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# Revision History

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1 Introduction

The Defense Counterintelligence Security Agency (DCSA) National Industrial Security Program (NISP) Central Access Information Security System (NCAISS) program provides identity and access related functionality across DCSA’s Information Technology (IT) infrastructure. NCAISS provides DCSA applications with Public Key Infrastructure (PKI)-based authentication services using the Common Access Card (CAC) or other Department of Defense (DoD)-approved PKI certificates, enhanced user account administration, and provisioning and de-provisioning capabilities. The DCSA NCAISS solution is also configured to provide various workflow and reporting services to support the DCSA System Access Request (SAR) process. The goals and objectives of the DCSA NCAISS Program were developed to support several core business needs, including:

- Provide a centralized authentication mechanism that addresses DoD and Federal Government PKI usage requirements
- Increase mission efficiency by providing a centralized SAR process
- Improve user provisioning and de-provisioning
- Increase control over user roles, rights, and access
- Decrease Knowledge Center calls for account password resets with the implementation of the account self-help capabilities

The benefits provided by addressing these business needs and meeting their corresponding requirements through the DCSA NCAISS Program include compliance with applicable DoD\textsuperscript{1} and Federal Government\textsuperscript{2} requirements, reduced security risks, increased ease of use, improved efficiency, centralized control, and improved auditing capabilities.

1.1 Purpose

The purpose of this document is to provide step-by-step instructions to enable NCAISS Users to use the system. This guide covers the following capabilities:

- Enrolling (self-registering) for a new NCAISS User account
- Registering a PKI certificate with a user’s account
- Accessing the NCAISS using a PKI credential
- Navigating NCAISS
- Requesting additional NCAISS roles and Application Access
- Securing logging out of NCAISS
- Approving and rejecting work items (account/access requests)
- Delegating work items to another user

\textsuperscript{1} DoD requirements for PKI-based authentication are outlined in: CYBERCOM CTO 07-15, DoDI 8520.02, and DoDI 8520.03.

\textsuperscript{2} Federal Government requirements for PKI-based authentication are outlined in: the FICAM Roadmap and Implementation Guidance, OMB M-11-11, and the FY2011 OMB Budget Passback Reminder.
1.2 Getting Started

NCAISS is web-based and does not require an application to be installed; however, before you begin using NCAISS, verify that Microsoft Internet Explorer (v8.0 or greater) is installed on your computer.

Once the user account is created and the user logs into NCAISS, the user will be able to request access to integrated applications/resources and access those applications/resources to which they are authorized.
2 NCAISS

2.1 Accessing NCAISS

Access NCAISS by copying and pasting this link ([https://ncaiss.dss.mil](https://ncaiss.dss.mil)) into a web browser. The NCAISS Notice and Consent to Monitoring page is displayed, as shown in Figure 1. The user must accept the NCAISS Notice and Consent to Monitoring in order to access the login page.

![NCAISS Notice and Consent to Monitoring](image)

Figure 1: NCAISS Notice and Consent to Monitoring

2.2 NCAISS Login Page

As depicted in Figure 2, the NCAISS Login page contains the following components:

- Login to DCSA Portal
- Register CAC/ECA
- Self-Enrollment
- Threat Advisory
- Links - DCSA Applications
- FAQs
- Page footer - Contact DCSA link and other DoD links
Use of the “Login to DCSA Portal,” “Register CAC/ECA,” and “Self Enrollment” features are addressed in detail in Sections 5, 4, and 3, respectively. The following subsections address the Frequently Asked Questions (FAQs), contacting the Knowledge Center, public information on the applications integrated into the NCAISS Solution, and common errors when logging into the system.

2.2.1 Frequently Asked Questions

To view the FAQs page, click on the “FAQs” link at the bottom of the page (part of the page footer) or click on one of the questions in the FAQ box in the right column. Figure 3 illustrates where the FAQ links, on the NCAISS Login Page, are located.
2.2.2 Contact DCSA

To obtain contact information for the DCSA Knowledge Center, click the “Contact DCSA” link at the bottom of the page. Figure 5 shows where this link is located.

The information required to Contact DCSA is displayed, as shown in Figure 6.
2.2.3 Links

The Links section is located in the lower center column of the login page, as depicted in Figure 7. This section provides links to relevant external information sites. Note: These links are updated frequently; as such, the links shown in Figure 7 are representative and may not reflect current Production status.
3 Self-Enrollment

To gain access to NCAISS, a user must first register for an NCAISS User account (i.e., self-enroll). The self-enrollment module enables the user to complete a registration request and create a new user account. **Note:** If you are acting on behalf of an organization when utilizing NCAISS, you must use your organization assigned email address (e.g. dss.mil) when registering for an NCAISS account.

3.1 Request an NCAISS User Account

The following steps outline the process for self-enrolling for an NCAISS User account:

1. Access NCAISS by copying and pasting this link ([https://ncaiss.dss.mil](https://ncaiss.dss.mil)) into your web browser.
2. Click “I Accept” on the DCSA Portal Notice and Consent to Monitoring, as shown in Figure 1.
3. On the NCAISS Login page, click “Register for an account” under the “Self Enrollment” section of the bottom left corner, as shown in Figure 8.

![Figure 8: Register for an Account Link](image)

4. Complete the required fields (noted with an “*”), as shown in Figure 9.
5. If you are a DCSA Internal User (i.e., DCSA employee or DCSA contractor), check the “DCSA Internal User” checkbox.
6. Answer three (3) security questions. **Note:** When contacting the Knowledge Center for support, the Knowledge Center Agent may ask you these questions to verify your identity.
7. Perform one of the following actions:
   a. Click “Cancel” button to cancel the enrollment request. **Note:** Information that you provided will be deleted.
   b. Click “Next” button to proceed with the self-enrollment process. **Note:** If required information is not complete, NCAISS will not allow the user to continue with self-enrollment. **Note:** The password set at this stage must meet established DoD password complexity criteria.
8. Review the information and perform one of the following actions, as shown in Figure 10:
   a. Click “Edit” to modify your information.
   b. Click “Cancel” to cancel the enrollment request. **Note:** Information that you provided will be deleted.
   c. If the information is complete and accurate, then select the checkbox confirming you have read and agree to the Privacy Act Statement and click “Confirm” to submit the form.

![Figure 9: NCAISS Account Request Form](image-url)
9. Upon clicking “Confirm” the request will be submitted and NCAISS will display a confirmation page, as shown in Figure 11. The confirmation page will display the user’s NCAISS Account ID.

10. Click “OK” to return to the DCSA login page, or click “Register Certificate” to proceed directly to registering a DoD-approved PKI certificate. **Note:** You will receive an email from DoNotReply@dss.mil confirming your account creation.

![Figure 10: NCAISS Account Request Review](image)

**Figure 10: NCAISS Account Request Review**

**Figure 11: NCAISS Account Request Confirmation**
3.2 New Accounts – Email Notifications

After a user submits NCAISS account request form and NCAISS creates the new user account, an email notification is sent to the user indicating account creation, as shown in Figure 12. **Note:** Your new account name (Account ID) is provided in this email (as well as on the Account Request Confirmation page, shown in Figure 11). You created your password during the self-enrollment process. **Note:** Emails from the NCAISS system will be sent from the DoNotReply@dss.mil email address. Please make sure your email inbox settings are configured to allow messages from DoNotReply@dss.mil as spam/junk-mail.

![Figure 12: NCAISS Account Created Email](image)

Please be advised that your request for an NCAISS account has been processed and your account has been created. Your NCAISS username is NCAISS TEST and your password is the one set by you during self-registration. Your user information is privileged and must not be shared. You may access NCAISS to register your LAC or other DOD-approved PMI Certificate. In order to enroll your PMI Certificate, select the “Register Certificate” link available on the NCAISS login page.

If you require assistance accessing or using NCAISS, please refer to the FAQs located at [https://dso.dss.mil/policies/faq](https://dso.dss.mil/policies/faq) or contact the DoD Security Services (Call Center at 1-888-202-7862) or email to Call Center@dofusc.gov.

Regards,
DSS NCAISS Team
4 Register Certificate

NCAISS is a CAC/PKI-enforced system. To log into the system, users must use their CAC or DoD-approved certificate and enter their Personal Identification Number (PIN). Prior to accessing NCAISS, new users must register their certificate (i.e., associate their certificate to their NCAISS Account ID). This process takes place after a user’s request for an account is approved and a user Account ID is created.

**Note:** Your new Account ID is provided on the account creation confirmation page and in the “account created” notification email as shown in Figure 12.

**Note:** You already created your password when completing the “self-enrollment” form.

1. Access NCAISS by copy and pasting this link ([https://ncaiss.dss.mil](https://ncaiss.dss.mil)) into your web browser.
2. Accept the NCAISS Notice and Consent to Monitoring, as shown in Figure 1.
3. On the NCAISS Login page, click “Register Certificate” under the “Register CAC/ECA” section located in the middle of the left column. Refer to Figure 13.

![Figure 13: Register Certificate Location](image)

4. Enter your Account ID (provided immediately following account creation and in the account creation notification email).
5. Enter the password that you set during the self-enrollment process.
6. Click “Submit” as shown in Figure 14.
7. Upon clicking submit, a pop-up box containing a list of digital certificates will appear. Select your certificate, as shown in Figure 15. **Note:** If the window displays more than one certificate, scroll through the list and select the appropriate one.

8. Enter your PIN, as shown in Figure 16.
9. If successful, a confirmation message will be displayed informing you that your certificate was registered successfully, as shown in Figure 17. You may now login to NCAISS.

4.1 Common Certificate Registration Errors

This section addresses the following errors that may occur during the PKI certificate registration process:

- Incorrect Account ID or Password
- Submitting without entering an Account ID or Password
- Clicking “Cancel” button or no certificate is inserted (if using a CAC)
- Certificate already in use
- Receiving an “Error Page Cannot Be Displayed” message
4.1.1 Incorrect Account ID or Password

An error message, as shown in Figure 18, is displayed when the user enters an incorrect Account ID or Password when attempting to register a certificate.

![Figure 18: Invalid Account ID or Password During Certificate Registration](image)

To resolve this problem:

- Make sure your Account ID and Password are correct:
  - If either the Account ID or Password are incorrect, contact the DCSA Knowledge Center for Account ID retrieval and/or Password reset

4.1.2 Missing Account ID or Password

One of the following two messages, as shown in Figure 19 and Figure 20, will be displayed when a user clicks “Submit” without entering an Account ID or password.

![Figure 19: Missing Account ID](image)

![Figure 20: Missing Password](image)

To resolve this problem:
- Enter the Account ID that was provided immediately after account creation in the account creation notification email and the password that you created during self-enrollment.

4.1.3 Click “Cancel” or No Certificate Inserted (if Using a Hardware Token [e.g., CAC])

An error message is displayed when the user selects “Cancel” or when no hardware-based PKI token (e.g., CAC) is inserted into the computer. CAC is inserted into the computer, as shown in Figure 21.

![Figure 21: No Certificate Selected Error](image)

To resolve this problem:

- Please select the appropriate certificate; or
- Insert your certificate (CAC) into the computer or smartcard reader

4.1.4 Certificate Already in Use

A certificate may only be registered to a single NCAISS User account. If you have already registered your certificate to your account, then the system will display the following error message:

![Figure 22: Certificate Already In-Use Error](image)

To resolve this problem:

- Select “CAC/ECA Login” and log into the system using the certificate and PIN. Refer to Section 5, for more details on how to login.
4.1.5 Receiving an “Error Page Cannot Be Displayed” Message

If you receive an “Error Page Cannot Be Displayed” message during the certificate registration process contact your local IT helpdesk to investigate potential browser or network settings that may be causing the error prior to contacting the DCSA Knowledge Center.
5 Login to NCAISS

Once a user’s NCAISS User account has been created and a certificate is registered to the account, the user may log into NCAISS.

1. Access NCAISS by copy and pasting this link (https://ncaiss.dss.mil) into the web browser.
2. Accept the NCAISS Notice and Consent to Monitoring, as shown in Figure 1.
3. On the NCAISS Login page, click “CAC/ECA Login” under the “Login to DSS Portal” section in the top left column. Refer to Figure 23.

![Figure 23: CAC/ECA Login Location](image)

4. A window will pop up displaying one or more certificates on your system. Select your certificate. **Note:** Make sure you select the certificate that you registered to your Account ID. **Note:** If you click “Cancel” without selecting a certificate, you will receive a “This Page Cannot Be Displayed” page. To access NCAISS, close all windows of your browser and return to step 1 above.
5. Enter your PIN. **Note:** If you click “Cancel” without entering your PIN, you will receive a “This Page Cannot Be Displayed” page. To access NCAISS, close all windows of your browser and return to step 1 above.

6. You have logged in and will be directed to the NCAISS Home Page, as shown in Figure 26.

**Note:** If you are prompted to select your PKI certificate, enter your PIN, and receive an “Internet Explorer Cannot Display the Page” message, then refer to Section 4.1.5. This issue may be related to browser or network settings and may affect system login as well.

### 5.1 Common Log-In Errors

When logging into NCAISS, there are a number of common errors that a user may encounter. This section addresses the following errors that may occur during NCAISS login:
• No Certificate Registered
• Receiving an “Error Page Cannot Be Displayed” message

5.1.1 No Certificate Registered or Disabled Account
The user will see the error shown at the top of the login page (depicted in Figure 27) when he/she tries to log into their NCAISS account before registering their certificate (i.e., CAC or DoD-approved PKI certificate), or after his/her account has been disabled.

![Figure 27: Certificate Not Registered Error Message](image)

To resolve this problem:
• If you have not registered your CAC or DoD-approved PKI certificate, then follow the instructions to do so in Section 4.
• If you have registered your CAC or DoD-approved PKI certificate, then:
  o Make sure that you selected the correct certificate during the certificate selection process; and/or
  o Re-register your certificate; and/or
  o Contact the DCSA Knowledge Center to verify if your account has been disabled.

5.1.2 Receiving an “Error Page Cannot Be Displayed” Message
If you receive an “Error Page Cannot Be Displayed” message during the certificate registration process contact the your local IT helpdesk to investigate potential browser or network settings that may be causing the error prior to contacting the DCSA Knowledge Center.
6 Navigating the NCAISS Home Page

The NCAISS Home Page enables users to access the systems/applications/resources for which they have been authorized. As depicted in Figure 28, the home page tiles provide access to various capabilities within NCAISS. All NCAISS users have access to a standard set of tiles that allow them to perform basic functions within the NCAISS Solution, including:

- Pending Approvals – allows users to view/manage access requests for which they serve as a Sponsor or Approver (see Section 9)
- My Information – allows a user to view/manage their user information, change a user’s challenge questions, change a user’s password, and create delegations (see Sections 7 and 10)
- Request/Modify Access – directs users to a NCAISS page where they can request NCAISS roles, and access to integrated applications
- My Applications – this section displays links to all the integrated applications that the user has access to
- Track Requests – allows users to see the status of their access requests

Depending on the user’s privileges, additional tiles are displayed on the left hand side of the home page representing additional NCAISS components that the user can access, including:

- Reports – allows a DCSA information security official (Information Assurance [IA] User access to various reports and auditing capabilities

![NCAISS Home Page Tiles](image)

Figure 28: NCAISS Home Page Tiles

Note: NCAISS uses tabbed browsing, similar to Internet Explorer (v8.0 or newer).

The remainder of this section provides overview information for locating and using the different components/applications on the NCAISS Home Page.
6.1 DCSA Login Information

The DCSA Login Information lists the last time the user was logged into NCAISS. This function is located at the top right corner of the NCAISS Home Page. Figure 29 highlights the “DCSA Login Information” on the home page.

6.2 Session Expiration

A user’s NCAISS session will timeout when it sits idle for more than thirty (30) minutes. If you wish to terminate your session, you may do so by:

- Clicking on the drop-down next to the NCAISS ID in the top right corner of the NCAISS Home Page, and clicking “Sign Out” from the drop-down;
- Allowing the session to timeout/expire; or
- Exiting (closing) the web browser.

6.3 Banner Links

While using NCAISS, a user can access several links that are located in the NCAISS banner as shown in Figure 30.

A user can use the NCAISS banner links to perform the following actions:

- Accessibility – allows users to enable accessibility functions such as the use of a screen reader, high contrast colors, and large fonts.
- Sign Out – allows users to sign out/log out of NCAISS. See Section 11 for details on logging out of NCAISS.
- Help – provides users with a list of NCAISS help pages to address commonly used system features.

To enable accessibility functions, take the following steps:

1. Click the drop-down arrow in the banner as shown in Figure 31.
2. Select “Accessibility” from drop-down as shown in Figure 32.

3. Select the check boxes for the desired options as shown in Figure 33. Click the “OK” button.

To access NCAISS help pages, take the following steps:

1. Click the “Help” link in the banner as shown in Figure 30. **Note:** Clicking the “Help” link opens the main NCAISS Help page in a new Internet browser tab.

2. Click the help page title link to view the desire page as shown in Figure 34. **Note:** Help pages are not context sensitive (i.e., the same list of help options will be available throughout the system).

3. Click the “NCAISS Help” button to return to the main NCAISS Help page as shown in Figure 35.
Figure 35: NCAISS Banner – Return to Main NCAISS Help Page
7 Update Profile Data

The “My Information” tile on the NCAISS Home Page allows users to view and update their profile information. The user profile information is accessed via the “My Information” tile on the left side of the NCAISS Home Page, as depicted in Figure 36.

![Figure 36: NCAISS Home Page My Information Link](image)

The “My Information” tab includes four (4) sections, as shown in Figure 37.

- Basic User Information (Name, Contact Information, etc.)
- Change Password
- Challenge Questions
- Delegation

The Basic User Information, Change Password, and Challenge Questions sections are covered in greater detail in the sub-sections that follow, while Delegation is discussed in detail in Section 10. Note: The Basic User Information in the “My Information” page is displayed in read-only format; users must click the “Edit” link, as described in Section 7.1 to modify their Basic User Information.
7.1 Basic User Information

Within the “Basic User Information” area, a user is able to view relevant information about the user’s account. A user can update profile data by taking the following steps:

1. Click “Edit” to access the “Update My Information” page, shown in Figure 38.

2. On the “Update My Information” page, enter the applicable changes in the appropriate fields and click “Update” as shown in Figure 39. Note: Users cannot change their first or last name. If you need to change your first or last name, contact the DCSA Knowledge Center. Note: Clicking cancel returns you to the NCAISS Home Page. Note: If the email address domain is being updated, NCAISS will remove the user’s existing OBMS access and internal NCAISS roles.
3. Upon submission, a confirmation page will display as shown in Figure 40. Click “Return to DCSA Portal” to return to the NCAISS Home Page. **Note:** Upon completion of profile data updates, the user can view any applied changes by accessing the “My Information” link from the NCAISS Home Page.

![Figure 39: My Information – Update Profile Data](image)

![Figure 40: My Information – Update Profile Data Confirmation](image)
7.2 Reset Password

Within the “Reset Password” area, users are able to change the password used for registering a certificate and set during self-registration. To reset the password, click the arrow next to “Change Password” to expand the Change password area; enter the old password, and the new password, then click “Apply,” shown in Figure 41. **Note:** the password set at this stage must meet established DoD password complexity criteria.

![Figure 41: My Information – Reset Password](image)

7.3 Challenge Questions

Within the “Challenge Questions” area, users are able to change the challenge questions they set during self-registration. To reset the challenge questions, click the arrow next to “Challenge Questions” to expand the challenge question area; select three challenge questions, and provide the corresponding answers, then click “Apply,” shown in Figure 42. **Note:** Previously entered challenge questions will not be displayed for security reasons and will be overwritten by the newly set questions/responses.
Figure 42: My Information - Challenge Questions

Click “Apply”
8 Requesting NCAISS Roles

A user may request an additional NCAISS Role from the NCAISS Home Page by taking the following steps:

1. Click the “Request/Modify Access” tile.

![Figure 43: Requesting Roles/Access from the NCAISS Home Page](image)

2. The Role and Application Access Request page is displayed. Click “Request an NCAISS Role.” **Note:** Additional application request links will display on the Application Access Request Page as new applications/resources are integrated with the NCAISS Solution.
3. The Request NCAISS Role form is displayed, as shown in Figure 45.
4. Select the appropriate role from the “Role Name” drop-down, depending on the needed access.
5. Complete the NCAISS Role request form by providing your Sponsor’s email address. **Note:** When requesting an NCAISS Role, your Sponsor must be a DCSA Internal User.

6. Click “Cancel” to cancel the request. **Note:** Data entered will be cleared once you hit “Cancel.”
7. Click “Next” to proceed.
8. A confirmation page will be displayed, as shown in Figure 46. Review the accuracy of the information presented.
9. Click “Cancel” to cancel the request. **Note:** Data entered will be cleared once you click “Cancel.”
10. Click “Edit” to edit the information displayed.
11. Click “Confirm” to submit your role request for review.

![NCAISS Role Request Confirmation](image)

Figure 46: NCAISS Role Request Confirmation

12. Upon form submission, a Request Successful page will be displayed. Click “Ok” to return to the NCAISS Home Page.

![NCAISS Role Request Successful Page](image)

Figure 47: NCAISS Role Request Successful Page

**Note:** Your submitted request will be sent to your Sponsor’s inbox for approval and they will be notified via email.
9 Approving/Rejecting Account Requests

When NCAISS users submit requests for additional roles and/or access to integrated applications, these requests are posted in the Sponsors’/Approvers’ inboxes. As depicted in Figure 48 new requests that require review and approval can be viewed by clicking the “Pending Approvals” tile on the NCAISS Home Page.

Note: The number of approval steps and the approvers involved are determined based on the type of role or application access that is requested; however, the basic approval process remains unchanged from the process documented below.

![Figure 48: NCAISS Home Page – Accessing Approval Items](image)

Clicking the “Pending Approvals” tile allows a user to see a list of requests awaiting their review and approval, as depicted in Figure 49.

![Figure 49: Work Items](image)

9.1 Approving NCAISS Role Requests

Once a user’s NCAISS account is established, he/she may request additional roles in NCAISS, to include Account Administrator, Validating Official, and IA User. The submitted requests are posted in the appropriate Sponsor’s Work Items list. If the a User requests the role of Validating Official, then a “Validating Official” must review the request once it has been approved by the user’s Sponsor. Once the Validating Official verifies the security level for the requester, they may approve or reject the request. If the requestor has selected an “Account Administrator”
account type, the workflow includes an Account Administrator review of the request, following approval by both the Sponsor and Validating Official. **Note:** Request rejections are addressed in Section 9.2.

1. Log into NCAISS.
2. The NCAISS Home Page is displayed, as shown in Figure 26.
3. Click on the “Pending Approvals” tile.
4. The “Pending Approvals” tab is displayed with a list of requests awaiting approval, as shown in Figure 50.

![Figure 50: NCAISS Role Requests Awaiting Approval](image)

5. Click on the request you wish to review and approve to launch the Account Request Approval detail view.
6. The Account Request Approval detail view is displayed, as shown in Figure 51. Here you can view the account details and the account type the user is requesting.
7. Review the request and click “Approve.” **Note:** If you are a Validating Official or a Knowledge Center user you will first have to click the “Claim” button on the request detail to claim the item before being able to approve or reject the item. **Note:** After the Sponsor approves the request, the request is forwarded to other NCAISS role holders for subsequent approvals (i.e., Validating Official for Validating Official and IA User access requests and Validating Official and Account Administrator for Account Administrator access requests).

![Figure 51: NCAISS Role Request Approval](image)
9.2 Rejecting a Request

NCAISS Users that receive an access request Work Item have the capability to review the request and either approve or reject it. NCAISS users follow the same process to reject a request. **Note:** Work Items that are rejected require the user to enter a custom comment to indicate the justification for rejection.

1. Click on the request you wish to view, as shown in Figure 50.
2. The Account Request detail view is displayed, as shown in Figure 52. Here you can view the account details and the account type the user is requesting.
3. If the request is not valid, select “Reject,” and the Solution notifies the Access Requestor that request is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

![Figure 52: NCAISS Role Request Rejection](image_url)

4. The request is rejected and an email is sent to the user with the reason it was rejected.
10 Delegating Work Items

NCAISS users that receive Work Items (e.g., access approval requests) may delegate his/her Work Items to another user for a specified period of time. Work Item delegation can help determine that access requests are processed promptly and efficiently during prolonged absences. When delegating Work Items, it is the responsibility of the Delegator to determine that the Delegate is fully capable of completing the assigned work tasks. The process for delegating Work Items is the same for NCAISS users and follows the process outlined below. **Note:** Only one delegation may be set for a specified period of time. If you have set up a delegation for a specific period of time, the system will not allow you to set up another delegation that overlaps with the time period set in the existing delegation.

1. From the NCAISS Home Page, click the “My Information,” tile as shown in Figure 36.
2. On the “My Information” tab click the arrow next to “Delegation” to expand the “Delegation” area, as shown in Figure 53.

![Figure 53: Delegating Work Items from the My Information Tile](image)

3. The Delegation area displays active or ended delegations and allows the user to begin a new Delegation.
4. Click “+Add” to initiate a new Delegation.
5. A pop-up box will appear with fields for the delegate, delegation start date, and delegation end date. Click the magnifying glass icon next to the delegate field.

6. Locate the desired user by selecting and entering search criteria.
7. Click on the user you wish to set as the delegate, and click “Select.”

8. Once you’ve found the appropriate user you will be directed back to a pop-up window. Enter the Start Date and End Date for the period in which you would like to delegate your Work Items, and click “Apply.”
9. The delegation task will be created and you will be returned to the My Information tab. Here you will see the new delegation task in the Current delegation box.

Figure 59: Completed Delegation Summary
11 Logging Out

Users may log out of NCAISS using the “Sign Out” link or by closing their web browser. The process and screen shots below demonstrate logging out of NCAISS using the “Sign Out” link.

1. From each screen within NCAISS, click on the “Sign Out” link.
2. Click the drop-down arrow in the banner as shown in Figure 31.
3. Select “Sign Out” from drop-down as shown in Figure 60.

4. Once logged out, the NCAISS Login Page is displayed. **Note:** You must close your web browser to fully terminate the session.

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**Figure 60:** NCAISS Banner – Sign Out

**Figure 61:** Successful Logout
12 OBMS Application NCAISS User Guide

This section describes the step-by-step processes for requesting access to, accessing, and managing users for the OBMS application using the NCAISS Solution. **Note:** This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the OBMS application. Actions that a user may take within the OBMS application, following authentication, are out of scope for this User Guide. This section assumes that an OBMS access requestor already has a valid NCAISS user account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

12.1 Accessing OBMS

CAC/PKI authentication is the process through which OBMS users, regardless of role, will access the OBMS application using the CAC or a DoD-approved PKI certificate. For convenience, there are two ways in which a user may authenticate to OBMS, including:

- Navigate to the public-facing OBMS home page and click “Login” (CAC/PKI Authentication from OBMS)
- Access OBMS from the NCAISS (CAC/PKI Authentication from NCAISS)

The following sections provide step-by-step instructions for accessing OBMS using the two methods described above. **Note:** This section assumes that the User already possesses valid NCAISS and OBMS application accounts.

12.1.1 CAC/PKI Authentication from OBMS

The steps below describe the process for accessing OBMS via NCAISS from the OBMS homepage through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the OBMS unauthenticated homepage ([www.obms.dss.mil](http://www.obms.dss.mil)).
2. Accept the Disclaimer

![Unauthenticated OBMS Home Page](image)

*Figure 62: Unauthenticated OBMS Home Page*

3. You are redirected to the NCAISS Notice and Consent to Monitoring page, as shown in Figure 63. Select “I Accept” to proceed.
4. The unauthenticated NCAISS page is displayed, as shown in Figure 64. Select “CAC/ECA Login” to proceed.

5. Select the certificate that you would like to use. **Note:** You must use the certificate that has been associated to your NCAISS account.
6. Enter your PIN.

7. The NCAISS Solution authenticates you, and directs you to OBMS. The OBMS user’s homepage is displayed, as shown in Figure 67.
Figure 67: OBMS User Home Page

Note: OBMS users with multiple OBMS roles will be prompted by OBMS to select the role that they would like to use during a given session, as shown in Figure 68. If applicable, select the desired role from the drop down menu and click “Submit.”

Figure 68: Multiple OBMS Role Selection

12.1.2 CAC/PKI Authentication (to OBMS) from NCAISS

The steps below describe the process for accessing the OBMS application from NCAISS through the use of a CAC or DoD-approved PKI certificate.

2. Authenticate to NCAISS, as described in Section 5.
3. Upon authentication, the NCAISS Home Page is displayed.
4. Click the “My Application” tile as shown in Figure 69
5. Click the “OBMS Application” link, as shown in Figure 70.

6. OBMS allows User application access.

7. NCAISS will direct you to OBMS and the OBMS user home page is displayed, as shown in Figure 67.
Note: OBMS users with multiple OBMS roles will be prompted by OBMS to select the role that they would like to use during a given session, as shown in Figure 68. If applicable, select the desired role from the drop down menu and click “Submit.”

12.2 Requesting Access to OBMS

In order to gain access to OBMS, an NCAISS user must request access using the OBMS access request form from within the NCAISS. Based upon the user’s affiliation with DCSA, NCAISS will display the appropriate OBMS access request form. OBMS Internal Users, either DCSA employees or contractors – who checked the “DCSA Internal User” checkbox during NCAISS account registration – will complete the Internal OBMS access request form, as described in Section 12.2.1. OBMS External Government Users, individuals from the industrial security community, representing a Federal Government organization, that have a .mil or .gov (non-DCSA) email address – who did not check the “DCSA Internal User” checkbox during NCAISS account registration – will complete the External Government Submitter OBMS access request form, as described in Section 12.2.2. OBMS External Contractor Submitter Users, industry users with an email address other than .gov or .mil (e.g., .com, .org, etc.), will complete the External OBMS Contractor Submitter access request form, as described in Section 12.2.3. The following sections provide step-by-step instructions for requesting access to OBMS, based upon your affiliation with DCSA.

12.2.1 OBMS Internal User Account Request

This process allows an Internal OBMS Access Requestor (i.e., DCSA employee or contractor) to request access to the OBMS application. **Note:** This process assumes that the Access Requestor has checked the “DCSA Internal User” checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the “Request/Modify Access” tile, as shown in Figure 71.

2. Click the “Request/Manage OBMS Access” link as shown in Figure 72.
3. NCAISS will determine that you are an Internal Requestor because your NCAISS account includes the “DCSA Internal User” attribute, and will display the Internal OBMS Access Request Form.

4. Complete the form, selecting “User OBMS Title” and “User OBMS Region” from the drop-down lists, adding “Role” assignment(s), and providing your Sponsor’s (current DCSA Supervisor) email address, as shown in Figure 73. **Note:** As an Internal OBMS User, your Sponsor must also be an Internal DCSA User. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested OBMS access in a separate request, no new request submissions will be allowed until the previous request has been completed.

5. Click “Next”
6. A confirmation screen will be displayed, as shown in Figure 74. Confirm the accuracy of the information.
7. Click “Cancel” to cancel the request if changes are needed.
8. Click “Confirm” to submit the request for review.

9. Upon clicking “Confirm” your access request is submitted; click “Ok” on the successful submission page and you are returned to the NCAISS Home Page.
12.2.2 OBMS External Government (non-DCSA) Submitter User Access Request

This process allows an External OBMS Government Submitter Access Requestor (i.e. non-DCSA Internal User) to request access to the OBMS application. **Note:** This process assumes that the Access Requestor has not checked the “DCSA Internal User” checkbox during NCAISS account registration, has a .gov or .mil email address, and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the “Request/Modify Access” tile, as shown in Figure 71.
2. Click the “Request/Manage OBMS Access” link, as shown in Figure 72.
3. NCAISS will determine that you are an External Government Submitter Requestor because your account does not include the “DCSA Internal User” attribute and a .gov or .mil (non-DCSA.mil) email address is affiliated with your NCAISS account. NCAISS will display the External OBMS Access Request Form for Government Submitter users.
4. Complete the form, selecting “OBMS User Title” from the drop-down list, adding the “Role” assignment, providing your Sponsor’s (your current supervisor within your government organization) email address, as shown in Figure 75. **Note:** Your Sponsor must have an NCAISS account in order to approve your access to OBMS – you will not be able to submit your OBMS access request until your Sponsor creates an NCAISS account. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested OBMS access in a separate request, no new request submissions will be allowed until the previous request has been completed.
5. Click “Next.”

![Figure 75: OBMS Government Submitter Access Request Form](image)

6. A confirmation screen will be displayed, as shown in Figure 76. Confirm the accuracy of the information.
7. Click “Cancel” to cancel the request if changes are needed.
8. Click “Confirm” to submit the request for review.
9. Upon clicking “Confirm” your access request is submitted; click “Ok” on the successful submission page and you are returned to the NCAISS Home Page.

12.2.3 OBMS External Contractor (Industry) Submitter User Access Request

This process allows an External OBMS Contractor Submitter Access Requestor with a non-.gov or non-.mil email address to request access to the OBMS application. **Note:** This process assumes that the Access Requestor has not checked the “DCSA Internal User” checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the “Request/Modify Access” link, as shown in Figure 71.
2. Click on “Request/Manage OBMS Access” link as shown in Figure 72.
3. NCAISS will determine that you are an External Requestor because your account does not include the “DCSA Internal User” attribute and a non-.gov or non-.mil email address is affiliated with your NCAISS account. NCAISS will display the External OBMS Access Request Form.
4. Complete the form, selecting “OBMS User Title” from the drop-down list, adding the “Role” assignment, and providing Commercial and Government Entity (CAGE) Code and Key Management Personnel (KMP) email address, as shown in Figure 76. **Note:** You may add additional CAGE Codes by clicking the “Add CAGE Code” button. You must provide a KMP email address for each CAGE Code that you’re requesting. Each KMP must have a valid NCAISS account in order to approve access to the respective CAGE Code. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile).
5. Click “Next.”
6. A confirmation screen will be displayed, as shown in Figure 78. Confirm the accuracy of the information.
7. Click “Cancel” to cancel the request if changes are needed.
8. Click “Confirm” to submit the request for review.
9. Upon clicking “Confirm” your access request is submitted; click “Ok” on the successful submission page and you are returned to the NCAISS Home Page.

12.3 Reviewing and Approving/Rejecting OBMS Access Requests

When an OBMS Access Requestor submits a request to access the OBMS application, a Work Item is added in the appropriate Sponsor’s queue. **Note:** Internal OBMS Access Requestors specify their current DCSA Supervisor as their Sponsor, External Government Submitter Access Requestors specify their current government organization supervisor as their Sponsor, and External Contractor (Industry) Submitter Access Requestors specify the KMP for each requested CAGE Code as their Sponsor(s). Once approved by the Sponsor, accounts for Internal and External Government Submitter OBMS Access Requests are created by NCAISS and the user is notified. External Contractor Submitter OBMS Account Requests must be reviewed approved by the DCSA Knowledge Center, in addition to the Requestor’s Sponsor(s), prior to account creation. This subsections that follow outline the process for reviewing and approving or rejecting OBMS access requests at the Sponsor-level. **Note:** If a Sponsor has an OBMS access request from an internal or external government OBMS Access Requestor in queue, that requestor will not be able to submit any new requests until the previous request in queue has been completed (i.e., approved or rejected). **Note:** Refer to the Account Administrator User Guide for guidance on DCSA Knowledge Center processing of OBMS External Contractor Submitter Access Requests.

12.3.1 Sponsor Approval for OBMS Internal Access Requests

The following steps outline the process for reviewing and approving access to OBMS Internal users as the Sponsor (DCSA Supervisor).

1. Log into NCAISS, as described in Section 5.
2. Click on the “Pending Approvals” tile.
3. The “Pending Approvals” page is displayed with a list of requests awaiting approval, as shown in Figure 79.
4. Review the details of the OBMS Internal Access Request.
5. If the OBMS request is valid, select “Approve.” NCAISS creates the OBMS account and the Solution notifies the User that access is granted.

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**Figure 79: OBMS Internal Access Request Work Item**

**Figure 80: OBMS Internal Access Request Review - Approval**
6. If the OBMS request is not valid, select “Reject” and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

![OBMS Sponsorship Request](image1.png)

**Figure 81: OBMS Internal Access Request Review - Rejection**

### 12.3.2 Sponsor Approval for OBMS External Government Submitter Access Requests

The following steps outline the process for reviewing and approving access to OBMS External Government Submitter users as the Sponsor (Government Organization Supervisor).

1. Log into NCAISS, as described in Section 5.
2. Click on the “Pending Approvals” tile.
3. The “Pending Approvals” page is displayed with a list of requests awaiting approval, as shown in Figure 82.
5. If the OBMS request is valid, select “Approve.” NCAISS creates the OBMS account and the Solution notifies the User that access is granted.
6. If the OBMS request is not valid, select “Reject” and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

Figure 84: OBMS External Government Submitter Access Request Review - Rejection

### 12.3.3 Sponsor Approval for OBMS External Contractor Submitter Access Requests

The following steps outline the process for reviewing and approving access to OBMS External Contractor Submitter users as the Sponsor (KMP for specified CAGE Code). **Note:** OBMS Contractor Submitters may request access to multiple CAGE Codes; a KMP must be specified for each CAGE Code requested. Accordingly, there may be multiple Sponsor-level approvals required for a single OBMS Contractor Submitter access request; access to each CAGE Code must be approved or rejected by the specified KMP before the access request can be processed by the DCSA Knowledge Center. Failure to approve or reject an OBMS Contractor Submitter access request as the Sponsor within seven (7) days will result in automatic rejection of access to the specified CAGE Code(s).

1. Log into NCAISS, as described in Section 5.
2. Click on the “Pending Approvals” tile.
3. The “Pending Approvals” tab is displayed with a list of requests awaiting approval, as shown in Figure 85.
4. Review the details of the OBMS External Contractor Submitter Access Request.

5. If the OBMS request is valid, select “Approve.”

6. NCAISS notifies the Knowledge Center of the pending OBMS account request. **Note:** Any requests for individual CAGE Codes that have not been processed by the Sponsor after seven days are automatically terminated.
7. If the OBMS request is not valid, select “Reject,” and the Solution will notify the Access Requestor that the request is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

![Figure 87: OBMS External Contractor Submitter Access Request Review - Rejection](image)

OBMS External Contractor Submitter account requests must be reviewed and approved by a DCSA Knowledge Center Agent, in addition to the Access Requestor’s Sponsor(s) (Organization KMP) for the requested CAGE Code(s). **Note:** Refer to the Account Administrator User Guide for guidance on DCSA Knowledge Center processing of OBMS External Contractor Submitter Access Requests.

12.4 Managing OBMS User Accounts

This section provides step-by-step instructions related to the process that allows an OBMS User Administrator to modify an OBMS user’s assigned OBMS role(s) (i.e., add or remove roles) and modify a user’s OBMS profile (i.e., change region code or CAGE code) within the NCAISS Solution.

12.4.1 Managing OBMS Internal and External Government Submitter User Accounts

1. Log into OBMS, as described in Section 12.1.
2. Select the “Edit User” tab.
Figure 88: OBMS User Administrator Interface

3. OBMS re-directs you to NCAISS and the NCAISS displays the Request page. Click "Manage OBMS User Access" as shown in Figure 89.
4. NCAISS starts the User Management workflow. Search for the desired OBMS user by inputting search parameters and clicking “Search” as shown in Figure 90. **Note:** You may search for a user by entering combinations of: OBMS user ID, First Name, Last Name, or Email Address.
5. NCAISS will display the results of the OBMS user search. Click the desired user, as shown in Figure 91.

6. NCAISS displays the desired user’s record, as shown in Figure 91. Modify the user’s account, as required. Note: To disable a user’s access to OBMS, remove all OBMS roles from the user’s account.

7. Click “Next” to store the changes that you have made to the user’s account. Note: Clicking “Cancel” will discard changes that have been made to the user’s account.
8. Click “Confirm” to confirm the changes, as shown in Figure 93.

9. NCAISS saves the changes to its repository.
10. NCAISS writes the changes to OBMS.
11. Changes are committed to the OBMS database.

12.4.2 Managing OBMS External Contractor Submitter User Accounts

1. Log into OBMS, as described in Section 12.1.
2. Select User Management Module item within the OBMS User Administrator interface, as shown in Figure 89.
3. OBMS re-directs you to NCAISS and the NCAISS Solution starts the User Management workflow. Search for the desired OBMS user by inputting search parameters and clicking “Search.” Note: You may search for a user by entering combinations of: OBMS user ID, First Name, Last Name, or Email Address.
4. NCAISS will display the results of the OBMS user search. Click the desired user, as shown in Figure 91.
5. NCAISS displays the desired user’s record, as shown in Figure 94. Modify the user’s account, as required. Note: To disable a user’s access to OBMS, remove all OBMS roles from the user’s account. Note: To reinstate a disabled user’s access to OBMS, add a role to the user’s account.
6. Click “Next” to store the changes that you have made to the user’s account. Note: Clicking “Cancel” will discard changes that have been made to the user’s account.

![Figure 94: Manage OBMS Contractor Submitter User](image)

7. Click “Confirm” to confirm the changes, as shown in Figure 95.
8. NCAISS saves the changes to its repository.
9. NCAISS writes the changes to OBMS.
10. Changes are committed to the OBMS database.

### 12.5 Producing OBMS User Reports

This section provides step-by-step instructions related to the process that allows an OBMS User Administrator to run and produce a report that lists OBMS users and their assigned OBMS role(s) using the NCAISS Solution.

1. Log into OBMS, as described in Section 12.1.
2. Click the “Reports” link within the OBMS User Administrator interface, as shown in Figure 96.
3. OBMS re-directs you to the NCAISS Reports interface; click on “DCSA Reports” as shown in Figure 97.

4. User Administrator clicks on “Open” under the desired report, as shown in Figure 98.

5. NCAISS displays the report.

6. User Administrator clicks on the Actions button, as shown in Figure 99.
7. User Administrator clicks the “Export” selection to choose the desired export format (PDF or CSV), as shown in Figure 100.

**Warning:** When attempting to print in CSV format, you must manually stamp “For Official Use Only” on the printout if it is not in the Report title. PDF format will have “For Official Use Only” displayed in the Header and Footer of the Report.

An OBMS User Administrator may also choose to access the NCAISS Reports interface from the NCAISS Homepage. From the NCAISS Home Page, click the “Reports” tile to be directed to the NCAISS Reports interface, as shown in Figure 101. Then proceed from Step 3 above.
Figure 101: OBMS Report via NCAISS Home Page

This section describes the step-by-step processes for requesting access to and accessing the STEPP application using the NCAISS Solution. Note: This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the STEPP application. Actions that a user may take within the STEPP application, following authentication, are out of scope for this User Guide. This section assumes that a STEPP access requestor already has a valid NCAISS user account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

13.1 Accessing STEPP

Following STEPP’s integration with NCAISS, STEPP users are able to use their existing CAC/PKI credentials to gain access to the STEPP application. Note: Use of CAC/PKI credentials for access to STEPP is optional; STEPP users may continue to access the application using their existing username/password.

For convenience, there are three ways in which a user may authenticate to STEPP, including:

- Navigate to the public-facing STEPP home page and click “CAC | PKI Login” (CAC/PKI Authentication from the STEPP Homepage)
- Access STEPP from NCAISS (CAC/PKI Authentication from NCAISS)
- Login to STEPP using existing username/password authentication process (STEPP Username/Password Authentication)

The following sections provide step-by-step instructions for accessing STEPP using the three methods described above. Note: This section assumes that the User already possesses valid NCAISS and STEPP application accounts.

13.1.1 CAC/PKI Authentication from the STEPP Homepage

The steps below describe the process for accessing STEPP via NCAISS from the STEPP homepage through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the unauthenticated STEPP homepage (http://www.cdse.edu/stepp/index.html).
2. Select the “CAC | PIV Login” button, as shown in Figure 102.
3. You are redirected to the NCAISS Notice and Consent to Monitoring page, as shown in Figure 103. Select “I Accept” to proceed.

Figure 103: NCAISS Notice and Consent to Monitoring

4. The unauthenticated NCAISS page is displayed, as shown in Figure 104. Select “CAC/ECA Login” to proceed.
Figure 104: Unauthenticated NCAISS Home Page

5. Select the certificate that you would like to use. **Note:** You must use the certificate that has been associated to your NCAISS account.

Figure 105: Certificate Selection

6. Enter your PIN.
7. The NCAISS Solution authenticates you and determines if you have multiple STEPP accounts correlated with NCAISS. Note: If you have only a single STEPP account correlated with NCAISS, then proceed to Step 9.

8. If multiple STEPP accounts have been correlated with NCAISS, then the NCAISS Solution will prompt you to select which account you wish to use, as shown in Figure 107. Select the desired account and click “Continue.”

9. NCAISS directs you to STEPP. The STEPP user’s homepage is displayed, as shown in Figure 108.
13.1.2 CAC/PKI Authentication (to STEPP) from NCAISS

The steps below describe the process for accessing STEPP via NCAISS from NCAISS through the use of a CAC or DoD-approved PKI certificate.

2. Authenticate to NCAISS, as described in Section 5.
3. Upon authentication, the NCAISS Home Page is displayed.
4. Click the “My Applications” tile, as shown in Figure 109.
5. Click the “STEPP” application link as shown in Figure 110.
6. The NCAISS Solution authenticates you and determines if you have multiple STEPP accounts correlated with NCAISS. **Note:** If you have only a single STEPP account correlated with NCAISS, then proceed to Step 8.

7. If multiple STEPP accounts have been correlated with NCAISS, then the NCAISS Solution will prompt you to select which account you wish to use, as shown in Figure 107. Select the desired account and click “Continue.”

8. NCAISS directs you to STEPP. The STEPP user’s homepage is displayed, as shown in Figure 108.

### 13.1.3 Username/Password Authentication (to STEPP)

 STEPP users that wish to continue to use STEPP username and password credentials to access STEPP may do so without the need to login to NCAISS. For step-by-step instructions for logging into STEPP with username and password, refer to the STEPP FAQs ([http://www.cdse.edu/stepp/help.html](http://www.cdse.edu/stepp/help.html)).
1. Navigate to the unauthenticated STEPP homepage (http://www.cdse.edu/stepp/index.html).

2. Input STEPP username and password and select “Log On” to authenticate.
3. If successfully authenticated, the STEPP homepage is displayed as seen in Figure 108.

13.2 Correlating STEPP Accounts

All STEPP users that wish to use their CAC/PKI credentials to access STEPP will be required to link (correlate) their STEPP account with their NCAISS account using the one-time process (per account) described in this section. Users with multiple STEPP accounts (e.g., users that have both STEPP user and administrator accounts) will need to correlate each account that they wish to use their CAC/PKI credentials to access.

1. Log into NCAISS, as described in Section 5. From the NCAISS Home Page, select the “Request/Modify Access” link, as shown in Figure 43.
2. On the requests page select the “Register an Existing STEPP Account” link, as shown in Figure 113 below.

![Figure 113: Correlate STEPP Account](image)

3. Enter your STEPP username and password for the account that you wish to correlate, when prompted. Click “Finish” to proceed, as shown in Figure 114. **Note:** If you have forgotten your password you may use the STEPP password reset capability by clicking the link.
4. NCAISS will validate your username and password with STEPP and, if successful, notify you that your account has been correlated with NCAISS, as shown in Figure 115. Click the “Go to STEPP” button to proceed to STEPP.

5. Once you have correlated multiple STEPP accounts, NCAISS will prompt you to select the account that you wish to use during a given session, prior to directing you to STEPP, as shown in Figure 107. Select the desired account and click “Continue.”

6. NCAISS directs you to STEPP. The STEPP user’s homepage is displayed, as shown in Figure 108.
14 National Industrial Security System (NISS) Application
NCAISS User Guide

This section describes the step-by-step processes for requesting access to, accessing, and managing users for the NISS application using the NCAISS Solution. **Note:** This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the NISS application. Actions that a user may take within the NISS application, following authentication, are out of scope for this User Guide. This section assumes that a NISS access requestor already has a valid NCAISS user account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

14.1 Accessing NISS

CAC/PKI authentication is the process through which NISS users, regardless of role, will access the NISS application using the CAC or a DoD-approved PKI certificate. NISS can be accessed through NCAISS using CAC/PKI Authentication from NCAISS.

The following sections provide step-by-step instructions for accessing NISS through NCAISS. **Note:** This section assumes that the User already possesses valid NCAISS and NISS application accounts.

14.1.1 CAC/PKI Authentication (to NISS) from NCAISS

The steps below describe the process for accessing the NISS application from NCAISS through the use of a CAC or DoD-approved PKI certificate.

2. Authenticate to NCAISS, as described in Section 5.
3. Upon authentication, the NCAISS Home Page is displayed.
4. Click “My Applications” tile, as shown in Figure 69.
5. Click the “NISS Application” link, as shown in Figure 116.
6. NISS allows User application access.

![Figure 116: Accessing NISS from the NCAISS Home Page](image)

7. NCAISS will then direct you to NISS and the NISS user home page will be displayed.
14.2 Requesting Access to NISS

In order to gain access to NISS, an NCAISS user must request access using the NISS access request form from within NCAISS. Based upon the user’s affiliation with DCSA, NCAISS will display the appropriate NISS access request form. NISS Internal Users, either DCSA employees or contractors – who checked the “DCSA Internal User” checkbox during NCAISS account registration – will complete the Internal NISS access request form, as described in Section 14.2.1. NISS External Government Users, individuals from the industrial security community, representing a Federal Government organization, that have a .mil or .gov (non-DSS) email address – who did not check the “DCSA Internal User” checkbox during NCAISS account registration – will complete the External NISS Government access request form, as described in Section 14.2.2. NISS External Contractor Users, industry users with an email address other than .gov or .mil (e.g., .com, .org, etc.), will complete the External NISS Contractor access request form, as described in Section 14.2.3. The following sections provide step-by-step instructions for requesting access to NISS, based upon your affiliation with DCSA.

14.2.1 NISS Internal User Account Request

This process allows an Internal NISS Access Requestor (i.e., DCSA employee or contractor) to request access to the NISS application. **Note:** This process assumes that the Access Requestor has checked the “DCSA Internal User” checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the “Request/Modify Access” tile, as shown in Figure 43.
2. Click the “Request/Manage NISS Access” link as shown in Figure 117.

![Figure 117: Requesting Access to NISS](image)

3. NCAISS will determine that you are an Internal Requestor because your NCAISS account includes the “DCSA Internal User” attribute, and will display the Internal NISS Access Request Form.
4. Complete the form, selecting NISS Category and desired NISS Role from the drop-down lists. **Note:** NISS Roles will not be shown in the drop down until a NISS Category is selected. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-
populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested NISS access in a separate request, no new request submissions will be allowed until the previous request has been completed.

5. Click “Next”

![Figure 118: Internal NISS Access Request Form](image)

6. A confirmation screen will be displayed, as shown in Figure 120. Confirm the accuracy of the information.

7. Click “Cancel” to cancel the request if changes are needed.

8. Click “Confirm” to submit the request for NISS access.

![Figure 119: NISS Internal Access Request Confirmation](image)
9. Upon clicking “Confirm” your access request is submitted; click “Ok” on the successful submission page and you are returned to the NCAISS Home Page.

14.2.2 NISS External Government (non-DCSA) User Account Request

This process allows an External Government NISS Access Requestor (i.e. non-DCSA Internal User) to request access to the NISS application. Note: This process assumes that the Access Requestor has not checked the “DCSA Internal User” checkbox during NCAISS account registration, has a .gov or .mil email address, and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the “Request/Modify Access” tile, as shown in Figure 43.
2. Click the “Request/Manage NISS Access” link, as shown in Figure 117.
3. NCAISS will determine that you are an External Government Requestor because your account does not include the “DCSA Internal User” attribute and a .gov or .mil (non-dss.mil) email address is affiliated with your NCAISS account. NCAISS will display the External Government NISS Access Request Form.
4. Complete the form, selecting NISS Category and desired NISS Role from the drop-down list. Note: NISS Roles will not be shown in the drop down until a NISS Category is selected. Note: If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). Note: If you have previously requested NISS access in a separate request, no new request submissions will be allowed until the previous request has been completed.
5. Click “Next.”

![NISS External Government User Access Request Form](Figure 120: NISS External Government User Access Request Form)

6. A confirmation screen will be displayed, as shown in Figure 121. Confirm the accuracy of the information.
7. Click “Cancel” to cancel the request if changes are needed.
8. Click “Confirm” to submit the request for review.
9. Upon clicking “Confirm” your access request is submitted; click “Ok” on the successful submission page and you are returned to the NCAISS Home Page.

### 14.2.3 NISSL External Contractor User Account Request

This process allows a NISS External Contractor Access Requestor with a non-.gov or non-.mil email address to request access to the NISS application. **Note:** This process assumes that the Access Requestor has not checked the “DCSA Internal User” checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the “Request/Modify Access” link, as shown in Figure 43.
2. Click on “Request/Manage NISS Access” link as shown in Figure 117.
3. NCAISS will determine that you are an External Contractor Requestor because your account does not include the “DCSA Internal User” attribute and a non-.gov or non-.mil email address is affiliated with your NCAISS account. NCAISS will display the External Contractor NISS Access Request Form.
4. Complete the form, selecting NISS Category, desired NISS Role, and CAGE Code. **Note:** NISS Roles will not be shown in the drop down until a NISS Category is selected. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile).
5. Click “Next.”
6. A confirmation screen will be displayed, as shown in Figure 123. Confirm the accuracy of the information.
7. Click “cancel” to cancel the request if changes are needed.
8. Click “confirm” to submit the request for review.

9. Upon clicking “confirm” your access request is submitted; click “ok” on the successful submission page and you are returned to the NCAISS Home Page.

14.3 Reviewing and Approving/Rejecting NISS Access Requests

When an NISS Access Requestor submits a request to access the NISS application, a Work Item is added in the appropriate Designated Approver group’s queue. **Note:** For each External Contractor Access Requestor, the CAGE Code specified on a user’s form will be matched with the corresponding ISR for that CAGE Code in NISS who will
then become the Designated Approver. The subsections that follow outline the process for reviewing and approving or rejecting NISS access requests at the Designated Approver level.

**14.3.1 Sponsor Approval for NISS Internal Access Requests**

The following steps outline the process for reviewing and approving access to NISS Internal users as the Designated Approver.

1. Log into NCAISS, as described in Section 5.
2. Click on the “Pending Approvals” tile, as shown in Figure 48.
3. The “Pending Approvals” page is displayed with a list of requests awaiting approval for specific that Designated Approver, as shown in Figure 124.
4. Click on the appropriate User’s record.

![Figure 124: NISS Internal Access Request Work Item](image)

5. Click “Claim” to claim the record in order to approve or reject it.
6. Review the details of the NISS Internal Access Request.
7. If the NISS request is valid, select “Approve.” NCAISS creates the NISS account and the Solution notifies the User that access is granted.
Figure 126: NISS Internal Access Request Review - Approval
8. If the NISS request is not valid, select “Reject” and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

![Figure 127: NISS Internal Access Request Review - Rejection](image)

### 14.3.2 Sponsor Approval for NISS External Government Access Requests

The following steps outline the process for reviewing and approving access to NISS External Government users as the Knowledge Center.

1. Log into NCAISS, as described in Section 5.
2. Click on the “Pending Approvals” tile, as shown in Figure 48.
3. The “Pending Approvals” page is displayed with a list of requests awaiting approval from the specific Designated Approver Group as shown in Figure 128. All External Government Access Requests will go to the Knowledge Center for review.
4. Click on the appropriate User’s record.
5. Click “Claim” to claim the record in order to approve or reject it.

6. Review the details of the NISS External Government Access Request.
7. If the NISS request is valid, select “Approve.” NCAISS creates the NISS account and the Solution notifies the User that access is granted.
8. If the NISS request is not valid, select “Reject” and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

---

**14.3.3 Sponsor Approval for NISS External Contractor Access Requests**

The following steps outline the process for reviewing and approving access to NISS External Contractor users as the Designated Approver (ISR for specified CAGE Code). **Note:** NISS External Contractor users may only request access to one CAGE Code per request. Failure to approve or reject a NISS External Contractor access request as the Designated Approver within seven (7) days will result in automatic rejection of access to the specified CAGE Code.

1. Log into NCAISS, as described in Section 5.
2. Click on the “Pending Approvals” tile, as shown in Figure 48.
3. The “Pending Approvals” tile is displayed with a list of requests awaiting approval, as shown in Figure 132.
4. Click on the appropriate User’s record.
5. Review the details of the NISS External Contractor Access Request.
6. If the NISS request is valid, select “Approve.” NCAISS creates the NISS account and the Solution notifies the User that access is granted.

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**Figure 132: NISS External Contractor Work Item**

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**Figure 133: NISS External Contractor Access Request Review - Approval**
7. If the NISS request is not valid, select “Reject,” and the Solution will notify the Access Requestor that the request is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

![Figure 134: NISS External Contractor Access Request Review - Rejection](image)

14.4 Managing NISS User Accounts

This section provides step-by-step instructions related to the process that allows a NISS User Administrator to modify a NISS user’s assigned NISS role(s) (i.e., add or remove roles) and modify a user’s NISS profile (i.e., change a CAGE code) within the NCAISS Solution.

14.4.1 Managing NISS Internal and External Government User Accounts

1. Log into NCAISS and click the “Request/Modify Access” tile, as shown in Figure 43.
2. Click “Manage NISS User Access” as shown in Figure 135.
NCAISS starts the User Management workflow. Search for the desired NISS user by inputting search parameters and clicking “Search” as shown in Figure 136. **Note:** You may search for a user by entering combinations of: NISS user ID, First Name, Last Name, or Email Address.
4. NCAISS will display the results of the NISS user search. Click the desired user, as shown in Figure 137.

5. NCAISS displays the desired user’s record, as shown in Figure 138. Modify the user’s account, as required. **Note:** To disable a user’s access to NISS, remove all NISS roles from the user’s account.

6. Click “Next” to store the changes that you have made to the user’s account. **Note:** Clicking “Cancel” will discard changes that have been made to the user’s account.

7. Click “Confirm” to confirm the changes, as shown in Figure 139.
8. NCAISS saves the changes to its repository.
9. NCAISS writes the changes to NISS.
10. Changes are committed to the NISS database.

14.4.2 Managing NISS External Contractor User Account

1. Log into NCAISS and click the “Request/Modify Access” tile, as shown in Figure 43.
2. Click “Manage NISS User Access” as shown in Figure 140.
3. NCAISS starts the User Management workflow. Search for the desired NISS user by inputting search parameters and clicking “Search” as shown in Figure 141. **Note:** You may search for a user by entering combinations of: NISS user ID, First Name, Last Name, or Email Address.

![Manage NISS User Access](image)

**Figure 141: Search for an NISS User**

4. NCAISS will display the results of the NISS user search. Click the desired user, as shown in Figure 142.

![Manage NISS User Access](image)

**Figure 142: NISS User Search Results**

5. NCAISS displays the desired user’s record, as shown in Figure 143. Modify the user’s account, as required. A CAGE Code may also be modified at this step. **Note:** To disable a user’s access to NISS, remove all NISS roles from the user’s account.

6. Click “Next” to store the changes that you have made to the user’s account. **Note:** Clicking “Cancel” will discard changes that have been made to the user’s account.
Click Next

Figure 143: Manage NISS User Profile

7. Click “Confirm” to confirm the changes, as shown in Figure 144.

Click Next

Figure 144: Confirm NISS Changes

8. NCAISS saves the changes to its repository.
9. NCAISS writes the changes to NISS.
10. Changes are committed to the NISS database.
15 Salesforce Application NCAISS User Guide

This section describes the step-by-step processes for accessing the Salesforce application using the NCAISS Solution. Note: This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the Salesforce application. Actions that a user may take within the Salesforce application, following authentication, are out of scope for this User Guide. This section assumes that a user already has a valid NCAISS user account, and valid Salesforce account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

15.1 Accessing Salesforce

CAC/PKI authentication is the process through which Salesforce users will access the Salesforce application using the CAC or a DoD-approved PKI certificate. Salesforce can be accessed by navigating to the public-facing Salesforce URL home page.

The following sections provide step-by-step instructions for accessing Salesforce via NCAISS. Note: This section assumes that the User already possesses valid NCAISS and Salesforce application accounts.

15.1.1 Salesforce CAC/PKI Authentication via NCAISS

The steps below describe the process for accessing Salesforce via NCAISS from Salesforce through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the unauthenticated Salesforce page.
2. Click on a login button, and you are re-directed to the NCAISS Notice and Consent to Monitoring page, as shown in Figure 145 below. Select “I Accept” to proceed.

Figure 145: NCAISS Notice and Consent to Monitoring
3. The unauthenticated NCAISS page is displayed, as shown in Figure 146. Select “CAC/ECA Login” to proceed.

![Figure 146: Unauthenticated NCAISS Home Page](image)

4. Select the certificate that you would like to use. **Note:** You must use the certificate that has been associated to your NCAISS account.

![Figure 147: Certificate Selection](image)
5. Enter your PIN.

![PIN Entry]

Figure 148: PIN Entry

6. The NCAISS Solution authenticates you, and re-directs to Salesforce.
7. Salesforce allows access to application.
## Appendix A – Acronym List

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
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<tbody>
<tr>
<td>CAC</td>
<td>Common Access Card</td>
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<tr>
<td>CAGE</td>
<td>Commercial and Government Entity</td>
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<tr>
<td>DoD</td>
<td>Department of Defense</td>
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<tr>
<td>DCSA</td>
<td>Defense Counterintelligence Security Agency</td>
</tr>
<tr>
<td>FAQ</td>
<td>Frequently Asked Question</td>
</tr>
<tr>
<td>IA</td>
<td>Information Assurance</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>JPAS</td>
<td>Joint Personnel Adjudication System</td>
</tr>
<tr>
<td>KMP</td>
<td>Key Management Personnel</td>
</tr>
<tr>
<td>NCAISS</td>
<td>National Industrial Security Program (NISP) Central Access Information Security System</td>
</tr>
<tr>
<td>NISP</td>
<td>National Industrial Security Program</td>
</tr>
<tr>
<td>NISS</td>
<td>National Industrial Security System</td>
</tr>
<tr>
<td>OBMS</td>
<td>Office of Designated Approving Authority (ODAA) Business Management System</td>
</tr>
<tr>
<td>OCSP</td>
<td>Online Certificate Status Protocol</td>
</tr>
<tr>
<td>ODAA</td>
<td>Office of Designated Approving Authority</td>
</tr>
<tr>
<td>PIN</td>
<td>Personal Identification Number</td>
</tr>
<tr>
<td>PKI</td>
<td>Public Key Infrastructure</td>
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<tr>
<td>SAR</td>
<td>System Access Request</td>
</tr>
<tr>
<td>SSO</td>
<td>Single Sign On</td>
</tr>
<tr>
<td>STEPP</td>
<td>Security Training, Education and Professionalization Portal</td>
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