



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

OVERVIEW

DCSA is introducing a new cybersecurity authentication process that provides robust and dynamic security to address the complex needs of modern organizations, while also providing a user-friendly portal for registration and access management. This important update strengthens DCSA's security posture and enhances its ability to protect the nation's sensitive information and assets. This new process uses multi-factor authentication methods consistent with current cybersecurity standards, providing both enhanced security and a streamlined user experience.

CHANGES TO EAPP LOGIN PROCESS AND FUNCTIONALITY

- eApp users logging in to 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

- 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.
- 2 Click the Link:** Open the link in the email from Okta to activate account and go to the portal. The link in the invitation email is valid for 7 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.

Upon each subsequent login: You will be prompted to receive a one-time passcode (OTP) via chosen authentication method. To proceed, either click the link in the email or manually enter the code provided.

QUESTIONS?

- For all questions related to accessing the system, call the DCSA help desk at 878-274-1344 or email 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 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 Mon-Fri: 6am-5pm EDT