



## National Background Investigation Services (NBIS) eApp First-Time User Login Process Changes

### OVERVIEW

As part of our ongoing efforts to modernize the systems we use and enhance our cybersecurity posture, we recently released an upgraded multi-factor authentication (MFA) capability to improve the cybersecurity of NBIS eApp login, as part of a transition into the DCSA Identity, Credential, and Access Management (D-ICAM) system.

### CHANGES TO EAPP LOGIN PROCESS AND FUNCTIONALITY

- eApp users logging in to initiate their clearance and complete their standard forms will use an authentication application to access the system.
- This process allows users to log in once (SSO) and access multiple applications without needing to re-enter credentials.

### QUICK START: YOUR FIRST TIME LOGGING IN

**\*\* DO NOT USE CAC/PIV FOR EAPP LOGIN \*\***

- 1 Watch Your Email:** Upon account creation, invitation email from Okta (noreply@okta.mil) and welcome email from NBIS (donotreply@nbis.mil) will be sent. *\*Check your SPAM/Junk folders.*
- 2 Click the Link:** Open the link in the email to activate Okta account and go to the portal. The link in the invitation email is valid for 30 days.
- 3 Create Your Password:** You'll be prompted to set up a new password.
- 4 Choose Authentication Method:** Click 'Continue' to set up preferred method for receiving one-time passcodes (OTPs). OTPs are used for identity verification during each subsequent login.
- 5 Launch eApp:** After entering the portal, select the 'eApp' tile to launch the application.
- 6 Verify Your Identity:** For security purposes, the first time you use eApp, you'll be asked to verify your identity with your Social Security number (SSN) and Date of Birth (DOB).
- 7 Complete Form:** Navigate to the assigned form and fill out quickly to avoid delays.

### QUESTIONS?

- For all questions related to accessing the system, call the DCSA help desk at 878-274-1344 or email [dcsa.ITSupport@mail.mil](mailto:dcsa.ITSupport@mail.mil)
  - Mon-Fri: 5am-8pm EDT & Sat: 8am-2pm EDT
- For other questions, contact Applicant Support at 878-274-5091 or [dcsa.boyers.dcsa.mbx.applicant-knowledge-center@mail.mil](mailto:dcsa.boyers.dcsa.mbx.applicant-knowledge-center@mail.mil)
  - Mon-Fri: 6am-5pm EDT
- For Industry/FSOs support, contact Customer Engagement at 878-274-1765 or [dcsa.ncr.nbis.mbx.contact-center@mail.mil](mailto:dcsa.ncr.nbis.mbx.contact-center@mail.mil)
  - Mon-Fri: 6am-5pm EDT

Visit our dedicated MFA webpage:

