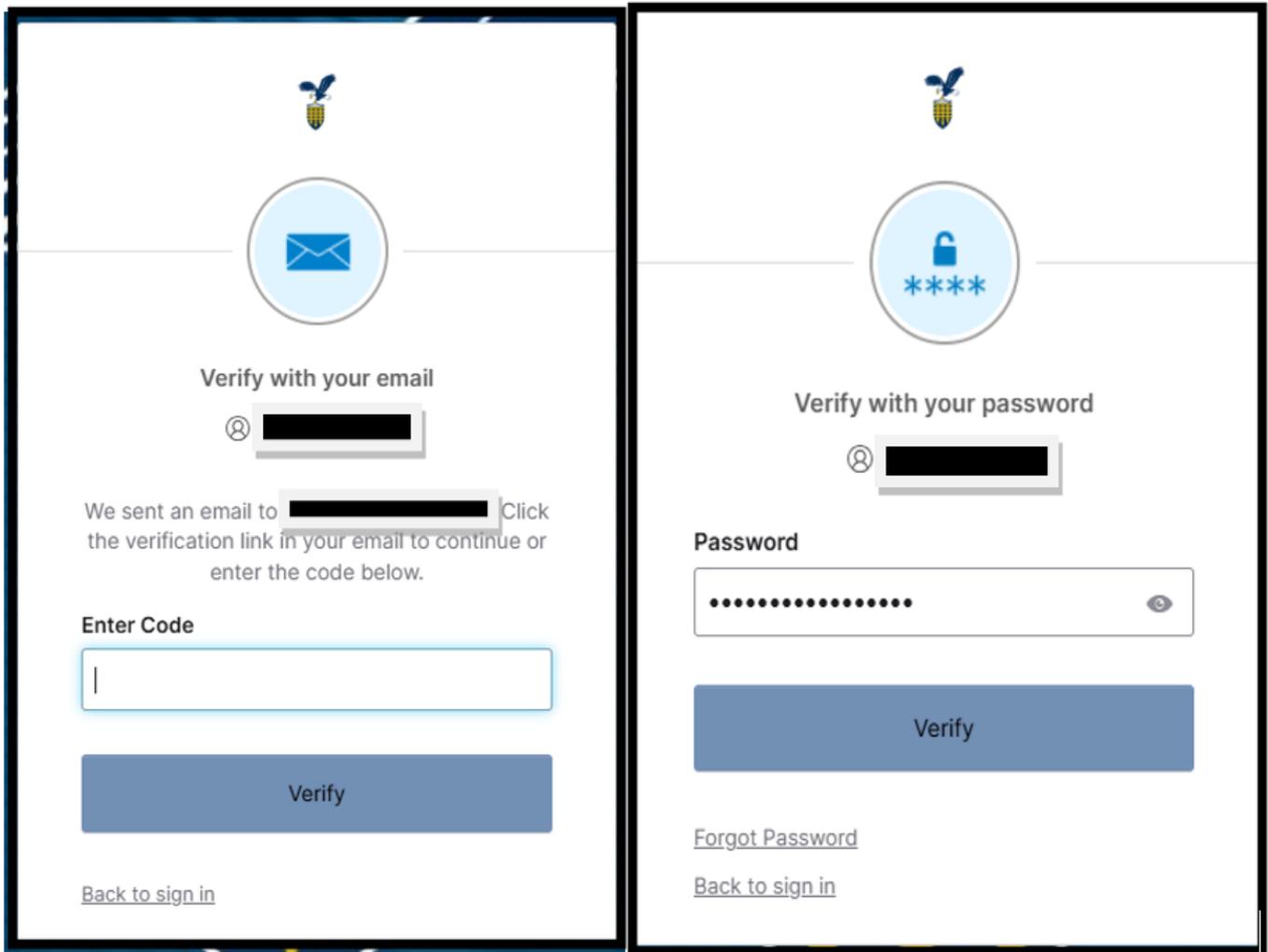


2. Receive one-time verification code via email

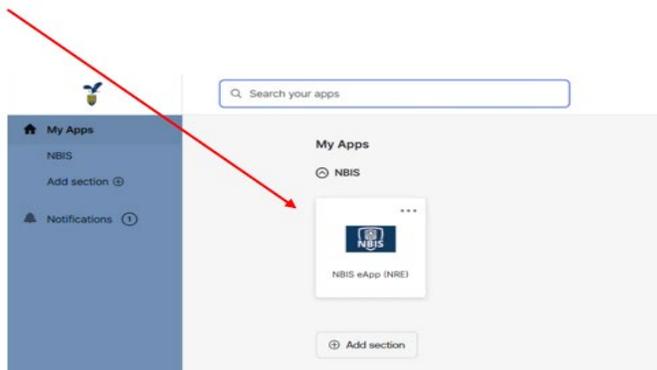


This is an automatically generated message by [Okta](#). Replies are not monitored or answered.

3. Enter one-time verification code, followed by your password



4. Password is entered; you will see the screen below. Select the NBIS eApp tile to launch your form:



5. Provided are the instructions for completing the form, select yes to proceed:

### Questionnaire for Non-Sensitive Positions

National Background Investigation System (NBIS) eApp version 11.16.2

Your last login was: 2025 May 08 09:21

**Follow instructions completely or your form will be unable to be processed. If you have any questions, contact the office that provided you the form.**

#### Instructions for completing this form

- 1. Follow the instructions provided to you, by the office that gave you this form** and any other clarifying instructions, provided by that office, to assist you with completion of this form. You should retain a copy of the completed form for your records.
- 2. All questions on this form must be answered.** If no response is necessary or applicable, indicate this on the form by checking the associated "Not Applicable" checkbox, unless otherwise noted.
- 3. Do not abbreviate the names of cities or foreign countries.** Whenever you are asked to supply a country name, you may select the country name by using the country dropdown feature.
- 4. All dates provided in this form must be in Month/Day/Year or Month/Year format.** The year should be entered

Persons completing this form should begin after carefully reading the preceding instructions

I have read the instructions and I understand that if I withhold, misrepresent, or falsify information on this form, I am subject to the penalties for inaccurate or false statement (per U. S. Criminal Code, Title 18, section 1001), or removal and debarment from Federal Service.

6. Select available form to proceed:



The National Background Investigation Ser  
investigations.

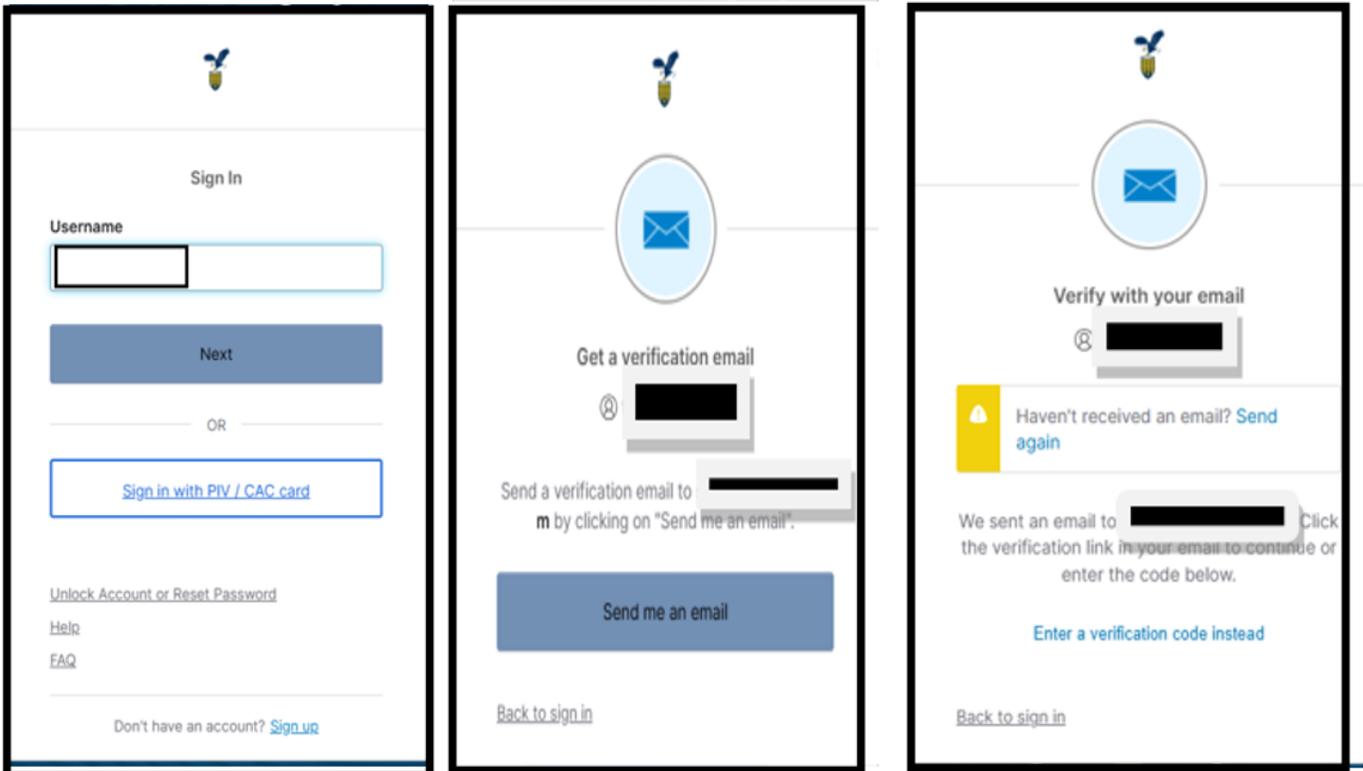
### My Forms

Review the form(s) assigned to you below.

Form Name	SF85
Form Version	2024-02
Status	INCOMPLETE
Point of Contact	[REDACTED]
Point of Contact Email	[REDACTED]
Organization	[REDACTED]
Date Added	5/8/2025

## SELF-SERVICE RESET PASSWORD

1. Navigate to <https://icam.dcsa.mil/>, Enter Username from your initial email notification from donotreply@nbis.mil.



2. Receive one-time verification code via email

Hi [REDACTED]

You have requested an email link to sign in to D-ICAM User Dashboard. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact an administrator at [dcsa.zerotrust@mail.mil](mailto:dcsa.zerotrust@mail.mil).



This link expires in 20 minutes.

Can't use the link? Enter a code instead: **753026**

This is an automatically generated message by [Okta](#). Replies are not monitored or answered.

### 3. Enter one-time verification code and select Forgot Password.



**Verify with your email**

We sent an email to . Click the verification link in your email to continue or enter the code below.

**Enter Code**

**Verify**

[Back to sign in](#)



**Verify with your password**

**Password**

**Verify**

**Forgot Password**

[Back to sign in](#)

### 4. Create password



**Reset your ICAM DEV password**

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Password can't be the same as your last 5 passwords

**New password**

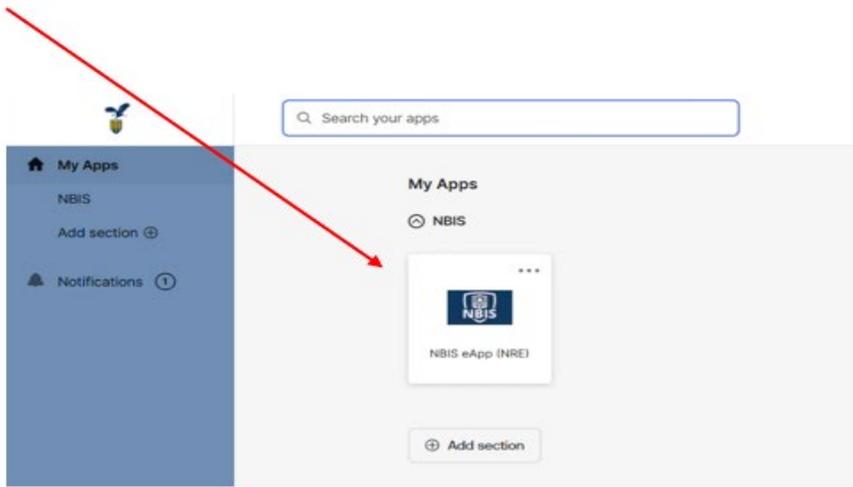
**Re-enter password**

Sign me out of all other devices.

**Reset Password**

[Back to sign in](#)

5. Password is entered; you will see the screen below. Select the NBIS eApp tile to launch your form:



6. Email will be received once your password is reset

Hi [REDACTED]

A password was changed for your Okta account [REDACTED]

#### Details

Tue, November 25, 2025  
[REDACTED]

Performed by: [REDACTED]

#### Don't recognize this activity?

Your account may have been compromised; we recommend reporting the suspicious activity to your organization. Please contact your system administrator immediately.

If you experience difficulties accessing your account, send a help request to your administrator.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

This is an automatically generated message by [Okta](#). Replies are not monitored or answered.